

Tenant Topics

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More new homes for Gloucestershire!



*New homes handed
over at Wheatpieces
in Tewkesbury*

*Artist impressions of our
new homes in Corse,
Gloucestershire*

In 2018, Two Rivers Housing made a pledge to build 1,000 affordable homes across Gloucestershire and the surrounding counties by 2028. Since then we have built more than 300 new homes, which have provided hundreds of families with a warm, safe roof over their heads.

Despite the disruption caused by the pandemic, we are continuing to deliver on that promise.

In January 2021, we signed a contract with Cotswold Oak to take ownership of 11 new homes at its development in Corse, just outside Gloucester. Six of the homes will be available for affordable rent and five for Shared Ownership – the scheme that allows people to buy a share in their home and rent the rest.

All of the homes will be fitted with air source heat pumps, a greener, more cost-effective alternative to more traditional heating systems. This is an important step towards our goal of reaching Carbon Zero by 2050.

Later in the same month, our Head of Development Angharad Hodge, took our first handover of the year – eight new homes at the Wheatpieces development in Tewkesbury.

Our lettings team signed six of the properties over to tenants shortly after and the other two, which were Shared Ownership homes, are already sold subject to contract.

Grants available to support local charities and community groups

Two Rivers Initiatives, part of the Two Rivers Housing Group, is launching a grant programme to support local charities and community groups.

The Two Rivers Initiatives Community Fund aims to support charities and groups that have a positive impact on the lives of local people with grants of up to £5,000 per project.

The Community Fund will be looking to support projects that:

- reconnect people who might otherwise suffer from isolation or exclusion,
- improve the quality of life for people in their communities,
- work with tenants and the wider community to support independent living,
- tackle community safety issues and anti-social behaviour.

Projects should also clearly demonstrate that they are run by, or significantly involve, the people that will use them.

There are three pots of £30,000 to be allocated, with each successful application receiving a maximum of £5,000. Applications for a share of the first £30,000 grant can be made between now and the end of April 2021.

The second £30,000 grant will be open to applications from June 2021 until August 2021 and the final £30,000 grant will be made available between October and December 2021.

Any charity or community group wishing to apply for a grant will need to meet the funds criteria and complete an application for funding. These documents and further information on the scheme can be found on the Two Rivers Housing website:

www.tworivershousing.org.uk/communityfund



Good news for Good Neighbours!

Following the success of our 2020 Good Neighbour Award, we have decided to make this a quarterly competition.

Our previous winners, Carl and Ashton Jenner were described as the most 'caring couple on the road' by neighbour Denise who nominated them for the first ever Good Neighbour Award last year.

We know that there are so many individuals who have made a massive difference to their communities over the last year and we want to celebrate them!

So, if you have a Good Neighbour and want to say thank you, why not download the entry form from our website and nominate them for a Two Rivers Housing Good Neighbour Award?

There are three prizes available, a £100 voucher for the overall winner and two £50 vouchers for two runners-up and you have until 30 April 2021 to make your nomination.

Remember, the winner does not need to be a Two Rivers Housing tenant, but the person nominating them does.

You can find all the details about the award and download the entry form from our website:

www.tworivershousing.org.uk

If you would like to receive a printed version of the application form to complete, please contact our community engagement team on **0800 316 0897**.

SAVING TIP

Save on your water bill. Ask Severn Trent Water for a free 'Save-a-Flush'. Put it into your toilet cistern and save 1.2 litres of water every time you flush



Regulator confirms official view of Two Rivers Housing

Every four years, the Regulator of Social Housing (RSH) carries out an 'In Depth Assessment' (IDA) of the Two Rivers Housing Group. It asks for evidence of how we manage our finances and the processes we have in place to manage the organisation and its funds.

Following this, it provides a rating for each of these areas from G1 to G4 for governance (how we are managed) and from V1 to V4 for viability (our financial strength).

A rating of G1 means that Two Rivers Housing meets the Regulator's requirements for how the organisation is managed. This is the top rating for how the organisation is managed.

A rating of V1 indicates that Two Rivers Housing meets the Regulator's viability requirements and has the ability to

manage and limit its financial risks effectively. This is the top rating with regards to the financial strength of the organisation.

In between IDAs, we have to provide more information to the Regulator on a quarterly basis, which is used to monitor our performance and review our ratings annually.

We aim to maintain a rating of G1 for how we manage our organisation. However, as we invest in our existing homes and in building new homes, our financial strength can be impacted in the short-term and this could impact our viability rating. So, we aim to maintain a viability rating of at least V2 from the Regulator.

On Wednesday 9 December 2020, the Regulator of Social Housing confirmed



its annual stability check ratings for Two Rivers Housing. We are pleased to report that our ratings remain at G1 / V1. This means that we have maintained G1 / V1 ratings for the last 18 years.

Remaining within the G1 and V2 or above ratings means that the Regulator is confident that Two Rivers Housing is financially strong, well governed, provides value for money and understands and manages its risks well. This is a positive result ahead of our next In Depth Assessment.



EU, EEA and Swiss citizens – what you need to do if you are staying in the UK post Brexit

On 31 December 2020, the UK officially left the European Union. If you are a European Union (EU), European Economic Area (EEA) or Swiss citizen and wish to stay in the UK after 30 June 2021, you must apply to the UK's EU Settlement Scheme.

The scheme will allow you and your family members to get the immigration status you need to continue to live, work and study in the UK. It means you will still be eligible for:

- public services such as healthcare and schools,
- public funds and pensions,
- or to apply for British Citizenship (if you meet the requirements and wish to apply).

Who needs to apply?

Any EU, EEA and Swiss citizens, and their non-EU family members, must apply to the scheme.

Even if you have lived in the UK for many years, or you have a UK permanent residence document, you still need to apply to the EU Settlement Scheme.

You do not need to apply if you have indefinite leave to remain or enter the UK, but you can if you want to.

How to apply

You will need to complete a short online application form. This can be completed using your computer, tablet or mobile phone. Once you have made an application for yourself, this can be linked to your family member's applications using your unique applicant number. This will be provided when you complete the form.

It is free to apply to the EU Settlement Scheme.

Where can you find out more?

You can find out more about the scheme, including what documents you will need, translated material and how to apply on the government website: www.gov.uk/help-eu-settlement-scheme



Annual rent letters and service charges

Earlier this month, you should have received your annual rent letter. This letter details the amount of rent that you need to pay each week for the next year – between April 2021 and March 2022.

This includes any service charges that are paid to maintain communal areas and shared facilities such as laundry rooms, green space, and outside lighting (where it is not adopted by the local authority).

A list of the most common service charges was also included with the letter. This provides more information on the types of services that may be included in your service charge.

During the first national lockdown, between March and June last year, some of our services such as grounds maintenance and cleaning of communal areas, were suspended in line with government guidance.

Since then, we have developed new safe systems of work and provided additional personal protective equipment (PPE) for our team to ensure that we could safely reinstate those services for both you and our colleagues.

With that in mind, we will be reviewing the level of service we were able to provide, alongside any additional costs associated with reinstating these services between April 2020 and March 2021. This will be done at the end of the financial year once the whole years' costs are known.

Once we have completed this review, we will contact any tenants who received a reduced service during this period and update them on the outcome by 31 July 2021.



An update on our repairs service

Since the first national lockdown in March 2020, we have been working hard to reduce the repairs backlog that had built up. The last year has been a difficult one and the safety of our tenants and team members remains our number one priority.

We restarted our repairs service in June 2020 and have been working hard to get through the outstanding repairs for our tenants. Between June 2020 and January 2021, we completed more than 7,300 repairs in our homes.

However, in January 2021, the Prime Minister put the country back in lockdown. As a result, we had to reduce our repairs service for internal works. This means that while we continued with external works, emergency internal repairs and safety checks, we stopped all non-essential internal repairs inside our homes.

We have also seen a big increase in the number of repairs being reported by our tenants. In fact, we have had more than 1,000 more repairs reported than we anticipated.

Unfortunately, this means that we still have a big backlog of jobs to catch-up on when the restrictions are lifted.

At the end of January 2021, we had 989 repairs outstanding.

Please be assured that we are doing everything we can to manage and prioritise our repairs service and will reinstate our internal repairs service as soon as it is safe to do so.

Remember, you can find the latest updates on all our services, including repairs, on our website:

www.tworivershousing.org.uk

Thank you for your continued patience during this time.

TPAS holds national scrutiny on housing sector's response to Covid-19

In July 2020, tenant engagement experts, tpas undertook a review with tenants and landlords from across the country to get an understanding of how the housing sectors response to Covid-19 impacted tenants.

Our Community Engagement Business Partner, Anthea Tawney was involved in the review and she shared her experience and what she learned with Tenant Topics.

"It was a really interesting project to be part of, nothing like this has happened in living memory. I was keen to see what other organisations were doing and what we could bring back to Two Rivers Housing too. It was also a really good chance to hear from tenants and start to understand the wider impact the pandemic has had."

"The research was done in two parts. The first was a national online survey and this was followed by a panel



Anthea Tawney

discussion. The panel was made up of five tenants and four members of staff from landlords across the country. In total, seven housing associations were represented on the panel.

"We really tried to focus the discussions on the views of the tenants and understand what they felt had worked well and what needed to be improved."

We also had the ability to ask questions of the tenants to get more detail, but a key part of our role was also to help manage expectations.

"In an ideal world and with endless funds, most housing associations would implement many of the suggestions put forward, but this always has to be balanced with the amount of resources available. The recommendations that have come out of the report are certainly achievable and we will be looking at them alongside our own internal scrutiny process, which is currently underway."

You can download a copy of the full report here: www.tpas.org.uk/scrutiny-review



Working to make your home work for you



Sometimes we need to make alterations and adaptations to our homes to make life easier for our tenants. This can include anything from installing handrails right through to creating new spaces that help improve the lives of our tenants.

We've been working on a number of adaptations recently, including altering two of our homes to create a downstairs bedroom and wet room for families with disabled children. The new rooms will be fitted with ceiling hoists and both will have a specially adapted washroom. We are also widening doorways to provide better access to their home and other parts of the house along with new level access pathways and ramps externally.

We work with occupational therapists, local councils, and a number of organisations, as well as our tenants to design and deliver the best solutions. Much of the work is funded through grants from local councils and it really does make a massive difference to our tenants and their families.

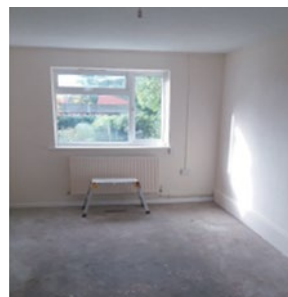
Challenge & Change: Helping us get homes ready for their new families!



The Challenge & Change Group is a group of tenants who volunteer their time to provide feedback and a tenant view on Two Rivers Housing's service and processes.

At the beginning of 2020, the Group investigated every aspect of how we prepare a home for a new family after the previous tenant moves out. They scrutinised the whole process, from what is expected of the tenant leaving the property, right through to how we sign-up the new tenant.

Following its investigation in March 2020, the Group made a series of recommendations to the Two Rivers Housing Group Board for consideration.



The Board considered these recommendations carefully and agreed to proceed with all 11 recommendations made by the Challenge & Change Group. Almost a year on, and despite the disruption caused by Covid-19, we are pleased to report that seven of the

Group's recommendations have already been implemented, with three more well underway.

The table below provides an update on the recommendations and the actions we've taken as a result of the feedback from our Challenge & Change Group.

Recommendation	Action taken by Two Rivers Housing	Status
1. To increase the frequency of inspections by housing management to avoid properties being left in a poor state.	A further review to be undertaken by the Challenge & Change Group on tenancy audits in the future to understand how this can be taken forward. This review has been put on hold due to restrictions following the pandemic.	Outstanding
2. Amendments to the 'Empty Homes Reward Schemes' leaflet.	Leaflet was amended in line with feedback from the Group.	Complete
3. Empty Homes Reward Scheme payment should be increased from £50 to £75	The Empty Homes Reward Payment was increased, and all literature updated. Tenants were also notified of the changes in Tenant Topics.	Complete
4. Carpets in good condition should be gifted to the new tenants, and the new tenants should take responsibility for them, including getting them professionally cleaned.	Carpets can now be gifted to new tenants by the homes inspector, if agreed by both parties. More investigation needs to be done on the responsibility for cleaning and removing any unwanted carpets.	Ongoing
5. Make sure meter keys are left in the property and that tenants are shown which is their meter box if in a block of flats.	This has been taken on board and agreed with those involved.	Complete
6. Continuation of the offer of B&Q vouchers to tenants but extend this to include carpets and curtains, and also seek alternative to B&Q.	The current voucher scheme will continue as currently offered as B&Q can deliver to the area, which makes it easier for our tenants.	Complete
7. Review 'What to expect in your new home' document.	Document amended in line with recommendations.	Complete
8. Keys for windows are not always left – this needs to be investigated.	Work continues to find the best and most cost-effective solution to this issue.	Ongoing
9. Look at undertaking planned maintenance while the property is empty, even though this may impact turnaround times.	This has been taken on board and planned maintenance will continue to be undertaken while the property is empty wherever possible. New tenants will be notified if this cannot be done before they move in.	Complete
10. The fact that the Two Rivers Housing telephone number is withheld on outbound calls should be reviewed.	This was agreed and our IT team is working with our suppliers to ensure that the 0800 number is shown when outbound calls are being made.	In progress
11. Improve communication between Two Rivers Housing and tenants regarding what is expected when a tenant leaves their home and providing fuller information to tenants moving in.	Our neighbourhood housing team now discuss the tenant's responsibilities from the offset and outline what exiting tenants are responsible for. A new checklist has been developed for sign-ups that provide details including the location of stopcocks, meters etc.	Complete

Did you know...

Any Two Rivers Housing tenant can become a member of our Challenge & Change Group? It's a great way to meet other tenants, learn new skills and provide feedback that helps us improve the services we provide to others. If you want to join, contact our community engagement team: communityengagement@2rh.org.uk

Challenge & Change Group to scrutinise our response to Covid-19

Next up, our Challenge & Change Group will be reviewing how we have dealt with the pandemic. Although we are still working under government restrictions, we want to understand what we can learn from the actions we have taken so far.

The Challenge & Change Group have been asked to look at the decisions we have made during the pandemic and how we communicated this to our tenants.

The review will look to:

- Establish whether the decisions we made with regards to services were reasonable and timely in the circumstances and if they were not, what could have been done differently if there was a future pandemic or another lockdown.
- Establish whether communication to tenants was clear, accessible and timely.
- Look at the changes we made and decide if anything we have implemented should continue after the pandemic.

Following its review, the Challenge & Change Group will summarise its findings and prepare a report including

any recommendations for the Two Rivers Housing Group Board. The findings will be presented to the Board during a virtual Board meeting and any recommendations will be discussed and agreed going forward.

We will share the Group's findings with you, so keep an eye out in Tenant Topics.



Facebook feedback: We asked our closed group about our response to Covid-19

There are lots of ways you can get involved and share your experiences as a Two Rivers Housing tenant. One of the easiest is to join our closed Facebook Group. We use this group to run short polls and ask for feedback on our services.

Most of the surveys in the group are just one or two questions on something

specific but, where we need more detailed information, we often offer participants the chance to win a prize for their contributions.

In January, we asked members of the group to complete a survey on our response to Covid-19.

Here's what they told us*:

Congratulations!

Congratulations to our Facebook Group member Naomi Askey, who was the winner of a £50 shopping voucher in our prize draw for members that completed our Covid Recovery Survey.

Thank you so much for your valuable feedback and congratulations from everyone at Two Rivers Housing.

67%



of those asked said we met or exceeded their expectations when it came to repairs during the pandemic.

75%



of those asked said we met or exceeded their expectations when it came to helping with rent issues during the pandemic.

85%



of those asked said they were able to find the information about our services when they needed to during the pandemic.

*13 members of the Facebook Group participated in this survey

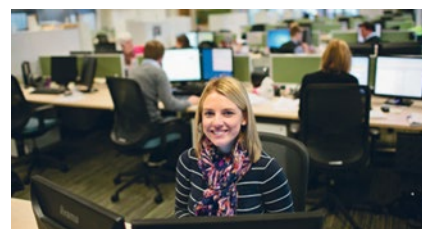
STAR Survey: An update on our annual customer satisfaction survey

Over the last few weeks, independent research company Acuity contacted 750 Two Rivers Housing tenants, to ask for feedback on the service we provide to our customers.

Normally, the research is undertaken three times a year with a smaller group of tenants, but due to the disruption caused by Covid-19 we decided to do a single larger piece of research at the end of the year.

STAR (Survey of Tenants and Residents) was developed by HouseMark, one of the UK housing sector's largest membership organisations. It was developed in consultation with 300 landlords and more than 13,000 tenants and leaseholders and is a completely independent survey.

It gives us a consistent measure of customer satisfaction across all areas of our organisation and we use it to



compare our performance against previous years and the whole industry. It will help us understand what we do well and what areas we need to improve.

Thank you to everyone who took part in this round of research. We'll share the results with you in the next issue of Tenant Topics.

Being a better neighbour

While the pandemic has seen many communities pull together and friendships formed, it has also led to a rise in anti-social behaviour. With so many of us spending most of our time at home, we all need to learn to be a better neighbour and consider the impact we have on those around us.

The pandemic has had a significant impact on all our lives. It has changed working patterns and limited our ability to leave our homes. This means that many more people are home during the day and certainly for longer periods than usual. All this can increase tension between neighbours. Suddenly every day activities have a different or bigger impact than they normally would.

We have seen an increase in anti-social behaviour complaints since the first lockdown and in particular noise complaints. Noise is part of everyday life, whether it's from cars, music, children playing or dogs barking.



However, sometimes it can affect those around us due to the volume, persistence, time of day, location, or other factors such as illness.

We all need to be more mindful of the people around us and the impact we are having on their lives. Stop and ask yourself, could the activity be delayed or done more quietly? Do you need to talk so loudly, have the TV or music on quite so loud or could you wear headphones?

We always encourage our tenants to talk to their neighbours to try to resolve any issues. So, if a neighbour tries to let you know that your actions are disturbing them or causing an issue, please be receptive and calm. They are only trying to work with you to resolve the issue directly and this takes a lot of courage on their part!

Think about how you can turn the situation around. Taking responsibility, apologising and making a commitment to put it right is a good place to start. Remember, mutual consideration and respect will help ensure everyone can enjoy a peaceful environment in their homes and communities.

How we handle noise complaints

If your neighbour feels unable to approach you directly, you may hear from Two Rivers Housing.

If you are a tenant or neighbour experiencing noise nuisance, you should call Two Rivers Housing on **0800 316 0897** (Freephone).

Once the issue has been logged, our Neighbourhood Housing Advisers will investigate. They will send you a form to complete to log the issue and provide further details over a period of time and then work with everyone to find a solution.

You can also contact Forest of Dean District Council (FoDDC). FoDDC is a separate organisation that works with Two Rivers Housing to resolve neighbour disputes.

You can contact FoDDC on **01594810000** or through its website: www.fdean.gov.uk/environment/noise-pests-pollution-and-air-quality/noise-and-other-nuisances/

Supporting the Salvation Army to spread a little Christmas spirit



The Two Rivers Housing team are a generous bunch. Every Christmas they come together to make a difference to the local community by donating gifts to the local Salvation Army Christmas present appeal.

Normally the presents would appear underneath the Christmas tree at our Rivers Meet office before being taken

to the Salvation Army to be delivered to children across the Forest of Dean. However, the pandemic meant that our offices were closed, so this year the team had to get creative.

After a quick chat with our Community Engagement Business Partner, a plan was formed. The Salvation Army created a wish list on Amazon and our team were able to pick and pay for presents that were then delivered directly to the charity for distribution.

The Coronavirus has made life difficult for so many in recent months, but thanks to some quick thinking, we were able to make Christmas a little bit brighter across the Forest.

Major Vivienne Prescott LEAP E.F.P, was delighted with the response and added:

"Once again Two Rivers Housing led the way in our Christmas Toy Appeal. The brilliant idea about opening a wish list meant that others could also use the list to make their donations.

"We had been extremely worried as we entered the Christmas season, never believing that the response to the appeal would be so tremendous. With your help, we were able to make Christmas very special for over 300 children in our community.

"We are so grateful and always find working in partnership with Two Rivers Housing a total joy."



Get fit for free with the NHS

Exercise boosts your mood, gives you more energy and helps keep you healthy but it can be difficult to know where to start. Gym memberships (when they are open), personal trainers and classes can be costly and, when you are new to exercise, can feel intimidating. But never fear – the NHS is here.

They've produced a free guide to help you get up and get moving and the good news is there is something for everyone!

The NHS Get fit for free programme provides a wealth of information on exercise, including how much you should get, how to do it safely and the free things you can do to help improve your fitness.

To find out more about Get fit for free visit the NHS website:

www.nhs.uk/live-well/exercise/free-fitness-ideas/

In March 2021, we challenged our team to run, walk, cycle, canoe or crawl 5km. The Two Rivers Housing 5K Challenge was a great excuse for us all to get moving and lots of our team shared photos of the views from their chosen activity!

Why not challenge your friends and family to do something similar? It could be as simple as a 1km walk and is a great way to encourage the whole family to get moving!

Two Rivers Housing retains Cyber Essentials Certification

The Two Rivers Housing Group has retained its Cyber Essentials Certificate for another year.

The government backed scheme helps to protect organisations against the most common cyber-attacks. It ensures that the organisation has a good overview of its cyber security levels and takes actions to improve and maintain the security of its IT systems.

Most cyber-attacks are basic in nature and carried out by relatively unskilled individuals. They're the equivalent of a thief trying the front door to see if you've left it open.

By subscribing to the Cyber Essentials Certification programme, Two Rivers Housing is doing everything it can to keep the door locked to cyber criminals.



Looking after the planet – #PlaceShapersaregreen campaign

In February, we took part in the #PlaceShapersaregreen campaign. This was a campaign run by Place Shapers (a national network of community-focussed housing associations) on social media to highlight the things its members are doing to reduce their impact on the environment.

Working to reduce our carbon footprint is an important part of our long-term strategy. Over coming years, we'll be

working on making our homes more energy efficient, reducing the impact Two Rivers Housing and its tenants have on the environment and planning our route to becoming Carbon Zero by 2050.

If you missed it on our social channels, below are some fun facts about Two Rivers Housing and the action we are already taking to reduce our impact on the environment.

Did you know...



Two Rivers Housing produces 10,579 tonnes of CO₂ every year and more than 90% of this comes from our homes.

Our Rivers Meet Office has a BREAM rating of 'Excellent' which puts it in the top 10% of non-residential buildings in the UK.



The grounds at our Rivers Meet office were planted with more than 5,500 plants, trees and shrubs designed to create a habitat for local wildlife.

The teabags we provide our staff for their breaks are completely biodegradable!



Our Tenant Topics magazine is printed on FSC, sustainably sourced paper and the covering it's wrapped in is made from potato starch so, it can be put in your compost bin to degrade naturally!

Our team is working with local primary schools to create wildflower gardens across the Forest of Dean.



There are recycling points in our office for everything from food waste to crisp packets and batteries to pens!

We have a variety of fruit trees and herbs at our Rivers Meet Office that feed the local wildlife and sometimes our staff too!



Spring into action for a bountiful summer in the garden

It's getting lighter, warmer and the birds are nesting, it's a busy time for gardeners and we've pulled together an action plan to help you get the most from your garden. So, get outside in the spring sunshine and get moving!

Now is the time to prepare vegetable beds. Dig them over to aerate the subsoil, removing any weeds as you go.

If you have large clumps of perennials such as Lupines, Anemone or Phlox, these can be split into smaller crowns and planted around the garden. Perfect for making the most of your blooms on a budget!

Now is your last chance to prune shrubs and fruit trees and remove any dead branches before they start to regrow. It's also time to cut back and remove all dead growth to kickstart new shoots in pond plants.

The spring is an active time of the year for ponds and frogs and toads are never too far away.



With the dawn chorus just around the corner and plants starting to shoot, birds still need all the help they can get as they start to nest. So, keep the feeders topped up and bird baths clean and full.

SAVING TIP

www.bbcgoodfood.com
offers budget recipes so you can
eat lovely meals for a low price



Healthy home cooking!

Who says healthy food needs to be boring? Our tenants and members of the housing team have been cooking up a storm in their kitchens and we thought you might like to give some of their favourite recipes a go!

Christine's Comforting Casserole

There's nothing quite as comforting as a delicious beef casserole and this one from Christine in Coleford tastes as delicious as it looks! Spring may be on it's way but this dish will keep you toasty warm on those colder nights!

For the casserole

What you'll need

- 350 grams lean stewing beef, cubed
- 225 grams onions, sliced
- 225 grams carrots, chunked
- 110 grams swede, chunked
- 1 level tablespoon flour
- 25 grams lard/butter
- 1 pint hot beef stock made using two beef stock cubes
- 1 teaspoon salt and pepper

How to make it

- 1 Mix the salt and pepper and flour together then coat the beef well.
- 2 Melt the fat in a large saucepan and stir in the beef until slightly brown.
- 3 Add the onion and any remaining flour, stir for one minute.
- 4 Add the remaining vegetables and stock and simmer for one and a half hours or transfer to a large casserole dish with a lid and cook at gas mark 4 or 180C for one and a half hours.

For the dumplings

What you'll need

- 110 grams self-raising flour
- 55 grams shredded suet
- 3-4 tablespoons water
- ¼ teaspoon salt
- ½ teaspoon dried parsley

How to make them

- 1 Mix all the ingredients into a soft dough and cut into eight pieces.
- 2 Drop into the casserole pot 20 minutes before end of cooking.



Mena's Marvellous Gluten-Free Sponge

HomePlus tenant Mena from Drybrook has the perfect treat for those with a gluten intolerance and it looks delicious. Her marvellous gluten-free sponge is sure to go down a treat! So, why not try this sumptuous sandwich sponge alongside a good cuppa?

What you'll need

- 200 grams butter
- 200 grams caster sugar
- 3 x eggs
- 200 grams gluten-free self-raising flour
- Choice of jam for the filling

How to make it

- 1 Pre-heat the oven to 180C or gas mark 5.
- 2 In a mixing bowl, beat the butter and sugar together until light and fluffy.
- 3 In a separate bowl, beat the eggs and slowly add to the creamed butter and sugar mixture with a tablespoon of the flour.
- 4 Once the eggs and butter mixture are combined, add the rest of the flour and mix well.
- 5 Pour the mixture into two sandwich tins.
- 6 Place in the centre of the oven and bake for 20 – 25 minutes.
- 7 Allow to cool before filling with jam.



Nancy's Brilliant Butternut Squash Soup!

Tasty, quick and simple to make, homemade soups are a great way to use up left-over veggies and are packed full of vitamins! Scheme Coordinator Nancy Weller shared her favourite recipe with us.

What you'll need

- 100 grams Red Lentils (no need to soak, just rinse well)
- 500ml chicken or vegetable stock
- 1 butternut squash, chopped into large chunks
- 1 tablespoon olive oil (for roasting)
- Salt and pepper to taste
- If you like a bit of spice you can add a teaspoon of Red Thai Curry paste

How to make it

- 1 Preheat the oven to 180C or gas mark 5.
- 2 Roast the chopped-up butternut squash. No need to remove the skin it is much easier when cooked.
- 3 Rinse the lentils thoroughly and add them to a saucepan with 500ml cold water, bring to boil for 10 minutes. Reduce the heat and simmer for 15 minutes or until

tender. Drain, rinse thoroughly and drain again.

- 4 Add 500ml chicken or vegetable stock and the roasted squash to the lentils and bring to the boil. Carefully blend the soup and serve.
- 5 Season with salt and pepper or add small amounts of Red Thai Curry Paste to spice it up to your tastes.



If you have a go at cooking any of the recipes featured in Tenant Topics, send us a picture! communications@2rh.org.uk



Spring tea break

Win a £15 voucher

Grab a pen and a cuppa, sit back and complete our springtime teaser!

Simply find the words in the wordsearch and let us know which one is missing and you could win a £15 voucher.

You can enter by emailing your name, full postal address and the hidden word to us at **communications@2rh.org.uk** or by completing the form and returning it in the post to:

Communications team
Two Rivers Housing
Cleeve Mill Lane
Newent
Gloucestershire
GL18 1DS

The first correct answer selected at random after **30 April 2021** will win a £15 gift voucher.

The missing word in our winter wordsearch was **RUDOLPH**.

Good luck!

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

Which of these flowers is missing from the wordsearch?

Pansy Crocus Hyacinth Primrose Lilac Lily of the valley
Daffodil Viola Tulip Iris Allium Rhododendron

Name: _____

Address: _____

Tel number/email: _____

Preferred voucher: ☐ Amazon ☐ Tesco ☐ M&S ☐ B&Q ☐ Argos

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