

People**FIRST**

The magazine for the residents of Pickering and Ferens Homes



Celebrating new build homes in Hessle, at Orchard Garth

How your
feedback is
shaping our
services

6



Join us as
an Eco
Champion

10



Keeping
your home
safe

13





Welcome from Claire



“It is certainly a busy time of year for us here at PFH, with exciting plans to keep improving our services. We want to continue to work closely with you to make sure that your feedback is listened to and used effectively to deliver the high-quality services that you deserve.

We are committed to explaining where your feedback has made a difference, and a recent example of this is with the ground’s maintenance service. You told us that having well-kept green areas and communal gardens is important, so we have been carefully monitoring the levels of service and working hard to ensure it improves – please do continue to share any concerns or feedback with us.

Everyone at PFH have been saddened to hear of the recent loss of two of our residents, Jean Thorley and Marilyn Triffitt who had both been heavily engaged with PFH over the years and helped to shape our approach to resident engagement.

We hope you enjoy this edition of People First, as we share news, updates and how our services can benefit you, your home and community.

Take Care”

Claire



New Homes at Orchard Garth

29 new homes set in a delightful orchard were officially opened by Lord Mayor, Councillor Calvin Neal on Wednesday 14 June, in a spectacular afternoon tea event for residents and guests.



Kate Calvert, Chair of the Board at PFH says,

“It is wonderful to see Orchard Garth completed, and to see that the new occupants are enjoying their new homes. We are committed to growing our organisation to deliver even more homes that suit the resident’s needs.”



Celebrations fit for the King!



It was wonderful to see so many celebrations taking place for the Coronation of King Charles III. From garden parties, bunting, cakes, lunches, live entertainment and dancing, residents certainly had a wonderful time!
Thank you for sharing your photos with us!



How we are performing

as at end of May 2023

0.3% of properties are vacant and available to let

0% Rent written off in the year

100% of emergency repairs completed in target time

99.8% of routine repairs completed in target time

100% of complaints responded to within target time

12.2 Average turnaround time (days) for all properties

0.6% Current resident rent arrears

Our performance on your feedback


We aim to deliver first class homes and excellent quality services, and we use your feedback carefully to keep improving. We welcome all your views, suggestions, compliments, and complaints which you can give by

 **01482 223 783**

 **facebook.com/Pickering.Ferens**

 **info@pfh.org.uk**

 **twitter.com/pfh_hull**

 **Pickering and Ferens Homes,
7 Beacon Way, Hull HU3 4AE**

Complaints and Compliments

Between April 2022 and March 2023, we acknowledged **97.9 complaints** within timescales and **investigated 100% of complaints** within timescales.

Complaints Stage 1

37 complaints received

87% complaints upheld or partially upheld

81% satisfaction with how the complaint was handled

Complaints Stage 2

7 complaints received

83% complaints upheld or partially upheld

75% satisfaction with how the complaint was handled

All new Tenant Satisfaction Measures

The Regulator of Social Housing has introduced the Tenant Satisfaction Measures to assess how well landlords in England are doing at providing good quality homes and services. To undertake this around 300 of our residents per year will get a telephone call from a trusted third-party organisation called “Viewpoint” who will ask you a few questions on your views of Pickering and Ferens.

They will not ask you for any personal information or security information. For us to comply with the regulator we thank you for your cooperation with this. If you would like any further information on this, please don't hesitate to contact us.

Spotlight on Scrutiny

In March 2022 following consultation a new style approach to resident scrutiny was piloted over 12 weeks to undertake the review of Internal Transfers.

8 scrutineers reviewed policies and processes, explored the customer journey, and joined our Area Coordinators in the work to understand more about their role and responsibilities. The group delivered 10 recommendations to us to improve the experience and services for residents when they move from one home to another.

These included:

- ✓ Residents signing a ‘Statement of Truth’ about their circumstances
- ✓ Annual reporting on the reasons residents wished or needed to move
- ✓ A confirmation of the request to be sent in a letter including details and choice
- ✓ Increasing the qualifying period of applying for an internal transfer from 12 to 18 months



The group then moved on to another review – this time looking at how we communicate. This review resulted in 17 recommendations which we are working through currently, and we will share an update in the next edition.

We hope to launch another review in the autumn if you would like to register your interest, please contact Kate-Marie on **01482 223 783** or email engagement@pfh.org.uk

Taking your feedback seriously



We held a Complaints Review Panel with residents in August 2022 to update the Housing Ombudsman Self-Assessment of the Complaints Handling Code. We are pleased to say that this has now evolved into a '**Learning from feedback forum**'. This new forum will be chaired by the Board complaints champion, Pam Davies and will meet twice a year to review our complaints performance and the quality of our response service.

As part of the forum, the learning and action from complaints during the last 12 months were also discussed;

- ✓ We have revised our procedures for handling complaints about Anti-Social Behaviour, and we are exploring how we share acceptable standards of resident behaviour towards each other.
- ✓ We will be reviewing our guidance for residents on how to run activities, either through the working group or independently to prevent confusion and increase the use of the communal spaces.
- ✓ We will be reviewing the specification of new bathrooms to ensure they are of high quality.





- ✓ Ensure that our offer and sign-up processes explain to new residents if their garden is communal and confirm that they are still happy to accept the offer.
- ✓ Undertake refresher training and guidance on processes for staff (communication / trips, slips & falls escalation, Aids and Adaptations).
- ✓ We are exploring resident focused training for our staff to improve how complaints are managed.
- ✓ We will be looking for training for our staff to help them manage challenging situations.
- ✓ Our new Housing Management system (Civica) will be used to update residents on any delays with repairs etc.
- ✓ We will review the PFH Out of Hours service to ensure this is meeting residents needs.
- ✓ We will introduce 'complex case management' to help with any situations that need a resident to be temporarily rehoused due to a leak etc.
- ✓ We will be doing a review of anti-social behaviour communications to make sure that the wording is sensitive.



More than a Landlord



Have you had a survey completed?

We are committed to keeping your homes safe and well maintained – and from December we have commissioned surveys to be undertaken on our properties to check on the energy efficiency levels. Our partner, Warm Front have completed the surveys and made

a start on improvement works including insulation to over 200 properties and will be continuing with any outstanding homes shortly. If your home is due to have energy efficiency works completed, we will be in touch with you soon.



WOW!

We have been replacing normal lightbulbs in empty properties with LED bulbs – these are **better for the environment, last longer and offer a typical saving of £4.38 per light per year** – that certainly adds up around your home!



Warmer Homes

Last winter we received grant funding from Hull City Council to help keep our residents warm over the winter period. We used this to open warm spaces in our sheltered schemes with entertainment and refreshments and, we distributed over 300 cosy blankets and thermos flasks. Thank you to everyone who joined the events, and we hope the gifts helped over the cold winter we had.

Heat for Hire

Do you remember last year that we had heaters for hire? We tested out various models including infrared heaters with residents to test them for savings on energy bills and on their performance. We will be doing this again this year – would you like to be included in testing different types of heating for your home?

Please contact us at

 info@pfh.org.uk

 or call 01482 223783



More than a Landlord



Do you need any help?

With the increased cost of living, we know that every penny counts, and if you are struggling with bills, please get in touch and our team may be able to support you further.

 [email info@pfh.org.uk](mailto:info@pfh.org.uk)  or call 01482 223783

Could you be an Eco Champion?



We are looking for bungalow residents who are passionate about the environment and in making the best use of energy to join us! We want to plan, and make sure we have the best and most effective heating systems in our properties and need like-minded people to support us on a journey to a greener future. Please contact us if you would like to make a difference for the planet too!

 [email info@pfh.org.uk](mailto:info@pfh.org.uk)

 or call 01482 223783



We are there when you need



us the most

Adjusting to life without the person who has died takes time, usually more time than we realise but eventually most people are able to make these adjustments and look forwards. This can be even more difficult if circumstances mean we also have to make major practical changes in our lifestyle.

Over the past year, we have supported 30 households that have experienced the loss of a loved one, either through a telephone call or personal visit – depending on the individual and their preferences. We supported 13 people with financial assistance support, helping them to apply for new financial benefits and ensuring that any housing benefits were in their name.

This support can make a huge difference, in offering practical support and signposting to additional services too. Some recent feedback from a son whose father we have supported says, ***“It was lovely to meet you all, it gives us great comfort to see dad living in such a wonderful community with such a caring Neighbourhood Coordinator, who has offered such guidance and support as he navigates his new path without our mum.”***

Our help is there when
you need it, please

 email info@pfh.org.uk

 or call 01482 223783



More than a Landlord

Welcome to your new home

You asked, we listened! Thank you to all the residents who attended our focus group back in Spring – it was hugely beneficial for all involved. We are passionate about making our residents feel welcome when they move into their new home. We decided that the best way to ensure that we understood how we could make this happen, was to speak with our new residents directly.

Based on your feedback, we have decided to introduce a six-week aftercare telephone call to all new residents, with the possibility of offering further support if required. This personalised support will be wonderful for residents with individual and specialised needs.

Furthermore, residents enjoyed the focus group and meeting their neighbours so much that we are planning to organise more meet ups in the future, which will also help new and long-term residents to integrate into our fantastic and supportive community. Our aim is to be make everyone feel welcome.

We are still open to suggestions about how we can ensure every new resident feels connected and welcomed into our community, so if you have an idea then please contact Kate-Marie on **01482 2237883** or engagement@pfh.org.uk

Have you tested your smoke alarm recently?



To keep your smoke alarm in good working order: test it once a week, or once a month as a minimum, by pressing the test button until the alarm sounds.

If you have any problems with your smoke alarm, please report this too us by calling

 **01482 223783**





Keeping your home safe

We take your safety very seriously. As your landlord, we have a legal obligation to:

- ✓ Service all gas boilers and fires annually
- ✓ Check your electrics every 5 years



Our current gas servicing is provided by The Gas Company, who were 'Highly Commended' in the Heating Contractor of the Year Award at the National Safety and Compliance Awards, who also provide our electric services by Ecolec.

In addition to our legal servicing obligations, we also engage with an independent external auditor to check the quality of the workmanship. They conduct 3 audits per year on the gas and one on the electric. NICEIC trading as Certsure LLP are conducting our external audits this year.

You may be contacted by them if you have recently had a gas service or your consumer unit/electrics inspected. PFH would very much appreciate the co-operation of our residents in facilitating this important work that helps assure us that we are keeping you safe in your home.

Damp, Mould, and Condensation

Whilst we believe we've got good systems in place to help ensure none of our properties suffer from damp, mould, or condensation issues, we can only do something if we've been made aware.

If you suspect a serious cause of damp, please let us know straight away by calling **01482 223783** or emailing **info@pfh.org.uk**

There are some ways in which you can prevent condensation in your home.

Reduce Steam and Moisture

- ✓ Cover your pans when cooking
- ✓ Make sure your tumble dryer is vented
- ✓ Open windows when drying clothes indoors
- ✓ Heat your home
- ✓ Keep space between your furniture and the radiators
- ✓ Never use portable gas heaters

Ventilate your home

- ✓ Allow fresh air into your home
- ✓ Open your bedroom window for 15 minutes each day
- ✓ Open the bathroom window after a bath or shower or use the extractor fan
- ✓ Close the kitchen door when cooking and open the window or use the extractor fan

Extractor fans

- ✓ Always use the fans when cooking or bathing
- ✓ When using the fan keep the windows in the room closed
- ✓ Keep fans free from obstruction
- ✓ Some fans operate automatically to manage moisture in the air – please do not turn these off at the power switch



Air Fryer Fans!

We hear from lots of residents about how they are using energy efficient air fryers at home to save costs with gas and electricity from having the full oven on. We definitely have some talented cooks, and we would love to share a 'Air Fryer Favourite' every month with you, please send your favourite recipes with photos if you can to info@pfh.org.uk or message us on our Facebook or Twitter!

Air Fryer Salmon

Thank you to Steve for sharing his favourite which is Air Fryer Salmon! Ready in 15 minutes and a healthy tea time treat!



Ingredients

- 1 tsp salt
- 1 tsp pepper
- 1 tsp mixed herbs
- 1 tsp garlic granules (optional)
- Salmon fillets, skin on or removed
- ½ tbsp olive oil
- Cooked seasonal greens and grains such as quinoa or brown rice, to serve (optional)

Method

Combine the salt, pepper, mixed herbs, and garlic granules, if using, in a bowl, then scatter onto a plate. Rub each salmon fillet with a little olive oil and roll in the seasoning to coat.

Put in the air fryer basket in one layer and cook at 180C for 8-10 mins, until cooked through. If you have larger salmon fillets they will need to be cooked for longer – keep checking after 10 mins and cook in 1-2 min blasts, until ready.

Coming Soon

Healthy Eating Course with the chance to win a **FREE** airfryer! Watch this space...

Recent Renovations

Ada Holmes Circle has recently been updated to make sure it is bright and modern, more energy efficient and meets all building safety regulations. Residents helped make sure the space was used properly and picked colours and furniture – it really is looking lovely!

We have...

- ✓ Installed energy efficient lighting
- ✓ Replaced all communal carpets
- ✓ Updated the communal kitchen
- ✓ Replaced the balcony with a balustrade
- ✓ Modernised window coverings
- ✓ Modernised artwork and décor

We are delighted to see many more residents using the communal space now and an increased number of people joining our events and activities.



Resident Sylvia Davey has lived in Ada Holmes Circle with her husband, Dave, for more than 15 years.

“We absolutely love it here. It’s warm, cosy, and private. Nobody bothers us, but if we want to join in with communal activities then we can - there’s always plenty going on!

Our scheme manager Tara is fantastic, she organises some brilliant get-togethers for the residents, and she often checks in on us and makes sure we’re okay.

We love our home at Ada Holmes Circle, we’re never lonely and our only regret is not moving here sooner.”



If you’re interested in viewing a property in one of our sheltered schemes, please call us on **01482 223783** for more information.

KCOM

Digital Switchover

You may have seen or heard about the digital switchover, we are working with KCOM on this to ensure that you are well looked after and thought about.

There are big changes coming to the way the UK's landline phone network operates as it upgrades from an old legacy copper network to a new fibre one that's fit to face future challenges. In most of the country BT is replacing its copper phone network with fibre, but here in East Yorkshire it's KCOM which will be pioneering the transition and moving all phone landlines on to its' fibre network.

If you're a KCOM customer and impacted by the changes, KCOM will be in touch with you directly. In the meantime, if you wish to find out more information, they have a dedicated website with FAQ's and a self-install video that you may find useful. For those who require extra help with the switch, they will be providing engineer support at no extra cost.



Find out more on our website www.pfh.org.uk

Alternatively, visit www.KCOM.com/switchover

Barrington Pop in!

Barrington is a hive of activity! For residents and the local community – we are proud to offer a range of events, activities, and opportunities to get together.

From live entertainment, singing sessions for people affected by dementia, through to exercise classes, bingo and the infamous Hull Community Knitting group...there really is something for everyone!

You can find out more about our events by calling **01482 223783** or emailing **info@pfh.org.uk** or visit our website for a full list of what you could join in with **www.pfh.org.uk**



Do you sometimes feel lonely?

You are not the only one – 45% of people in the UK feel lonely sometimes. We would like to remind you that we have lots of different events and activities that you can come along too - and don't worry if you are on your own!

Find our events on our website **www.pfh.org.uk** or call us on **01482 223 783** for more information.

If you don't fancy any of them – why not make time to have a brew with a neighbour or friend? They may be feeling the same as you.

Happy 100th Birthday

We would like to wish Jess Sowter at Christopher Pickering Lodge a wonderful 100th Birthday in August! Have a lovely and very special birthday Jess!



Reporting repairs

If you need to report an emergency repair (such as unlawful entry, serious leaks to pipes, vandalism that causes a security threat to your home) you should call us on **01482 223 783** to speak to us urgently. If you call us within office hours, you'll be able to speak to a member of the Customer Service team. If you call us outside of office hours, your call will be diverted to an out of hours service for emergency repairs only.

You can also report a repair on our website too

 www.pfh.org.uk





01482 223 783



Pickering and Ferens Homes, 7 Beacon Way, Hull HU3 4AE



info@pfh.org.uk

People**FIRST** | Summer 2023

