



CBHnews

WINTER 2018/19



CBH Tenant & Leaseholder Awards 2018
Hamper Scamper is a success!
Green light for new homes

FREEPHONE 0800 408 0000 VISIT www.cbh.org



Residents 'STRIVE' for more

Over six weeks 20 local residents, including 15 CBH tenants, took part in a free business training course to help them realise their ambitions of running their own business.

The STRIVE course is aimed at helping people to start out in business for the first time, with advice and training provided by Enterprise CUBE, a specialist in start-ups.

Throughout the programme, the potential entrepreneurs learned about businesses, ranging from book keeping, cleaning companies through to big brand names - with some great business ideas being discussed in the sessions.

At the end of the six weeks, graduates from the training course had the opportunity to present their own business plans in our very own version of Dragons Den. They were then given advice from our 'Dragons', with the best ideas offered loans to help them get their start-up off the ground and achieve their goal of working for themselves.

We'll follow up on the journey of our budding businesses later in the year to see how they are getting on.



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**

COVER PHOTO: Our Head of Housing services, Matthew Ward (left) and Senior Administration Officer, Jude Davies (right) wrap up our Hamper Scamper Appeal with some festive joy! (See page 8)

APPROVED! New homes for Cheltenham



Back in October last year, we received the exciting news that a new multi-million pound initiative to increase housing across the borough had received the green light by Council.

This means that CBH now has access to a potential £100 million to help us deliver around 500 new, high quality homes for rent in Cheltenham.

We're looking forward to the launch of this fantastic joint project with CBC which will help us to continue towards our vision to **'make Cheltenham a better place to live by providing great homes and stronger communities'**.

Just in time for Christmas!

In our last edition of CBHnews we told you that we were on course to finishing early the redevelopments of two former garage sites based at Newton Road and Hester's Way.

We're delighted to report that the two month early finish meant that we were able to welcome six families to these fantastic new homes before the arrival of the festive period.

We handed over the keys to:

4 HOUSES:

Three x 3 bedroom homes and a 2 bedroom home at Listening Post Close in Hester's Way



The new homes at Listening Post Close

6 FLATS:

Four x 1 bedroom flats and two x 2 bedroom flats at Neptune House, off Newton Road



The new flats in Neptune House

These stunning new homes join the 29 other new properties that we have built to date on former garage sites since 2016.




Your voice counts!

The feedback you provide through the surveys we carry out helps us make sure we are delivering services you need and that you are happy with them.

We collect this information in a number of ways – sometimes through surveys at events or at a point of contact, for example at an area office or once a repair has been completed.

We also carry out a '**STAR**' survey once every two years which is a big paper-based survey carried out on our behalf by an external research company.

We have been looking for better ways to do this survey to make sure:

-  It is as effective and efficient as possible
-  That the information we get is up to date
-  We can make good use of it to deal with important issues you may raise

For this reason we are adapting our approach to the **STAR survey** and we have commissioned **Acuity**, a professional external research company, to contact tenants by telephone to carry out a simple but very important survey with a thousand people every year.

It should only take about 5 minutes and not everyone will get a call every year, but enough people will be contacted to make sure we have a big enough sample for us to be confident in the results.

Some of the calls will be made:

In the evening but no later than 8:30pm OR on Saturdays between 10am and 4pm (as not everyone is available during the week and everyone's opinions count!)

Should you get the call, please take the time to give us your feedback, good or bad – we take it seriously and really do use it.



Those who complete the survey will be entered into a draw for a chance to win **£50 shopping vouchers**



UPDATE: Cheltenham West Vision



On Thursday December 13, residents were given the chance to see what ideas were being proposed for the regeneration of Cheltenham West at a drop in event at Hester's Way Community Resource Centre.

The event marked a milestone in the Cheltenham West Vision project which began in September 2017 with a series of consultation and awareness raising events with residents and representatives from areas across West Cheltenham.

These events collected opinions and thoughts from a variety of people about their vision for the areas, including: housing, public spaces, roads, transport and the local economy. These have shaped the proposals for the areas which were on display on the 13 December and can be seen on our website here: www.cbh.org/cheltwest

We'd like to thank everyone who took part and there will be further opportunities to have your say about the proposals as they are refined during 2019.

We'll continue to keep you updated through CBHNews and our website.



It's a full Board update

Over the last few months our CBH Board has undergone an exciting new transformation to welcome some fresh new faces to the team.

We're delighted to announce that we now have a full CBH Board thanks to our latest new recruit, Will Britton-Lewis who was appointed a Tenant and Leaseholder Board member in September.

Will is a CBH leaseholder and has lived in Cheltenham for four years with his wife. He is very much looking forward to representing CBH leaseholders and is passionate about making a difference to his local community.

Find out more about our Board Members on our website at www.cbh.org



Our Company Secretary, Helen Price (right) with new member of the Board Will Britton-Lewis

NOMINATIONS ARE NOW OPEN

CBH Tenant and Leaseholder Awards 2018

It's that time of year again and we're getting ready to celebrate the achievements of people who go the extra mile and make a difference to their community.

We hold these awards to showcase and celebrate Cheltenham's remarkable groups and inspirational people to make sure that they get the recognition that they deserve.

If you know of a special person or group who should be nominated for one of the categories below, please let us know!

Community Impact Award

This will be awarded to a Community Group/ Project or individual who has made a considerable impact in their community, examples include; support group for youths or older people, residents group or an action group.

contribution to their local community, whilst developing their own skills.

Tenant of the Year Award 2018

This will recognise a tenant who has gone the extra mile, examples include: supporting local people, influencing change and or inspiring others.

Personal Achievement Award

This will recognise someone who has achieved goals, new learning or employment, or other achievements that have given them a better future for themselves and/or their family.

CBH Partner Impact Award

This will recognise a partner organisation that has delivered a real impact within Cheltenham communities.

Young Star Award

This will recognise a young person (aged 18 or under) who has made a positive

Contact us for a nomination form:

- Download a digital version online from www.cbh.org
- At your nearest CBH office
- By email: communityinvolvement@cbh.org
- By Freephone: 0800 408 0000

Closing date
for nominations
is:
**Monday
18 February 2019**



Some of last year's winners include:

Tenant of the Year 2017:
Winner: **Sarah Godfrey**



Sarah's passion for helping others and her dedication to volunteering and carrying out community work is inspirational. She plays an active role in helping to improve services for CBH tenants and is always looking at ways to bring the community together. Sarah is a member of St Paul's Community Committee Group, who work together with CBH to fundraise and organise local events and is also part of the CBH Shaping Services Working Group and Tenant Scrutiny Improvement Panel. She has undertaken a variety of training courses to fulfil her voluntary roles and her limitless compassion and support for others shows that she is a positive role model to many, including her local community.

Best Community Project or Group 2017:
Winner: **Wallace House Knit & Natter Group**



Dedicated to bringing together those who share a love of knitting, this influential group was set up in partnership with the national charity known as the **Brandon Trust** to provide a friendly setting that is fun and inclusive for people of all ages and abilities. The Knit & Natter sessions are run by the residents themselves and the incredibly creative Carol Gatter who volunteers her time and brainstorms their fabulous creations.

This wonderful group is a fantastic opportunity for those supported by the Brandon Trust to bring along their carers to join in the fun and offers them a chance to build new friendships. This talented Knit & Natter group have knitted a real mixture of fantastic life changing designs to donate to both local and national charities.

It's a Hamper Scamper success!

Over the last five years we have supported the CCP's (Caring for Communities and People) annual Hamper Scamper.

The appeal is designed to spread a little cheer to some of the most disadvantaged children, young people, families and vulnerable adults at Christmas.

This year CBH colleagues, local businesses and the very generous people of Gloucestershire who helped CBH to collect:

Over 250 toys, gifts and 257 coats for local children

32 hampers of food for young people, families and vulnerable adults

We also received over £1,000 worth of presents for our Help2 scheme

The support didn't end there as we joined forces with **John Lewis and Partners** in Cheltenham to invite people to support the **Hamper Scamper appeal** and our fantastic new **Help2** scheme.

The response was phenomenal and during the event shoppers were asked "What does Christmas mean to you"? The answers were brought to life through some amazing

artwork produced by the team behind the Cheltenham Paint Festival.



A MASSIVE thank you to everyone who donated gifts and gave up their time to help make this year's appeal such a success!

Do you need some support?

We can help you! If you are looking to improve your quality of life within your home or if you are in need of some support so that you can live independently, why not give our Tenancy Liaison Service a call?

The service can help you and your family with:

- **Physical and mental health needs**
- **Feelings of isolation**
- **Domestic Abuse**
- **Additional support to help you maintain your tenancy**

- **Advise and make referrals to other support agencies**

If you would like to find out more about the service give us a call on 0800 408 0000 or email asb.team@cbh.org



A paw-fect day out

On 9 October 2018, Cheltenham's dog lovers were treated to a special event at our sheltered scheme over at Goldfoot House, to find out more about what it takes to look after a four legged friend.

A fascinating talk was delivered by the Gloucestershire Animal Welfare Association and Cheltenham Animal Shelter who revealed some top advice on dog care.

Further tips on responsible dog ownership, including information on places to walk dogs, ways of improving their quality of life and the type of leads to use to help prevent dogs

from pulling were explained using a life sized stuffed dog.

The demonstration was a huge hit and the fun didn't end there as everyone shared some really interesting and funny stories about their furry companions.



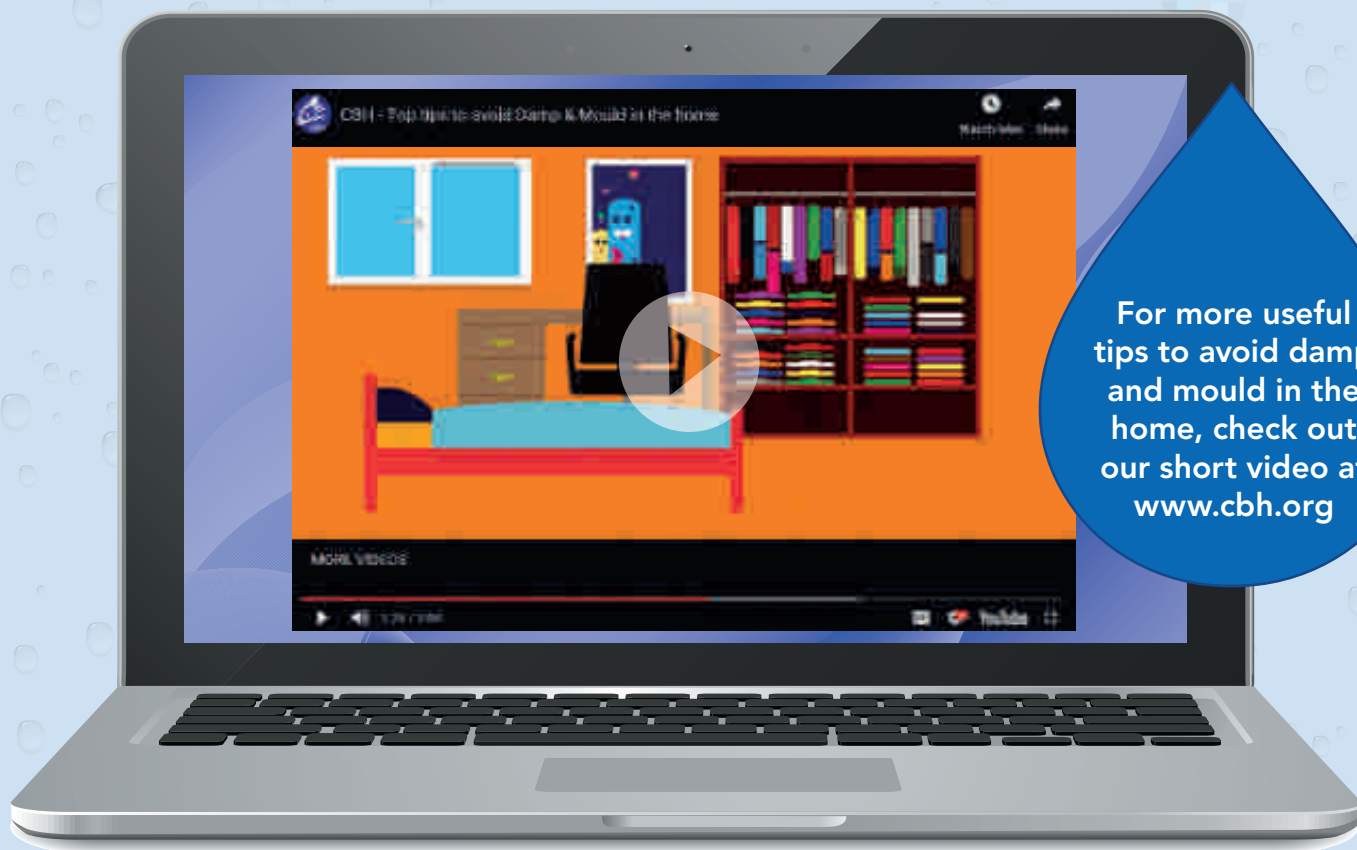
There's condensation? What do I do?

Now that winter is here, many of us will have the heating on and will be shutting windows to keep the warm air in, which may lead to your home suffering from condensation.

Even if you've had brand new windows fitted, condensation can still occur and if ignored can turn your cosy home into a damp unpleasant place and increase your heating bills.

But don't worry as there are few things that you can do to prevent it:

- **Cover pans when you are cooking**
- **Don't hang wet washing on the radiators**
- **Don't leave kettles and pans boiling longer than necessary**
- **Hang washing outside to dry whenever you can**
- **Keep the bathroom door shut and the room well ventilated**
- **Keep furniture away from walls**



For more useful tips to avoid damp and mould in the home, check out our short video at www.cbh.org

I've got new windows and:

Condensation is appearing outside of the glass

This is normal and there is no need to worry as the new windows are very energy efficient; which means that any heat generated in the home is unable to escape and clear the windows outside.

It tends to happen during spring and autumn when the weather is more changeable

Condensation is appearing between the two panes of glass

You will need to let us know and report the issue by calling our customer services team on 0800 408 0000

Keep warm and safe this winter!

The winter months may have arrived but did you know that heating and hot water systems are prone to breakdowns after long periods of inactivity during the summer?

To help make sure that you're prepared for the colder months our contractor Liberty Group has popped together the following top advice:



Make sure that your gas boiler service is up to date to reduce the risk of breakdowns during winter. They must be serviced at least every 12 months, so if your renewal date is coming up get in touch with Liberty Group (contact details below) to book your service



Check that your radiators heat up evenly. If they're cold at the top and hot at the bottom they may need bleeding to let some air out to help them to operate efficiently



Stop the draughts! Draught excluders under doors and around windows can keep the cold air out and help you keep warm inside your home



Close the curtains or blinds at night. The fabric will provide an insulating layer and keep your rooms warmer.

If your heating or hot water stops working at any time, there are some simple things you can check before you report it as a repair, as you may be able to get it working again quickly without the help of an engineer.



You can find video guides on what to look out for on Liberty Group's website www.liberty-group.co.uk

For more information please contact Liberty Group on 01242 898677

It's a Van-tastic campaign

In our last edition we told you all about the £8,000 that we had secured from the Illegal Money Lending Team (IMLT) after the award winning success of our loan shark project last year.

Since then, things have been moving forward as we've been working on an even bigger and better campaign to bite back against the loan sharks.

We're delighted to report that we were given the green light by the IMLT to advertise on the back of our vans the importance of steering clear from these illegal money lenders.

Keep your eyes peeled when you're out and about as we will be hitting the roads with our exciting new campaign to keep the wolf from the door.



Name our App – We need your ideas!

Back in the Autumn last year, we told you that we would be introducing a new mobile and online portal to make it easier for you to access our services from your mobile device or computer.

We now need a name for this exciting new app and we want your help!

If you can think of any names that we could add to the list then we'd love to hear them – all you need to do is contact our Customer Experience Manager on 0800 408 0000

You will be able to use the new online portal to:



Pay your rent



Select convenient appointment times



Check your rent balance



Track any housing or ASB cases that you've reported



Request non-urgent repairs



Access information about our services all from the comfort of your own home

Did you know...

You can protect your belongings from just £1.26 a week?

Having home contents insurance can't prevent floods, thefts or fires from happening, but it can help you get back on your feet.

For more information about protecting your furniture and personal possessions call our Housing Revenues Team on 0800 408 0000



****NEW** training opportunities**

Our employment and support service just got bigger and better as it's now being recognised as an **ASDAN Registered Training Centre**.

This means that our employment experts will be able to issue certificates for the following programmes for a year:

Employability Skills - Aimed at adults, Work Club attendees and those who come along to our Employability Workshops

Careers and Work Experience – Aimed at young people aged 14-24 who are looking for work experience or who would like to take part in our Alternative Provision Programme (APP)

These courses have been designed to promote active learning and provide opportunities for career progression.

For more information about this exciting opportunity please contact our Employment Initiatives Team on 0800 408 0000



ASDAN – is an education charity and awarding organisation whose curriculum, programmes and qualifications help young people develop their knowledge and skills for learning, work and life.



Keeping you safe...

Here at CBH we have a duty to safeguard and protect the welfare of our tenants. CBH employees are trained to help identify, support and protect those who may be at risk from abuse and neglect.

If we have any concerns about you or a family member we will, whenever possible, discuss these with you first so that you can be involved in every step of the process. In some cases we might get in touch with another agency that is better placed to provide support, protection or advice.

If you have any concerns about someone you know who might be at risk of abuse or neglect you can either contact us on 0800 408 0000 or ring Gloucestershire County Council helpdesk on 01452 426565 (children) or 01452 426868 (adults)



Looking to make alterations in your home?

WAIT!



Install a shower



Build a porch



Carry out an extension



Change internal doors



Put up a satellite dish



Extend the electrical circuits



Change your kitchen units



Build a conservatory or knock through walls

You will need to tell us before you start any of the works above.

You should get in touch with your tenancy management officer and put in writing the details of what you are proposing to do. A full specification including planning and building control may also need to be submitted.

Depending on what you have in mind, you may need approval which means that unless formal consent is received in writing from us, you must not proceed with the alterations.

Please remember that:

- All fixtures and fittings installed by you are your responsibility to maintain
- If you move out of the property, you must sort out any damage caused by the works and you may be required to reinstate it to its original condition
- If the alterations are carried out without obtaining our permission or if they are of poor quality, you will be responsible for removing these immediately at your cost

To find out more,
please contact
your Tenancy
Management
Officer on
0800 408 0000

INFO SPOT

We're supporting - No Child Left Behind



On 20 November 2018, we joined partners from around Cheltenham in launching the No Child Left Behind campaign. Recent figures showed that over 43 per cent of children in some areas of Cheltenham are classed as living in poverty, which is well over the national average.

The year-long No Child Left Behind campaign starts in January and has been put together to help children and young people thrive and live in happy, supported communities. Each month there is a new theme, which will focus on healthy relationships, confidence, physical and mental health, budgeting and future careers.

For more information, look up @NCLBchelt on Facebook and Twitter.

National Awards recognition

Our Employment initiatives team were up for 'Care and Support Provider of the Year' at the 24housing Awards ceremony in Coventry.

The team were up against six other providers, having been shortlisted from hundreds of nominations and recognised for the work they do with tenants, including helping over 350 people into employment since 2016.

Unfortunately the team didn't win, with the overall winners being Jigsaw Homes, a housing group covering the North West and East Midlands. However, the team made the most of the opportunities to tell peers about all the fantastic work CBH does and share new ideas.

We'll be hearing more from our Employment Initiatives team in the next issue of CBHNews as we find out more about their Alternative Provision Project with All Saints Academy and Pittville School.



We feedback to the Government paper

In the last edition we told you that the Government had published their Social Housing Green Paper and was asking for your feedback.

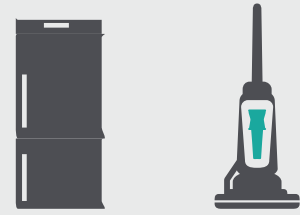
Working with the CBH Tenant Scrutiny and Improvement Panel (TSIP) and colleagues at Cheltenham Borough Council we gave our responses to the consultation questions.

You can find out more about the information we provided at www.cbh.org



Register my appliance

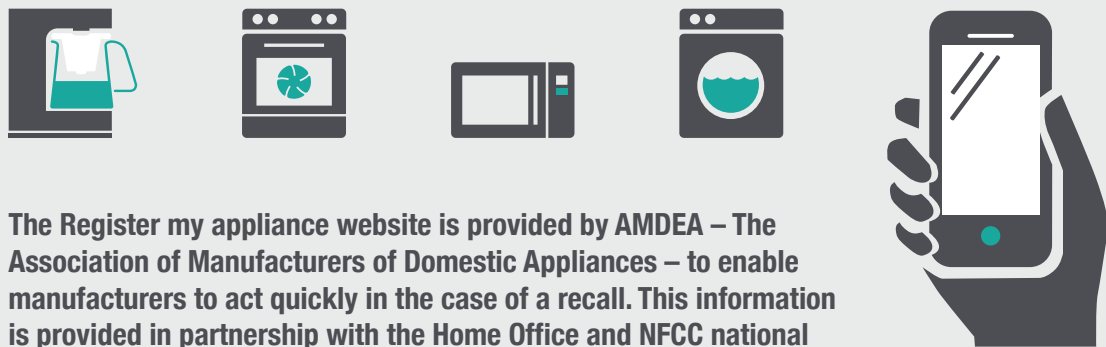
Right now



Register your appliances for a safer **New Year**

- Ensure manufacturers can contact you if a safety repair is needed
- Go to www.registermyappliance.org.uk
- Register appliances bought in the last 12 years
- Update your details if you or your appliances move

For peace of mind register now



The Register my appliance website is provided by AMDEA – The Association of Manufacturers of Domestic Appliances – to enable manufacturers to act quickly in the case of a recall. This information is provided in partnership with the Home Office and NFCC national fire safety campaign.

