

PeopleFIRST

The magazine for the residents of Pickering and Ferens Homes



ARTS AND CULTURE AT YOUR FINGERTIPS

READ MORE INSIDE ON PAGE 6

**ALSO
IN THIS
EDITION:**

**HOW TO SAVE
ON YOUR
ENERGY BILLS**

**PFH'S PLEDGE
TO BE MORE
THAN A
LANDLORD**

**NEW LOOK
MALIN
LODGE
REVEALED**

WELCOME FROM CLAIRE

First of all, I would like to wish all PFH residents a happy and healthy New Year!

2022 was a busy one for PFH, as we started to fully return to normal after the pandemic. We have been very grateful for all the support you have given to us. Our recent resident satisfaction survey was completed by over 800 of you and gave us some excellent results to build upon. The results and prize draw winners will be provided to you in a short feedback report very soon.

Malin Lodge was the latest Retirement Living Plus scheme to benefit from a communal area makeover, and if you turn to page 10, you'll be able to see the renovated spaces for yourself! The redevelopment of Ada Holmes Circle is also well underway, and we can't wait to see the finished result. Christopher Pickering Lodge is next on the list! Our new grounds maintenance provider, OUTCO, has been working with us for 9 months now and we have seen real improvements to the service. Most importantly, residents have given us some brilliant feedback on OUTCO, which you can read more about on page 9.

At PFH, we strive to provide a service for our residents that goes above and beyond what would typically be expected. This is why, overseen by our Home Services Director, Richard Walker, we have begun work on our More Than a Landlord projects. These cover a number of different areas that may affect all residents' lives, such as bereavement, warmer homes plus social and wellbeing activities to name but a few.

To learn more about how we hope it can help residents, turn to pages 4 and 5.

We understand that damp, mould and condensation can be a concern for residents, particularly in winter. We take these concerns very seriously and have measures in place to deal with any reports we receive. Alongside support PFH can offer, we've included some handy tips in this edition of the magazine that can help.

Throughout the last year, it was fantastic to see how residents help and organise some of the events and activities in their neighbourhoods. Our Pop In spaces are incredibly popular and after speaking to a few of you, it's no surprise! We caught up with one resident who organises regular events at the Priory Road Pop In and we were blown away by the effort and dedication he puts in. You can read more about this on page 16.

I would like to take this opportunity to make residents aware that we are planning to relocate our Head Office to smaller premises, in Spring 2023. All our telephone and email contact details will stay the same. We will update you on our new postal address once we have a firm date for the move. Your access to our team members and services will not be affected but the location of resident meetings, previously held at Silvester House, will change. Should you wish to make an in-person appointment, please call us on (01482) 223783 to schedule this.

On behalf of everyone at PFH, I wish you all the very best for the year ahead.

Best wishes
Claire

SMOKE ALARM & EMERGENCY CALL OUT PROCEDURE

It's really important to us that residents are safe, and feel safe, when they live in a PFH property.

New regulations came into effect from October 2022, requiring all properties to have at least one smoke alarm on each storey of a home, where there are rooms used as living accommodation. We have already been installing smoke detection in our properties for some time.

The new regulations also require landlords to install carbon monoxide alarms in any room used as living accommodation, which contains a fixed combustion appliance (excluding gas cookers). This will generally be rooms with gas boilers and gas fires. We have also been doing this for some time but have worked hard over the summer to ensure that these have been fitted to all remaining properties.

In addition, the regulations require us to ensure that the smoke and carbon monoxide alarms are repaired or replaced once we've been informed or found out that they are faulty.

Our gas contractor will check this when they do the annual service, but we'd also advise residents to regularly test the alarms by pressing the test button

until the alarm sounds. Please do so safely by using a stick or cane, rather than balancing on chairs or step ladders.

If you don't have a smoke or carbon monoxide alarm in a room, but think that you should, please get in touch with us and we'll check this out for you. Similarly, if your smoke or carbon monoxide alarm is not working when you test it, please let us know straight away by calling 01482 223783 or emailing info@pfh.org.uk

In the event of a fire, if you can, you should evacuate the building and call 999. If you can't get out, you should stay put, ensuring that you move to a room away from the fire. Be sure to close all doors and put blankets or something similar at the bottom of the door to help prevent smoke entering the room. If you can't call 999, you should shout FIRE from the window.

The fire evacuation plan for your building will be displayed on the noticeboard in your communal area (usually by the main entrance). If you have any concerns about this, or require a copy for your home, please get in touch by emailing info@PFH.org.uk or calling 01482 223783.

FIRE DOOR SAFETY



Door Closing

Does your door close correctly around all parts of the frame?



Door Frame

Is your door or frame warped or damaged in any way?



Door safety

Are any of your fire doors propped or wedged open? If so, please remove the wedges.



Door seals

Are any of the seals or brushes damaged or missing?

FIRE SAFETY TIPS



In the kitchen

Never leave pans unattended and keep cooking areas free of flammable objects.



Candles

Never leave candles or incense burners unattended and be sure to keep them away from all soft furnishings.



Smoking

We strongly advise against smoking in your home, however if you do, make sure cigarettes are fully extinguished when you're finished with them and never smoke in bed.



Scan the QR code using your phone camera, or go to our website: www.pfh.org.uk or contact us via phone or email for further information.

RENEWED FOCUS ON ADDITIONAL RESIDENT SUPPORT LAUNCHED

We are delighted to announce a new initiative which features a series of additional services provided by PFH to better support all of our residents.

'More Than A Landlord' was developed as part of PFH's renewed focus to go beyond the simple landlord/resident relationship and make a difference to the thousands of residents we support across Hull and East Yorkshire.

Over the last year, we have been gathering your feedback on how we can do more to support residents. Our Senior Leadership Team, in collaboration with our Home Services team, have developed a programme of initiatives that will be launched in the next few months.

These initiatives will be focused on not only supporting independent living, but also supporting physical and mental changes; life changes, such as bereavement and moving house; environmental changes as the world focuses more on sustainable energy; health and wellbeing, socialising; and helping residents with digital support.



Some of the existing services that PFH provides will be part of this programme.



Richard Walker, Home Services Director, said: "More Than A Landlord is a way of pulling all the additional support we provide under one umbrella and using it

as an opportunity to launch more support services in the coming months.

"Over the last two decades, PFH has really worked hard to be there for residents above and beyond providing high quality housing.

"We have continued to gather everyone's valuable feedback and tailor it into a range of initiatives that we know will really go beyond the basics to show PFH really is more than a landlord.

"More Than A Landlord integrates everything we are doing. We ask our residents to look out for further announcements and use these services as much as they can."

What this looks like for residents

Over the next few months, PFH will be launching the following:

Bereavement Support

Bereavement can affect us all, so it is important that support networks are in place to help. Our team has developed initiatives like befriending calls, professional advice and help where needed, as well as additional wellbeing checks, where appropriate, to help residents who may be grieving.

Bereavement support can even extend to transport support for example, if a bereavement leads to you finding it harder to get to and from places such as grocery shopping.

The bereavement support service is available to residents now.

You can call **01482 223783** to find out more.

Welcome Services

It is important to us that everyone feels welcome, especially our new residents, and that nobody feels isolated or lonely. Our Home Services team are currently working with new residents and applicants to design this service. We want to ensure that when someone becomes a PFH resident, they understand and have access to the wide range of services we offer, and settle into their new home quickly and comfortably. We aim to launch this service for new residents this year.

Enhanced Activities

We are proud to have hosted a huge selection of events and activities over the years for everyone to enjoy – whether that is in our schemes or fantastic Pop Ins which are looked after by some fabulous volunteer residents. Our recent resident satisfaction survey has demonstrated the hugely

positive impact on the personal wellbeing of residents who have taken part in our activities, including making more friends, feeling less lonely and learning new skills to name but a few benefits!

We are widening our existing programme as part of our enhanced activities programme, as well as providing additional support for residents to arrange more events and activities themselves. We'll also be focusing on digital-based activities to help residents access more opportunities than ever before.

Warmer Homes offer

It's widely reported that energy prices are on the rise. Coupled with this, there is a huge focus on ensuring that the country goes 'green' by using more sustainable and efficient forms of energy.

We have partnered with a company called 'Warmfront' who are supporting us in providing improved thermal insulation and other energy efficiency initiatives to many of our homes.

We are also piloting the use of energy efficient infra-red and electric panel heaters to residents' homes. Those residents are testing how cost efficient and warm they are. If successful, we will be rolling the use of them further this year.

In the next few months, we'll be providing more advice on saving energy and rolling out further energy initiatives as we aim to reduce energy bills; as well as insulating properties to increase efficiency.

The four programmes above are a flavour of what we will be doing over the next few months. Keep your eyes peeled for more information as we roll out More Than A Landlord initiatives.



ENCHANTED RESIDENTS ENJOY CULTURAL TREAT

Ada Holmes Circle residents were treated to a spectacular Christmas parade in collaboration with Back to Ours over the festive period.

They welcomed festive characters into the Retirement Living Plus scheme, including a Snow Queen inside a giant bauble – it truly was a sight to behold!

The magical performances were just one of a series of initiatives brought to PFH by Back to

Ours, Hull's Creative People and Places (CPP) programme, which aims to deliver high quality arts and cultural experiences with and for the people of Hull.

With Hull UK City of Culture 2017 as its launch pad, Back to Ours was established to support the commissioning, production, creation and touring of new, original and inspirational work, targeting in particular neighbourhoods with low arts engagement.

FESTIVE CHEER IN ABUNDANCE

Christmas is always a lively time across PFH properties, schemes, and neighbourhoods and 2022 was no exception! We had our fantastic annual residents' party at The Ritz, with entertainment provided by Gary Marsden. The team at Astraline even popped down to join in on the celebrations.

The Pop Ins saw their fair share of festivities too, with some fantastic Christmas parties

organised and hosted by our residents, bringing people together to share in the celebrations.

Head to our website to view a full gallery of Christmas pictures from 2022. Use the camera on your Smartphone to scan the QR code and be taken straight to the gallery or simply visit: www.pfh.org.uk/news-events/christmas-2022/

PFH SUPPORTS RESIDENTS TO IMPROVE ENERGY EFFICIENCY AND REDUCE COSTS

The cost of living crisis has affected us all. Now, more than ever, it is essential to learn ways to bring down costs and make the most of opportunities available.

We were delighted to hold a series of workshops over the last few months to show residents some hints and tips on how they could save money, from using air fryers and slow cookers instead of hob ovens, through to using low energy light bulbs and correctly using a thermostat.

Jo Ford, Financial Wellbeing Officer at PFH, said: "The workshops were designed to be really informative and give simple ways of helping residents to reduce costs and energy usage where possible.



"Alongside these hints and tips, there are plenty of opportunities to make the most of, such as free soup for the over 60s at ASDA, through to benefits that residents may not know they are entitled to.

"PFH is always willing to give advice to residents focused on improving financial wellbeing. These workshops were very well-attended and we will continue to keep residents updated as more opportunities to reduce costs become available."

HINTS AND TIPS TO SAVE MONEY ON YOUR ENERGY AND WATER BILLS



Turn the lights off when you leave a room

Don't compromise your safety, be sure to keep stairs and walkways well lit to reduce your risk of falling.



Don't leave appliances on standby

Turn appliances off when not in use, although it's important to keep your fridge-freezer switched on so your food doesn't go off quickly.



Control the temperature in your home

Most washing machines will work just as well on a 30 degrees cycle, which uses 40% less electricity over the course of a year. Turn off radiators in rooms that are used less, and keep the rest of your home between 18 and 21 degrees Celsius.



Save water

Don't leave the tap running while you brush your teeth or have a shave.



Don't turn your boiler off

Although it may be a tempting way to cut costs, turning your boiler off in cold weather can actually cause the pipes to freeze which may result in them bursting and causing a leak. If you're going away, rather than turn the boiler and/or heating off, use the frost setting to ensure the pipes don't freeze.



GROUNDS MAINTENANCE GOING FROM STRENGTH-TO-STRENGTH

Our new grounds maintenance provider, OUTCO, has been in-post for nine months now and we're absolutely delighted with the results of their work so far. Thanks to their teams being dedicated to specific sites, we've seen great improvements in the overall appearance and maintenance of grounds across all our sheltered schemes and properties.

Most importantly, we've been getting brilliant feedback from residents about what a difference OUTCO has made to their neighbourhood.

Neil Pix, Operations Director at OUTCO, said: "The whole OUTCO team has settled in really well across the various sites at PFH and we're thrilled to hear that the residents are pleased with the work completed so far.

"After a hectic (and very hot!) summer, our teams are now in the middle of their winter schedule. You may have noticed a different team working in your neighbourhood over the past couple of months, this is due to us reducing our team size over the winter

to accommodate the change in grounds maintenance requirements. Our focus has been on seasonal pruning of the beds, leaf clearing, gritting surfaces and snow clearing when necessary.

"Our regular teams will be back in action from March onwards to cut the grass and get the grounds looking neat and tidy for the summer."

Plant a tree for the Jubilee

As part of the Summer 2022 Platinum Jubilee celebrations of the late, Her Majesty Queen Elizabeth, we are thrilled to be taking part in the Jubilee Plant a Tree scheme. Each scheme will receive its very own tree to mark the occasion. We hope they will bring our residents joy over the coming years, and remind us of this incredible milestone in British Royal history. We will also be planting trees at Pickering Crescent and Ferens Haven to commemorate 30 years since Pickering and Ferens merged. Keep an eye out for an update on when all of these trees have been planted.

BANK HOLIDAY UPDATE

To continue to deliver the service to the highest standards, OUTCO have committed to working Bank Holidays in 2023. If you require any further information or would like to feedback about the service, please don't hesitate to contact us.



MALIN LODGE GIVEN BRIGHTER AND FRESHER NEW LOOK AFTER REFURBISHMENT

Residents at Malin Lodge are benefitting from brighter and fresher new communal spaces after the completion of a three-month refurbishment of the scheme.

The new décor is all part of PFH's refurbishment project, in which we have recently been improving the look and feel of the Retirement Living Plus schemes. Not only does the project aim to improve the aesthetics of the communal spaces for residents, but it also helps to futureproof the scheme – through creating energy efficiencies in lighting and heating where possible.

James Butterworth, Asset and Development Manager, said: "We're delighted with the new-look Malin Lodge. All the changes made, from the ceiling tiles, through to the balconies, the walls and the furniture, are designed to create a more modern and brighter space throughout which creates a welcoming and comfortable atmosphere.

"It has also been a great opportunity for us to improve the energy efficiency of the building where possible, including the installation of a low-energy LED lighting system which works on sensors. Through

this, we can cut down massively on energy consumption in the building.

"The feedback we've had from residents and their families has been fantastic and we're delighted with the response. As a result, we've seen greater usage of the communal areas than before, which shows the difference these works have made."

Post-refurbishment, Malin Lodge residents have also turned a previously unused room into a library for all to use.

REFURBISHMENT CHANGES MADE TO MALIN LODGE

Lighting

- New low-energy LED lighting that operates via sensors – reducing energy consumption

Environment

- Ceiling tiles have been changed to make it brighter and fresher
- Old pine balconies have been changed to contemporary glass and steel
- Brick walls have been plastered
- Redecoration throughout the scheme
- New carpets
- New, modern furniture

HOW TO HELP PREVENT DAMP, MOULD AND CONDENSATION IN YOUR HOME

It is with great sadness that we reflect on the tragic case of Awaab Ishak, the little boy from Rochdale who died of a respiratory condition caused by mould in his home.

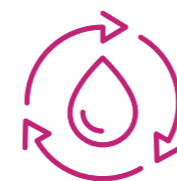
For some time, we have had a system in place where we track cases of damp and mould at the most senior levels in the organisation, ensuring that we follow up after we've treated the issue and don't close it down until we're confident that the issue has been resolved.

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

please try the hints and tips below, but if the problem persists, or you suspect a more serious cause of damp, please let us know straight away by calling **01482 223783** or emailing **info@pfh.org.uk**

We're conscious that as energy prices rise, residents may not be able to afford to heat their homes as sufficiently as normal, activities such as drying laundry on radiators and sealing up ventilation sources may increase. This alongside other everyday activities such as cooking and washing can increase the chances of a home developing damp, mould or condensation.

Here are some handy hints to avoid condensation, which can lead to damp and mould:



Reduce steam and moisture



Ventilating your home



Extractor Fans

KEEPING RESIDENTS UP-TO-DATE WITH OUR PERFORMANCE

(AS AT END OF NOVEMBER 2022)



0.28% of properties are vacant and available to let



Rent arrears written off as a percentage of rent due
NIL



100% of complaints responded to within timescales



99.9% of routine repairs completed in target time



Current resident arrears
0.55%



Average relet time for all vacant properties
42.3 days



99.9% of emergency repairs completed in target time

RESIDENT BOARD MEMBER – VACANCY



CELEBRATING PFH STAFF

Not only did we celebrate thirty years of Pickering and Ferens in 2022, some PFH team members celebrated significant milestones in their career with us. Katie Burton, PFH's Resident Services Manager, who many of you may have met during your application process, has been with us for an incredible 28 years this year! Katie shares her story...

ensuring we let our properties as quickly as possible to the most suitable person and maintain healthy rent accounts. But we also provide lots of different services and deal with many varied and complex issues, often involving resident welfare, mental health, or addiction issues which require a lot of sensitive handling and collaborative working with residents, their families, internal and external colleagues.

"My career at PFH started in February 1995 when I joined as an unpaid trainee doing admin work as I studied for my NVQ, they must have seen something in me as I became an official employee by August! Soon after, I moved into Housing as a Housing Assistant before working my way up the ranks to my current role of Resident Services Manager. I then worked hard to complete my post-graduate diploma in Housing Studies and graduated in 2003.

We're really passionate about delivering great services, enhancing them, and developing new ones, too. The thing I love the most about working here is that everyone has a genuine desire to want to do their best by our residents, and even though we have grown dramatically over the years, we've still worked hard to keep that 'family' feel with residents.

My role has changed dramatically over the years – it feels like I have worked for lots of different organisations because you can't compare the organisation of today with how it was when I first started. I have seen it grow dramatically, not just in the number of properties but also the services we provide. I manage the team who are responsible for

I like the variety of the role – no day is ever the same, and we often have issues arise that are completely new to us, so there's always plenty to learn even after all these years. My colleagues are fantastic and I'm lucky to have found such a great bunch to work with."

We currently have a vacancy for a Resident Board Member and would love to hear from you if you are interested in helping PFH to achieve our mission to provide high quality housing, services and support for people in need. Please see the "Work for Us" section of our website or speak to a member of staff for more details.

services over the years. We are incredibly grateful for all of the hard work they put into their roles, they will certainly be missed at future meetings!

Would you like to influence and shape services at PFH?

We have lots of opportunities to get involved and have your voice heard

- Resident Board Member
- Resident Committee
- Scrutiny Reviews
- Resident Panels
- Safety Groups

If you would like to get involved or find out more, contact customer services on 01482 223783.

We would also like to take this opportunity to say a special thank you to two of our longest-standing Residents Committee members, Betty Broadley and Audrey Wardrobe, who have now retired from their duties, making way for new residents to join and have their say. Betty and Audrey have made considerable contributions to Residents Committee meetings and have played a pivotal part in shaping our

TAKING A TRIP DOWN MEMORY LANE

PFH recently celebrated a major milestone in its history in September last year. It has been 30 years since two charities merged to form a charity and registered housing associations to become Pickering & Ferens Homes. The history of our business started with two prominent businessmen, Christopher Pickering and Thomas Ferens, who created almshouses focused on supporting older people.

Christopher Pickering worked in the fishing industry in his earlier years – becoming a merchant and ship owner, and prior to his death, donated money to build almshouses for older local fisherman to live in. Thomas Ferens made numerous charitable donations throughout his life, including being responsible for the conception of the Ferens Haven of Rest providing an initial 12 almshouses.

Some of our properties have existed much longer than 30 years and have celebrated some major milestones themselves.



A Grade II listed building, PFH has looked after this building since it was formed.

Ferens Haven

Ferens Haven is steeped in history, dating back over 100 years. At the same time Christopher Pickering donated £6,300 (£588,000 in today's money) to build a dozen almshouses in Hessle Road, Thomas Ferens meanwhile built the Ferens Haven of Rest in Holderness Road.



Endike Lane and Westgarth Avenue

The Endike Lane and Westgarth Avenue development coincides with PFH's anniversary itself. Just after the charities merged in September 1992 – work began on site here in February 1993. It is home to the popular Westgarth Avenue pop-in which hosts many resident-led activities every month.



The Jacobs Homes

PFH took over The Jacobs Homes – originally known as Charles & Esther Jacobs Homes – 10 years ago. The homes underwent a significant £2.4m redevelopment as part of a development programme which started 15 years ago in 2008.

Initially, it was planned to refurbish the homes, but many of them were suffering from subsidence, and extensive refurbishment was needed; the decision was taken to rebuild the development entirely with energy efficiencies in mind. Comprising of 20 bungalows, all the properties face onto a beautiful central village green.



Ada Holmes Circle

Our very unique scheme, Ada Holmes Circle, in Greenwood Avenue, celebrated its 25th anniversary last year.

Many of the residents have been there for numerous years and it has become a vibrant and strong community – with many regular activities taking place.

The area itself consists of a range of schemes, houses and bungalows enjoyed by residents for many years.

Resident Sylvia Davey has lived in Ada

Holmes Circle with her husband, Dave, for more than 15 years. She said: "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."



Newbridge Village

It has been five years this year since the handover of the £5.5m Newbridge Village development, which at the time was the largest bungalow development being constructed in the UK. Based on the old David Lister School site and situated next to the Jean Bishop Integrated Care Centre, the development was built to support specific needs of older people to live independently for longer.

The development itself, consists of over 80 two-bedroomed, purpose-built bungalows, was an award winner – as PFH and Hull City Council picked up the Inside Housing Development Award for the Best Older People's Housing category in 2019.



POP INS PROVE POPULAR AMONGST PFH RESIDENTS

Our resident-led Pop Ins were a hive of buzzing activity last year, from live music, bingo nights, group outings, summer parties and much more.

These activities wouldn't be what they are without the input of our fantastic residents who work hard to put on events and activities for all.

We spoke to Paul Braimbridge, of Arden Court, who has been organising events at the Priory Road Pop In for a number of years now. "I've lived at Arden Court for 13 years, and

"These sessions wouldn't be what they are without the input of our fantastic residents who work hard to put on events and activities for all."

I've worked alongside a team of residents to organise events at the Pop In for around six years. We get together on a regular basis to plan activities that we know our neighbours will enjoy, this means the world to us and we've developed a real close-knit community as a result."

Paul said he has made some friends for life through the Pop In, and would encourage other residents in the area to attend.

"Whenever an event is coming up, we will pop a flyer through everyone's door to make sure no one misses out. We also have posters up on the entrance to the Pop In so that it's easy to see what's going on. Through these events and activities, I've made a really solid group of friends and we're all there for each other beyond the Pop In. I'd highly encourage those who don't attend to stop by one time. There's such a variety of events that there's something for everyone, and we would love to have you join us."



Why not try something new in 2023 and attend a session at your local Pop In?



To see what we have coming up, scan the QR code using your phone camera, or go to our website: www.pfh.org.uk or contact us via phone or email for further information.