

NEWS!

SUMMER 2024 NEWSLETTER

Thrive
Homes

Keeping you informed about
things that matter to you



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Welcome to your summer update from Thrive Homes

The new Consumer Standards and Housing Ombudsman Complaints Handling Code are now in force, and we've been working hard to make sure our services meet these regulations.

You'll be able to find out about some of the changes and improvements we've been making throughout this newsletter.



Our latest tenant reward winners!

Find out who's just won a share of £2,000 in this years' prize draw.

“I never expected it to be me!”

“It's absolutely a good way to recognise tenants, it drives good behaviour so you should shout it from the roof tops!”

 Hear what they had to say at thrivehomes.org.uk/tenant-rewards-2024



Do you need information in another format or language?

We offer services to make it easier for you to get the information you need. This includes help like interpreters, information in large print, and translations.

 Find out more at thrivehomes.org.uk/accessibility

 Let us know about any needs you have at thrivehomes.org.uk/my-info

 **You can trust us.** We work hard to make sure your privacy is protected, and we treat your personal data with respect. Find out more at thrivehomes.org.uk/privacy-policy

Looking to move?

Create a free account on **House Exchange** to see if you can find another social housing tenant to swap with!

 Visit thrivehomes.org.uk/mutualexchange

 Not online? Call us on **0800 917 6077**

Listening and learning

Last year customers sang our praises 184 times. This was mostly about the way our engineers have treated you and how helpful our colleagues are when moving in.

There were also 394 times when customers felt let down. Areas to focus on include improving communication about repair appointments and sticking to our timescales for follow up repairs and planned works.



View the detail on our website!

Plus, find out what you're telling us about our services under the new **Tenant Satisfaction Measures** and the actions we're taking to improve, as well as:

- How our complaints process meets the Housing Ombudsman's Complaint Handling Code
- Our plans to improve complaints handling performance
- What our Board said about our complaints performance last year.

Head to thrivehomes.org.uk/feedback

We make it right!

If you find an issue in your home, we'll always work with you to sort it in line with our service standards set out in the Thrive Deal.

If things don't go to plan, you can trust our complaints process to deal with things fairly.

And remember, you can seek guidance from the Housing Ombudsman at any time and escalate your complaint to them if you feel we aren't able to resolve it.



View our service standards:
thrivehomes.org.uk/thrivedeal



Learn about our complaints process:
thrivehomes.org.uk/complaints



Find out about your rights as a social housing tenant:
socialhousingcomplaints.campaign.gov.uk



Social housing issue?

Visit gov.uk/social-housing

Let's talk trash!

Top tips to keep your bin area clean and clear



Keep the floor clear of rubbish



Put rubbish in the correct bins



Let us know if the bins are overflowing



Only put household waste in bins



Break down cardboard boxes



Take large items to the household waste recycling centre



Don't force large items down bin chutes



Fill the bins furthest away first to avoid blocking the entrance

Keep your bin area spick and span! Overflowing bins and litter can lead to pests and missed rubbish collections. To avoid extra clearance costs, please help us by keeping the bin area tidy and report any fly-tipping you see.

For more information, head to thrivehomes.org.uk/bin-stores

Stay in the know!

Each month we update our website with information on our repairs, cleaning, and grounds maintenance services. This helps you to find out what our contractors and operatives are working on and if there are any delays to services.



Head to thrivehomes.org.uk/service-updates

Your cleaning and grounds maintenance schedules

Find out when your cleaning and grounds maintenance visits are due and look at the latest safety information about your building.



thrivehomes.org.uk/my-home-info

Repairs timescales

Working with a group of customers, we've set out how long it takes to get an appointment for different types of repairs. Some examples include...



Emergencies (24 hours)

These are issues that immediately put your safety, security, or health at risk.

- No heating or hot water
- A leak you can't contain
- Health & safety hazards



Routine (20 working days)

- Window handle repair
- Containable leaks
- Small carpentry works



Planned (60 working days)

- Kitchen unit replacement
- New window glazing
- Plastering

Learn more at thrivehomes.org.uk/repairs

See what we learnt from customers and how we've acted on their feedback: thrivehomes.org.uk/repairs-feedback/

We're experiencing a high level of repair requests right now, which means we aren't always meeting our usual timeframes. View our current wait times at thrivehomes.org.uk/service-updates

Report hazards to us!

Tell us right away if you see something that could make someone trip or block the way out of your building. Quick reports help keep everyone safe.



0800 917 6077



fire@thrivehomes.org.uk

Are you going away for more than two weeks this summer?

If so, please tell us so we know who to contact whilst your away.

Make sure to run your taps and showers for a few minutes when you return home to remove any stagnant water that could develop into a nasty bug.

Damp, mould, and condensation

Damp, mould, and condensation can continue to be a problem even in warmer weather.

Make sure to keep your home well aired, dry clothes outside where possible and wipe down any condensation on windows to stop it forming mould.

For more tips head to thrivehomes.org.uk/damp-and-mould

Tackling anti-social behaviour (ASB) together

We know the impact ASB can have and it can be one of the top reasons for feeling unsafe in your home.

To make sure we can support customers in the right way, we've set out what ASB is, how to report it and the help available on our website.



Working together with you and our partners, we can sort ASB issues and make sure you can enjoy where you live.

Dealing with noise issues

Adam and Louise* were good neighbours for two years, often helping each other out. Trouble started when Louise's partner would visit at odd hours causing a lot of noise, which sometimes involved the police attending. Adam felt upset and talked to Louise, but she didn't see a problem. The noise kept up, so Adam turned to Thrive.

We looked into the impact the issues were having on Adam and other neighbours and put together an action plan to address it. This included making Louise aware of her tenancy conditions and giving Adam access to a noise recording app to gather evidence.

After gathering noise evidence, Thrive met with Louise, who recognised the impact of the noise and agreed to apologise to Adam and ensure her visitors would no longer be disruptive.

Thrive monitored the situation, and Adam later confirmed the noise issues had stopped and he is mending their neighbourly relationship.

Read more examples like this on our website.

*Names have been changed to protect the privacy of those involved.

Have a say!

Members recently had a say on our upcoming Annual Report for Tenants. Based on their feedback, this year we will be including:



Property improvements



Customer satisfaction



Complaints performance



Home safety



Grounds maintenance

What's coming up for Thrive Customer Voice?

- Find out what customers told us about the cleaning and grounds maintenance service.
- Tell us how you feel about being a Thrive Customer Voice member.
- Help us develop information for customers on aids and adaptations
- Let us know if our performance against the Tenant Satisfaction Measures are clear and easy to understand.
- Look at our written complaint response templates to help us make sure they are clear.
- Shape the way we keep customers informed about the safety of their home.

Members are making a difference!

“It's an open and honest attempt to improve communication and acknowledgment of outstanding issues.”

“5 stars, it was clear what customers want and is explained clearly for everyone to understand your process in dealing with repairs.”

Become a member today and have your say at thrivehomes.org.uk/getinvolved

Beware of tenancy fraud

It's a serious crime that could land you behind bars and includes:

- subletting your property
- not being truthful to get a tenancy
- selling your keys to others
- leaving the property empty.

To help tackle this, we may ask to check your ID when we visit you. This way we can confirm the identity of those living in our homes.

Keep an eye out for your neighbours

Vulnerable people can be targeted by gangs to use their property for illegal activities, otherwise known as 'cuckooing'. We work with the local authority and the police to prevent this from happening and protect members of our community.

If you suspect something shady, let us know! Your secret is safe with us.

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