

Tenant Topics

Newsletter for Two Rivers
Housing Tenants

Supporting young people in the Forest

We have teamed up with The Forest Voluntary Action Forum's Youth Association to shine a light on what help, support, and activities are available to young people in the Forest of Dean.

In the next few issues, we'll feature guest writers from the Youth Association, who will help us tackle the things that are important to young people in our communities.

In this issue, Youth and Community Builder Courtney, provides an introduction to FVAF and the work they are doing in our communities.

Turn
to page two
to find out
more



Youth Workers Zoe and Courtney
running CANDI 'Pizza Night'

See
back page for
your chance
to win a
£15 voucher!



In this issue...



Fun for all at our
half-term Holiday Club
in Lydney - Page 2



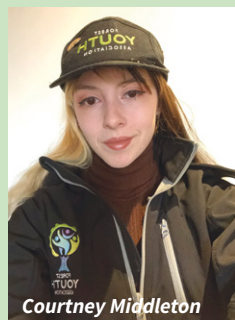
Get involved and make
a difference - Page 6



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Page 7


tworivers
HOUSING

Supporting young people in the Forest



In this edition of Tenant Topics, Courtney from The Forest Youth Association helps us spread the

word on what's going on for the younger members of our communities.

"The Forest Youth Association is a team of passionate people who offer help and support to young people in the Forest of Dean. It also works with youth clubs, groups, and other organisations to deliver their work in our communities."

Over the next few issues of Tenant Topics, I will be helping Two Rivers Housing to spread the word not just us about the work we do, but the many organisations we are in contact with who want to make the Forest

a great place to be and provide opportunity and positivity!

The Youth Association is a project run by The Forest Voluntary Action Forum (FVAF). It supports lots of voluntary and community organisations in the Forest. It has a wide range of connections and contacts across the Forest of Dean and is focussed on connecting people to boost and grow the opportunities available.

We also lead the Holiday Activity and Food programme (HAF) in the Forest of Dean. This provides funding for

activities and food during the school holidays. While the typical HAF audience is younger children, we are making a real effort to add in some activities for older young people and would love to hear what sort of thing you would like to come along to!



Youth Association team out and about with the YA Van

Rockin' the rock painting at our Holiday Club!

Come along to one of the youth clubs we support!

- Coleford at Café 16
- CANDI Youth Space, Cinderford and Drybrook
- Newent Chillout Zone
- Lydney Youth Hub
- Tidenham Youth Project
- Brockweir Youth Club

And these are coming soon:

- Blakeney Youth Club
- Mitcheldean Youth Project

If youth clubs aren't your thing and you have ideas for your area, have a chat with us!

One of our main priorities is getting the voices of the young people in the Forest heard, so we'd love if you got in touch. Whether you are a young person looking for something to do or an older person looking to volunteer, get in touch for more information."

Facebook: **www.facebook.com/FoDYouthAssociation**

Instagram: **www.instagram.com/fod_youthassociation**

Website: **www.fvaf.org.uk**

Telephone: **01594 822073**



As well as crafts and fun, BeeZee Bodies provided a free healthy lunch for everyone that attended

Fun for all at our half-term Holiday Club in Lydney

On Monday 20 February, we held our first holiday club of the year at The Victoria Centre in Lydney.

The session, which was run in conjunction with BeeZee Bodies, was open to parents and children in the local area. More than 60 people signed up for the event,

which was the first session we have held in the Lydney area.

On the day, everyone was treated to a healthy lunch before learning how to make their own cheesecake for dessert, and there was plenty of painting, colouring, and crafts to keep everyone entertained for the afternoon.

Meet our neighbourhood team

Neighbourhood Team Leader

Our neighbourhood housing team look after our general needs tenants. They work in our communities and provide help and support to tenants to help them manage their tenancy, complete mutual exchanges, and advise on tenancy successions.

They can often be found out and about in our communities talking to tenants and working with them to resolve low-level cases of anti-social behaviour, breaches of tenancy agreements, and estate management.

As they are usually out in the community and visiting tenants, it can be more difficult to get hold of them directly. To support tenants that need to get in touch, they have an allocated Duty Manager rota. This means that at least one member of the team will be available for tenants to talk to between 8:30am and 5pm Monday to Friday.



Neighbourhood Housing Advisors



Star tip

If you need to get in touch with our neighbourhood housing team.

Call: **0800 316 0987** or email: **customerservices@2rh.org.uk**



Out and about in our communities

We are pleased to announce that, from April 2023, we will be restarting our estate inspection programme.

As part of their daily workload, our Neighbourhood Housing Advisors spend a lot of time with tenants in their homes. However, our estate inspection programme will give them a dedicated day to be out and about in the community.

This is a great opportunity for you to talk to our team and help them get a better understanding of what is happening in your community.

We would love for you to join them, and other members of the Two Rivers Housing team, as they carry out their inspections and will share dates of upcoming inspections on our website and our social media pages.

To find out when we will be in your area, visit our website:

www.tworivershousing.org.uk/events

Star tip

Why not join our team on their next estate inspection? Visit our website to find out more.



Reporting repairs made even easier!

Did you know you can report a repair on our MyAccount App?

You can access MyAccount on our website. From there you will find instructions on how to set up your account. Once your account is set up you will be able to log in and raise a repair any time you need to.

You can also use MyAccount to check your account, pay your rent, confirm your contact details and check for updates on planned maintenance and safety checks due in your home.

Check out MyAccount today!





A helping hand for tenants: welfare, benefit, and debt advice

Our team of Welfare, Benefit, and Debt Advisors offer free confidential assistance to our tenants. They can provide advice and support on all aspects of money and budgeting as well as help with benefit claims and related issues. They may be able to help you access other sources of funding that might be available to you.

This service is free for all Two Rivers Housing tenants to help them manage their finances.

Over the last few months, we have seen the cost of energy, food, and fuel continue to rise. If you have been affected by this, please get in touch with the team who will do everything they can to help.

Alternatively there are some helpful resources and links on our website: www.tworivershousing.org.uk/your-home/money-matters

If you are having difficulty paying your rent, please get in touch with our income team. They will work with you to find a solution and help you to manage your rent account.

Talking to us early is important and the best way to get the help you need. Our team may be able to agree a payment plan and provide information on how you may be able to get the additional support you need.

Star tip

If you need help or financial support, contact our welfare, benefit, and debt team.

Call: **0800 316 0987** or email: customerservices@2rh.org.uk



The Robin: New on-demand bus service for the Forest of Dean

Due to the recent cuts to local bus services, getting around the Forest can be difficult for those that rely on public transport. To help improve public transport, Gloucestershire County Council has launched a new 'on-demand' bus service.

The Robin will serve communities in the Forest of Dean and the Cotswolds. An initial trial has been set up to help the council understand how it can better provide transport to rural communities. It will provide transport links across the Forest to other more regular bus services or at times when no other service is available.

The service will run from 7am to 7pm, Monday to Saturday, fares start from just £2.50, and you can pay with cash or contactless payments.

You can book your seat up to two weeks in advance or up to one hour before you want to travel. This can be done over the phone, on the web, or on an app, which you can download to your Android or Apple phone.

To book a seat on The Robin:

Call: **0345 263 8139** or go to the website:

www.gloucestershire.gov.uk/transport/the-robin

You can also download **The Robin app** on your smartphone

Third party consent: Who can we talk to?

For some tenants, having someone that can help them deal with things like their tenancy agreement and benefits, or help them raise repairs or service requests is a great help. This is often a family member, friend, or carer that helps them with paperwork or talks to people on their behalf.

We are making some changes to help us ensure that anyone that calls us on your behalf has your permission to do so. Over the next few months, we will be asking tenants who wish to have someone else talk to us on their behalf, to complete a Third Party Consent Form.

This will give you the opportunity to name up to two people that can talk to us on your behalf. It will also enable you to decide what type of information they can discuss with us.

Our team will send out the form for you to complete and send back to them. Both you, and the people you would like to give consent to talk to us on your behalf, will need to complete and sign the form. They will also need to provide two passwords, which we will store on our systems and use to check their identity if they contact us.

If you would like a copy of the form, please contact our customer service team on **0800 316 0897** or customerservices@2rh.org.uk

Tackling damp and mould

We understand that finding damp and mould in your home can be distressing and will work with you to identify the cause and eliminate the issue.

Damp and mould can be caused by a number of things including leaking pipes, leaking roofs and rising damp. However, the most common cause of damp and mould in any property is condensation.

In the winter, when it is cold outside and warm inside, the risk of damp and mould increases. This is why we see the number of reports of damp and mould increase during these months.

However, we understand that damp and mould is sometimes caused by the way our homes behave.

When you report damp and mould in your home we will, assess the situation and send one of our Centigen operatives to clean and treat the affected area. They will take pictures of the area and, if required, one of our property surveyors will visit your home to assess what is causing the issue.

Identifying the cause of the issue can be complex and we will need to work with you to try and identify what is creating the damp problem as quickly as possible. This may include providing advice and guidance to help you reduce the risk of damp and mould or undertaking work on the property to solve the problem.

In recent months, we have seen a significant increase in reports of damp and mould. Our team is working hard to get to the properties as quickly as possible. Please be assured that we will act to tackle the problem as soon as we can.

Star tip

If you spot damp and mould in your home contact us immediately, so we can assess the issue and work with you to resolve it.



Changes to solid fuel heating servicing

As part of our Landlord Compliance duties, we need to make sure that all heating systems are serviced and inspected annually.

When it comes to servicing solid fuel systems, they need to be cold. This means that completing the work in the winter is not practical and would potentially leave tenants without heating when they need it most. As a result, we are making some changes to our solid fuel servicing programme.

All solid fuel heating servicing will be completed during the summer months. If your heating system requires two services annually, we will complete one in the spring and one in the autumn.

Some properties will have had an annual service in the last couple of months. We will require them to be serviced again in the summer to ensure that they fit within the new servicing programme.

To keep within these timescales, it is important that you are home when our engineer comes to service your heating system. This will help us ensure that we do not have to service the system in the winter when you are using it.

If you need to report an issue with your heating system, you can still do this at anytime by contacting us in the usual ways.

Star tip

Please make sure you are home when we come to service your heating. If you need to change your appointment, call our team as soon as possible on **0800 316 0897** or call PH Jones on **0800 032 8407**



Helping you get more involved with your housing provider

We are committed to giving all our tenants the opportunity to have their voices heard and be more involved in improving and shaping our services. We know that your time is valuable and providing different ways to help you get involved more easily will help you decide how and when you want to share your views with us.

To help us develop new and more effective ways for you to get involved, we have been working with tenant engagement experts, Tpas. Working with a steering group of Two Rivers Housing tenants and our team, they have reviewed our existing customer engagement methods and helped us co-design a new approach to

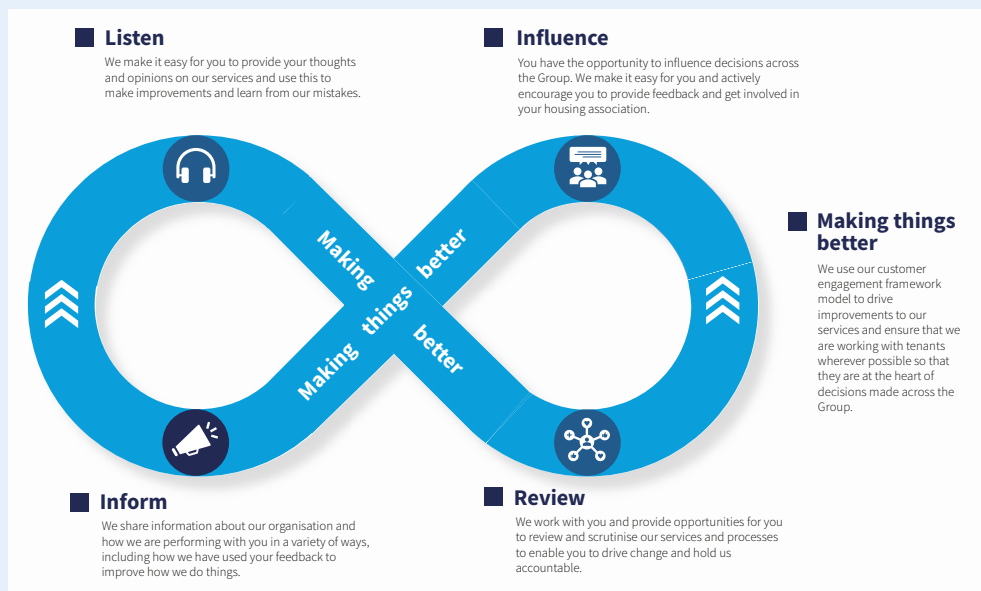
customer engagement. This sets out how we will work with you to help us improve and develop our services.

Our new customer engagement model is based on four principles: Inform, listen, influence and review.

The diagram below explains what each of these means and how we will apply them.

Star tip

Share your thoughts and you could win one of **five £30 shopping vouchers!**



Alongside this, we have looked at the current ways in which tenants can get involved with the organisation. The work we have done with Tpas and the tenant steering group identified some changes to this.

Current engagement groups



Influence



Review

Tenant Board Member

Tenant representation on the Group Board. Provides constructive challenge of executive decisions and ensure that the tenant voice is at the heart of decision making across the Group. Able to influence decision making and review performance at the highest levels.

Challenge & Change Group

Tenant group that provides review across the Group and reports to the Group Board. Reviews services and processes from a tenant perspective and makes recommendations for change. Able to influence and review services and processes across the Group and hold us to account for delivering change.



Listen



Review

Focus groups

Small groups of five or six tenants that are selected for their experiences of a specific service or issue. Providing qualitative feedback and learning points on specific processes and services. Should be used to deep dive into specific issues. Able to review services and processes from personal experience and provide the opportunity for teams to hear the impact on tenants first hand.

Facebook group

Closed social media group containing around 450 tenants. Can be used for short polls, longer surveys as well as more qualitative feedback and a sounding board before going out to the general needs and HomePlus groups. Able to provide general feedback and review proposals from tenant perspective. Platform also acts as a listening tool as tenants have the ability to raise issues directly and unprompted through the platform.

Communications group

Reviews and proof reads key documents such as the Annual Review, Tenant Topics and other documents aimed at tenants to ensure that they are written in a way that tenants can understand.



Listen



Inform

General needs

Tenants that are not part of any specific engagement group, that live in our general needs properties. Around 50% would like the opportunity to be more involved in our organisation. Need to be kept informed on Group activity and be given the opportunity to review and feedback to us when they need to.

HomePlus

Tenants that are not part of any specific engagement group, that live in our HomePlus properties. Around 25% would like the opportunity to be more involved in our organisation. Need to be kept informed on Group activity and be given the opportunity to review and feedback to us when they need to.

Shared Owners

Own part of their home and pay rent on the other part of their homes. Minimal engagement currently in place.

Leaseholders

Owns a property on a leased basis, may no longer live at the property. Minimal engagement currently in place.

Engagement groups - Tpas proposals



Influence



Review

Tenant Board Member

Tenant representation on the Group Board.
Provides constructive challenge of executive decisions and ensure that the tenant voice is at the heart of decision making across the Group.
Able to influence decision making and review performance at the highest levels.

Tenant's voice

Replacement of current Challenge & Change Group with responsibility to review what matters most to our tenants and influence improvements to services tenants receive.
A group of 8-10 tenants that are committed to improving their skills and making a difference in their communities.
Provide assurance to the Two Rivers Housing Board that regulatory consumer standards are being met through the effective consultation and influence of tenants which delivers service improvements. Able to influence and review services and processes across the Group and hold us to account for delivering change.



Listen



Review

Focus groups

Small groups of five or six tenants that are selected for their experiences of a specific service or issue.
Providing qualitative feedback and learning points on specific processes and services. Should be used to deep dive into specific issues.
Able to review services and processes from personal experience and provide the opportunity for teams to hear the impact on tenants first hand.

Facebook group

Closed social media group containing around 450 tenants. Desire to grow this group going forward to improve engagement and overall representation.
Keep up to date with service reviews, complete quick surveys/polls or take part in consultations and see what training opportunities are happening.
Able to provide general feedback and review proposals from tenant perspective. Also acts as a listening tool as tenants have the ability to raise issues directly and unprompted through the platform.

Tenant inspectors

Allocated tenants who test housing services and report on their findings, making recommendations for improvements.
Able to review specific housing services and provide feedback directly to the housing team.

Communications group

Reviews and proof reads key documents such as the Annual Review, Tenant Topics and other documents aimed at tenants to ensure that they are written in a way that tenants can understand.



Listen



Inform

General needs

Tenants that are not part of any specific engagement group, that live in our general needs properties.
Around 50% would like the opportunity to be more involved in our organisation.
Need to be kept informed on Group activity and be given the opportunity to review and feedback to us when they need to.

HomePlus

Tenants that are not part of any specific engagement group, that live in our HomePlus properties.
Around 25% would like the opportunity to be more involved in our organisation.
Need to be kept informed on Group activity and be given the opportunity to review and feedback to us when they need to.

Shared Owners

Own part of their home and pay rent on the other part of their homes.
Minimal engagement currently in place.

Leaseholders

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Minimal engagement currently in place.

The proposed framework has been developed in line with new customer regulation including The Better Social Housing Review, The Charter for Social Housing Residents and new consumer standards. The principles of the framework were approved by our Group Board in February, but before we adopt our new approach we want to consult more widely with our tenants.

Over the next few weeks, we will be running a survey for tenants to provide their feedback on our proposed customer framework. This is your chance to have your say on the proposals and make any suggestions

you might have for changes or additional things you would like to see.
All completed surveys will be entered into a prize draw to win one of five £30 shopping vouchers.

To complete the survey, simply scan the QR code on this page using your smart phone. Alternatively, you can access the survey on our website:
www.tworivershousing.co.uk



Get cooking

Feed the family this evening for just 31p per portion* with this tasty treat from @_myfirstmeals.

For more recipes visit
Instagram: **@_myfirstmeals**

Lentil and bacon pie (8 portions)

Ingredients (*Prices were correct when recipe was produced)
5 slices of bacon (84p)
1 sheet of puff pastry (99p)
1 tin of lentil soup (45p)
450g frozen peas (27p)

Total cost £2.25, which makes eight portions at **31p** each!

Method

1. Turn the oven to 180°C.
2. Tip the peas into a large ovenproof dish.
3. Spoon over the soup.
4. Dice the bacon and fry until crispy and then sprinkle over the top of the soup and peas.
5. Finally place the puff pastry over the top and use a fork to seal the edges.
6. Make a few holes in the top of the pastry to let out the steam.
7. Brush with egg wash or milk and bake for 45 minutes.
8. Remove and serve.



Star tip

Good to freeze and reheat in the microwave



for you - for your community - not for profit



Tackling anti-social behaviour

You said we did: Tackling anti-social behaviour in our communities



In June 2022, your Challenge & Change Group conducted an in depth review of how we deal with anti-social behaviour. The review tasked them with looking at our processes for handling all levels of anti-social behaviour to ensure that they are efficient and meet the needs of our tenants.

Following the review, the Challenge & Change Group made eight recommendations, which we are in the process of implementing. We hope that this will help improve how we handle anti-social behaviour in our communities and provide a better experience for tenants.

1 **Reintroduce estate walkabouts to allow tenants to report any issues and raise concerns within the community.**

Our neighbourhood housing team is drafting a schedule to reintroduce estate inspections and will be visiting all of our communities between 1 January and 31 March 2023. After this, estate inspections will happen on a quarterly basis.

2 **Improve communication between tenants and Two Rivers Housing teams to enable cases of anti-social behaviour to be raised.**

Tenants can report cases of anti-social behaviour on our MyAccount system, by email (ASB@2rh.org.uk) or by contacting our customer service team on 0800 316 0897.

We are also looking at how we can improve our processes to ensure that tenants that report anti-social behaviour are kept informed.

3 **Review the current information provided on tenants by Homeseekers to understand if Two Rivers Housing can obtain more in depth information regarding the behaviour of potential tenants.**

We are reliant on the information provided by the applicants who bid on our homes through Homeseekers being honest. However, where an issue comes to light at the pre-tenancy agreement stage, we will request a 'safer estates disclosure' to seek further information on the applicant.

4 **Ensure that where multiple complaints about a tenant are made, this can be flagged on our Tenancy Management System.**

Our current Tenancy Management System does not allow this, however there is a system update due. Two Rivers Housing will investigate the update and see if this could be done going forward.

5 **Review the current procedure for contacting the tenancy compliance team to improve communication.**

To ensure that all incidents and concerns are logged correctly, we direct all tenants to our contact centre team. Our tenancy compliance team is small, so it is not always possible to provide direct access to the team as they are usually out in our communities or working with tenants.

In order to ensure that cases of anti-social behaviour are picked up quickly, our contact centre team is now monitoring the anti-social behaviour inbox. This will help ensure things do not get missed.

Star tip

Want to get involved and help shape our services? Contact our community engagement team to find our more **communityengagement@2rh.org.uk**





Staying safe online: Multi Factor Authentication

6 Review the ways that tenants can report anti-social behaviour to the team and include the ability to do this by text and send photographs.

There are several ways in which tenants can report anti-social behaviour to our team. This includes, by email, telephone, and through our website.

As an organisation, we need to ensure that we have full visibility of these complaints and that we are compliant with GDPR, which is why using SMS text or other applications such as WhatsApp is not appropriate.

7 Review the option of having a specific area on the website or in MyAccount where tenants can talk directly to the colleague dealing with their case.

This is something that we will continue to look into and will work with other housing providers that have implemented similar tools to investigate best practice.

8 If an anti-social behaviour case that was previously closed resurfaces, ensure that colleagues involved in the original case pick this up, as they will have the background knowledge of the issue.

Wherever possible, this is the approach we take when dealing with recurring cases of anti-social behaviour. However, there are times when a fresh approach can benefit the case.

Our team make detailed case notes to help ensure anyone new to the case has all of the background they need should a case be re-opened.

We will continue to work on the recommendations and make improvements to how we deal with anti-social behaviour.

If you need to report an issue, you can do so by contacting our team on **0800 316 0897** or by email **customerservices@2rh.org.uk**.

If you use the internet for email, banking, shopping or have any online accounts, you may have been prompted to use Multi-Factor Authentication, but what is it?

When you log into an online account, you will normally have a username and password. Your username is a 'unique identifier' it identifies you and that the account belongs to you.

Your password is a security feature that helps the system ensure that it is you trying to access your account. This is one way that organisations 'authenticate' your identity and why it is important that you don't share your passwords with anyone else.

Multi-Factor Authentication (MFA) or Two Factor Authentication simply adds another security feature to help confirm that it is really you accessing your account. There are different types of authentication factors, these include:

- Something you know, like a password.
- Something you have, like an email address or mobile phone number.
- Something you are, like a fingerprint or facial scan.

Using MFA could mean that alongside your username and password (the first factor), you may be sent a code to your mobile phone via TXT message (a second factor), which you will need to enter before you can access your account. If you have a smartphone, another popular second factor is a scan of your fingerprint or facial recognition.

Using MFA is much more secure than only using a username and password and helps keep your account and personal details safe and secure. You should use MFA whenever you can and never share your passwords with anyone else.



Health & Safety in our homes

Safety focus: Asbestos

Many older properties, including schools, hospitals, and homes have been built using Asbestos. If left alone, it presents no danger to people. However, when it deteriorates or gets damaged or disturbed, the risk of fibres being released into the air is greatly increased. It is these fibres that, if breathed in, can result in Asbestos-related diseases.

From the 1950s, the use of Asbestos was widespread. It was used in all kinds of household items including oven mitts. Due to its strong, fire-resistant properties, it was also used as a building material, however this was banned in 1999. This means that any building built after the year 2000 should not contain Asbestos and are not surveyed for the substance.

In some older properties, you may find Asbestos was used in many areas. These could include fire doors, pipework and guttering, roof felt, floor tiles garage roofs, decorative coating (Artex) and even heating equipment.

As your landlord, we carry out regular inspections on all our homes that we know contain Asbestos to ensure that it has not deteriorated or been damaged or disturbed.

Asbestos safety in your home

- Remember, if in good condition and undisturbed, Asbestos poses no risk to you or your family. There is no need for it to be removed.
- If Asbestos is in a poor condition or has been disturbed, **let us know immediately**. You should keep away from the area until we have checked it out and confirmed it is safe. **Never attempt to remove Asbestos yourself**.
- Some Asbestos products that have been slightly damaged, can be repaired by sealing or enclosing the material. This avoids removing the material, which can increase the risk of releasing fibres into the air. **Never attempt to repair Asbestos yourself**.

Remember

- Asbestos is safe when left alone.
- Never disturb or remove Asbestos on your own.
- If you believe Asbestos has been disturbed or damaged, notify us immediately.
- Close off and restrict access to any areas that may contain damaged or disturbed Asbestos.
- Co-operate with any contractors carrying out works involving Asbestos.
- Request information before carrying out DIY activities.
- If in doubt, STOP and seek advice.

Star tip

If you are worried about Asbestos in your home, Two Rivers Housing will carry out an Asbestos survey on request.



- If you are carrying out DIY in your home, please get in touch with us before you start. We will be able to provide guidance and information on any areas of your home that may contain Asbestos.





SLOW DOWN! A message from our junior wardens



Our Junior Wardens were out in force recording the speeds of drivers near their school

Primary school children from Berry Hill are urging drivers to slow down outside their school.

As part of our junior warden program, which encourages children to share their aspirations for the community in which they live, we took a small group outside to monitor the speed of drivers outside their school.

It was a wet and miserable day, which meant visibility was poor and it would have been even more difficult for drivers to stop suddenly if they needed to.

Supervised by our team, the junior wardens used a speed camera to clock drivers on roads near their school. In an hour and a half, they managed to snap several

speedsters, with one travelling at a speed of 53 miles per hour.

They also noticed that many drivers were travelling above the speed limit and having to break hard when they spotted the speed camera on the side of the road.

The message from the children at Berry Hill School is a simple one: SLOW DOWN!

The Two Rivers Housing Tenant Census

Many of you will have already been contacted and asked to complete the Two Rivers Housing Tenant Census. This important piece of work will help us ensure that the information we have about you is accurate and up to date.

The Two Rivers Housing Tenant Census is just like the government Census that was carried out in 2021. It helps us keep our data accurate and allows us to capture some new information that we need to deliver on our commitment to equality, diversity, and inclusion.

We are working with an independent research agency called IFF. They are working with tenants to help us capture the information we need by telephone, email, letter, and SMS text message. Our HomePlus team are also helping our HomePlus tenants complete the survey.

Some of the information we are asking for is of a personal nature. Remember, if you do not want to provide this information, you can skip the question. You can also stop the survey at any time.

The information will be collected in line with the Market Research Society Code of Conduct, it will be used to help us better understand our customers and their needs, develop new services and make sure we continue to offer the right homes now and in the future.

You can find more information about the Two Rivers Housing Tenant Census on our website: www.tworivershousing.org.uk





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

Which of these
Spring words is
missing from the
wordsearch?

April Flowers
 Blooms Garden
 Bugs May
 Bunny Rainbow
 Butterfly Sunshine
 Chicks Warm

Name: _____

Address: _____

Telephone number/email: _____

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

Spring tea break

You can enter by emailing your name, full postal address, preferred voucher, 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 **31 May 2023** will win a £15 gift voucher.

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

Good luck!

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.



Contact us:

Please tell us if you would like this in large print or on audio CD.
 Freephone **0800 316 0897** Email **customerservices@2rh.org.uk**



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