



# CBHnews

SPRING 2019



**Enter Tenant & Leaseholder  
Garden Comp 2019**  
Your community in action!  
**\*\*PLAN\*\* your fire escape**

FREEPHONE 0800 408 0000 VISIT [www.cbh.org](http://www.cbh.org)





# Our Charity of the year is...



**suicidecrisis**

supporting people with a suicide or trauma crisis

Following a vote from our employees, we are delighted to announce that Suicide Crisis has been overwhelmingly voted our Charity of the Year 2019/20.

Suicide Crisis offers a safe place and face to face support for people who have suicidal feelings including those who are going through a crisis that has been triggered by a traumatic experience or experiences.

This life changing charity has a team of dedicated, caring and well trained staff that can provide the help people need and has a centre that is open 24 hours a day for people at high risk of suicide.

**More information about Suicide Crisis can be found at [www.suicidecrisis.co.uk](http://www.suicidecrisis.co.uk)**

**Watch this space as in our summer edition of the newsletter we will be telling you how much our employees raised for the Maggie's Cheltenham Centre last year**



## Reading **CBHnews**

If you would like a translation or would prefer this information in Braille, large print or audio tape, please contact us on **0800 408 0000** or **[communityinvolvement@cbh.org](mailto:communityinvolvement@cbh.org)**

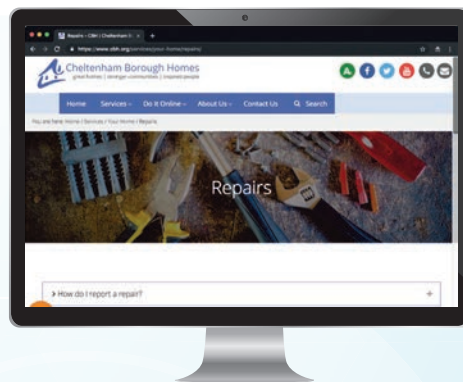
**COVER PHOTO:** Spring has sprung for 'The Happy Potters' as they plant the seeds for our exciting new gardening scheme (page 8)

# Out with the old, in with the new!

There are some exciting times ahead for CBH as soon we will be replacing our computer systems with more up to date and more accessible technology.

## What does this mean for you?

- **A new online portal** and a mobile app so that you can access your information, pay your rent and book your repairs 24/7 whenever and wherever you like
- **Real time access** to information about any cases you've reported or transactions that you've carried out so that you have more control over your account
- **We will have better access** to information across the business making it easier for us to respond to your queries and resolve these where possible at first point of contact



These are just some of the exciting changes that you can look forward to but please be aware that when we first make the switch there may be some initial delays to our services during the first few weeks.

We expect to have these new services in place over the Summer. Please note that you will need to download the mobile App and register your details on our new online portal to access your account.

We will update our social media and website pages to let you know when this when this will be happening.

Keep your eyes peeled on the following:

- @ [www.cbh.org](http://www.cbh.org)
- @CheltBoroHomes
- @cheltborohomes

# An opportunity to THRIVE

**Our alternative provision programme THRIVE is back for another year and is set to be bigger than ever!**

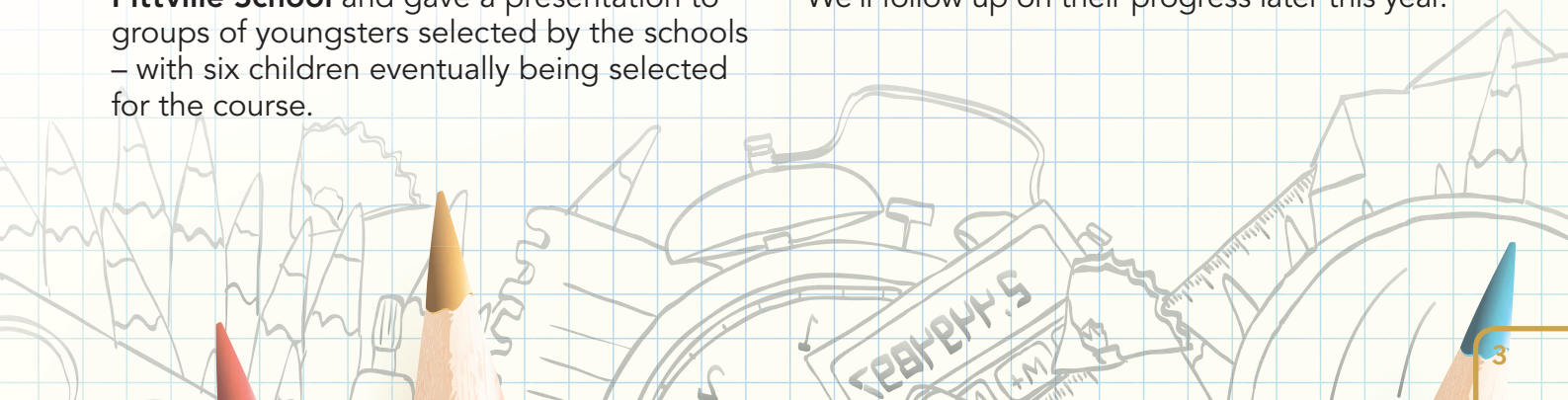
The scheme was developed by our Employment Initiatives Team to help energise and inspire young people who are at risk of being excluded from school.

The team went to **All Saints Academy** and **Pittville School** and gave a presentation to groups of youngsters selected by the schools – with six children eventually being selected for the course.

The scheme started on 1 March and runs over six months. They will be taking part in a wide range of activities covering areas such as health and safety, first aid training and work placements

At the end of the course they will all receive their ASDAN Careers and Experiencing Work certificates at a 'graduation' ceremony in July.

We'll follow up on their progress later this year.





# Inspiring our future workers

Here at CBH it's important that we find the right people to join our fantastic workforce so that we can continue to provide our customers with excellent services.

On Wednesday 13 February 2019, we made a special appearance at the Cheltenham Jobs Fair to talk about our exciting career opportunities.

This special event organised by the **Jobs Fairs**, took place at Cheltenham Town Hall and was a great opportunity for us to raise awareness of CBH as a top employer and to consider a career in social housing.

We were also able to share some of the fantastic benefits of working for CBH including; a generous pension scheme, excellent training opportunities, a health care



cash plan to look after our employees wellbeing and much, much more.

There was a fantastic turnout and we met many potential candidates who were able to find out more about the work we do and the types of roles that we recruit.

For more information about our latest vacancies, visit our jobs page at [www.cbh.org](http://www.cbh.org)

# We show our colours as an LGBT ally



February marked the 15th year of LGBT History Month and CBH showed our support by changing our logo to the colours of the rainbow flag.

By showing our support for our LGBT friends, family, colleagues and partners we are helping to raise awareness of LGBT rights and their ongoing campaign for equality.

The theme for LGBT History Month this year was **Peace, Reconciliation and Activism** and there were more than 1,500 events taking place around the UK, including Cheltenham.

CBH also donated £500 towards the LGBT Partnership which is helping them to put on the Picnic in the Park event at Pittville Park in

May, bringing Pride back to Cheltenham for the first time in 10 years.

For more information on the event, head to our noticeboard section on page 12.





# Looking to 'downsize'? We can help!

For many, the prospect of moving to a new home, let alone a smaller property, can be a daunting experience. Below is an example of how we were able to successfully help a tenant move to a smaller home:

**For over 30 years, Mr R had been living in a three bedroom house that was becoming increasingly hard to manage.**

He was keen to move to a smaller property as he was finding it difficult to use the stairs and was no longer able to look after his garden. He had concerns that he wouldn't be able to afford the move and that it would be hard to find a new home that he'd be happy to live in. Our Empty Homes Team came to the rescue and were able to talk through all the options that were available to help make the whole process of downsizing an easier experience. He was delighted to find out that there were schemes available that could help with the costs of moving.

Together the team helped him plan his next steps and advised him to register his interest on the countywide choice based lettings system Homeseekerplus. They were also able to give him the heads up as soon as a suitable property was added to the system. Once he'd placed a bid he was thrilled to find out that he was successful and that he had a new place to call home.

Since then Mr R, has really settled into his new place and is really pleased that he made the move. Already his heating bills are lower and as he is based on the ground floor, he no longer struggles with the stairs. We've received lots of complimentary feedback from Mr R who is loving his new home.

**For more information  
about downsizing and  
the schemes available  
to help you move,  
please contact a  
member of our Empty  
Homes Team  
on 0800 408 0000**



# Your Community in action

**During the summer holidays last year, we brought the sunshine to Cheltenham with a series of family fun days.**

We held these special events to find out more about the types of activities and education opportunities that people would like to see in their local area.

Since then, we've been working closely with our local partners and organisations to pull together a 2 year action plan (2019-2021) for each of the following areas:

- **Hesters Way West**
- **Oakley**
- **Springbank, Arle, Hesters Way**
- **St Pauls, St Peters and The Moors**
- **St Marks, Monkscroft and Rowanfield**

**Just some of the ideas and schemes that we've got lined up for the next two years include:**

## Supporting young people and their families:

- Work with University of Gloucestershire on their GROW project to increase the number of young people applying to university
- Team up with local organisations to make sure that children have access to nutritious food during the school holidays
- Support the younger generation by teaming up with other organisations to deliver a real mix of exciting activities for young people of all ages
- Work with training providers to deliver a range of family learning courses to provide parents with the tools to support their children's learning



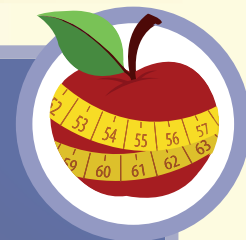
## Removing barriers into work:

- Work closely with registered training providers to deliver accredited training courses to help people achieve their chosen goals
- Introducing 'Trade Taster Days' for those interested in finding out more about a career in trades
- Support the development of businesses (social enterprises) whose aim is to help tenants further develop their skills and provide them with the tools to set up their own business venture





## Providing opportunities to improve health and wellbeing:



- Deliver projects and courses that support healthy eating on a budget
- Promote local fitness classes and sports activities for all ages
- Set up social spaces that bring people together and help to reduce isolation
- Help people to overcome any confidence and/or stress related issues through the provision of mental health and mindfulness training

## Keeping our residents and their communities safe:



- Deliver projects for all generations about the importance of staying safe on the internet
- Work in partnership with local PCSO's and the police to create community led working group to help tackle any issues with crime and ASB
- Organise places to talk to make it easier for people to access the support services that they need

Above is only a snapshot of the activities and schemes that we're working on to continue to build stronger communities and make Cheltenham a better place to live.

We've got many more exciting plans for the future in the pipeline. For a full list of activities

taking place including information about the local organisations involved, contact our Community Investment Team on **0800 408 0000** or email **communityinvolvement@cbh.org**

**Psst – don't forget you can also keep up to date on the latest goings on in your local community by visiting our 'What's on' groups. To find them visit our @cheltborohomes Facebook page and click on the Groups tab, there you will find your local group and Community Investment Officer.**



# 'Happy Potters' and the order of the allotment



**Towards the end of last year, a group of tenants approached us about an overgrown allotment that was in need of a spruce up.**

One of our residents, Vandana Lake, who has a passion for horticulture and the great outdoors was keen to get involved.

Her interest in wildlife and gardening inspired her to begin a new community gardening scheme. Vandana teamed up with our **Community Investment Team** and **The Conservation Volunteers (TCV)** to look at reviving the nearby allotment.

Together, they formed a new sustainable gardening group, known as the **'The Happy Potters'**.

With spring on the way, the group has been planting seeds for a variety of vegetables. One of the members of the group is keen to 'branch out' and offer some of the food grown to families with children who are struggling to get access to locally grown produce.

The future is definitely bright for the 'The Happy Potters' as CBH will be delivering leader training and (thanks to the support received from Hester's Way



Community Fund and TCV) is also in the process of securing some additional funds so that the group can continue to grow.

TCV's Hope Thornton (left), Vandana Lake (middle) and CBH's Lisa Brinicombe (right) put their green fingers to work





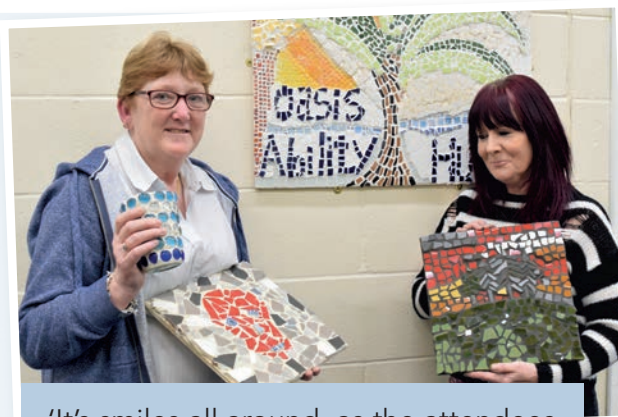
## Residents have fun putting the pieces together

**Back in February, the attendees of The Oasis Ability Hub took part in an exciting six-week course to learn all about the intricate art of mosaic making.**

This talented group, who meet up every Wednesday at the **The Oasis Centre** in Hesters Way, to hang out with great company and learn new skills had a great time designing their own creative masterpieces.

Organised by Inclusion Gloucestershire in close partnership with CBH and Adult Education, the workshop was a huge success in bringing people of all ages and abilities together.

Each of the members worked closely together to pick the colours, break down the pieces and mix the cement to bring their final design to life.



'It's smiles all around, as the attendees showcase their stunning mosaic art pieces to take home'

All mosaiced out, this creative bunch of designers have now got a new project in their sights and are looking to experiment with plant pot decorating and some wicker basket weaving too.

The Oasis Ability hub is a social inclusion group and is designed to bring people with different disabilities or abilities together to have a cuppa, make new friends and try something new.

**To find out more about the group or to join in all the fun, give us call on 0800 408 0000**

## Top knitters have a blast from the past

**On 21 February 2019, the award winning Naughty Knitters (previously known as the Wallace House – Knit and Natter Group) went back in time to celebrate their creative achievements at a retro party.**

Held at our Wallace House Hub, the event had a special appearance from 'The Poppy Sisters' who sang a dazzling array of vintage songs from the 1930s to the 1970s. The party goers had a fantastic time putting their vocal chords to the test as they joined in the fun and sang along to an eclectic mix of tunes.

After the success of winning last year's category for the **Best Community Project or Group in the CBH Tenant and Leaseholder Awards**, they are now looking forward to putting their knitting needles to work on another fabulous

selection of woolly wonders.

The Naughty Knitters, which is run by the Brandon Trust, offers weekly sessions at our Wallace House Hub, more information including the times and the contact details for the group can be found on page 12.



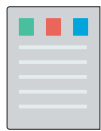


# We're keeping the wolf from the door!

In our last few editions, we've been keeping you up to date on our van-tastic new campaign to 'Keep the Wolf from the Door.'

Thanks to a pot of funding awarded from the Illegal Money Lending Team (IMLT) after the success of our loan shark campaign last year, we've been busy biting back against these unscrupulous money lenders.

## So far we've:



Delivered 900 leaflets to areas such as the Moors, St Peters and St Pauls to warn residents of the perils of getting involved with loan sharks



Provided FREE benefit and money advice at the Jobcentre to remind people that there is help available



Printed our 'Keep the Wolf from the Door' campaign message on the back of 5 CBH repair vans (so far)



Raised awareness of the dangers of loan sharks and how to report them at our CBH Work Clubs



Presented at a special event organised by the Department of Work and Pensions (DWP) to inform other local organisations of the campaign



Leaflets and promotional items are being displayed in the reception area of other local organisations

**Keep your eyes peeled on our website at [www.cbh.org](http://www.cbh.org) and our social media channels for the latest updates on the campaign.**

With the campaign in full swing, IMLT's mascots 'Sid the Shark' and 'Glenda the Lenda' also made a special appearance to show their support and check out the new designs on the back of our vans





# UPDATE: on plans for new homes

**Back in October, Cheltenham Borough Council granted us a £100m loan facility to deliver new homes over the next ten years.**

Since this announcement was made we have been working closely with our Board and CBC to take our plans forward and have so far been looking for new land, talking with developers and continually looking at new ways to improve our services.

We're looking at building new homes, as well as existing properties that we could buy to rent out to our tenants.

On top of plans to provide more homes in Cheltenham, we're continuing to work on making sure that the quality of homes that we

offer to our tenants is maintained and improved where possible. This is all part of our broad vision to create stronger communities in the town and provide great homes for people to live in.

We'll keep you updated on this exciting new chapter in the coming months.



## Even MORE homes on the way!

**Last month CBH submitted a planning application to CBC for the redevelopment of 1-3 Monkscroft Villas on Princess Elizabeth Way!**

The three properties have been empty since January 2018, and since then we've been

working on a new scheme to create even more homes for the area.

The proposed scheme is made up of 27 one and two bed flats, and x2 two bed houses with 19 car parking spaces - bringing additional housing to the west of Cheltenham.

We are now looking for a contractor with the aim of beginning work on-site in the Autumn. We'll keep you posted on this exciting new development.



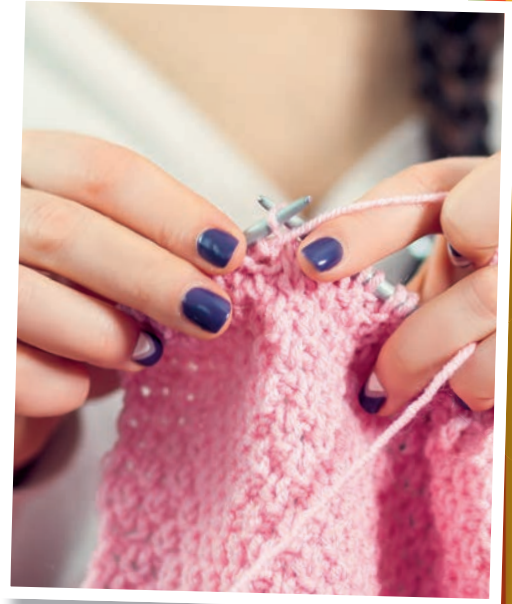
## Try something new with the 'Naughty Knitters'

Get ready to put your knitting needles to the test and enjoy a fun and social get together with Cheltenham's award winning knitters (see page 9).

These creative sessions take place every Thursday between the hours of 10:30am to 12:30pm at our Wallace House Hub.

A small fee of £1 is collected from everyone who attends to cover the costs of refreshments and materials. Any funds left over are saved up throughout the year for an end of year party.

If you would like to join in and help knit the community together please call 0800 408 0000 or email [samantha.mullaney@brandontrust.org](mailto:samantha.mullaney@brandontrust.org)



**Brandon**  
Live free  
the learning disability charity

## Party it up in the park

If you're up for a fun day out, then you won't want to miss out on this lively 'Picnic in the Park' event due to take place in Pittville Park, Cheltenham on the 12 May 2019.

You won't be disappointed as there will be:

 **Live music**

 **Food and drink services available**

 **A selection of community stalls**

 **Lots of fun activities to enjoy**

It runs from **12 noon - 5.00pm** and is **FREE** to enter so bring your friends, family, camping chair and join in the fun.



**PRIDE**  
in  
Gloucestershire

  
**CHELtenham**  
BOROUGH COUNCIL

  
**CBH**

**FREE  
EVENT**



# Got a moment or two?

Don't forget to keep up to date with all the latest CBH goings on by visiting our social media pages.

There you can keep up to date on:

- Job opportunities
- Upcoming events
- Training courses and workshops
- Latest CBH news
- Campaigns we are supporting
- CBH Awards
- ... and much, much more!

**Did you know that last month we reached over 900 likes on Facebook and counting – many thanks to everyone for supporting our social media pages – next stop 1000.**



Why not take a break, grab a cuppa and take some time out to have a mooch around the following pages:

- @cheltborohomes
- @CheltBoroHomes



## Tackling period poverty



Lisa from our Community Investment Team shows our support to end period poverty

As part of our support for the No Child Left Behind campaign, we've joined up with partners across the town to help tackle period poverty by providing free sanitary products.

Period poverty affects one in ten girls nationally and can have a serious effect on education and quality of life for young people in our town.

The scheme forms part of Cheltenham Borough Council's Unstoppable campaign, and is funded by £15,000 from Gloucestershire County Council.

Working with our partners we want to make sure that no one in Cheltenham goes without sanitary products simply because they are unable to afford them. You can pick up products from locations such as Hesters Way and Oakley Community Resource Centres, St Paul's Community Hub and Cheltenham Borough Council's Municipal Offices.

For more information and a list of pick up locations, visit [www.cheltenham.gov.uk/unstoppable](http://www.cheltenham.gov.uk/unstoppable)

# Stay safe and plan your escape

At CBH, reducing the risk of fire and keeping you safe in your home is a top priority for us. We're continuing to look at ways of making sure we are doing all we can to help us do that.

In every issue of CBH News we include fire safety advice to help keep you, your family and property safe from fire.

This issue we're focussing on **ESCAPE PLANS** and what you should do to help you leave your property safely in the event of a fire.

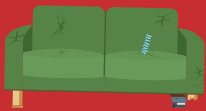
Gloucestershire Fire and Rescue Service have provided us with this helpful guide on how to plan your escape plan if the worst was to happen.

## Planning a safe escape

Fitting a smoke alarm is the first crucial step to protecting yourself from fire. But what would you do if it went off during the night? The information below will help you make a plan ready for an emergency. Be prepared by making an escape plan.



Plan an escape route and make sure everyone who lives in or visits your home knows how to escape.



Make sure the escape routes and exits are kept clear



The best route is the normal way in and out of your home



Think of a second route in case the first one is blocked



Take a few moments to practice your escape plan



If the layout of your home changes or circumstances change, review your plan



Keep door and window keys where everyone can find them



Did you know you can find some more hints and tips on fire safety in the home at [www.firekills.campaign.gov.uk](http://www.firekills.campaign.gov.uk)

For more fire safety advice or to request a free safe and well visit call 0800 180 4140 or visit [www.glosfire.gov.uk](http://www.glosfire.gov.uk)



Gloucestershire  
**Fire and Rescue Service**  
Working together for a safer Gloucestershire



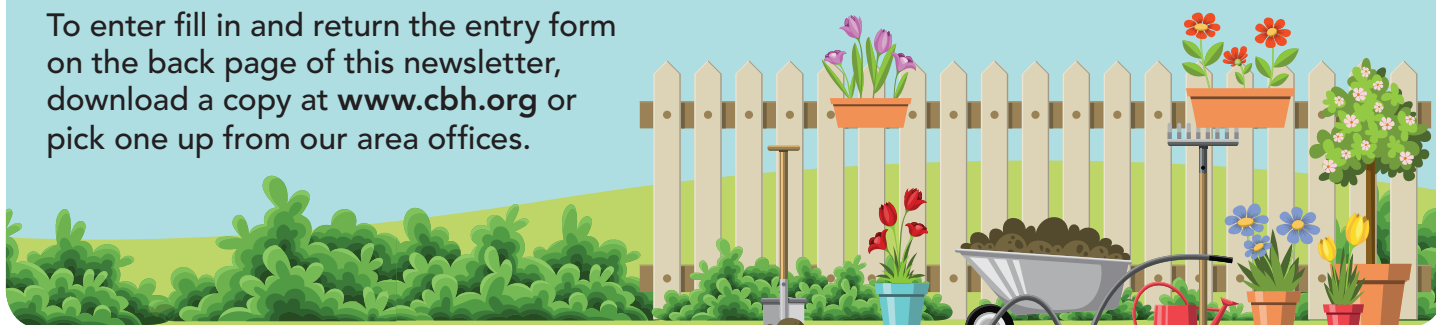
INFO SPOT

## Be crowned pick of the crop

Run and organised by our tenants Paul Bond and Mike Euston with help from CBH, we're delighted to yet again support this fantastic opportunity to celebrate the gardening greats of Cheltenham.

If you'd like to be crowned the top grower with the brightest blooms and win a prize of up to £100 in cash then enter the Cheltenham Tenant and Leaseholder Garden Competition 2019.

To enter fill in and return the entry form on the back page of this newsletter, download a copy at [www.cbh.org](http://www.cbh.org) or pick one up from our area offices.



### IMPORTANT: Our Opening hours



Our contact centre is open to take your call every day from 8am to 5pm but don't forget that every Wednesday we open our area offices at the slightly later time of 10am.

This means that our reception and cash halls are closed and your housing officers will be unavailable until 10am. We open at this time so that we can hold team meetings and take part in training.

## A night on the streets

At the start of March three of our colleagues joined other fundraisers to take part in the YMCA Sleep Easy 2019 campaign!

Peter Hatch, Alexis Turner and James Hayward braced themselves for a chilly night in the car park of the YMCA Sports Centre off Arle Road


Even though the temperature dropped and rain fell, the team made it through to the morning where they were greeted with breakfast.


It made them realise how tough it is to sleep rough and even more determined to help support the work to YMCA does to support others.

The team managed to raise £170 towards the YMCA's target, which CBH matched meaning £340 went to the charity's target of £6,000.

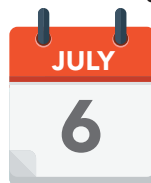


# Cheltenham Tenant & Leaseholder Garden Competition 2019

 You can enter up to two categories

 Children ages 5 to 16 years old are welcome to enter

 Judging will take place on 31 July and 1 & 2 August 2019



**Closing date for entries:  
Saturday 6th July 2019**

**PLEASE PRINT CLEARLY**

Name .....

Address .....

Postcode .....

Telephone .....

Email .....

I am a **CBH tenant/leaseholder**

I would like to enter the following categories:

You can enter up to two categories.

**Front Garden**

**Best Balcony**

**Back Garden**

**Best Container**

**Children Container**

**Best Patio**

**Best Border**

**Best hanging basket**

**I consent to CBH processing my personal information for the purposes of the awards nomination [ ]**

Please note that the names of the winners will be published in a future edition of CBHnews

Please refer to our privacy notice, which can be found on our website at [www.cbh.org](http://www.cbh.org)

**Please return entry form to:**

CBH, Hester's Way Community Resource Centre,  
Cassin Drive, Cheltenham, GL51 7SU

**Kindly sponsored by:**



**Bromford.**

**CASH  
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£1000+**

**WIN BETWEEN  
£30 - £100**



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