

# Get in to

Create a wildlife friendly space



Wildlife gardening Gardening for frogs and bees



Wipe out damp and mould Your top tips



Spend savvy summer Keeping costs down over the holidays



## Welcome to Round Your Way

- 12 **Fly-tipping** If fly-tipping is ruining your summer, you can now report it quickly and easily online 24 hours a day.
- 16 Hiring now If you've ever wanted to work in healthcare, read about one of our customers who secured her dream job through our training programme.
- 18 How to make a complaint We want you to be happy in your home. If you feel our service isn't up to scratch let us know so we can put it right.



# What's happening with repairs?

We know you may have had to wait longer than usual for repairs to be carried out, or had an appointment rescheduled at short notice.





We love to hear your thoughts, suggestions and tips about this magazine. You can contact the Round Your Way team at **RYW.Magazine@whgrp.co.uk** 

Count how many of these bees are hidden inside this issue and you could win a £100 voucher. See the back cover.

Don't forget you can keep up to date with all our news on Facebook.





We have been pulling out all the stops to improve our service and have appointed two new contractors so we can carry out more repairs. If you are unsure of who is at your door, remember you can always give us a ring on **0300 555 6666** to check they are genuine.



You can find out our current wait times on our website whg.uk.com/repairs

or **scan** the QR code.



## Creating a frog-friendly space

Our Gardening Club at Rough Hay Community Room are working with national wildlife charity Froglife to make the community garden even better for wildlife.

They've made a bog garden for frogs and are looking to create a nature highway so wildlife can move more freely.

Here are some easy ways you can attract frogs to your outdoor space:



- Keep a section of your grass longer Provide frogs with the perfect place for foraging and shelter.
- Create a frog shelter An upturned flowerpot propped open with a stone makes the perfect frog housing.
- **Provide water** Place several smaller containers of water in shady areas for frogs to sit in.
- **Build a log pile** Help out frogs and toads by building a safe damp place for them to hibernate.

To find out more: froglife.org/coalface-to-wildspace-midlands

### Wildlife gardening

## Bee the change

We've teamed up with the Bumblebee Conservation Trust on a project to install bee-friendly flowering plants in high rise flats.

You don't have to be an expert gardener to help bees; you don't even have to have a garden! A window-box, balcony or hanging basket will do – even high up on taller buildings.

#### Get your space buzzing:

- Use a good-quality, moisture-retaining, peat-free compost.
- Keep well-watered as the soil dries out more quickly in containers.
- **Try adding moisture-holding gels or watering globes** which slowly drip water into the container.
- **Try planting Mediterranean herbs** like oregano, parsley, mint or basil. These are great for bees and can also be used in the kitchen.
- In larger pots you can have **shrubs and climbers, underplanted with small plants like heather, hardy geraniums, heucheras, alliums and muscari.**









## Find out more at: **bumblebeeconservation.org/beethechange**

These projects support our Sustainability Strategy where we aim to enhance biodiversity, create great places to live and get more customers engaged with nature and the environment. Find out more whg.uk.com/sustainability

Damp and mould

Our team of customer dampbusters are helping us design new ways of supporting you as we work together to keep your home safe and comfortable. Here are some of their top tips.



Your top tips

## "The key to mould control is moisture control.

Mould can grow almost anywhere there is moisture and organic material such as in soil, on foods and plants, and in people's homes. If mould is a problem, you should clean it up promptly and then get the moisture problem resolved."

### Simon

## "I pull my furniture away from walls

and always have my window open a little bit when having baths and showers or cooking."

Vicky

### Your top tips

## "I bought some of those small dehumidifiers with the crystals in

as I had some condensation in the corners of my patio doors. They only cost about £1 – and haven't seen any condensation on the windows since then."



### Linda

## "I always keep the lids on my saucepans when cooking

to stop all the steam escaping – it's made such a difference to the amount of condensation I get around the windows."

### Toni





If you spot damp or mould in your home it's really important that you tell us as soon as possible by calling 0300 555 6666.

We take all reports seriously and will work with you to find a solution.

Wipe out damp and mould



Watch our new video on how to prevent damp and mould. Go to whg.uk.com/damp-and-mould

or **scan** the QR code.



## Press to test!

Smoke alarms and carbon monoxide detectors save lives, but only if they work. Test yours regularly to make sure they are in good working order.

Testing your alarm is easy and only takes a few seconds. Simply press the test button until the alarm sounds. If it doesn't you will need to replace the batteries.

Did you



You're twice as likely to die in a house fire that has

no smoke alarm than a house that does.





## **Free electrical** safety tests

We regularly test the electrical safety of all homes to help keep you and your family safe. Previously we conducted these tests every 10 years, but now we are increasing the frequency to every five years as part of safety improvements.

During these checks we make sure everything is working as it should be. This service is FREE and is carried out for your own safety.

You will receive a letter when your check is due. It's really important you let us in to keep you and your family safe.

Did you

know?

Faulty electrical installations or appliances cause around 30 deaths and 4,000 accidents annually in the UK.

Mr J. Smith 35 Alder Close, Walsall, WS1 7WB United Kingdom 18 January 2023

Dear Mr Smith,

Your routine electrical check appointment Every five years we carry out electrical safety checks in all our properties to make sure our customers are safe and that everything is working as it should be. The electrical safety check for Your home is now due.

Your appointment has been arranged for: Date 5 July 2023 **Between** 10.30am – 11.30am

We have already arranged an appointment, which is shown above. An adult will need to be home at to let us in, but if this is not convenient you can easily rearrange with us.

The appointment will be for our electrician, who will The appointment will be for our electrician, who will examine the electrical safety of your home and check any appliances installed by us are in good working condition. It's a free service, carried out for your own safety. Faulty electrical installations or appliances cause around 30 deaths and 4,000 accidents annually in the UK.

Thank you for your co-operation in helping us to carry out this essential check.

745

Caroline Jones Technical Services Manager

## wha

100 Hatherton Street Wolson WS1 1AB

0300 555 6666 wha.uk.com

FREE USB socket and energy-saving lightbulb when we visit

#### Not convenient? 0300 555 6666

Contact our customer service team immediately to re-arrange your appointment

Before our visit

Please ensure you have credit on your electric

**Free USB** socket and energy-saving lightbulb with every test

## Cost of living

## Talk to us

We understand that the cost of living is affecting everyone in different ways, including those who may never have struggled financially before.

#### We want you to know you can talk to us.

Our money and bills team can support you to claim the right benefits and manage your debts. Drop into your weekly coffee morning:

### Mondays

at Rough Hay Community Room, 27 Hall Street East, Darlaston, WS10 8PL 9.30am to 12.30pm

### Tuesdays

at Catshill Road Community Room, 60 Catshill Road, Brownhills, Walsall, WS8 6BN 9.30am to 12.30pm

at **Central Drive Community** Room, 35 Central Drive, Dudley Fields, WS3 2QH

9.30am to 12.30pm

## Wednesdays

at **St Giles Court Community Room, Rose Hill Gardens, Willenhall, WV13 2LX** 9.30am to 12.30pm

## Fridays

at The Peoples Partnership Centre, Wing Close, Bentley, WS2 OLS 9.30am to 12.30pm

If you are struggling to pay your bills, or life is getting you down, we may be able to help.

All it takes is a message or a phone call. Visit whg.uk.com or call 0300 555 6666

For help planning a budget visit: moneysavingexpert.com/banking/budget-planning







## Free holidays activities and food

## For children and young people who are eligible for free school meals.

Find out more and sign up for summer by searching for the HAF programme on your local council's website.

In Walsall go to **walsall.gov.uk** or **scan** the QR code



## Struggling to afford your broadband or phone services?

If you receive government benefits, you could be eligible for low cost broadband - called Social Tariffs - for as little as £12 a month.

To find out what Social Tariffs deals are available from your provider visit **ofcom.org.uk/cheap-broadband** 

## Get help to buy food, milk and vitamins

If you're pregnant or have children under the age of four, you could get help to buy food and milk through the NHS Healthy Start scheme.

You could also get free Healthy Start vitamins. Apply online **healthystart.nhs.uk** or call **0300 330 7010**.

Check if you can get extra cash: whg.uk.com/extra-cash

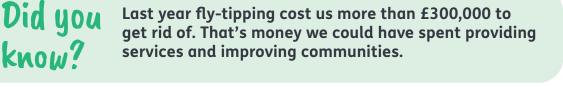




## Keeping your area clean and safe

When people dump their rubbish in the wrong place it makes your neighbourhood dirty and messy. Plus, it attracts mice and rats.

> You can now report fly-tipping on whg land quickly and easily online. Simply sign in or sign up to manage your home online at whg.uk.com



Last year fly-tipping cost us more than £300,000 to

It's really important to report fly-tipping to us if you see it so we can help keep your area clean and safe.

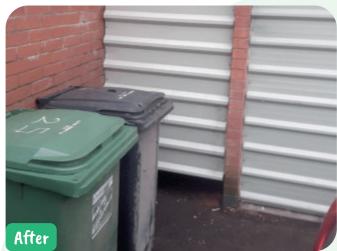
We've been working hard over the last few months to tackle fly-tipping.

#### Here are just a few of our projects:

NEW

Sheds at **Bengrove Close**, in Redditch, were an eyesore and had been used as a dumping ground for rubbish, even being set alight by vandals at one point. We consulted with our customers and boarded up the sheds.





### **Communities and neighbourhoods**

This spring we held a community clean up day at **Silver Court, Humphries House, Severn House, Ellum Pointe and Anchor Court** in Walsall. Customers filled up a whopping six skips with their unwanted items while we collected 10 bags of rubbish from litter picking.



We removed 24 jumbo bags of fly-tipping at **Tennyson Road**, in Willenhall. This was a massive task but has made a huge improvement to the area.



Did you know?



### What is fly-tipping?

When you think of fly-tipping, you might imagine a mattress or a fridge freezer dumped on your estate. But fly-tipping isn't just large amounts of waste. In fact, waste beside street bins, on the pavement in front of a home or on the floor in a communal bin area is all classed as fly-tipping and could lead to a fine.



Local councils often offer a bulky waste collection for a small fee.

In Walsall, ring 01922 653344 to arrange your collection.

### Get cooking

Air fryer lemon, garlic chicken with crispy feta

. . . . . . . .

Serves: 4 people Prep time: 10 minutes Cooking time: 30 minutes

### Ingredients

500g chicken thighs 1 tablespoon minced garlic or garlic purée 2 lemons 50g of rice per person Feta cheese Oil 1 teaspoon of chilli flakes 1 tablespoon of flour

#### Method

- Place chicken thighs in a bowl. Coat in the garlic, juice of 1 lemon, chilli flakes, plenty of oil and salt and pepper (best to do this at night or few hours before to let marinate). Add in flour before cooking and coat in that too.
- Place in air fryer for 15 minutes on 200°C.
- Cook rice, when cooked and drained, stir through a squeeze of lemon and a teaspoon of garlic.
- For the crispy feta, cut up the slab of cheese into small squares.
  Coat them in flour, spray or drizzle with oil and place in air fryer.
  - Serve crispy chicken thighs with lemon rice and top with crispy feta and chilli flakes.

## Recommended by our health champions!

## We want to hear from you!

## Got a great idea for your area? Think we could do something better? Want to let us know what really matters to you?

We've got lots of ways for you to give us feedback and let us know how we could do things differently!

join Us

At one of our coffee mornings where you can meet your neighbours, take part in fun activities and chat to us.

COMING SOON! Keep an eye out for **the loop**, our new online community packed full of polls, surveys and competitions.

See what customer events are coming up in your area. **Scan** the code or visit **whg.uk.com** 





Our Work4Health programme has supported hundreds of residents into employment, and it could help you too!

Working with Walsall College and the NHS we have helped customers start their career as healthcare assistants and care workers.

If you are interested in these roles but don't have the right experience, don't worry. Our free programmes with Walsall College provide you with all the skills and knowledge you need to apply.

Plus our team of expert recruiters can help every step of the way with:

- CV writing
- Job searching
- Job fast tracking
- Preparing for interviews
- Improving your communication skills

For more information email **NHS.careers@whgrp.co.uk** or visit **whg.uk.com** 



Meet customer Sylwia, who gained a job as a clinical support worker at the Manor Hospital in Walsall after completing the programme.



"I used to be a childminder and had my own nursery, but when the pandemic started I closed and started volunteering for the NHS. I discovered I would love to work in healthcare so I applied for the Work4Health programme.

"I learnt how to prepare for interviews, how to fill out applications and what to include. "As a clinical support worker my job involves making sure patients are hydrated and fed, helping them with their personal hygiene and taking observations such as checking blood pressure, temperature and taking bloods.

"Everything has changed in my life now. I have new skills and am even qualified as a phlebotomist. I love working in a hospital environment."



## Our complaints process

We want you to tell us if we have got something wrong so we can put it right. Here's how:

Fill in the complaint form on our website at **whg.uk.com** You can also visit or write to us at 100 Hatherton Street, Walsall, WS1 1AB, or call us on 0300 555 6666.

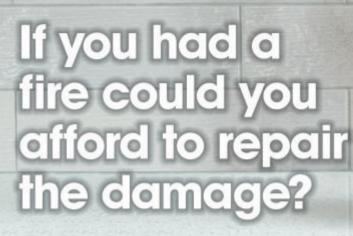
If we can resolve your complaint within five working days we'll let you know and ask you what you want to do next. If you have made a complaint and it needs to be investigated in detail we will follow the process below.

**Investigation stage** – We will acknowledge your complaint within five working days of receipt and send you a formal response within 10 working days of the complaint being logged.

**Review stage** – If you are unhappy with the outcome of your complaint you can ask us to review it. We will send you a formal response in writing within 20 working days.







#### From £0.53p\* a week you could!

Having home contents insurance can't prevent floods, thefts or fires from happening, but it can help you get back on your feet. **Find out more about protecting your furniture and personal possessions.** 

#### Call: 0300 555 6666

\*£0.53p a week for £4,000 standard cover. Terms and conditions apply, contact above. Price includes Insurance Premium Tax (IPT) charged at the appropriate rate. The policy is underwritten by Aviva Insurance Limited. Aviva Insurance Limited, Registered in Scotland Number 2116. Registered Office: Pitheavlis, Perth PH2 0NH. Authorised by the Prudential Regulation Authority and

regulated by the Financial Conduct Authority and the Prudential Regulation Authority.



## Our performance Putting your safety first



Your safety is our number one priority – that's why we carry out annual gas safety checks in your home.

Between 1 April 2022 and 31 March 2023, we carried out 19,342 gas safety checks.

It's really important that you let us carry out these checks, and if the appointment doesn't suit let us know so we can re-arrange it.

## Having your say

customers helped us to shape our strategy We want to hear from lots of different people in our homes. We have a new Customer Voice Strategy which explains how we will do this.

You can read the new strategy at **whg.uk.com/publications** 



## Keeping homes in good repair



This question was asked in January to 186 customers who had a repair completed by whg.

How are we doing?

We know our customers are experiencing delays with our repairs service and we are doing all we can to improve this. You can find out more on pages 2 and 3.

## Keeping your area clean and safe

satisfied that their communal areas are clean and well maintained

This question was asked in April to customers who live in a building with communal areas maintained by whg.

75.6%

#### Our neighbourhoods teams:

- Conduct regular, inspections of communal blocks and areas ensuring they are well maintained, tidy and free from graffiti.
- Check and maintain shared facilities such as lifts and play areas to make sure they are safe and fit for purpose.
- Work closely with partners to reduce the impact of environmental crime such as fly-tipping.

See our monthly updates on Facebook.









wha

Set up a

direct debit

Direct debit is the easy, hasslefree way to pay your rent. It means you don't have to transfer money every time your rent is due – it's paid automatically.



You can now set up a direct debit online – simply sign up at **whg.uk.com** 

## Hi, I'm Anil Community Housing Officer

Do you know who your Community Housing Officer is and what they can do for you?

#### They can help you with:

- guidance on any tenancy issues or changes in your circumstances
- referrals to other whg services like jobs and training or health and wellbeing
- connecting you to local services such as community centres, groups and specialist agencies
- advice on how you can work with your neighbours to build connections and resolve issues.





To find out more about your CHO visit **whg.uk.com/communities-and-neighbourhoods** or **scan** the QR code.

Second fold
Freepost RUCU-GZUG-ZUJE whg Round Your Way 100 Hatherton Street Walsall WS1 1AB
Third fold & tuck in

-- X Cut here ----



#### How many bees can you find?

Dotted through this magazine we have hidden lots of these bees! Count them up and you could win a prize (don't forget this one).



For your chance to win, return this form for free by cutting this page out, following the instructions on the back and popping it in the postbox.

Name: \_\_\_\_\_

Contact number: \_\_\_\_\_

Just for fun

Contact email: \_\_\_\_\_

I give my permission to be contacted by phone about sharing my views on whg 🗌 Yes 🗌 No

I give my permission to be contacted by email about sharing my views on whg 🗌 Yes 🗌 No

Please see how we process your personal data by reading our privacy notice **whg.uk.com/privacy-policy** 

If you wish to withdraw consent you can do so by contacting customervoice@whgrp.co.uk

#### To be in with a chance of winning a £100 shopping voucher

How many bees are hidden in this issue of Round Your Way?

#### Get your entry in before the deadline of 14 July 2023.

## **Congratulations** to Julie Laverty

who correctly answered our last competition to win herself a voucher worth £100.





#### What these logos mean for you

We're keeping it greener. It's a responsibility we take seriously, so our print partner uses paper from responsibly managed forests and the emissions from the paper and printing have been offset too. Nice!

whg.uk.com