

# Meet customer Allison, living the legacy of the

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Summer fire safety

Stay safe while soaking up the sun



### ASB Service Improvement Group

How customers are shaping the services you receive

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# Welcome to **Round Your Way**

- Meet our customer: Nightingale House resident Allison reflects on living where she used to work.
  - **Creating homes for over 55s:** Former Royal Hospital staff revisit the building, now transformed into Nightingale House.
  - Got a green thumb: More information on our gardening competition, and top tips to create a bumbleebee friendly garden.

New vans: We're replacing our old fleet to ensure you receive a faster, more reliable repairs service.

**Repairs responsibility:** Which common issues are your responsibility, and which are ours.





Tackling antisocial behaviour (ASB): How customers in our ASB Service Improvement Group have helped make real changes.

- When summer fun turns disruptive: Find out what counts as ASB and how we can help you.
- Get involved: What's on in your area.

on your feedback.

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Here when you need us: Our friendly money and bills experts can help you with your financial worries.

# Want to see more content like this?

Did you know we also send monthly updates? To receive these, please make sure your email address is up to date by managing your home online, or by ringing us on **0300 555 6666**.





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· Check to see if your water supplier offers a social tartif and whether you qualify. Find your supplier then check the list to see if you qualify

### Manage your home online, even when we are closed at whg.uk.com

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You said, we did: How well we are doing and how we acted



**Report ASB using our** online reporting tool Simply sign in or sign up and go to 'My neighbourhood' to use the tool. Or call us on **0300 555 6666** 

### Meet our customer

# From hospital staff to happy resident

For Allison Bird, Nightingale House is more than home – it's filled with memories, pride and given her a new purpose.

Once a cleaner at the former Royal Hospital, Allison now lives in the very building she used to work in, which has been converted into our newest wellbeing scheme, Nightingale House.

For Allison, the move has been life changing. "I was very lonely where I lived before and barely spoke to anyone. But here, it's great. The community is amazing and there's always something going on."

She's a regular at bingo nights, helps out with the gardening club and is an active member of the art club - which recently took a trip to the National Art Gallery in London.

Allison also plays an important role as a Block Champion and an Involved Customer, acting as a key link between residents and whq.



"People who aren't comfortable raising issues themselves can come to me. I love chatting with people and this way their voice is still being heard."

Most of all, Allison values the strong sense of community. "It feels like an old-fashioned wartime neighbourhood. You can knock on a door to check in on someone. We all use the communal areas, bring our grandchildren, and there's talk of summer barbecues. It's a lovely little suntrap out there."

Having lived all over- from Dublin to Liverpool- Allison says coming back to her hometown, and the place she has fond memories of working in, feels just right.

"If you ever get the chance to live in a wellbeing scheme, grasp it with both hands. It's worth every penny."

# Creating new homes for over 55s

We recently held an official opening for Nightingale House, our newest wellbeing scheme.

The Grade II listed building is an iconic Wolverhampton landmark, having formerly served the community as the Royal Hospital.

To celebrate its rich history, we invited former hospital staff to return to the building to explore how we've combined its charm with modern features.

They enjoyed tea, cake and the chance to reconnect with colleagues that they





Attendees shared: "It was so lovely to not only meet up with old friends and colleagues but to walk around the hospital. which had changed beyond recognition, but still managed to maintain character which was wonderful!"

"It was very sad to see the Royal closed and neglected – so to see it lovingly brought back to a new life was really gratifying. It was very apparent that the same care and respect is applied to the residents – what a wonderful legacy to continue."

# Got a green thumb? Enter our gardening competition!

Whether it's a blooming balcony, a thriving veggie patch, or a transformed communal garden, we want to see what you've been growing!

### The categories are:

- Best Garden/Most Creative We're looking for a variety of plants in different colours and shapes, along with well-placed ornaments.
- Best Sustainable/Inclusive Garden Is your garden eco-friendly or designed with accessibility in mind?
- Community Spirit/Most Improved Has your garden transformed a shared space or brought people together?

Enter for your chance to win up to

#### How to enter:

You must be a whg customer to enter. Please send five photos of your garden, along with your **name**, **address**, **contact details** and the category you're entering to customervoice@whgrp.co.uk or use the form on the loop.

Entries must be submitted by Friday 25 July 2025.

# Short on space? Try these top tips from the Bumblebee Conservation Trust



### Plant for all seasons

Bumblebees need nectar from early spring to winter. Choose plants with long flowering periods and keep them blooming by regularly removing dead flowers.

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### Mix up flower shapes

Short-tongued bees love open flowers like apple blossom, while long-tongued bees prefer deeper blooms like foxgloves. Diversity is key!



### **Provide resting spots**

Place a shallow dish with pebbles on your balcony to give bees and butterflies a safe place to rest and recover.



# Gardening

"My garden is my sanctuary- a place to unwind, be creative. reconnect with nature and feel at peace."

- John, last year's winner of Best Garden

# Beep beep — check out our new vans on the road!

We are replacing our old fleet with over 230 new vehicles, ensuring we continue to provide vital services to you.



### What this means for you

- Enhanced service quality: Equipped with the right tools and materials, the vans will help us complete your service faster and more smoothly.
- **Improved reliability:** You'll experience fewer breakdowns and more consistent service visits.
- Increased efficiency: We can complete your service faster, with minimal disruptions.

We're investing in this upgrade to make sure we continue to provide you with the best possible service. This new fleet is just one of the many steps we are taking to keep our community well maintained and comfortable.

# What's your repairs responsibility?

Whilst our skilled repairs team is dedicated to keeping your home in good condition, it's important to remember that not all repairs are our responsibility.

We are responsible for repairing your home's structure and fixtures to keep the property in good condition. We are not responsible for things like unblocking toilets, sinks or private drains.

You are required to keep your home in good decorative order and ensure fixtures and fittings are maintained so they do not cause a danger to anyone or damage the property.

Our helpful repairs and home maintenance guide can tell you whether some common issues are our responsibility or yours.

Please check it before booking a repair. You can find it on our website at whg.uk.com/repairs



# **Repairs** update







# Summer fire safety



# **Summer fire safety tips** from Alex, Head of Building Safety

Summer is the perfect time to enjoy the sunshine, fire up the BBQ and relax outdoors. But warmer weather and outdoor fun also bring increased fire risks.

### BBQs

- Always barbecue outdoors in a well-ventilated space, away from buildings, fences or anything flammable.
- Never use a BBQ indoors or on a balcony.



# Planning a garden get together?

- If you're using outdoor gadgets like fairy lights, don't overload extension cables.
- Check for damaged cables.
- Bring electricals inside if it rains.

# Electric bikes and mobility scooters

- Always use the original charger.
- Avoid overnight charging as scooters can overheat.
- Keep hallways clear so everyone can evacuate safely.
- If your wellbeing scheme has a scooter store, this is the safest place to keep it.



### **Fire doors**

- It might be tempting to prop open fire doors during hot weather, but they're there to save lives.
- Always keep them closed to stop fire and smoke from spreading.



# How to create an effective evacuation plan

While we hope you'll never need to use it, having an evacuation plan is essential in an emergency. Here's how to create one that works for everyone in your home:

- Know your exits walk through your home and plan the safest escape routes. Make sure everyone in your home knows these routes well.
- Keep escape routes clear don't block doors, windows, communal areas or hallways with clutter that could slow you down in an evacuation.
- Store keys somewhere easy to grab.
- Practice your plan regularly.
- Support others if you live with young children, elderly relatives, or pets, think about how you'll help them get out safely. Assign someone to assist if needed.

safe homes safe places Summer fire safety

- **Pick a meeting spot** choose a safe place to meet outside, away from the fire. This will help you quickly account for everyone and alert emergency services if someone is missing.
- Test your smoke alarms regularly.



# We're making your spaces cleaner, safer and greener



# Changes to your grounds maintenance and communal cleaning services

We're committed to keeping your area clean and safe and creating neighbourhoods that you can be proud of.

We've listened and made changes to improve the service you receive.

# What's changing with the cleaning service?

Pinnacle will continue to provide your communal cleaning service. However, we've worked in partnership to improve the service:

- Annual deep cleans in every block, to ensure a thorough refresh of communal areas.
- Weekly cleans in smaller, low-rise blocks, instead of several shorter visits, ensuring a more thorough clean.
- Several blocks now have a dedicated Pinnacle cleaner, so you'll see the same friendly face regularly who knows your block.

# What's changing with the grounds maintenance service?

Glendale is now our new grounds maintenance contractor, providing a new and improved offer:

- More regular grass cuts, extending the cutting season to 20 cuts between March and November. This will help keep outdoor spaces tidy and manageable all year round.
- Grass clippings will now be collected and removed, reducing build-up and keeping shared spaces looking neat and well-kept.
- Better weed and moss control, making outdoor areas safer and easier to walk on.

# Listening, learning and taking action on ASB

We know antisocial behaviour (ASB) can seriously affect your home and community. That's why we're working with customers to improve how we tackle it.

**Bethan\*** experienced serious ASB in her block, including drug use, violence, indecent acts and noise.

"It affected everyone. We were too scared to even leave our front doors," she said. Bethan collected evidence and reported the issue to us, so our Community Safety team was able to build an action plan.

Bethan said, "Keep a record of what's happening. This helps whg and their partners, including the council and the police, to take the right steps."

Bethan is now part of our ASB Service Improvement Group (SIG), which meets with our teams to share their experiences and shape services.

The group suggested customers may feel uncomfortable reporting ASB on the phone.

In response, we launched our **online ASB reporting tool**, which lets you report issues anonymously, upload evidence and get updates from our team.

Want to help shape the services that matter to you? Visit whg.uk.com/shape-what-we-do to get involved. Your voice matters



**Sandra\*** also had ongoing noise issues. She felt safe and confident working with her Community Housing Officer (CHO) to resolve it directly with her neighbour.

Real examples like Sandra's will be included in our new noise nuisance policy and shared with other CHOs to show how low-level issues can be resolved quickly and safely with the right support.

Bethan said, "It's so important to be part of groups like this. I've learnt a lot and feel like we've helped improve things for others."

\*Names have been changed.



# What is antisocial behaviour and how can we help you?

Warm weather means livelier neighbourhoods- kids playing, garden parties and BBQs are all part of summer life. Most of this is completely normal. But when noise or behaviour becomes frequent, persistent and leaves you feeling distressed, frightened or harassed, it could be antisocial behaviour (ASB).



We want you to enjoy your summer and feel safe in your community. Here's how to tell the difference – and what to do if there's a problem.

### What ISN'T ASB:

- A one-off party
- children playing
- babies crying
- DIY during reasonable hours

#### "Since April 2024 we have been working with customers to improve our ASB service. This has resulted in a number of changes to our policies and procedures, and in how we support customers if you need report ASB."

### What **IS** ASB:

- Ongoing loud music late at night
- threatening behaviour
- vandalism
- drug use
- large, intimidating groups in communal areas
- DIY during quiet hours (11pm – 7am Monday to Saturday, and 10pm – 9am on Sundays)



### What can you do?

If you're experiencing ASB, speak to your Community Housing or Wellbeing Officer – they're here to help. Make sure to keep a note of what happened and when.

Then report the issue to us via our online reporting tool. Simply sign in or sign up to manage your home online and go to 'My neighbourhood' to use the tool. Or call us on **0300 555 6666** to report it by phone.

If you believe a crime is being committed, or if you have been threatened or assaulted please call 999 to report it to the police immediately.

# Tackling antisocial behaviour

### What we will do

We'll respond to your concern within five working days, or sooner for more serious incidents. We may ask you to provide further details and evidence so we fully understand the issue.

We'll investigate and, if needed, work with local partners like the police or council. In serious cases, we'll support you and take formal action where tenancy agreements are being broken.



## Get involved

# What's on in your area?

# Free podcast workshop

Are you aged 12-24 and interested in podcasting, social media, storytelling and the creative process that brings it all to life? Join our free workshop where you'll learn from media professionals about recording, editing, interviewing and publicity.

Customer Hear updates about our services, share Conference your ideas and take part in Q&A sessions We'll also be joined by guest speakers from with our Directors. TPAS and the National Housing Federation. Can't attend? Send your questions to CustomerVoice@whgrp.co.uk 10 September, 9.30am-12.30pm Calderfields Golf and Country Club, Aldridge Rd, Walsall WS4 2JS

# **Growing Green Event**

Are you a keen gardener and passionate about community spaces? Get advice from local partners, share your tips with other green-fingered customers and find out how you can get involved as a Green champion.

13 August 11am-1pm St Giles Court Community Room, Rose Hill Gardens, Willenhall WV13 2LX

# BIG day out

Get ready for a day jam-packed with fun activities, free food and refreshments for all the family. Stay tuned for further details on the loop and Facebook.

Email CustomerVoice@whgrp.co.uk to learn more about any of these opportunities, or find us on the loop.



# Pride Picnic in the Park 2025

Sunday 27 July 2025 – 11am- 5pm Walsall Arboretum Bandstand, 139 Broadway N, Walsall WS1 2QB Pack a picnic and enjoy a day of live music and entertainment at the bandstand.

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### Get involved

# Have-a-go leathercraft

Walsall Leather Museum, Littleton St W, Walsall WS2 8EW Every Tuesday during the summer holidays, make a different leather item including bookmarks and notepads.

10.30am – 12.30pm and 1.30pm – 3.30pm £1.50 – no need to book



WOW! Fest Friday 18 – Saturday 19 July 2025, 10am-7pm. Free admission. Walsall Arboretum, Broadway N, Walsall WS1 2QB Celebrate the best of Midlands talent with vibrant dance performances from a range of regional artists.

# Measuring satisfaction

We measure how well we're doing through Tenant Satisfaction Measures (TSMs), set by the Regulator of Social Housing. They show you how we compare to other social landlords and highlight where we need to improve.

We measure our performance against these TSMs by carrying out surveys with customers. The results are shared with the Regulator each autumn.

#### This year's results:

77.2% of customers are satisfied with our overall service, a 6.9% increase from last year.

+6.9%





Our lowest score was for how we handle complaints, which came in at

satisfaction.

Satisfaction with complaints handling is low across all housing associations, but we are working hard to improve this area.

For more information on our TSMs, visit www.whg.uk.com

# Improving our services based on your feedback



### You said:

You wanted more support with low-level noise nuisance.

### We did:

We created a dedicated webpage and policy explaining what counts as noise nuisance and how we can help.



### You said:

The aids and adaptations service process can be unclear – especially around how to access support and what to expect.

### We did:

We updated the policy to make it clearer and easier to understand. We are improving our communication, prioritising urgent cases and making it easier for others to speak to us on your behalf.



#### You said:

Some repairs have long waiting times.

### We did:

We restructured our repairs team into East and West to reduce travel times and enable technicians to complete more jobs per day. We also began replacing older vans, meaning fewer breakdowns and more consistent visits.



### You said:

Customers were not always happy with the complaints process.

### We did:

We spoke with dissatisfied customers and reviewed complaints to understand and fix the processes that are causing dissatisfaction.



Since last year, satisfaction with how we handle ASB has increased by



79.6% of customers are satisfied with repairs. **6% increase** on last year.

# Money worries?

Handling your finances can be scary to tackle on your own. That's why we're here to help when you need us.

Whether you need support with your money or just need a little advice, our friendly, expert money advice team can help you with:

Maximising your income

Debt management and crisis help

Benefits claims and advice

**Pension claims** 

Money management and budgeting

We are proud to be registered with the Financial Conduct Authority (FCA) and will be with you every step of the way. To find out how we can help visit whg.uk.com or call us on 0300 555 6666





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