



whg  
**Round  
YOUR  
Way**

Summer 2026

Investing in

**your homes**

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# Welcome to Round Your Way

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keep up to date with all  
our news



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## 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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**Manage your home online, even when we are closed at [whg.uk.com](http://whg.uk.com)**

### **Book a repair**

Use our live booking system and get your appointment in the diary

### **Pay your rent**

Keep on top of payments in our platform

### **Update contact details**

Let us know of any changes to your details



### **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**

Enjoy the outdoors

# Gardening tips with our resident gardener



Walsall customer and whg 2025 gardening competition winner Janet has been sharing some gardening tips with fellow customers on our Facebook page.

Janet received her award last year at our first-ever Green Growing customer event. The event was attended by customers as well as our local partners, including Caldmore Community Garden, Birmingham & Black Country Wildlife Trust, Glendale Services and Beechwood Trees, who share their expertise and advice.

It's all part of our programme to develop green spaces across our communities as part of Our 2030 Plan. Working with customers and partners we aim to create engaging sustainable green spaces that bring people together and improve wellbeing.

Now we're preparing to host this year's event, which will take place on 30 July at Swallow Place, Penkridge. The event is free to attend but places are limited.

Check out our website [whg.uk.com](http://whg.uk.com) for more information.

## Janet's top three tips for this time of year are:

- Water your plants early in the morning or in the evening
- Weed little and often – it's easier to pull weeds out with the roots when soil is damp
- Remove dead or faded flowers to encourage new blooms



Make small  
spaces bloom

With Janet

If you don't have a lot of space



# Easy ideas for balconies or small spaces

1

## Start small with seeds

Growing from seeds is one of the easiest and most affordable gardening tips for beginners. It's a great way to fill your containers with flowers, herbs or vegetables and won't break the bank.



2

## Get creative with small spaces

Everyday items like buckets, tins, crates or containers can be turned into planters with a few drainage holes. This is a simple, low-cost way to make the most of limited space while adding personality to your outdoor area.



3

## Keep your plants happy

Houseplants and young seedlings may need protection from direct sunlight which can scorch leaves and dry out soil quickly. Try moving plants slightly away from windows or providing light shade during the warmest parts of the day.





## 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.



### 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.



### 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.



### 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.



# Turkey burgers



Eat well for less

These simple turkey burgers are a tasty, lower-cost meal and a good way to add extra vegetables into a family favourite.

## Ingredients:

- 450g minced turkey
- 1 small onion, finely chopped
- 1 carrot, grated
- 50g sweetcorn
- 2 teaspoons dried mixed herbs
- A pinch of ground black pepper
- 4 burger buns, sliced in half
- 2 handfuls lettuce leaves
- 8 slices of tomato

Preparation time: 15 minutes

Cooking time: 15 minutes

Serves: 4

## Method:

- Heat the grill to a medium-high setting.
- Add the turkey, chopped onion, grated carrot, sweetcorn, dried herbs and black pepper to a mixing bowl and mix well.
- Shape the mixture into four even-sized burgers.
- Cook under the grill for 12 to 15 minutes, turning once during cooking. Make sure they are browned on the outside and cooked all the way through.
- Once cooked, remove the burgers from the grill and leave them to rest for a couple of minutes.
- Lightly toast the cut sides of the burger buns under the grill.
- To serve, add lettuce to the bottom half of each bun, place a turkey burger on top, then add two slices of tomato. Finish with the top half of the bun and serve straight away.



# What's on

## Walsall Pride Picnic in the Park



Sunday 26 July. Midday to 5pm.  
Walsall Arboretum Bandstand, 139  
Broadway N, Walsall WS1 2QB.

Pack a picnic and enjoy a day of  
free live music and entertainment  
at the bandstand.

## BIG day out

Get ready for a day jam-packed  
with fun activities, free food and  
refreshments for all the family. Enjoy  
a gaming van, massages, animal man,  
arts and crafts and much more!

Saturday 8 August. Midday to 3pm.  
100 Hatherton Street WS1 1AB.

## Rug Group

Wednesday 29 July 2026. 10am  
to midday. Bantock House Museum,  
Finchfield Road, Wolverhampton,  
WV3 9LQ.

Whether you're experienced or just  
starting out, this friendly gathering  
is the perfect chance to share skills,  
swap ideas, and get creative.

Register here



## Walk and Draw

Every second Saturday of the month. 11am to 12.30pm.

Upcoming dates for 2026:

8 Aug, 12 Sept

The New Art Gallery,  
Gallery Square, Walsall, WS2 8LG.



Have your say

## Get involved

Join us for arts & crafts, freebies, games and activities. Meet our Customer Voice team, find out how you can get involved and feedback on our services.



Make speedy sketches of artworks in the Gallery and the local area.

Booking is essential. To book visit reception, call 01922 654400 or email [alex.jolly@walsall.gov.uk](mailto:alex.jolly@walsall.gov.uk)

Wednesday 29 July. Midday to 2pm.  
Hollybush Grove, Norton Canes  
Cannock WS11 9AX.

Thursday 30 July. Midday to 2pm  
Foundry House Cannock  
WS11 0BU (rear car park).  
There will be arts & crafts, freebies, games and activities to take part in.



Here to help

# Your Community Housing Officer is here for you

**Your Community Housing Officer is one of your main contacts at whg. They help you manage your tenancy, understand your responsibilities and access support when you need it.**

Their role includes showing homes to new customers, completing tenancy sign-ups and carrying out home visits. These visits help us make sure homes are safe, well maintained and being looked after.

Your Community Housing Officer will also help you understand your tenancy agreement. This is a legal document which explains what you can expect from us as your landlord and what we expect from you as a customer.

If there are concerns that a tenancy agreement is not being followed, your Community Housing Officer will usually talk to you first to understand what has happened.

Most issues can be resolved early with the right advice and support. If you have a question about your tenancy or something changes in your personal circumstances, please speak to us or your Community Housing Officer so we can help.



# Shape what we do

**Your views help us improve the services you receive from us.**

Our Customer Voice Team is here to listen to your feedback and help you get involved in shaping what we do. There are lots of ways to have your say, whether you have a few minutes to complete a survey or want to take part more regularly.

You can join our online community through your whg online account. This is where you can take part in surveys, share your ideas, get involved in projects that interest you and find out about new opportunities.

You can also get involved where you live by joining a listening space or estate walk. In some buildings, customers can become block champions and help us monitor shared areas.

There are also opportunities to join focus groups at our offices, where you can meet the teams who provide your services and share your views directly.



However you choose to get involved, your feedback can help shape better services for you and your community.

If you'd like to find out more or join in, you can email [customervoice@whgrp.co.uk](mailto:customervoice@whgrp.co.uk)

or visit [www.whg.uk.com/shape-what-we-do](http://www.whg.uk.com/shape-what-we-do) and fill in the form.



**As a whg customer, you can also join Tpas for free. Tpas is the national tenant engagement network, giving you access to events, resources and more opportunities to have your voice heard. [www.tpas.org.uk/tenant](http://www.tpas.org.uk/tenant)**





# Milton Place garden brings neighbours together

Customers at Milton Place now have a new outdoor space to enjoy, after an underused area was transformed into a community garden.



It's the first project delivered as part of our Green Open Spaces pilot, which looks at how we can make better use of outdoor areas and create spaces that support wellbeing and nature.

Customers helped shape the garden from the beginning, sharing ideas about what they wanted from the space. The garden includes accessible paths and raised beds, making it easier for people to get involved.

At the opening event, customers, colleagues and partners came together to plant flowers and talk about how the space could be used in future.

## One customer said:

*"I think it will improve the area, make the place look cleaner and it will be good for our mental health, getting out and meeting people we never really knew in the street."*



We'll continue working with customers at Milton Place to look after the garden and understand what impact it has. What we learn from this pilot will help us look at other places where outdoor spaces could be improved for customers.

# Community clean-up clears more than 100 bags of rubbish



Earlier this year, whg colleagues, customers and community volunteers came together to support the Great British Spring Clean.

Our Neighbourhood Services team visited communities in Willenhall, Pelsall, Bentley, Walsall and Blakenall to help clear litter, improve shared spaces and make cleaner, safer neighbourhoods.

Together, they collected more than 100 bags of rubbish. This included 36 bags at Rose Hill Gardens in Willenhall, more than 30 bags at Paddington Walk and Keegan Walk in Bentley and 30 bags at Thyme Court in Blakenall, where 20 volunteers took part.

The effort was a great reminder of what can be achieved when colleagues, partners and local people work together. Thank you to everyone who gave their time to support the litter picks and help make a positive difference.

We know clean and well-maintained shared spaces matter to you. We will continue working with communities, partners and local people to take pride in our neighbourhoods and create places where people feel safe, welcome and proud to live.



# 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 summer.

## This year's results:



+3.1%

**80.3%**

of customers are satisfied with our overall service, a 3.1% increase from last year.



**85.9%**

say we treat them fairly and with respect - our highest score.



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

**51.1%**

satisfaction.

For more information on our TSMs, visit [www.whg.uk.com](http://www.whg.uk.com)

We are working hard to improve our approach to complaints. This year satisfaction with this service increased by 15.5%.

# Improving our services based on your feedback



## You said:

Sometimes you have to wait too long for a repair to be carried out.

## We did:

We're speeding up repairs by booking follow-up appointments on the spot if needed. If more work is needed, our tradesperson will book your follow-up appointment there and then. We've also reduced the number of outstanding repairs by 1,000 since January, which means more appointments are now available.

**84.1%**

of customers are satisfied with our repairs service, an increase of 4.5%



## You said:

You wanted a more reliable, consistent cleaning service that delivers better quality and feels like good value for your service charge.

## We did:

We've made changes to improve the overall standard of cleaning - including longer weekly visits, an annual deep clean, and clearer expectations for contractors - so you can see a more consistent and higher-quality service across all blocks.

## About our TSM surveys

An independent company called Acuity Research & Practice carries out our TSM survey.

You may receive a phone call from **01922 905315** inviting you to take part. If you'd prefer, you can ask for a link to complete the survey online instead.

Your feedback helps us understand what we're doing well and where we need to improve.

If you're contacted, please take a few minutes to share your views.



# Making sure our services work for you

**We want our services to work well for every customer. This means understanding whether there is anything we need to consider when we contact you, visit your home or provide services for you.**

If you have spoken with us over the past couple of months, we might have asked some questions about your personal circumstances, health or any support needs you may have.

We ask these questions so we can understand whether there is anything we can do to make our services work better for your needs. This helps us identify where reasonable adjustments or additional help may be needed.



For example, we may be able to communicate with you in a different way, provide information in an alternative format, allow extra time during appointments or make other adjustments that help you use our services.

You do not have to provide this information. However, if you choose to share it with us, it can help us understand your needs and provide our services in a way that is more suitable for you.

If your circumstances change, you can tell us at any time so we can review the support or adjustments we have in place.

You can find out more about how we identify and support customers who may need additional assistance in our Vulnerability Policy.



# Our proposed merger with Aspire

In February we announced our proposal to merge with Newcastle-under-Lyme-based housing association Aspire Housing.



We want customers to be at the heart of our new organisation and so in March we launched a consultation with both our and Aspire's customers to learn their views about the proposals.

Thank you if you took the time to share your views. In total we heard from more than **3,600 whg and Aspire customers**, with **84%** saying they were positive or neutral about the plans.

All of these views will be taken into account by our Boards at the end of July when they make their decision about whether the merger will go ahead

If they agree, then the merger will happen before the end of the year.



**If the merger goes ahead you can continue to contact us in the same way as you do now to report a repair or to discuss anything to do with your tenancy.**

Your rent and service charges will not increase as a result of the merger. They will continue to be reviewed each year as they are now and will only go up in line with the increases that are approved by the Government, as they are now.

There will also be no change to your tenancy agreement and your rights and terms will remain the same.



# Improving your home

Every year we invest millions of pounds in updating and improving customers' homes to keep you safe and comfortable. Last year we spent more than £80m on improving our existing homes.

This included **routine routines**, which is when something needs fixing in your home. It also included **planned maintenance**, which is things like replacing boilers and windows or installing new kitchens and bathrooms.

## This year we plan to:



Install  
**550**  
new kitchens



Replace  
**150**  
bathrooms



Carry out  
**4000**  
electrical tests  
and upgrades



Reroof  
**391**  
homes

The majority of improvements are carried out by our partners, Wates, and United Infrastructure.

If your home has been identified as needing works, such as a kitchen or bathroom upgrade, you will be contacted ahead of any work taking place, so there is no need to get in touch to be considered.





We will visit your home every five years to carry out a home improvement assessment. This helps us plan when you might need work carried out, such as a new bathroom or kitchen. It's really important that you let us in to carry out the survey so that we can make sure you don't miss out.

## Making your homes warmer and more comfortable

We know how important it is for you to live in a home that is warm, comfortable and affordable to run. That's why we are working hard to make our homes more energy efficient. We are working with E.ON to install a range of improvements such as solar panels, cavity wall insulation and loft insulation to 961 homes – 600 this year and 391 next year.

**whg customer, Linda, has already benefitted from the programme. She said:**

*“The installation process was so smooth, and I can't fault the solar panels.”*

*“I did my washing and drying all in one day and my energy bills have come down so much. The money this is saving me is fabulous and it's well worth having done.”*

# Summer fun: Wordsearch

Just for  
fun

Y G A T M W S H E L L R D E  
C R P S T A F Z J R I V R T  
W A E S M S W S R S D E O R  
Y S I C E C R E A M M I H A  
C S C Q I P L A Y M V Q A V  
W K H P D V K C U I P F B E  
K V M U I F E S C A M P E L  
S E T H U N D E R S T O R M  
M B N R S U N F L O W E R V  
K U X S S A N D A L S W I R  
J D F U S T B J O U R N E Y  
X Y T N E V S A P W W N S Z  
O O G W F R I E N D S S M S  
H Z O K P R W A T E R T W S



SUN  
TRAVEL  
ICE CREAM  
THUNDERSTORM  
JOURNEY  
SHELL

BERRIES  
SANDALS  
SUMMER  
PLAY  
FRIENDS  
CAMP

WATER  
GRASS  
SUNFLOWER  
HOT



**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](http://whg.uk.com)