

See how we
have performed
in 22/23, with our
'year in review'
centre spread



Cheltenham
Paint Festival
makes a welcome
return to our
communities



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COVER PHOTO:

Some of the paint festival's
finest street art on display.



GREEN LIGHT FOR NEW FIVE YEAR PLAN

Sustainable and affordable homes, high quality services and stronger and more resilient communities are at the heart of the HRA (Housing Revenue Account) Business plan being delivered by CBH.

The council's 5 year plan has been developed using feedback from customers, colleagues and other key local partners.

Our aims are:

Key aim A - More affordable and sustainable homes

Key aim B - Stronger and more resilient communities

Key aim C - Change to realise opportunities

To find out how we will deliver the plan to build a better future for Cheltenham - providing great homes and stronger communities, take a look at www.cheltenham.gov.uk/hra-business-plan. Or watch the animation video that we co-created with Cheltenham Borough Council on www.youtube.com/cheltenhamborough.





We are pleased to introduce Natalie and Chris. They will become a familiar site across our estates as they carry out inspections on our blocks of flats and sheltered schemes.

With the update in regulations around the compliance of fire now in place for landlords, Natalie and Chris form an important role to ensure the safety of our customers is maintained.

These inspections focus on the operations and integrity of your flat entrance fire door, communal fire doors and the maintenance of clear and clutter free communal areas. All of which are imposed by the new regulations and welcomed by our emergency services.

Over the coming months they will look to carry out checks on your flat door and we would ask for your co-operation in fulfilling this check.

This will not only satisfy this requirement, but also more importantly highlight any issue

needed to be addressed to ensure your safety in the event of a fire.

We would also ask for your help in ensuring that no personal items are stored within the communal areas, as they may become subject to removal to ensure the safety of the area.

Should you wish to report any issue with your door, smoke alarm and any items within a communal area please use the following contact details in the first instance.

Tel: **0800 408 0000**

Email: **housing@cbh.org**



FIRE SAFETY

BE AWARE OF POTENTIAL DANGERS

We are reminding all our customers about the potential dangers posed by the lithium-ion batteries in e-bikes and scooters when charging them.

Please be careful with convertor kits sold online, which do not meet UK safety regulations and present an increased fire risk.

When charging your e-bike or e-scooter, it's important to:

- Follow the manufacturer's instructions and always unplug your charger when its finished charging
- Ensure you have a working smoke alarm where you charge your e-bike or e-scooter
- Charge batteries whilst you are awake and alert. Do not charge batteries overnight while you are asleep or away from home
- Always use the approved manufacturers charger for the e-bike or e-scooter. Buy an official replacement charger/battery from a reputable seller
- Do not cover chargers or battery packs when charging as this could lead to overheating
- Do not charge batteries or store your e-bike or e-scooter near combustible or flammable materials
- Do not over charge the battery
- Do not overload socket outlets or use inappropriate extension leads



To find out more about home fire safety visit HFSC (safelincs.co.uk)

**An e-bike
did this...**

**Is the battery in your electric bike
or scooter putting your life and
your home at risk?**



COMMUNAL AREA? REMEMBER: KEEP IT CLEAR, KEEP IT CLEAN, KEEP IT CLOSED

Keep it clear and clean - in communal areas including corridors, hallways, stairwells, lobbies, walkways, riser cupboards and under stairs, storing or charging e-bikes and e-scooters are not permitted. Any items left there can block emergency exit routes and create a fire risk.

Keep fire doors closed. This year, Fire Door Safety Week will run from Monday 25

September until Friday 29 September. Play your part and ensure any fire doors you have are kept closed – they play an important job in the tragic event of a fire.

Find out more about fire safety and home checks at Glosfire, gloucestershire.gov.uk

KEEPING YOU SAFE IN YOUR HOME

To make sure your home stays safe we carry out regular electrical checks and every five years we will need access to your home.

This is to make sure installations are safe and any potential problems are found early.

Some of the things we may check include:



The electrical intake (where the electricity enters your home)



The consumer unit, also known as the fuse box



The main protective bonding (which connects pipework with the electrics in your home)



Any fixtures and fitting (such as light fittings and sockets)



Carry out any necessary repairs or remedial work



Check the wires and cables in your home

How will you let me know about the checks?

We will let you know in advance by appointment letter, If you need to change the date of your appointment, or have any questions, contact us via your portal, email housing@cbh.org, call us on 0800 408 0000.

Did you know?

From 1 October if you keep your first electrical test appointment, you will be entered into a prize draw to win a £50 food or utility voucher! Please allow up to 4 hours for checks to be completed. More information to help keep you safe in your home is available at: cbh.org/home-safety



Call 0800 408 0000



housing@cbh.org



www.cbh.org

#KEEPLITCLEANCHELTENHAM

We are pleased to support a new campaign, together with local partners, aimed at keeping our parks and green spaces litter free this summer. We are proud to have lovely spaces in Cheltenham for children to play, people to walk, run and ride bikes and dogs to be walked.

The new campaign reminds everyone to use litter bins or take rubbish home and also tackles issues such as graffiti, dog fouling and fly-tipping. Let's keep our award winning town clean, clear and litter free.



**I COULDN'T
FIND A
BIN!**

WHAT A LOAD OF RUBBISH!

Please be respectful of our town and find a bin for your rubbish or take it home. You could face a fine if you're caught littering!

#KeepItCleanCheltenham



LOVE YOUR STREET

Introducing 'Love Your Street', a neighbourhood project building the pride back into St. Paul's.

'Love Your Street' is a neighbourhood project helping to build the pride in St. Paul's, encouraging residents to be actively involved in helping to keep their neighbourhood tidy, clean and safe.

Ali English, our community investment officer said: "We're listening to what you are saying about your neighbourhood; the good and the not so good and looking at ways how we can address some of these issues together, which may include litter, fly-tipping and anti-social behaviour."

We understand this is not a quick fix but believe by working together with our customers and the council's clean and green team, we can ensure St. Paul's is a clean and safe place to live."

There is plenty to get involved in, with weekly litter picks and a new gardening group starting in September, supported by Gloucestershire Wildlife Trust, working together to maintain and transform the green spaces around the community hub.

No experience is needed, just an interest in gardening and growing.

During the summer school holidays, children have been busy litter picking and designing 'stop litter' posters and families have been growing their own herbs and learning their benefits and uses in cooking.

To find out more and to get involved, contact Ali on 07775 545608.

You'll find Ali at the Hub Mondays - Thursdays 9:30am - 3pm and she'd love to say 'hello'.

Working together to ensure
St. Paul's is a safe, clean space to live

LOVE YOUR STREET

Tuesdays 11:30AM-1:30PM
St. Paul's Hub, Manser Street

- ♥ Regular litter picks
- ♥ Gardening & Growing Projects
- ♥ Anti social behaviour support
- ♥ Light lunch served

*Please wear suitable clothing
Equipment will be provided

For more info contact: Ali 07775545608
ali.english@cbh.org OR 08004080000

Scan the QR code
to join our FB group:
What's on St. Paul's & St. Peter's





Andy Wood

ANTI-SOCIAL BEHAVIOUR (ASB) AWARENESS WEEK

To mark Anti-Social Behaviour (ASB) awareness week 3 to 9 July 2023, our ASB team jointly hosted Cheltenham's first multi-agency anti-social behaviour networking day with Solace. The team also ran community engagement events with partners to help anyone experiencing ASB feel safer and understand their rights.

Andy Wood ASB team leader "Everyone has the right to feel safe in their home and community. With Solace we work together with victims and communities to prevent,

investigate, and tackle high risk anti-social behaviour. Teams are on hand to lend support to anyone who is a victim of ASB, please don't suffer in silence."

- CBH ASB team can be contacted online or by calling 0800 408 0000
- Solace can be emailed solace@gloucestershire.police.uk
- Contact the Police, 101 for non-urgent calls or 999 in an emergency





CHELTENHAM PAINT FESTIVAL

The Cheltenham Paint Festival made its comeback this summer. Once again, some of the paint festival's finest street artists transformed some of our properties around Princess Elizabeth Way.

Residents in Orchard Avenue and Dowty Road saw their homes brought to life with the vibrant art of Caryn Koh and Tankpetrol.

With over 15 new graffiti murals being painted across the town, Andy Davies, Cheltenham Paint Festival organiser, said: "It's an exciting year for us and we've got so many talented artists contributing. We're really pleased to have been lucky enough to have these

properties offered to us and we hope the residents are as excited as we are."

The Cheltenham Paint Festival takes place at a variety of locations around the town with the artwork available to see all year round. Take a look at some of the buildings and their creative displays at

www.cheltenhampaintfestival.co.uk



CELEBRATING OUR 20TH BIRTHDAY

This year, at CBH, we are celebrating our 20th birthday. To celebrate everyone, past and present, who has helped CBH evolve into a people focussed organisation, we're encouraging our customers, colleagues and partners to reminisce and share their fond memories throughout the year.



Do you have any stories, anecdotes or fond memories you can share with us?

Please do send them to communications@cheltenham.gov.uk together with any photos, or call us on 01242 264231, so that we can continue to tell our story as we mark this special year.

As we celebrate, we also look ahead to our exciting aspirations. Working in close partnership with the borough council, we plan to deliver more affordable homes within the town, provide high quality homes, and work together to support communities to be strong and resilient in these most challenging of times.





OUR YEAR IN REVIEW

Here's a snapshot of some of our key areas of performance from March 2022 to March 2023

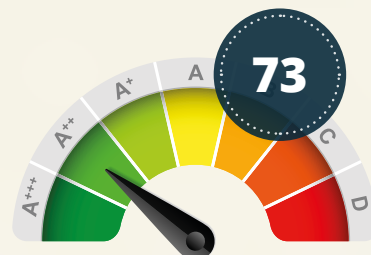


Scan here
For our full
annual report,
available from
this autumn.

Safe and secure homes



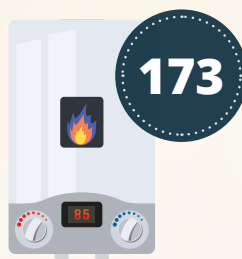
Number of affordable
homes provided



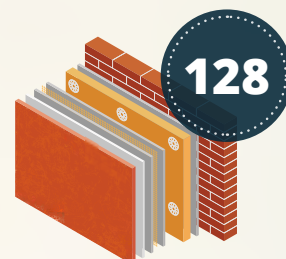
Average SAP/EPC energy
efficiency rating



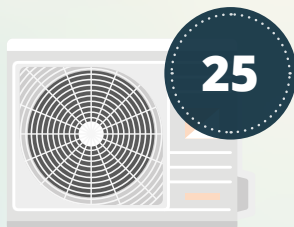
New window
replacements



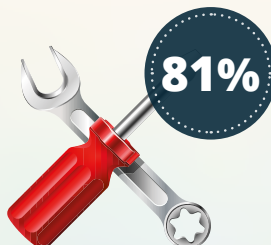
Boilers replaced with
energy efficient models



Improvements made with
new or better insulation



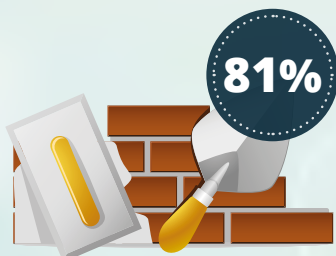
Number of ground source
heat pumps installed



% satisfaction
with repairs



% satisfaction with time
taken to complete repair



% satisfaction that your
home is well maintained



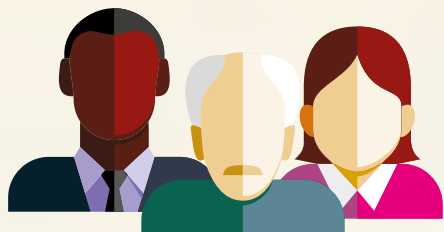
% satisfaction that
home is safe



Average start to finish
repairs time

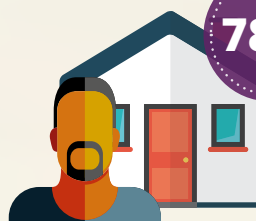
If you would like to view our full annual report, it will be available this autumn at chb.org. Certain numbers in this infographic have been rounded up or down and might not reflect figures in the full annual report.

Building communities



82%

Overall % customer satisfaction



78%

% customers satisfied that CBH makes a positive contribution to the neighbourhood



71%

% satisfaction with CBH's approach to handling anti-social behaviour



288

Number of successful homelessness outcomes



110

Households undertaking training or education



52

Households supported into employment



537

CBC and CBH customers provided with money advice

Improving our services to you



85%

% customers who consider that CBH is easy to deal with



45,866

Number of contact centre calls answered



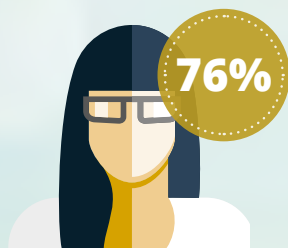
89%

% of calls answered within 60 seconds



83%

% satisfaction that CBH keeps customers informed



76%

% customers satisfied that CBH listens to views and acts on them



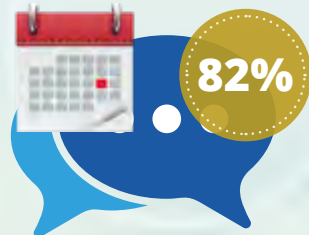
67%

% satisfaction with CBH's approach to handling complaints



150

Number of formal complaints received



82%

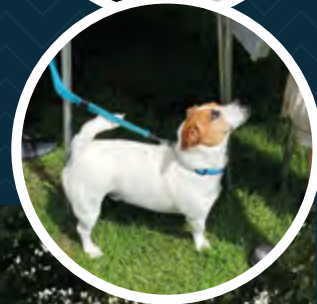
% complaints handled within target timescales or agreed extension

MONKSCROFT ACTION GROUP BBQ

We were delighted to join Monkscroft Action Group as they got together for a BBQ. The group – made up of volunteer residents – work together to improve the area they live in.

They have built planters, painted fences, fundraised and importantly, built friendships and a community of trust.

Ian Mason, resident and tenant board member, said, "It's a double win for us, as we get fresh-air and exercise, learn new skills, meet new people, and on top of that, we are improving our own environment and community. We value and appreciate the support we have always received from CBH."



PARKRUN

Fancy trying something new to kickstart your weekend? Fun, free and local.

**Edinburgh Place, King George V parkrun
- every Saturday, 9:00am, see you there?**

Andy Barrell, our very own business analyst, goes to parkrun at King George V Playing Field just off Edinburgh Place, every Saturday. He meets a wide variety of people from different backgrounds, from doctors to supermarket workers, street cleaners to stay at home parents. Andy said: "It's more than just running or keeping physically fit, it's also about getting out in the fresh air and meeting people (if you want to!) and it's the perfect start to the weekend."

Parkrun at King George V Playing Fields and in fact, any parkrun including the one at Pittville Park, starts at 9am each Saturday. There is a short briefing beforehand and turning up with 10 minutes to spare should leave plenty of time for the parkrun first timers' briefing (if you are a first timer, don't worry, you are in great company). You don't need specialist kit and you don't even need to run. You can walk instead. It's best to have some trainers but they don't need to be expensive running ones. If you're unsure of anything or you are worried about being on your own, just bring yourself and introduce yourself to one of the volunteers. All the volunteers are there to keep you safe and to make sure you have a good time.

Andy continued: "I love my weekly parkrun and it's always great to see new faces. You are all most welcome. Before the event you need to register and download a barcode if you want your time to be recorded."



Barcodes can be printed or scanned directly from a mobile device.

Another regular parkrunner, Sarah said: "Parkrun helps me build regular exercise into my life and meet new people. I walk/run the course at my own pace spurred on by friendly encouragement from the volunteer marshals and other parkrunners. I love volunteering too - it's such a welcoming group at KGV."

Find out more and join in!
www.parkrun.org.uk



Call 0800 408 0000



housing@cbh.org



www.cbh.org

HIGH STANDARDS AND TENANT SATISFACTION



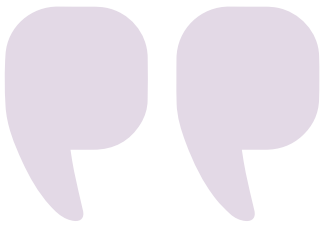
The regulator of social housing, via the Social Housing Act 2023, now requires all landlords of social housing to do certain things at certain times to help them, and you as tenants, to understand how well landlords are performing and to give the regulator information that enables them to decide which landlords they need to inspect in more detail to help them improve. The information the regulator uses is made up of

- performance and satisfaction information, otherwise known as Tenant Satisfaction Measures, or 'TSMs' which we included in more detail in the previous CBH News,
- financial information and standards, and
- 'consumer' standards.

'Consumer standards' are a set of outcomes for homes and tenants that landlords must meet, and the regulator is currently consulting with landlords, tenants and the general public on

what these standards should contain. Please take the opportunity to have your say and shape these standards by visiting the government's online consultation on the consumer standards - GOV.UK (www.gov.uk)

We are now collecting TSMs to report to the regulator at the end of the 2023-24 financial year, and we will make sure we report back to you how we have done via CBH News, our website and social media channels.



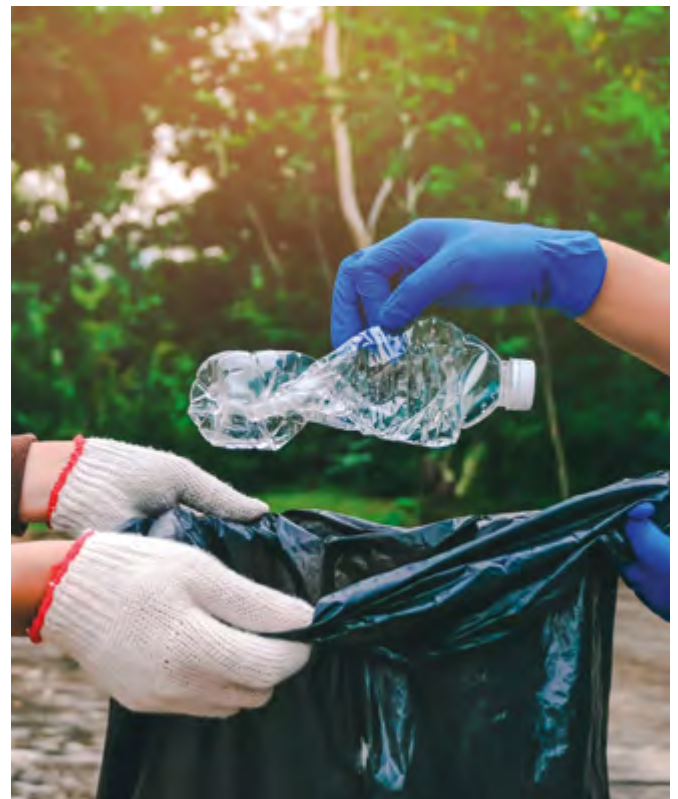
YOU SAID, WE DID

After residents at one of our sheltered schemes shared their views about on-site building works, our housing support officer held a residents' meeting and gathered lots of feedback as to how future works can be managed so they don't negatively impact on customers. These views were passed to the planned maintenance team and will be factored into future work.



Concerns around anti-social behaviour and inconsiderate parking in one area of town has prompted a neighbourhood project which focusses on environmental improvements and greater security, including gated access to the area. Affected residents have said that they are happy with the changes so far.

Customers have expressed frustration with the standard of cleaning in some communal areas. In response to this, we initiated a trial of different cleaning products which have proved a success and have been permanently adopted alongside an increase in the inspections of cleaning work carried out.



Compliments

"We had a young operative come out to repair our taps, he was very polite and helpful and did a first class job. Many thanks." **Customer**

"Thank you, thank you, thank you, to the workers who come today to carry out repair to the toilet and for the fence works that was completed. Very grateful." **Customer**



BEST COMPANIES SURVEY



Best Companies survey results show that CBH is a great place to work

As part of our on-going commitment to drive positive change, deliver the absolute best for our customers and become an even better place to work, an independent company has recently surveyed CBH staff through 'Best Companies' and the results mean that once again, as an employer, we have the 'One to Watch' accreditation.

What this means

We are proud to have this accreditation as a One to Watch status represents 'Good' levels of Workplace Engagement. Through our dedicated teams this means we can further improve our great services to you.

A huge proportion of our colleagues took part in the survey – 85% - which asked a range of questions along the following key themes: my manager; leadership; my company; personal growth; my team; wellbeing; fair deal and giving something back.

At CBH, we offer our colleagues learning and development opportunities, support with mental health and wellbeing, an employee assistance programme, competitive pay and benefits and volunteering opportunities. We are a people first organisation and really value the input our colleagues make and the support they have for each other. We believe this gives them the tools they need to offer you an excellent service.

Naturally, the survey also presents us with an opportunity to reflect on and improve what we do. We will now be working to build on our accomplishments, working together to consider how we can do this and putting a plan in place to make it happen, as one team.

By taking part in the survey, our colleagues raised £495 for our chosen charity, Heart Heroes.



DAMP AND MOULD MEET THE NEW TEAM



Image shows: L to R Ian, Mike, Bekki, Dave, Ange, Ben, Nick, Ash

We are proud to have formed a brand new team, specialising in all issues relating to damp, mould and condensation. The team comprises of Mike, our DMC repairs manager, Ben, our supervisor, our two logistics administrators, Ange and Bekki, two multi-skilled operatives, Ash and Nick and two specialist cleaners, Ian and Dave, who all have a passion for what they do and really care about making a difference.

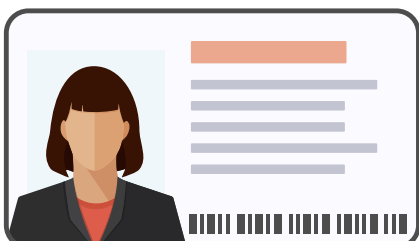
The team's aim is to ensure you receive the best level of service and support, as well as information to help prevent mould occurring in your home. Our work includes home inspections, cleaning and repairs where

necessary, as well as education and advice for customers, all colleagues and contractors, so that together, we can make sure your home is a safe, secure and healthy place to live.

If you are experiencing damp, mould or condensation please contact the team through your MyCBH account or call 0800 408 0000



NATIONAL VOTER ID



Cheltenham has big elections in 2024

The next scheduled elections to take place in Cheltenham are on 2 May 2024, with all 40 seats in the borough up for election. If you want to vote in person, including anyone acting as a proxy on behalf of you, you'll need to bring an accepted form of photo identification (ID) to the polling station to get your ballot papers.

Voters who do not produce a Voter Authority Certificate, or valid photo identification will not be allowed to vote on the day. If you aren't sure visit www.cheltenham.gov.uk/voter-id to find out more.



Call 0800 408 0000



housing@cbh.org



www.cbh.org



SUMMER HOLIDAY FUN

The CBH community investment team has been delivering events for young people throughout the summer holiday and what a success it's been.

Over the six week holiday, the team has delivered over twenty events for young people living across Cheltenham, including football with Cheltenham Town FC, outdoor learning with Wild and Green, dance, arts, and crafts with Art Shape, music with The Music Works, and sports with Move More.

Some of these events also form part of the wider Holiday Activity Fund (HAF) programme of activities for young people in Cheltenham and have included a meal for the young people. We have also received donations of milk from Cotteswold Dairy.

The rain this summer hasn't set us back, with hundreds of young people taking part in our activities.

The community investment team works around the year delivering projects, activities and events in your area for people of all ages. If you would like to find out more about what's happening near you, or talk to us about ways you can get more involved with your community, drop us a line at communityinvestmentteam@cbh.org, or follow us on our What's on Facebook Groups facebook.com/cheltborohomes/groups





WE ARE HERE TO HELP YOU WITH BENEFITS AND MONEY ADVICE

Are you concerned about your benefits and money? We are here to help.

Our friendly team is on hand to give you free and confidential advice on all benefits and day-to-day money management.

If you are struggling to afford your rent or manage your bills, we can suggest simple budgeting tips, energy advice and can carry out a benefit check-up.

We can help with:

- Claiming all the benefits you may be entitled to
- Help with DWP or HM Revenues & Customs reconsiderations and appeals
- Support requesting back dating benefit claims, if you have good cause
- Budgeting tips



- “Better Off in Work Calculations” – to show you how a change of job can affect your benefit entitlement and income
- Explain benefit changes, such as Universal Credit
- Sign-post to support organisations.

Get in touch with us today. Email bma@cbh.org or call on Freephone 0800 408 0000.

Cost of living support

We know that the cost of living crisis continues to be a real challenge. We're here to support you with advice around money and benefits, training, employment and we offer a helping hand in our communities with cooking, youth sessions, coffee mornings, voucher schemes and volunteering.

We work with a number of partners and community organisations who offer a range of advice, help and information. Visit cheltenham.gov.uk/cost-of-living-support for more details.



NEW HUB GOES LIVE

St Mark's has a new skills hub

We were successful in securing £85k from Gloucestershire County Council's Levelling Up Together Fund to help deliver support with partners for people living in St Marks.

Cathy Dearden is your new training and employment officer who will be offering a varied and free timetable of job clubs, accessing skills training including Maths, money management advice sessions along with healthy living support.

Cathy says "A great big hello and welcome! If you're unsure about what your options might be please come along to one of the sessions on a Wednesday or Thursday. I'd be happy to chat to you."

The Hub is based on the first floor of the Hesters Way Resource Centre. Please visit www.cbh.org/employment-support-and-advice

Autumn 2023 timetable at the Skills Hub Hesters Way Resource Centre (upstairs). GL51 7SU

Dates	10am-12 noon	1pm-3pm
Wed 20 Sept	Work Club Support to gain paid or voluntary work	Digital Hub Drop-In
Thu 21 Sept	Multiply - have fun improving your math skills	Damp, Mould and Condensation Advice
Wed 27 Sept	Work Club Support to gain paid or voluntary work	Basic IT skills
Thu 28 Sept	Employability Skills	Budgeting Skills
Wed 4 Oct	Work Club Support to gain paid or voluntary work	Application Forms and Interview Techniques
Thu 5 Oct	Digital Hub Drop-In	Benefit and Money Advice drop-in for CBH customers
Wed 11 Oct	CLOSED	CLOSED
Thu 12 Oct	Multiply - have fun improving your math skills	Damp, Mould and Condensation Advice
Wed 18 Oct	Work Club Support to gain paid or voluntary work	Employability Skills
Thu 19 Oct	Application Forms and Interview Techniques - looking for seasonal work	Digital Hub Drop-In
Wed 25 Oct	Work Club Support to gain paid or voluntary work	Basic IT skills
Thu 26 Oct	Digital Hub Drop-In	Budgeting for Christmas



For more information
email tes@cbh.org or
call/text Cathy on
07818 587 058



GET YOUR SKATES ON

...for the return of the Christmas ice rink!

Cheltenham's popular Christmas ice skating rink is set to return to Imperial Gardens from Friday 17 November 2023 – Monday 1 January 2024 as part of a bumper programme of festive activities taking place in the town.

The ice rink will be covered which means that you can skate in all weathers, sessions will last for an hour and there are free lockers onsite. Skate aids will be available for children and the ice rink is fully wheelchair accessible.

Be one of first to book a session!
Subscribe to the free Visit Cheltenham newsletter at www.visitcheltenham.com/your-visit/enewsletter-sign-up to be one of the first to hear when tickets go on sale



COMPETITION TIME! WIN A FREE FAMILY ICE SKATING TICKET!

WIN



We're offering one lucky reader of CBH News the opportunity to win a family ticket for this year's ice rink. Simply email events@cheltenham.gov.uk with the subject line 'ice rink' before 15th October 2023 Or post an entry to Visit Cheltenham Team, Municipal Offices, Promenade, Cheltenham GL50 9SA

A family ticket permits entry for two adults and two children, or one adult and three children for one hour of ice skating (session must be pre-booked).

*Terms and conditions available at cbh.org

SPOT THE DIFFERENCE COMPETITION WINNER

Lucky Lynda Heywood came along to meet Mayor of Cheltenham, Cllr Matt Babbage recently after she won our CBH News-Spring competition.

Lynda received a £20 Cheltenham BID gift card and enjoyed afternoon tea with the Mayor and our very own community investment manager, Ellen Pollicott. Congratulations Lynda!

