

Connections

KEEPING YOU INFORMED



**Spotlight on
repairs** pg4



**Meet Kate
Davies, our
CEO** pg 6



**Need to move?
Try a mutual
exchange** pg 14



Welcome

from Carl Byrne

Group director of housing

Welcome to the second print edition of **Connections**, our magazine for residents.

A lot has happened since the merger a year ago. At the time we published our Resident Promise which set out our commitments about changes and improvements we would make as NHG. We've made good progress in some areas but not in others.

Improving our repairs service is the key priority and our performance in that area hasn't been good enough in the last year. It's clear that some residents have had issues and repair complaints unresolved for too long. This isn't acceptable.

Since June we've had a renewed focus on resolving outstanding issues and complaints about our repairs service. This has involved getting in more contractors that residents trust to do a good job, putting a dedicated team in place to deal with complicated cases and also going out more to visit residents in their homes to see issues first hand.

Our service to you will improve. As well as our focus on the essential work of getting the basics of repairs and complaints right, there are other

improvements happening. You can read more about some of those initiatives in this edition, and we'll ensure that we keep you up to date both on new initiatives and on progress against high priority repairs in future magazines.

We will deliver on the improvements we promised to make at merger. As we begin to roll out the new housing service model (see more about this on page 4) you will start to be able to feel these improvements first hand.

Please remember that there is an e-version of Connections, which is sent out every other month and so provides more frequent and timely updates than the hard copy version. You can find details about how to sign up for the e-version on the back page.

We're also very keen to ensure that Connections covers the topics of greatest interest to you, so please get in touch on **020 3815 0010** or at: **residentsmagazine@nhg.org.uk** with any ideas for future editions.

Contents

P4 NEWS

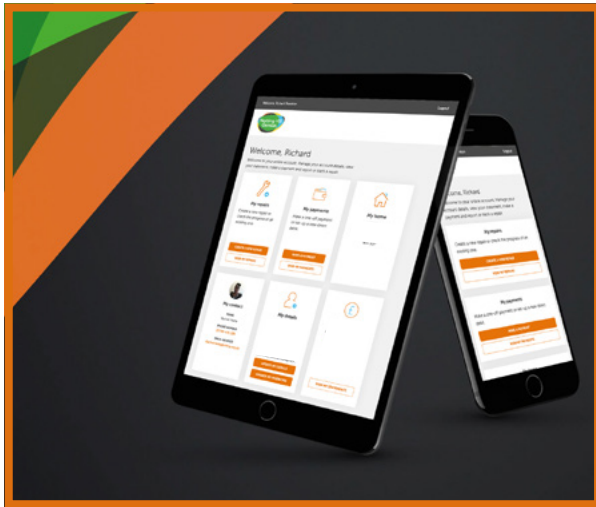
P12 GETTING INVOLVED

P14 YOU AND YOUR HOME

P20 IN YOUR COMMUNITY



P22 Terry's journey



P8 Launch of new online service



P18 Barbecuing safely



P20 Homes for armed force veterans

Get involved and
make a difference

See page 12

Improving the repairs service

Our four priorities for managing our properties and your homes are:

- provide better repairs,
- safer homes,
- improved homes and
- to cut out waste.

Better repairs

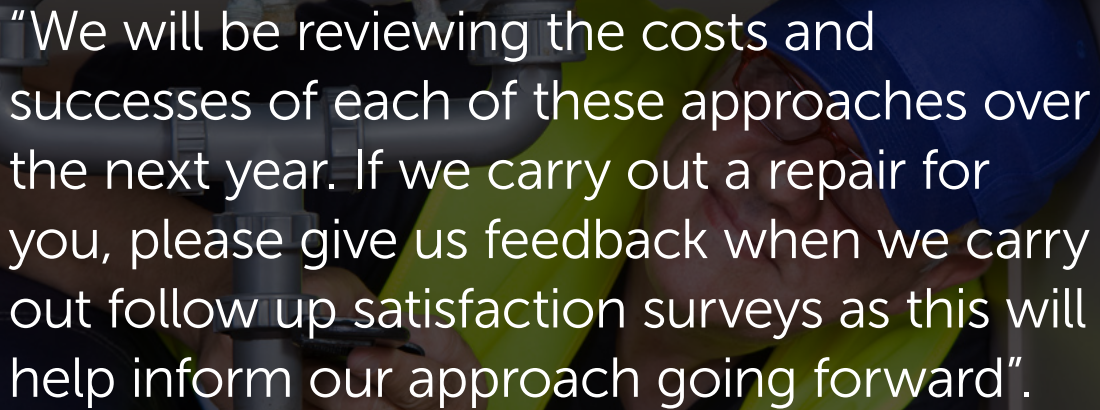
Over the last two months, Helen McGregor, director of asset management, has been meeting with residents at our local forums and scrutiny panels to discuss how we are improving the repairs and planned maintenance service.

You have told us that you want repairs to be done as quickly and efficiently as possible, that we keep you updated on progress and that the work is done to a good standard. To make it easier for you to report and track repairs we are introducing a new online service and you can read more about this on page 8.

Our current arrangements for day to day repairs are: Wates (responsible for former Notting Hill Housing properties); Notting Hill Genesis Direct (NHGD – our in house direct labour

organisation) (responsible for former Genesis properties in regions 2, 3 and 4); and for former Genesis properties in region one we are trialling a new approach where repairs are booked using local contractors via a web portal (Plentific). Contractors (who have all have been vetted and screened) bid and compete for individual jobs. So far, this system has been very successful, driving down the average time it takes to get a repair completed and increasing customer satisfaction.

Our next steps are to review all of our current contracts and to work with residents to agree a new NHG repair standard. We want to reduce the number of contractors and subcontractors that we use so that we have more control over the end to end process and quality of work.



“We will be reviewing the costs and successes of each of these approaches over the next year. If we carry out a repair for you, please give us feedback when we carry out follow up satisfaction surveys as this will help inform our approach going forward”.

Safer homes

You have told us what matters to you – repairs and safety – and we are working to ensure that our properties are fully compliant with current and future health and safety standards.

Following the Grenfell fire, like most housing organisations, NHG has reviewed the fire risk assessments (FRAs) on all properties of six stories or more. By March 2019, we had carried out fire risk assessments (FRAs) on every one of our blocks and completed 99.4% of high risk actions resulting from them. You are now able to request a copy of the FRA for your block (see page 11).

Improved homes

We now manage 66,000 homes and have a total annual investment budget of £107m. In the past we have sometimes struggled to achieve the right balance between carrying out day to day repairs and making longer-term investment decisions to replace fixtures that are coming to the end

of their useful life. Up until now, we have tried to plan major repair works on an annual basis with the result that works start later in the year than we would have liked with the risk that the programme is cut back as we approach the end of the financial year. Therefore, we are now moving to a three-year cycle for our planned maintenance work.

Cutting out waste

Currently 34p in every £1 is spent on overheads including administration, dealing with complaints, re-booking jobs, following up missed appointments and so on. We want to significantly reduce this spend so that we have more money to invest in your homes. As we move to more online services, you'll be able to choose appointment times that are convenient to you. This will reduce waste from missed appointments and give you more control. We also want to make sure that as many repairs as possible are done at the first time of asking.



Interview with Kate Davies

chief executive

Kate Davies joined Notting Hill Housing as chief executive in 2004. Prior to this, Kate was chief executive of Servite Houses and director of housing in Brighton and Hove.

In April 2018, Kate was appointed chief executive when Notting Hill Housing merged with Genesis Housing Association.

What has been happening since the merger?

We have put a lot of effort into aligning our systems and designing the future, and this has involved both staff and residents. The new service design captures the best of both previous approaches: a named local officer to help people who need it; a digital (and phone) support team; and really well-designed digital services for those that prefer them.

Up to now I don't believe much has changed for residents but behind the scenes, it's a different story. We have made a few specific changes to benefit residents such as making moves across the whole stock possible. We have also been piloting a new system which will make it much easier for residents

to pay their rent and organise repairs online, and are consulting on a new way of getting repairs done directly by small local providers.

All of this change is focused on speed, efficiency, and better services, and is aimed at increasing customer satisfaction.

The resident promise has helped shape our new involvement and consultation structures which are working well.

We provide
a new home
for more than
1,000 families
each year

What have been the biggest challenges in the housing sector recently?

The most important challenge at the moment is probably the overall shortage of affordable homes for people who need them: your sons and daughters, people who are in insecure private rented homes, people who lose their homes due to job loss, ill health and so on. We do what we can but government grants are too small, so we lobby and campaign for more social housing.

Secondly, we are dismayed by the impact of “welfare reform” which has reduced the incomes of some of our residents, especially working age households and those with young children.

Thirdly, health and safety is rightly a huge priority at the moment. This has necessitated additional spending on fire and other safety measures. This means we cannot necessarily spend as much on other areas of home improvement, but safety must be a primary concern.

Name one thing that you love about your work

Being able to provide a new home for more than 1,000 families each year – and I have been here for 15 years. That feels momentous and life changing.



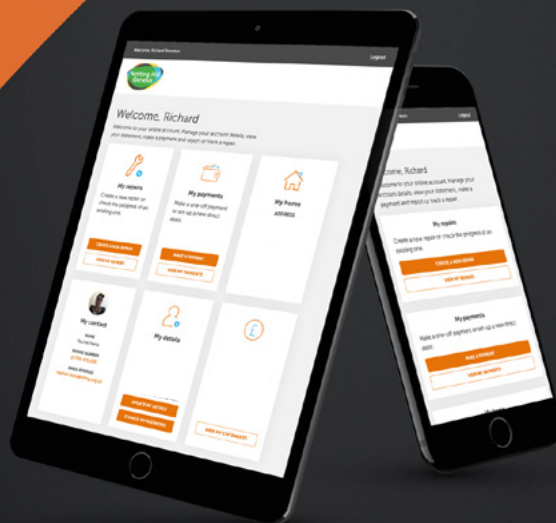
**We have
put a lot of
effort into
aligning our
systems and
designing
the future.**



Request your fire risk assessment

See page 11

Launch of new online service



Over the coming months we're launching our new fully digital self-service platform. This will form part of the new service offer to residents and replace the former Notting Hill Housing and former Genesis mobile apps, along with the former repairs portal on the Notting Hill Housing website.

You can use the service to manage your personal information, view your rent statement, make a payment or set up a direct debit instruction online, whenever it is most convenient for you. You'll also be able to raise and track repairs to your home, block or estate.

It's a secure portal so you'll need to create an account using your name, date of birth and your payment reference number.

We're introducing this service gradually to all residents and we will send you a welcome email or letter in due course to invite you to create an account.

Please wait until you have received this invitation before attempting to sign up as we will send you all the information you need in order to do so.

You can use the service to:

manage your personal information

view your rent statement

make a payment or set up a direct debit instruction

raise and track repairs to your home, block or estate.

New Board Chair

Following a competitive selection process, Ian Ellis has been appointed Chair of the Notting Hill Genesis Board.

Ian will take on the role from 1 September, leading the Board to provide strategic direction and oversight to the organisation.

Ian is a qualified surveyor and has a lot of experience particularly in property development, raising finance, repairs, maintenance and facilities management. He has been chief executive of several large companies in a 40-year career. He has five children, and lives near Colchester.



We look forward to Ian starting his work with us and you will hear more from him in the future.

Resident Promise workshop

Back in March, members of the Resident Services Committee (RSC) took part in a workshop alongside directors to review progress against the Resident Promise and to give us their feedback.

The workshop focused on the priority areas of: repairs and maintenance, housing management services and service charges. The workshop was repeated with a wider group of involved residents in June.

Directors discussed the work that had been done so far and what was being planned. The RSC challenged directors to bring about changes and service improvements that have a direct impact on residents, and



said that residents should be more involved in testing new approaches. The committee will receive regular progress updates.

A summary of the RSC meetings can be found on our websites.

New housing model goes live in Tower Hamlets

The changes we promised back when we developed the Resident Promise are now underway. One of the changes you told us you wanted was to have a named local housing officer that you can speak to about any issues.

If you are a former Notting Hill Housing resident, you will be used to having a named single point of contact. We also want to offer this to former Genesis residents, and Tower Hamlets will be the first former Genesis area where we will be trialling this way of working.

We have written to all residents in Tower Hamlets to tell them about the trial and to introduce their new housing officer. The trial will run for up to six months and during this time we will be asking for feedback on what's working well and what isn't. This can help to identify and fix any problems before we roll this model out across Notting Hill Genesis.

The team is made up of internal staff who have experience working with residents

and have a good understanding of property and tenancy management. They are led by operations manager, Akima, who joined the organisation in 2015.

Akima said, "I'm really excited to have the opportunity to lead an enthusiastic and talented team who understand the importance of their role and the difference they can make to our residents. It's an exciting time for the business and I truly believe this new model will benefit our residents by offering support that is tailored to both individuals and families."

One of the housing officers in the new team, Ragell, said: "So far, I have found this role truly rewarding. I've had the opportunity to meet many residents, have face-to-face conversations and talk things through with them, explain our processes and next steps. Residents have responded positively to the new approach and have made me feel very welcome, so things are going well.

"I'm looking forward to seeing everyone working in the same way, offering a service to our residents' that really makes a difference."

Live in East London? Want to find out more about the new service?

We are hosting an open day for you to meet the new team on Tuesday 13 August, 1-5pm at St Hilda's East Community Centre, 18 Club Row E2 7EY. *Please pop in to say hello.*

Who's there?

See page 16



Safety matters

If you live in an apartment block with a communal area, you can request your fire risk assessment (FRA) through our website.

An FRA identifies potential fire-related hazards within a specific building. It outlines the level of risk that potential hazards present and identifies suitable control measures. The aim of an FRA is to reduce the likelihood of fire and limit the spread if one does break out.

By March 2019 we had carried out FRAs on every one of our blocks and completed 99.4% of overdue high risk actions resulting from them.

How do I request my FRA?

If you would like to see the full FRA for your building, please complete a request form on the fire safety page of our website.

Please bear in mind that an FRA provides a snapshot of a particular building at a particular time. Issues raised can range from an item being left in a communal area by a resident through to structural issues we need to fix.

If you receive your FRA and have any concerns about your building, please speak to your housing officer, property management officer or the customer service centre.

Do we have your email address?

See back page

Get involved and make a difference


We want to make sure that you have the opportunity to have a say and help shape the sort of services that you want to receive.

This year we have been working with a wider group of residents as we continue to integrate services. Find out what we've been up to and how you can get involved.

your local area, or would like to be kept informed about forums taking place near where you live please contact involvement@nhg.org.uk with your full name and address.

Local forums

Throughout May, we held local forums in north London, south London and Westminster to give residents an opportunity to ask questions and

 speak to housing staff about individual housing matters. The dates of the next forums are:


- **South London:**
Wednesday 24 September 2019,
Durham Street, Lambeth
- **Westminster:**
Thursday 26 September 2019,
Paddington Art Centre
- **North London:**
Wednesday 2 October 2019,
Willesden Green, Brent

We will release information about how to book a place closer to the time. If you would like a forum to be held in

Local scrutiny panels

Do you live in west London (Hounslow or Ealing), Kensington and Chelsea, Hammersmith and Fulham or at the Bolney Meadow estate in Lambeth?

If so, we would love to see you at the next local meeting. Come along to meet local staff and find out

 more about how you can get involved. Meetings will be held as follows:

- **Kensington and Chelsea:**
Wednesday, 7 August 2019
- **Hammersmith and Fulham:**
Tuesday, 3 September 2019
- **West London (Hounslow or Ealing):**
Tuesday, 17 September 2019
- **Bolney Meadow estate (Lambeth):**
Tuesday, 1 October 2019

For more details speak to your local officer or contact the involvement team.

Residents associations

We have more than 30 active resident associations (RAs). If you would like to set up an RA where you live, you can read our toolkit online or get a copy by contacting the resident involvement team.

Last month we held a roundtable meeting to highlight some of the common problems being discussed across different resident associations. These included estate management and cleanliness, safety and security and service charges. A summary of the notes can be read on our website.

We will organise another roundtable with RAs later in the year and will look to involve them in upcoming consultations such as on service charges and changes to fire safety regulation following the Hackitt Review.

Focus groups and task and finish projects

Residents have been taking part in several consultations and focus groups on policies and procedures around pest control, income collection and tenancy sign-ups. Much of their work has been to consider how accessible and clear the information is.

Also, residents from our Health and Disability Panel have been involved in making recommendations about the accessibility of our offices for both staff and residents. If you are interested in upcoming policy consultations, please visit our website to see a full

list or contact resident involvement to register your interest.

Joint estate inspections

Residents are now being invited to attend estate inspections to point out repairs or defects and assess the quality of contractor work. Speak to us if you are interested in attending the next joint inspection where you live.

Estate monitors

We are currently looking for residents to help us identify and solve any problems with our cleaning and gardening services. You can provide feedback by completing an estate survey online, responding to a text message that we can send to your mobile each month, or emailing your findings to the estates team directly. You will also be invited to attend a quarterly meeting with our contractors.

While this is open to all Notting Hill Genesis residents, we are especially keen to recruit volunteers living in the North and East of London who receive cleaning and/or gardening services. If you are interested in becoming an estate monitor, please email estates@nhhg.org.uk or call 020 3815 0928.



Ask the expert:

How can I move?

Swapping your home with another resident (a mutual exchange) is often the quickest way to find alternative accommodation. It offers you more choice over the type and location of your new home than a housing transfer.

What is a mutual exchange?

If your current home no longer suits your needs, you can arrange to swap it with another resident. This is called a mutual exchange and provided both of you have permission from your respective landlord, you can swap with any other council or housing association resident anywhere in the country.

Why a mutual exchange?

Transferring to another Notting Hill Genesis property if your current home no longer meets your needs can be very difficult unless you have a very high priority and you are willing to be flexible. So a mutual exchange is a good option. You may also wish to downsize if you are living in a home that is larger than your needs or has adaptations that you do not require.

We offer incentives to downsize, and mutual exchange is one way that you can do this.

How do I do it?

To arrange a mutual exchange, you will need to find someone who wants to swap with you. You can find potential exchange partners on the following websites:

www.HomeSwapper.co.uk

www.ExchangeLocata.org.uk

www.HouseExchange.org.uk

www.Gumtree.com

www.Loot.com

Only assured, secure and some assured shorthold tenants have the right to exchange. Please check your tenancy agreement to see if you have the right to exchange. If you do, you can swap with anyone living

£4,000

maximum
incentive offered
if you downsize

in council or housing association accommodation subject to approval from both landlords.

Once you have found someone who wants to swap with you, get in touch with us and we will provide you with an application form to fill out.

How long will it take?

Once we have received your form, we will verify the details of the resident you intend to exchange with and either approve or refuse within 42 days, which is the time set by statute.

Where can I find more information?

There's lots of information about mutual exchange on our websites or you can get in touch with us.

Do I get any financial incentive if I am downsizing?

Yes, we offer financial incentives if you are moving because your home is no longer suitable for your needs. This could be either due to occupation levels or because the property has been specially adapted and you no longer need those adaptations.

We will offer:

- A financial incentive of £1,000
- An additional £500 for each bedroom that is vacated
- A further £1,500 to pay for decorations/improvements, cookers, shelving, installing wardrobes, and so on.

The maximum incentive offered will be £4,000 and, if you are under-occupying by more than one bedroom, you will have the choice of retaining one or two spare bedrooms. The incentive is payable as long as at least one bedroom is being given up.

What else have you been doing to support residents who want to move?

We have:

- Rolled out the Household Members Scheme to all residents (it was previously available to former Notting Hill residents only). This scheme gives an adult member of your household the opportunity to move into their own, separate accommodation if your current home is either too small or too big for your family.
- Lifted restrictions on who can complete a mutual exchange by way of surrender and re-grant, making the process easier
- Allowed under-occupation by one-bedroom when you complete a mutual exchange
- Allowed for some overcrowding if this relieves statutory overcrowding when you complete a mutual exchange.



Who's there?

An incident occurred recently of someone pretending to be from Department of Home Affairs in order to gain entry to people's homes. The person had documents with a 'Home Affairs' letterhead.

We would like to take this opportunity to remind you to be vigilant. In addition, some customers have told us that tradespeople employed by us have sometimes turned up unannounced.

- **Check the identity card of any contractor before letting them in.** Our contractors always carry ID and should be happy to show it to you. If in doubt, ring the company – using the number in the phone book, Directory Enquiries or online – to confirm that the contractor is genuine
- **Don't leave the caller at an open door.** Close and lock the door while you verify their identity, or ask them to come back later perhaps when someone else is present.
- **Don't let people pressure you to let them in.**
- **Use the peep hole, glass panel, screen on your entry phone or a window nearby,** to see who is at the door. If you have a door chain, keep it on when you open the door.
- **Don't just 'buzz' them in.** In a communal block, it is common for those visiting friends and neighbours to ring the doorbells of any – or all – flats to gain entry to the building. Bogus callers use this tactic as well. Speak to them on the intercom and don't be afraid to refuse entry.
- **Be suspicious if you are asked for money up front.**
- **If you do let them in – stay with them at all times.**

**IF YOU ARE SUSPICIOUS,
RING THE POLICE ON**



101

New heating contractors appointed

Thank you to all of you who have helped us choose new heating contracts for domestic gas and electric heating, as well as for smaller communal heating systems.

The tendering process began last year and involved focus groups of residents and staff, who told us that they wanted reliable contractors who offer an efficient service for repairs, installations and inspections.

13 contractors were considered and the following four have now been chosen:

The new contractors will work with us for five years initially with the potential for this to be extended to nine years. They are due to start on 1 August but we have already begun the process to ensure a smooth handover.

We will write to you to confirm the date and let you know which contractor will be looking after which area. In the meantime, if you have any feedback or would like to attend the 'meet the contractors' events that we are arranging, please email hws@nhhg.org.uk

For more information about the tendering process, see our website.





How to barbecue safely

Now that the weather is getting warmer, many of us will be thinking about dusting off the barbecue and stocking up on charcoal.

While we all enjoy some fun in the sun, it is important to keep safety in mind:

- Never use a barbecue indoors or on your balcony, and light them well away from anything that could catch fire.
- Never leave a barbecue unattended and do not allow children or pets to play near the barbecue.
- Keep a bucket of sand or water nearby for emergencies.
- Only use barbecue fuel or firelighters, never petrol or paraffin.
- Wear the right clothes when barbecuing – make sure shirt tails, sleeves or apron strings don't dangle over the fire.
- Barbecues stay hot for hours. When you have finished cooking, make sure the barbecue is cool before you try to move it.

- Empty the spent ash onto garden soil – never in the dustbin.

Please check your lease if you are unsure about whether you are allowed to have a barbecue at your property. Generally speaking, barbecues are not allowed on balconies and terraces or in communal gardens or courtyards as they can pose a fire risk and create nuisance to other residents. Speak to your PMO or HO if you have any queries.



What is Universal Credit?

Universal Credit is the new way that the government is paying welfare benefits. It replaces Jobseeker's Allowance, Housing Benefit, Working Tax Credit, Child Tax Credit, Employment and Support Allowance and Income Support.

If your circumstances change, you may need to claim Universal Credit rather than a legacy benefit. It is important not to delay making a claim, as it is very unlikely that you will be able to get backdated Universal Credit payments.

Help to make your claim

You can get help with making your Universal Credit claim from your local Citizens Advice Bureau. To access this help, call free on 0800 144 8 444 or go online www.citizensadvice.org.uk/helpclaim

Help while waiting for your first payment

After making your claim you will have to wait at least five weeks for your first payment. You can ask for an advance of Universal Credit to help you manage until then. You will need to pay back your advance a bit at a time from your future Universal Credit payments.

Help from Notting Hill Genesis

If you are struggling with Universal Credit, or with paying your rent, please speak to us as soon as possible. We

want to help you to remain in your home and can assist in a number of ways such as:

- Agreeing a repayment plan with you if you are in arrears
- Speaking to the Local Authority on your behalf if you are having problems with Housing Benefit
- Referring you for in-house specialist benefits advice to ensure you are getting all that you are entitled to
- Giving you advice about downsizing if you are affected by the bedroom tax

Through our in-house teams and partnerships with local support agencies, we can offer help with a range of issues including benefits advice, managing your money, dealing with debts and help to get into work. Contact your housing officer or call 033 3000 3000. You can also access this support direct by visiting www.nhhg.org.uk/residents/support-services

Pay rent by direct debit

If you can, paying your rent by direct debit is the easiest way to ensure that you keep on top of your rent payments. A quick call to your housing officer or the customer services centre will set one up for you.

YOU AND YOUR HOME

Homes for armed forces veterans

Two sheltered housing schemes are providing much-needed homes to Armed Forces Veterans.

We partnered with charity Stoll to house 10 veterans at Alan Kelly House and Gloucester Court, both supported schemes for older people, in Kensington and Chelsea.

The fire evacuation policy and number of stairs at the schemes meant that the flats were not suitable for those with mobility issues, so we were struggling to find residents.

Stoll is the UK's leading provider of supported housing for veterans. It provides high quality homes at social rents and support services that

'I absolutely love where I live and would like to say a big thank you to Notting Hill Genesis and Stoll for coming together like this.'

Notting Hill Genesis resident and Veteran Mr Gittings is grateful for the partnership

enable vulnerable and disabled veterans to lead fulfilling, independent lives. It was able to help by finding veterans – many of whom had been living in emergency temporary accommodation or sofa surfing – who fit the criteria for Alan Kelly

House and Gloucester Court, and all of the vacancies have now been filled.

Housing officer Natasha Dawkins believes the partnership has been beneficial:

"Nominees are extremely positive; there is an overwhelming



Alan Kelly House,
Kensington and Chelsea

stoll

housing and helping Veterans

sense of gratitude in response to them being provided with a home they feel comfortable in.

“I would gladly work with Stoll again in the future.”

Ed Tytherleigh, chief executive at Stoll, said: “We have a waiting list of over 300 veterans looking for accommodation. By allocating just one flat at an affordable rent to a veteran, Britain’s social landlords can make a

huge difference to end homelessness among the people who have served and fought for our country. I encourage all social housing providers to follow NHG’s lead and join our scheme.”

For more information about Stoll, see www.stoll.org.uk

Terry's journey

Terry was a resident with us for around 19 months. He volunteered to tell his story of his experience, living at one of our supported schemes and his progression thereafter.

"Before being on board with NHG, I spent 18 months with my mother in Germany (I am half German, Dad was with the British Army). My mother was terminally ill and eventually sadly passed. I cared for her during that period. At the time I lived each day as it came. After her passing came a moment of realisation - I had no home and everything was knocked for six: uncertainty, no self-esteem, no confidence, everything was overwhelming.

"So I returned to the UK and consequently was put in touch with NHG [in] Diss [Norfolk], the intention being to gain residency. This proved problematic for personal reasons but NHG overcame the barriers and I was accepted on board. At this point in time I was obviously somewhat depressed. I over-indulged to suppress all my negative feelings

and as a consequence became very ill (alcohol was my release and massively excessive), to the point I was told by a senior medical professional: 'You will die, not in a year, a month, but possibly today if this is not addressed.' Quite a shocking but real remark. I thank them for this, it saved my life basically. All issues are now addressed.

"NHG was very supportive but they only knew what I would tell them. Upon a moment of realisation I started to use all the support the scheme had on offer. Psychological problems/ health/financial were all supported by the NHG team. If matters could not be dealt with internally, I was referred to external support and, if required, would be accompanied by my 'key support worker'. His help was amazing, and in his absence other support workers would step in. They are all equally capable.



Just seeing Terry, smile, laugh and live his life reinforces that anybody can make a positive change in their life no matter the barriers.

Nick Reed, support worker



“So now I have moved on again. With the aid of the scheme, charitable organisations were sourced to aid in furnishing my new residence, and help in understanding the new financial implications was given prior to my departure.

“This is a new beginning for me and I could not have done it without the support I have had. The uncertainty, self-esteem, confidence and health is still not quite where it was but I am far further forward than I would have been had I had to go through this alone, so I thank you all and hope this gives others faith.”

Terry’s support worker, Nick Reed, said: “The change I’ve witnessed in Terry is astounding, he truly is an inspiration. He’s put so much work in (too much to mention) around his mental health, finances, rebuilding relationships with his family and friends

and coping mechanisms in order to stay abstinent from alcohol.

“Today Terry has his own flat and is no longer living at the scheme. I have visited him at his new address, he’s settling in nicely and is happy to have his own space.

“Just seeing Terry, smile, laugh and live his life reinforces that anybody can make a positive change in their life no matter the barriers.

“It has been humbling and I feel privileged to have played a small part in Terry’s journey.”

For details of our care and support services, see www.nhgggroup.org.uk/what-we-do/care-and-support-services.

Got a story to tell about you and your community? Tell us at residentmagazine@nhg.org.uk

Do we have your email address?

One of the easiest ways for us to get in touch and to keep you up to date with news relevant to you is by email.

You will receive information faster and it also saves paper.

Once you have access to our new digital system, you will be able to update your details yourself. Simply sign up to our new online digital service (see page 8 of this magazine for more details) so that we can update our records.

Please also get in touch if you have recently changed your email address.