



CBHnews

SPRING 2020



**We celebrate 'Sisterhood'
NEW gas contractor
Coronavirus UPDATE**

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CBH win at No Child Left Behind awards!

Colleagues and families involved in our life changing schemes came together on the 30 January for the first ever No Child Left Behind (NCLB) awards.

The event was hosted by BBC Radio Gloucestershire's Nicky Price and entertainer Camilla Lewington and took place at Cheltenham Town Hall. Over **200** guests took part to celebrate the hard work of Cheltenham throughout the 'Year of Action'.

Cheltenham Borough Council launched the campaign in 2019 after analysis showed that there are approximately 4,300 children and young people growing up in poverty in Cheltenham and that those children, when compared to their peers are facing challenges such as poorer education attainment, higher rates of exclusion. They are also at higher risk of being victims of crime, obesity, and self-harm.

Since the campaign kicked off, CBH and other organisations from across the town have been working on projects to provide young people with a chance to thrive. We delivered programmes aimed at providing support for families, giving young people support in pursuing careers after school, providing mentoring to young girls and a campaign to give those most in need a new coat for the winter.



Our CEO, Paul Stephenson, attended the event and presented the award for **#GoodMentalHealth** to Cheltenham Town Community Trust for their **MenTalk/GirlTalk** campaign.

The full list of winners is available on the NCLB website.

CBH were first place in the #OurChelt category (for #KeepCheltWarm), #ConfidentGirls (Youth Mentoring) and #StrongFamilies for our ACE's pilot in St. Paul's.

COVER PHOTO: Talented photographer/artist Danielle Salloum captures our Communications Officer, Laura Newcombe with her Hearing Dog Dillon to celebrate Cheltenham's inspiring women (see page 4)

Sleeping out so others don't have to



On Friday 6 March 2020, one of our Community Investment Officers, Abi, braved the cold weather and took part in Cheltenham's YMCA Sleep Easy event to raise money to support the work they do for the homeless.

The YMCA provide emergency winter accommodation for those rough sleeping in Cheltenham, along with providing supported and affordable accommodation to those in need of a safe place to stay. The Sleep Easy fundraising events have raised £60,000 since launching in 2013, which has enabled them to provide this support.

Abi explained the importance of the sleep out and reflects on her experience:

“ I wanted to do the sleep out because I have noticed homelessness increase in our town, and when I heard last December that YMCA were opening a new 48 bed hub in

Gloucestershire for both single people and families who are homeless, I just thought it was amazing!

Before the sleep out I felt prepared, but since doing it I don't think anything could have prepared me for that night. The temperature was just above freezing meaning it wasn't even cold enough for the emergency SWEP, this put it all into perspective because yes I was frozen, yes I could not sleep, but yes I had a warm home to go back to after.

I could not imagine having to sleep rough every night so please donate where you can! ”

So far Cheltenham's Sleep Easy event has raised **£4,855** which is a fantastic achievement, and they are hoping to hit their **£6,000** target by the time CBHnews lands on your doormat!

Cheltenham Lottery - have you signed up?

There are loads of amazing organisations that will benefit from you buying a ticket - with 60% of ticket sales going to good causes!

This fantastic scheme was first launched in 2019 by Cheltenham Borough Council (CBC) to support community projects in the local area.

It has been set up to provide a source of funds that will support:

- The people of Cheltenham
- Good causes
- Local Communities and help them to thrive

It's a great opportunity for you to support causes that you care most about. For just £1 per week, prizes of up to £25,000 can be won.

To sign up visit www.cheltenhamlottery.co.uk



Celebrating 'Sisterhood'

Back in February, we teamed up with The Cheltenham Trust to support the incredibly talented photographer, artist and poet Danielle Salloum with her latest project.

Known as 'Sisterhood', this exciting exhibition at The Wilson Art Gallery linked in with International Women's Day (8 March 2020) to embrace and celebrate the many diverse and extraordinary women within our community.

Inspired by her close connections to Trinidad and Tobago and the Cheltenham Borough her works highlight the fascinating life stories of some of the strong women who live or work in these two contrasting communities.

Her latest masterpieces feature some of our inspiring tenants and CBH employees alongside the incredible women of Cheltenham and how they make a difference in big and small ways.

These mind blowing works of art are being exhibited alongside her original designs (shown at an event last year) which showcase the remarkable stories of the incredible women of Trinidad and Tobago.

For more information about these fantastic art pieces visit: www.cheltenhammuseum.org.uk/event/sisterhood/



Can we dig it? Yes we can!

On a sunny day in January, we came together alongside Cheltenham Borough Council (CBC) to break ground and kick start the construction phase of the £4.3 million project.

The redevelopment of the site on Princess Elizabeth Way will bring 27 new homes to Cheltenham and will be available on a variety of tenancies.

Gloucester based construction firm **E G Carter & Co Ltd** is leading on the project which is nearly six months old. They have made fantastic progress after intensive clearance work, including the gutting and demolition of the existing properties.

Attending the groundbreaking ceremony were colleagues from CBC, CBH - including local ward councillors, contractors



and architects involved in delivering the scheme.

The project is scheduled to be completed by **2021** and forms part of a wider **£100m Housing Investment Plan** by CBC and CBH to deliver quality homes for all and build great communities in the town.

For more information, visit www.cbh.org/our-projects

Cornish properties are cream of the crop!

Towards the end of 2019, work was completed on a £915,000 project to carry out repairs and make much needed improvements to 37 of our 'Cornish' properties.

This style of home was first built after World War II using a non-traditional form of construction and over the years some of the concrete in the walls had fallen into disrepair.



We worked with a number of contractors to carry out the works, which included concrete repairs, external wall insulation, new windows and doors, as well as chimney removal and new roof insulation.

This investment has not only ensured that the properties' lifespan has been extended for another 40 years, but they also have much better insulation - saving tenants money on their energy bills.

Some of the feedback we've received has been amazing!

“...the house looks amazing and I am already saving on electricity in the house as it heats up so much quicker.”

“...it has made a real difference as it used to take so long to heat up my flat and now when I put on the heating it takes less than 10 minutes and when you turn it off the heat actually stays in the flat.”

What CBH has done around the Coronavirus outbreak?

It has been a very challenging time for many people across the world, and more recently here in the UK.

We have been working closely with a range of partners, including Cheltenham Borough Council and Gloucestershire County Council to put Government advice into practice to not only help protect our employees but also you, our tenants.

We wrote to you last month informing you of some of the changes we've had to make to our services to keep you safe while trying to maintain the best possible service for you.

We will update our website and social media channels on Facebook, Twitter and LinkedIn as soon as anything changes - so keep your eyes on there.

For the most up to date advice on how to keep yourself and others safe, please visit the government website www.gov.uk, and the NHS website www.nhs.net

Looking after our vulnerable residents...

During this new period of change, we've also been busy making sure that our tenants who have been identified as needing extra support are able to get the essential services that they need too.

By working closely with Cheltenham Borough Council and our local partners some of the support we've provided so far include:

- Co-ordinating emergency food parcels from P3 to residents who don't have anything and delivering it to those in need by leaving it outside their doors
- Contacting our tenants who we haven't heard from in a while or who don't appear to have a next of kin, by phone or email to check if they need any extra support

- Helping a tenant get hold a prescription they urgently needed so that they could access their medication
- Communicating with carers, residents and their families at our sheltered schemes to check if they will need help accessing essential goods
- Removing the use of laundry tokens across our sheltered schemes, thanks to the help received from Gillman's Appliance Specialists, so that residents can stay safe while doing their laundry

If you are struggling and in need of extra support, you can let us know by calling 0800 408 0000 or by filling in a form from the Gloucestershire Community Help Hub at www.gloucestershire.gov.uk/gloucestershires-community-help-hub/

Four tips to reduce anxiety over COVID-19

It can be a worrying time for people during the coronavirus outbreak, but there are things you can do to help yourself and your friends and family.

We've put a few of our favourite tips together for you to try:

1

Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting.

2

Take care of your body. Take deep breaths, stretch, or meditate. Try to eat healthy, well-balanced meals, exercise regularly, get plenty of sleep, and avoid alcohol and drugs.

3

Make time to unwind. Try to do some other activities you enjoy.

4

Connect with others. Talk with people you trust about your concerns and how you are feeling

Remember, there is support available to you through a wide variety of sources, including the NHS Every Mind Matters campaign: www.nhs.uk/oneyou/every-mind-matters/



Let's S.C.R.A.P fly tipping!

We all have a duty of care to ensure our household or business waste is disposed of legally and not fly tipped.

Fly tipping is the illegal dumping of waste, ranging from cardboard and bin bags to furniture items and electrical goods.

It can make your neighbourhood or communal areas (such as landings, stairwells and walkways an unpleasant place to live for you and your neighbours). Fly tipping is also dangerous as it can get in the way of emergency escape routes and can cause a slip or trip hazard or fire risk.

Here at CBH, we're committed to ensuring that all our tenants and residents can live in a safe, tidy and well kept neighbourhood.

For this reason, we've been working closely with Cheltenham Borough Council (CBC) to support their S.C.R.A.P campaign to crack down on these offences.

Thanks to our close partnership working with the council, fines for fly tipping have been issued to residents responsible for fly tipping

To help you avoid an unlimited fine, the council have popped together the following S.C.R.A.P code to follow:

- **S**uspect all waste carriers
- **C**heck with the Environment Agency on 03708 506 506 that the provider taking your waste away is registered
- **R**efuse unexpected offers to have waste taken away
- **A**sk what will happen to your waste
- **P**aperwork should be obtained - get a full receipt

sofas, cardboard and bags. The current fine for fly tipping is £400 and failure to comply with the fine will lead to prosecution.

The S.C.R.A.P campaign was launched in March by the council with support from Gloucestershire Police and Cheltenham BID to raise awareness of the issue of fly tipping.

New gas contractor



From the 1 May 2020, your Gas Safety Checks, appliance maintenance and 24/7 emergency repair cover will be supplied by PH Jones Ltd for the next eight years, replacing Liberty Gas.

Following an open tender procurement process Runcorn based PH Jones were selected as the preferred option on the basis of their excellent reputation and high quality of service.

Established in **1963**, the company has over **57** years' experience, starting out as a small family business providing plumbing and

heating in Cheshire. In 2011 they were acquired by British Gas and have since continued to expand, becoming an industry leader and now provide services to over 60 housing clients nationwide.

Over the coming months PH Jones' teams will provide you with a dedicated workforce who will work closely with us to deliver a 10-month service program and annual gas safety checks. During these visits they will check your smoke detectors, fire doors and your carbon monoxide detectors - helping to keep you and your families safe.

Following the current changes due to coronavirus (see page 6), gas safety is an essential service that we need carry out to ensure the health and safety of our tenants. We will contact you when the inspections are due, it's really important that you provide access to your home for these vital checks to be carried out.

CBH pick up keys to new homes

We're only a quarter of the way through the year and already 2020 is proving to be a busy one for our development team!

On top of the two major new build schemes at Pennine Road and Princess Elizabeth Way the team have also managed to buy homes on the open market which are then being rented out to CBH tenants.

Since April 2019, CBH have acquired 26 properties made up of a mix of one bed flats, two bed flats, two and three bed houses and one bungalow. Next year we hope to bring in 30 new homes through this process, and work has already begun.

This means that there are more homes available and gives CBH another way of helping to provide much needed housing in Cheltenham.

Before we acquire these properties our development team will consult with

colleagues in CBH to see whether or not the homes will help us to meet demand and are in good quality so we can rent them quickly.

We are working hard to bring you great homes and build strong communities, and these new properties will help us to do that.





CBH answers the DIY SOS!

In February, our repairs team joined DIY SOS to help change the life of a family in Cheltenham.

The award-winning BBC show put out a call to local tradesmen to support their project to help the Chapman family from Charlton Kings who are living in difficult circumstances.

With a workforce of skilled and passionate operatives, we were well placed to help and word was put out amongst our repairs team. Two of our colleagues; Louis Fletcher and Anthony Midwinter used their CBH volunteer days to join the army of supporters on site.

During this time, Gloucestershire experienced two record breaking storms (Dennis and Ciara) bringing with them high winds and torrential downpours - making the DIY SOS team worry that they wouldn't be able to get the build completed on time.

This did not deter the team and with the local community going out of their way to help wherever they could, the job was completed on time - helping to change the family's life immeasurably!

Louis said: 📍 I had a great experience at the build and was amazed how so many trades could be in one place at the same time and all get along so well. I've met some amazing selfless people and would definitely volunteer again 📍

Anthony said: 📍 What can I say, inspirational people from all walks of life who came together to help people worse off than ourselves. It was great to work with Louis on the project and the trades onsite were all bubbly and fun. Thanks to management at CBH for encouraging me to get involved with the build 📍



EU Settlement Scheme



Following the General Election in December, it has been confirmed that the United Kingdom has left the European Union.

This means that most EU, EEA or Swiss citizens (including family members) will need to apply to the EU Settlement Scheme to continue living in the UK beyond 30 June 2021.

We understand that this may be a stressful time but have detailed below what you will need to do next and support available to help you apply.

What do I need to do?

You can find out if you need to apply and how to at the GOV.UK webpage: www.gov.uk/settled-status-eu-citizens-families

If English isn't your first language, the GOV.UK website also provides translations into 26 languages of the EU settled status guidelines: www.gov.uk/guidance/settled-status-for-eu-citizens-and-their-families-translations

The deadline for applying is 30 June 2021, provided the UK leaves the EU with a deal (Should the UK still leave without a deal, then the deadline is 31 December 2020).

The Citizens' Advice Bureau website has further advice regarding staying in Britain following Brexit at: www.citizensadvice.org.uk/immigration/

Where can I get help?

Cheltenham Borough Council's website has a **'where to get help'** map here, providing the details of all the areas you can get access to free computers to register. The map also provides details of where you can get practical help locally, if needed. Please share this information with anyone you think may find it useful.

If any of our tenants need more support or guidance on what to do next, please call us on our telephone number 0800 408 0000 or email cbhcustomerrelations@cbh.org



Fire Kills campaign launched

CBH is again supporting the Home Office's Fire Kills campaign to highlight the danger of not having working smoke alarms.

Sadly, 215 people lost their lives due to a fire at home in the UK last year, and statistics show that you are around eight times more likely to die from a fire if you don't have a working smoke alarm at home.



Your home should have a smoke alarm fitted. If it hasn't, tell us straight away and we will fit one for you.

Call 0800 408 0000 and a member of the team will arrange for a visit.

At CBH, fire prevention in our tenants' homes is of the highest priority and is monitored by our service engineers and repair teams. If we contact you about carrying out a check, it is vital that we are given access to your property.

Not allowing us to gain access to carry out these visits could put you, your family and anyone else within the property and surrounding areas at risk.

Fire Kills.
Let's prevent it.

Did you know?

- Cooking fires are the main causes of fire in the home
- Every 6 days someone dies in a fire started by smoking materials
- Two accidental dwelling fires a day are started by candles
- Faulty electrics cause about 4,000 fires in the home each year



Life saving fire advice

Fire doors save lives. They are an essential part of a buildings fire protection system. When they are shut properly they can prevent fire and smoke spreading.

If fire doors are wedged or propped open it creates a serious risk to the life of anyone living or visiting the building.



Remember these three simple fire door rules:

- 1** When you go to bed shut your doors
- 2** In the event of a fire make sure all fire doors are closed
- 3** If you think anything is wrong with a fire door report it

We take your safety extremely seriously and have a legal duty to make sure that fire doors have a special hinge (known as a closer) that is working properly. If your home has a fire door fitted please check it is working properly, if it isn't contact us on 0800 408 0000

For more information on staying safe in your home and the Fire Kills campaign, visit our website.



Meet your Neighbourhood Team

If you're ever in need of advice or support to manage your tenancy, our friendly neighbourhood team are here to help!

The team has six Tenancy Management Officers that can offer you support on day to day housing enquiries, advice on your tenancy and how to report issues.

In addition this team can help you access the other support services we offer including benefit and money advice, help to find a job and ways you can get involved in the community.

Meet the Team:



Linda Bannister:

Arle, St Peters,
The Moors



Lucy Bale:

Alstone, Hester's Way
East, Rowanfield



Diane Hamilton:

Charlton Kings,
Leckhampton,
St Paul's, Swindon
Village, Town Centre



Adam Mace:

Hatherley, Hester's
Way South, St Marks,
The Reddings,
Warden Hill



Gemma Brooks:

Lynworth, Prestbury,
Priors, Priors Farm,
Whaddon



Sian Warren:

Hester's Way West

Contact your local officer on **0800 408 0000**
or **TenancyManagementTeam@cbh.org**

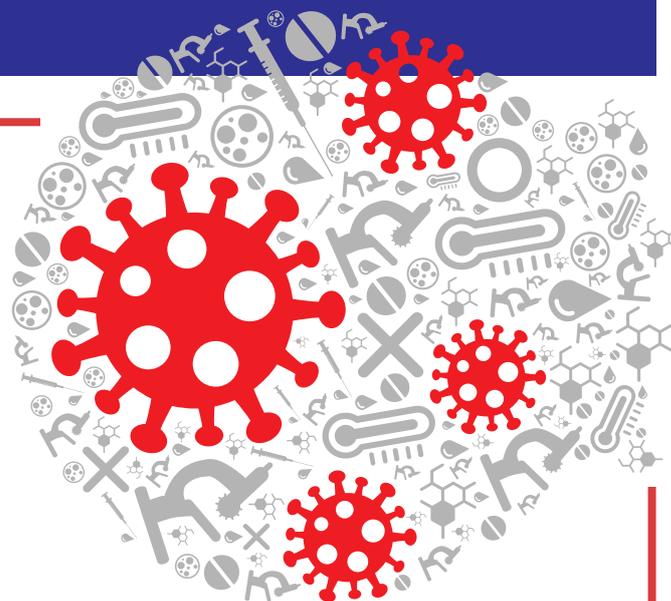
INFO SPOT

Keep up to date...

As mentioned on page six of this edition, last month we informed you of the changes that are taking place to keep you and our colleagues safe during the coronavirus outbreak.

Some of these included cancelling and postponing our community activities and events, including our annual CBH Tenant and Leaseholder Awards.

We will try to rearrange these where possible but in the meantime, you can keep up to date on the latest community



information in your area by visiting our What's On Facebook Group pages at www.facebook.com/pg/cheltenhamhomes/community/

What is Grounds Maintenance?

Grounds maintenance includes grass cutting, weed removal and maintaining plants including bulbs, shrubs, roses, hedges and trees.

How is it delivered?

Our Estates Cleaning Team work closely with environmental services contractor UBICO who maintain our outside communal areas across Cheltenham.

A yearly planner is also used to make sure that a set standard is met by outlining the best times in the year to keep the grass cut, remove the weeds and maintain the plants.

For more information on this visit our website at www.cbh.org





Cheltenham
Lottery

Good causes, great prizes

Ticket sales now live!

Cheltenham Lottery is a fun and easy way to support local causes.

You can play the lottery knowing exactly where your money goes.

Everyone's a winner!

Find out more and get tickets at
www.cheltenhamlottery.co.uk

