



# CBHnews

AUTUMN 2019



**STRIVE is back!**  
**CBH Tenant & Leaseholder Awards 2019**  
**Chelt gets a splash of colour**

**FREEPHONE 0800 408 0000 VISIT [www.cbh.org](http://www.cbh.org)**





# WE'RE CALLING FOR YOUR VIEWS!

As mentioned in previous newsletters, this year we have begun a new way of asking you a few really important questions. This will help us to make better use of the information you feedback.

So far just over **500** tenants have been contacted by telephone by an expert research company called Acuity and asked a dozen questions about their perceptions of our services and their home.

This has been a huge success because it provides us with a much better understanding of how we're doing in your eyes and (most

importantly) where we're not doing so well, the reasons why we're not.

This enables us to contact the person making the feedback (where they say we can) shortly after they have responded to try and solve any issues or improve services or processes where possible.



Satisfaction with repairs and maintenance has gone up to

**82%**

– and we're looking at the feedback closely to understand how we can improve on this for you



Satisfaction with CBH has gone up to

**89%**



The percentage of tenants that were satisfied that their rent provided value for money rose to

**96%**



Satisfaction with the quality of your home has increased to

**84%**

When compared to other social housing landlords these levels show that CBH is performing very well – but we want to be better! If you get the call, please continue to take the opportunity to let us know your thoughts...we are listening!

## Reading **CBHnews**

If you would like a translation or would prefer this information in Braille, large print or audio tape, please contact us on **0800 408 0000** or **[communityinvolvement@cbh.org](mailto:communityinvolvement@cbh.org)**

**COVER PHOTO:** The talented Dan Kitchener (Dank) paints a dazzling masterpiece on our Arundel House (see page 4)



# We're on the radio: #SeeThePerson

SEE THE PERSON.  
#BenefitToSociety

**At the start of July, CBH were invited to talk about Benefit to Society's #SeeThePerson campaign on BBC Radio Gloucestershire.**

The campaign was set up to challenge the negative portrayal of social housing and tenants by media outlets and the wider population – something that we are working hard to tackle.

Our tenant board member Trish Blain was interviewed in her home before the live broadcast and spoke about the prejudice she had experienced from some people as a result of moving into social housing.

Here at CBH we recognise the value our tenants bring to the communities they live and work in – and are proud sponsors of the campaign, along with 25 other housing associations across the UK.



For more information on the campaign, visit:

[benefittosociety.co.uk/see-the-person/](http://benefittosociety.co.uk/see-the-person/)



## Want to find out what's on in your area?

**To keep up to date on all the latest activities and workshops taking place in your local community, all you need to do is check out our Facebook groups.**

To find them like or follow our @cheltborohomes Facebook page and click on the Groups tab. There you will find the following groups which are run by our Community Investment Team:

**What's on** – Oakley

**What's on** – St Mark's, Rowanfield and Monkscroft

**What's on** – Springbank, Arle and Hesters Way

**What's on** – St Paul's, St Peter's and The Moors

**What's on** – Hesters Way West

For more information please contact our Community Investment Team by visiting your local 'What's on' Facebook group or call 0800 408 0000



Over the weekend of 7th/8th September, Cheltenham welcomed artists from across the world to the third annual Paint Festival

# Cheltenham gets a splash of colour

**One hundred artists took to the streets and transformed 25 different locations with their artistic flair – including our very own Arundel House on Princess Elizabeth Way.**

Previously the Paint Festival has taken place within the town centre – but we worked closely with Cheltenham Paint Festival Director, Andy 'Dice' Davies, to bring the festival to a new audience.

The first installation was painted on Arundel House on Princess Elizabeth Way, with artist Dan Kitchener aka DANK painting the north end of the wall, and Bristol native INKIE painting the southern end closest to Coronation Square.

During the week, hundreds of passers by stopped to take pictures and talk with the

artists about their work – with even more coming during the weekend to see the finished walls.

We hope to include more walls in future festivals and will be working with the paint festival organisers and local residents to look at that.

You can find a map of all the artwork around town at [www.cheltenhampaintfestival.co.uk](http://www.cheltenhampaintfestival.co.uk)

We've shared videos and pictures through our social media channels at

@ [www.cbh.org](http://www.cbh.org) @CheltBoroHomes

@cheltborohomes

where you can see the works in progress.

These amazing designs received the following glowing feedback:

"I think its marvellous, not everyone gets a chance to go to galleries so it's fantastic that people can get exposed to art just in their natural surroundings and its great that we have it in our area."

"It's great for the community, we've come from out of town to see this work specifically."

"Its incredible! To see it from the start to now, it's mind-blowing the scale of it and how they produce it."

**Inkie**

**Dank**



# MORE NEW HOMES ON THE WAY

**Following approval from Cheltenham Borough Council in July, we are pleased to announce that we are partnering up with local building company EG Carter & Co Ltd to build 27 new homes on the former Monkscroft Villas site in Hesters Way.**

Work will begin this Autumn and should be completed by early 2021 to provide; a new block of flats with 1 and 2 bedrooms with a lift access and a communal terrace plus two x2 bedroom houses with parking and landscaped gardens.

The diggers are out already, and work has begun to clear the site ready for the new homes.

**It's full steam ahead as our plans to build eight two bedroom semi-detached homes in Pennine Road, Oakley is underway.**

The new development will compliment the existing homes surrounding the area and will include large rear gardens and off-road parking.

Following approval, the site is now ready to be cleared and we'll be working closely with J Harper and Sons who will start building the new homes at the beginning January 2020.

Once the works have been completed, the new properties will be available on HomeSeekerPlus, offering further affordable housing to Cheltenham's residents.



# NOMINATIONS ARE NOW OPEN

## CBH Tenant and Leaseholder Awards 2019

It's that time of year again! We're looking for nominations for our 12th annual Tenant and Leaseholder Awards.

Previous years have shown us that there are so many deserving people and inspirational groups out there who have a massive impact on our communities.

We want to make sure that they get the recognition that they deserve which is why we hold these awards.

We need your help to do this, so if you know of an inspirational person or a special group that you think should be nominated for one of the categories below, please let us know!

### Community Impact Award

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

### Personal Achievement Award

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

### Young Star Award

This will recognise a young person (aged 18 and under) who has made a positive contribution to their local community whilst developing their own skills

### Tenant of the Year Award 2019

This will recognise a CBH tenant who has gone the extra mile; please provide examples of how they have supported local people, influenced change and or inspired others

### CBH Partner Impact Award

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

#### Contact us for a nomination form:

- Visit [www.cbh.org](http://www.cbh.org) to fill in and submit an online form
- At your nearest CBH office
- By email [communityinvolvement@cbh.org](mailto:communityinvolvement@cbh.org)

- By Freephone 0800 408 0000

Closing date for nominations is  
31 December 2019





# Some of last year's winners include:



## Tenant of the year 2018

Winner: Margo Moss

Margo is a walking miracle and is an active member of the local community in Hesters Way. She always goes the extra mile and volunteers over 10 hours of her time a week to help people who need help with Universal Credit including those looking for a home.

She also signposts to local organisations that can meet their needs by providing additional support such as food banks. Her limitless compassion for others makes her a very welcoming and approachable presence at Hesters Way Resource Centre.

Back in 2017, St Paul's Community Hub was sadly vandalised which meant that when it was reopened, there was a real need to bring people together to boost the community spirit.

This inspired the creation of a new community group known as the St Paul's SPACE Team set up to organise events for those who live in the area. Run by the residents themselves and with the support of CBH, this group has helped to reduce any isolation in the area by reaching out to people and providing them with opportunities to connect to one another. This successful scheme has inspired many local people to come together and support their neighbourhood by taking part in activities including; baking cakes, running stores and face painting.



## Community Impact Award 2018

Winner: St Paul's SPACE Team



# We're digging these pics



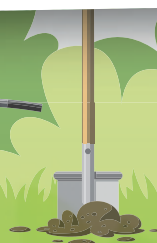
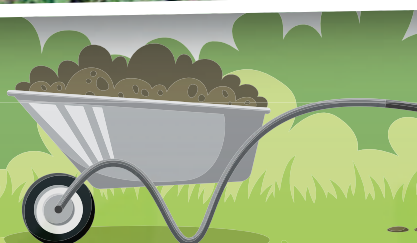
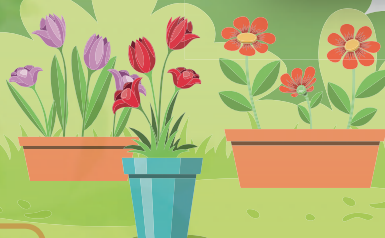
Back in August, we supported 'National Allotments Week' by celebrating the fantastic efforts of our green fingered gurus.

Known as the 'Happy Potters' this tenant led group have been working closely with TCV-The Conservation Volunteers and our Community Investment Team to set up their own allotment at Edward Wilson House.

Since then they've been growing and maintaining their own vegetables and plants.

This fantastic scheme is inspiring the next generation to learn more about the food they eat and where it comes from – as well as about birds, insects and animals that you might find on an allotment (even pesky slugs).

**You can check out their fabulous pictures below (Pictures taken by Leszek Ciesiółka):**





# Keeping your communities safe!

Over the past few months we've been working closely with the Neighbourhood Policing Team to help protect communities across Cheltenham from anti-social behaviour.



Known as **Operation Endurance** we teamed up with other local organisations to help the Police tackle reports of motorbike nuisance around parks and pavements in Hesters Way and the Moors.

We're pleased to report that this approach was a huge success as the Police have so far seized around 30 motorbikes and have

significantly reduced the use of bikes being ridden anti-socially.

**We want our communities to be safe places for people to live, so if you have an ASB concern you can contact our ASB Team on 0800 408 000 who will be able to help.**

## STRIVE is back!

**Our innovative business start-up scheme STRIVE is back for another year!**

Last year we helped 17 local residents to achieve their dreams of working for themselves. On Wednesday 4 September, the FREE six week course returned with a taster session at Hesters Way Resource Centre.

The scheme is delivered by **Enterprise CUBE** – specialists in helping people to fulfil their dreams of working for themselves. They have helped over



1,200 people to set up their own businesses, ranging from landscape gardening, to floristry, cleaning companies, catering and even yoga instructing.

The course provides a unique package of training and support helping applicants to start their own businesses, no matter what their background is.

We're excited for our new Strivers as they start their journey towards fulfilling their ambitions.



# Helping young people 'Thrive'

On Friday 19 July we held a graduation ceremony for young people who had completed our six month alternative provision programme, Thrive.

**It was first launched in 2017 and has since been developed by our Employment Initiatives Team to help energise and inspire young people, who are at risk of being excluded, to stay in mainstream education.**

This year the scheme has been run with pupils from All Saints Academy and Pittville School and six young people have taken part in a six month programme where they completed a wide range of activities and work placements specially designed for them to achieve their ASDAN Careers and Experiencing Work certificate.

The students also took part in six week work experience placements with our own responsive repairs and voids teams, as well as contractors Travis Perkins, Ian Williams, Liberty Gas and Cheltenham Flooring.

The graduation event was held at Jury's Inn and welcomed the youngsters, their families, local schools, partners and contractors who had been part of Thrive.

Congratulations to all the young people who took part in the programme and thank you to all our partners for helping to put the scheme on.

"On Thursday 26 September, Thrive won the Employment and Community Skills Award at Travis Perkins Managed Services My Community Awards – Well done everyone!"





# Looking for that next step?

Whether you're on the lookout for a job, an exciting new training opportunity or getting ready to take the next step in your career journey we can help!

We have dedicated team of employment experts who can steer you in the right direction and support you with the following:

- Job searching
- Completing application forms
- Interview techniques
- Disclosure of criminal convictions
- Setting up email accounts
- Goal setting
- Dealing with your first days at work

**We run the following FREE weekly Work Clubs at:**

**Hesters Way Community Resource Centre**

Cassin Drive, Cheltenham, GL51 7SU  
Every Monday and Wednesday  
11am – 1pm

**Oakley Community Resource Centre**

Clyde Crescent, Cheltenham, GL52 5QJ  
Every Tuesday and Thursday  
11am – 1pm

For more information call our Employment Initiatives Team on **0800 408 0000**

## \*NEW\* training opportunity

**If you fancy a career change or are looking to develop some new skills then you won't want to miss out on this fantastic opportunity.**

We'll be running alongside ASDAN a FREE one week course for those interested in gaining certificates in Hospitality, Food and Hygiene.

The training will take place from 11 to 15 November 2019, and will start at 2pm until 4pm daily.

**The course will provide:**

- ASDAN certificate in Hospitality
- Health and Safety awareness
- Food Safety certificate
- Help with your CV
- Interview techniques
- Interview with a local employer or agency

**All you need to do to is register your interest on Friday 1 November 2019 through one of the following options:**

Call us on 01242 387595 or 01242 387594 between 9:30am – 11:30am

**or**

Meet us at Oakley Resource Centre between 11:30am – 1:30pm

**For more information please contact our Employment Initiatives Service on 0800 408 0000**



# Stay fire safe in your home!

Fire safety is really important to us and to our tenants, and over the next few months there are some really important bits of advice from Gloucestershire Fire and Rescue Service to take on board to keep you and your family safe.



## October

Halloween is a popular time of year for kids and big kids – but it is important to make sure Halloween is safe as well as fun.

Here are a few simple measures to protect children as they trick, treat and enjoy their spooky celebrations:

- Be aware of flowing items such as fake hair and capes can, they become hazardous if they are worn near naked flames such as candles.
- Ensure that you use only fire retardant costumes for dressing up and that children can see out of masks.
- Keep children and pets away from garden candles and lanterns or any open flames. Be sure they know how to stop, drop and roll if their clothing catches fire.
- Always keep exits clear of decorations, so nothing blocks escape routes.

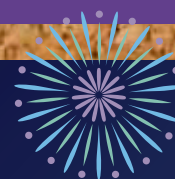


## November

This bonfire night Gloucestershire Fire and Rescue Service is encouraging people to attend one of the county's many organised events.

Licensed events are the safest way to view fireworks because they have experts who plan and design an exciting and safe display.

We would encourage tenants to consider neighbours, especially those with pets, before deciding to hold a firework display and to make sure your fireworks comply to the British Standard (BS7114 or are CE marked).







**Gloucestershire  
Fire and Rescue Service**

Working together for a safer Gloucestershire

## Firework Safety

**The Fire Service has prepared some tips to make sure you stay safe:**

- Only allow adults to handle fireworks.
- Keep fireworks in a closed box and use them one at a time.
- Read and follow the instructions on each firework using a torch if necessary.
- Light the firework at arm's length with a taper and stand well back.
- Keep naked flames, including cigarettes, away from fireworks.
- Never return to a firework once it has been lit.
- For an emergency keep buckets of water or the garden hose close by.
- Don't put fireworks in pockets and never throw them.
- Direct any rocket fireworks well away from spectators.
- Never use paraffin or petrol on a bonfire.
- Make sure that the fire is out and surroundings are made safe before leaving.
- Keep children under supervision when using sparklers.
- Prepare a bucket of sand to dispose of used sparklers.
- Never buy fireworks from unlicensed sellers.
- Pour water on the embers before leaving.

## December

**There is an increased risk of fire in the home at Christmas time, so it's a good idea to check your smoke alarms are still working.**

**Here are Gloucestershire Fire and Rescue Service's top tips to stay safe from fire at Christmas:**

- Never leave cooking unattended and avoid cooking and consuming alcohol. The majority of fires start in the kitchen so this is a high risk area. Always turn off kitchen appliances when you have finished cooking.
- If you smoke – make sure cigarettes are completely extinguished before you go to bed.
- Never place candles near your Christmas tree or furnishings.
- Never leave candles unattended.
- Keep decorations, cards and wrapping paper away from candles, fires, lights and heaters, also avoid using angel hair (glass wool) together with spray on snowflakes. This combination is highly combustible.
- If you are planning to celebrate with fireworks – store them in a metal box, read the instructions, never return to a lit firework and keep a bucket of water near by.
- Take the time to check on elderly relatives and neighbours this Christmas – make sure they are fire safe.



# We've been nominated! Fingers crossed

We're delighted to announce that we've been shortlisted for the following national awards in recognition of the work we've done to support our communities:



## 24 Housing Awards, Innovation of the Year Category:



Our Help2 scheme has been nominated for the positive impact it has had on the lives of our tenants. It offers flexible support and a crisis fund for our colleagues to recommend any tenants in need of extra help to overcome certain hardships they may experience. Over the last two years Help2 has helped tenants decorate their homes, provide new white goods and tackle food poverty.

## 24 Housing Awards, Welfare Wise Category:



Our Benefit and Money Advice Team has been recognised for the efforts made to support local residents through the roll out of Universal Credit. We set up a drop-in-service at Cheltenham Jobcentre to provide advice and support to people in Cheltenham who were experiencing difficulties with Universal Credit. In the first full year alone the team helped 677 people, advising and supporting them through benefit claims and signposting to support available.

## Inside Housing's Women in Housing Awards 2019:



Our Employment Initiatives Service was shortlisted for the work they do to support our tenants and the wider community by helping people get back into work through our Work Clubs.

Keep your eyes peeled on

 @CheltBoroHomes

 @cheltborohomes

as we'll let you know how we get on when the awards take place in October.





## INFO SPOT

## Celebrating 100 years #morethanjusthousing

**2019 marked the 100th Anniversary of the introduction of the Addison Act – where social housing was created to build homes for heroes returning from the First World War.**

Since then, 5.5 million homes have been built in the UK, with Cheltenham Borough Homes managing over 4,500 properties.

At CBH we're proud of our part in bringing social housing to the town and are looking towards the future, to build more new homes for the next generation. As mentioned earlier in the magazine we have two new exciting projects at Monkscroft Villas and Holy Name Hall happening and more plans in the pipeline as we bring much needed housing to Cheltenham.



**Christopher Addison**



## \*NEW\* Cyber Central plans



**Cheltenham Borough Council announced the purchase of land to the West of Cheltenham to unlock the ambitious Cyber Central project which will bring with it thousands of jobs and new homes to the area.**

CBH are one of the key partners in the project and will be working with CBC to bring brand new social housing to the town.

Watch this space and keep an eye on [cybercentralcheltenham.co.uk](http://cybercentralcheltenham.co.uk) for updates on this exciting scheme.

## Record of aggressive behaviour towards CBH staff and contractors

**At CBH we take the personal safety of our staff and our contractors very seriously. Legally, we are required to tell you that we keep a record of potentially violent and/or aggressive customers. Any incidents are recorded and are accessed by CBH colleagues as appropriate.**

In some cases, depending on the severity of the behaviour, we may also share relevant information with other partners such as the Council or Police. As stated in your tenancy

agreement, it is your responsibility to make sure that you, anyone living with you, or your visitors, does not act in a violent and/or aggressive manner towards CBH staff or contractors. Failure to do this may, ultimately, result in you losing your home.

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%#&@ !!!



## Did you know...

Our contractor Liberty Gas carries out all of our annual gas safety checks.



### When the safety check is due they will:



Send a letter to your property, detailing the appointment date and time that the engineer will be attending. If this is not convenient, we ask you to contact them using the details below to arrange an alternative time.



You will receive an automatic text reminder normally 24hrs before your appointment if you have provided us with your current mobile number, please note this is a no-reply service.



Liberty's engineer will then call round at the arranged time to do the work. If you are not in, the engineer will leave a second card, asking you to contact again to arrange another time.

You can contact Liberty Gas 24hrs a day 7 days a week to re-book and to also advise us of any specific requirements.



**For any gas emergency call The National Grid on 0800 111 999 (freephone)**