

# Tenant Topics

Newsletter for Two Rivers  
Housing Tenants

## A message from Hayley

Our new Chief Executive Hayley Selway officially took the helm at the end of January.

Over the last few months, Hayley has been out with our team meeting tenants and listening to what you have to say about the services we provide. She has spent time in our neighbourhoods, held a Facebook Live session in our Your Views Group and met with our new Tenants' Voice panel.

In this edition of Tenant Topics, she'd like to thank everyone she has met so far and share her priorities for the next 12-18 months with you all.

*Hayley recently helped the team break ground at our new development in Berry Hill, which will provide 17 new affordable homes for families*

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



**tworivers**  
HOUSING

## A message from Hayley continued from page 1

*"Firstly, I would like to say thank you to everyone that I have met so far. Your open and honest feedback has really helped me gain a good understanding of Two Rivers Housing – the things we are getting right and the things we need to improve."*

*It is an absolute privilege to have been appointed Chief Executive of this organisation and I promise to take care of Two Rivers Housing and its tenants during my time here.*

*As a community-based housing association, we are in a really good position. We are big enough to be financially strong and make a real difference for our tenants but small*

*enough to really get to know the families living in our homes.*

*Over the next 12-18 months, I will be focussing on putting you at the heart of Two Rivers Housing and tackling the issues that you and the team have raised with me since I joined in December.*

*Part of this is making sure we have the right people in place to help us deliver on the promises we make to you. We are currently searching for two new Directors to lead and support the team. They will work with me to set the plan for improving our services and ensuring that all our tenants have a warm, safe, affordable home.*

*#Twogether, we will look to build on the good work the team is already doing to tackle the challenges we are currently facing. This includes improving our repairs and maintenance service, working with you to tackle damp and mould, and ensuring that your voice is heard right across our organisation.*

*This is a good organisation, full of people that really do want to make a difference for our tenants. As Chief Executive, I'll do everything I can to help them do this, working with you, our partners, and others to help ensure that everyone has a warm, safe, affordable home.*

*#Twogether we can make a real difference."*

## Your feedback: The latest results of our tenant survey

Each year, we contact more than a thousand tenants to gather their feedback on our services. This helps us understand what we are doing well and where we need to make improvements.

We work with independent research agency Acuity. They contact around 400 tenants on our behalf every four months and ask questions about what it's like to be a Two Rivers Housing tenant.

From April 2023, we included the Tenant Satisfaction Measures, which were set out by the Regulator of Social Housing.

These are a set of 12 questions, that all registered social housing providers must ask their tenants. Once we have completed all three waves of research, these will be

reported to the Regulator, and they will publish these alongside results from other landlords in England.

The results from the second wave\* of research are shown opposite.

**78%**  
of you are satisfied with the overall service we provide.

### Keeping properties in good repair

**85%**  
of tenants agreed that their home is safe.

**80%**  
of tenants were satisfied with the repairs made in their home in the last 12 months.

**81%**  
of tenants were satisfied with the time taken to complete repairs in their home in the last 12 months.

**75%**  
of tenants agreed that their home is well maintained.

### Respectful and helpful tenant engagement

**82%**  
of tenants agreed that they are treated fairly and with respect.

**77%**  
of tenants agreed that that we keep them informed about the things that matter to them.

**68%**  
of tenants believe that their views are listened to and acted on.

37% of tenants that had made a complaint in the last 12 months, were satisfied with how their complaint was dealt with.

**37%**

### Responsible neighbourhood management

**73%**  
of tenants believe we make a positive contribution to their neighbourhood.

**69%**  
of tenants were satisfied with our approach to handling anti-social behaviour.

**69%**  
of tenants were satisfied that our communal areas were clean and well maintained.

### Did you know

We contact 1,000 tenants each year to check how we are doing, but you can share your feedback at any time by email, phone, in person, or on our website!

\*Results are for the second wave of research, during which 414 tenants were interviewed and 400 completed the survey. The research was carried out in October and November 2023.





Members of the Two Rivers Housing Team met with parish councillor Michael Swambo. (L-R Jo Morris Neighbourhood Team Leader, Ian Faul Head of Repairs, Leanne Buffin, Community Connector, Sara Hendry Head of Tenancy Services, Michael Swambo parish councillor

## You said. We did! Putting your feedback into action

In December 2023, our customer engagement team received some feedback from tenants living in Sedbury. Following this, they met with local parish councillor Michael Swambo to talk through the feedback. Tenants living in the area had raised a number of things that they would like us to look at and resolve. This included anti-social behaviour, lighting in the car parks, fly tipping, and the general cleanliness and security of the blocks of flats in the area.

The team visited parts of the community with councillor Swambo, spoke with tenants and listened to their thoughts on what might be done to tackle some of the things raised.

Since then, our community engagement team has been working with other members of our team to create an action plan to address the issues raised. We wrote to tenants living in the area in February to outline the next steps and provide details of the things we can address in the short-term and the things that need additional feedback and consultation with other tenants.

We have committed to making some of the improvements by 26 April 2024. This includes a deep clean of the shared spaces within the blocks of flats, some general grounds maintenance to the area and replacing the community noticeboards.

We have also committed to looking at access to the blocks of flats and the security systems currently in place. We'll also be working with more tenants in the area to gather their feedback on the other issues raised. So, if you live in the Sedbury community, keep your eyes peeled for opportunities to share your thoughts and feedback with our team.

#Together we can make a real difference in our communities.



### The Forest of Dean Male Voice Choir needs you!

Steeped in history and with deep connections to the traditional Forest of Dean mining community, the Forest of Dean Male Voice Choir is as much a part of Forest life as the infamous Wild Boar.

In its heyday, it was more than 100 strong and fostered a sense of togetherness among the working men of the Forest. Since the pandemic, its numbers have declined, and it is looking for new members to join in the fun.

Whether you're a fan of the Beatles, Elvis, Queen, local folk songs, or more traditional choral tunes – the Forest of Dean Male Voice Choir has something for everyone. As a local group, they often perform to support local charity events and always get a great reception.

If you are looking to join or would like to know more, please get in touch with Steve Ford on **07787 537 838**.

### Star tip

The Forest of Dean Male Voice Choir practices at Bream Community Centre on Monday evenings at 7:30pm



# Changes to our Group Board

Two of our longest serving Group Board Members retired at the end of March.

## Rita retires as our Tenant Board Member

Rita Jones joined Two Rivers Housing as our Tenant Non-executive Director in 2016 and has been a strong advocate for tenants for the last seven years. Originally from Stoke-on-Trent, Rita has had a long and varied career including roles as a ceramic artist and a pub landlady. She now lives in Bream, where she is actively involved in the community.

As our Tenant Board Member, Rita has made sure that the experiences and opinions of our tenants have been front and centre of Board discussions and decision making. She has dedicated the last seven years to making sure tenants remain at the heart of Two Rivers Housing.

Rita retired as a Member of the Board on 31 March 2024.

## Susan steps down after almost eight years

Susan Holmes also stepped down at the end of March 2024. She joined the Board in May 2016 and is our longest serving Board Member. During her time at Two Rivers Housing, she has served on the Audit and Risk Committee and has been Chair of the Governance and People Committee since September 2018.

As Chair of the Governance and People Committee, she has successfully supported the Group Board in maintaining the highest regulatory rating for



*Yvonne Leishman presented Rita and Susan with bouquets of flowers as she thanked them for their service to the Board and to Two Rivers Housing.*

governance (G1). Susan has also been joint Vice-Chair of the Group Board alongside Tim Jackson since November 2021.

Susan has lived in Gloucestershire for more than 30 years and served as Chair of Governors at her local primary school, recently retiring after 12 years of service. Her career spans 35 years, during which she has worked in the housing, social care, and voluntary sectors.

Susan stepped down as Vice Chair and a Board Member on 31 March 2024.

Chair of Two Rivers Housing, Yvonne Leishman, presented Rita and Susan with a bouquet of flowers at their last Board meeting in March.

"Having worked as a housing officer, I gained a deep understanding of the challenges faced by both tenants and landlords. This experience allows me to bring a comprehensive perspective to the Board, considering the interests of everyone involved."

## Audrey James

*Audrey James joined our Group Board as a Non-executive Director. She is an Accredited Psychodynamic Psychotherapist and runs a private practice in Gloucester.*



# Meet your new Tenant Board Member

We'd like to introduce you to Audrey James – our new Tenant Board Member.

Audrey joined our Board in December 2023 and will take over from Rita Jones, who retired on 31 March 2024.

Audrey has been a Two Rivers Housing tenant for 15 years and has previously worked as a Housing Officer for the Guinness Partnership and Raglan Housing Association. This gives her a deep understanding of the challenges the housing sector is facing.

Audrey is a psychotherapist and the founder and owner of Restore Counselling and Psychotherapy – a private practice based in Gloucester. She works with a diverse range of clients, helping them deal with a wide range of issues including depression and trauma.

She also works with Bristol-based charity The Bridge Foundation and Gloucestershire Action for Refugees and Asylum Seekers (GARAS).

As your Tenant Board Member, Audrey is committed to working with the Board to ensure that tenants are at the heart of Two Rivers Housing. She will use her professional knowledge and expertise to assist the Board in making decisions on service improvements throughout the organisation.

As a Two Rivers Housing tenant, Audrey will help us ensure that your voice is heard across the whole of Two Rivers Housing.

# Hello? Is it me you're looking for? Or are you just after my personal info?

Over recent weeks, we've had several reports of scam phone calls being made to tenants.

While they don't necessarily relate to our services, we want to make sure that you are able to spot them and don't get tricked into providing personal information to scammers.

Anyone with a landline or mobile could be targeted. In fact, these criminals often use technology to dial thousands of numbers at a time. So how do you spot a scam call?

## Stop and think!

Fraudsters do not want you to think about the information you are giving them. They will often encourage quick decisions and usually create a sense of urgency.

Phones are ideal for these kinds of tactics because they are speaking with you directly and in real time. This can create additional pressure on you to provide answers and takes away the time you have to stop and think.

You should be wary of any phone calls that:

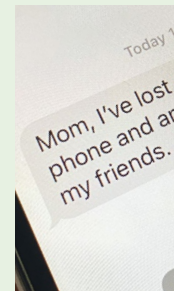
- Are asking you to do something you didn't request – things like technical support for a laptop or PC.

- Create a sense of urgency, shock, or delight – they want you to act emotionally not think about what you are doing.
- Ask for personal information about you – particularly bank details, usernames, or passwords.
- Want you to let them control your phone, laptop or computer or ask you to download and install an app or software.

If you are in any doubt about the call, just say you need to think about it and hang up. If they try to keep you on the line, it's highly likely you are talking to a scammer.

## Case study 1: Mom I need help

What parent wouldn't respond to this message? Scammers are tapping into the emotional connection between you and your kids. They know that you will act on instinct to protect your children and use this against you to try and steal your data. They send messages such as "Mom, I've lost my phone and am using my friends" as a hook to reel you in and often go on to ask you to make a payment to them to help them out.



## Stop and think!

Is this real? Where are your children? Can you get in touch with them in another way to check on them?

## Case Study 2: Did you make this payment?

This plays on your fear of being scammed. Often the scammers will pretend to be your bank or a well known company and tell you they have taken money from your account. They'll ask you if you authorised this payment. If you say yes, they'll ask you to confirm your payment details. If you say 'no' they'll ask for your bank details to make the refund. Either way, they want to get access to your bank account and will then quite happily empty it for you!

## Stop and think!

Is this unexpected? Can you log into the account in question and check what's going on? Never use links or phone numbers sent in the text as these will most likely go to fake sites or companies.

## Case Study 3: We've detected unusual activity...

These are usually phone calls pretending to be from your bank or even a tech support line. They play on your immediate concern that there is something wrong and rely on you acting without thinking. They can pretend to be from your bank or credit card company, claiming to see a large purchase on your account or from a technical support line (for example Microsoft) claiming you need to update your computer software.

The bank and credit card scammers are after your bank and credit card details. The tech support lines will usually want you to download something or visit a malicious website. From there, they can gain access to your computer and steal login details, passwords, and all kind of personal information.

## Stop and think!

Are they trying to make you panic? Would a huge organisation like Microsoft really make a personal call to you about your laptop? If you are not sure hang up.



# 2024-2025 Rent Review

Setting rent levels is not an easy task. Our Board, which includes our Tenant Non-executive Director, meet every year to review the rents we are asking tenants to pay.

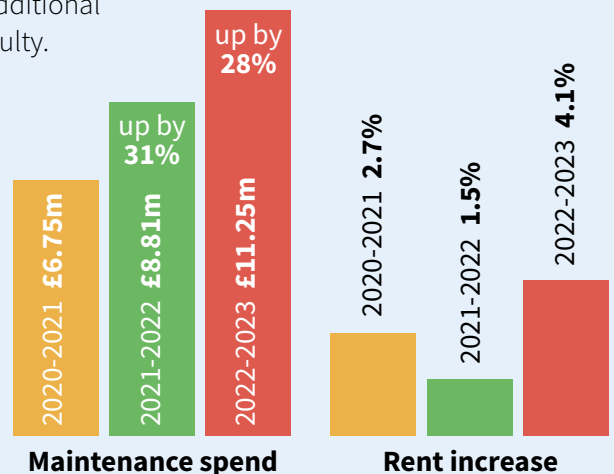
When making their decision, they look at lots of different information. This includes financial information, the government's Rent Standard and what other similar organisations in the local area are planning.

When setting the rent, they consider the long-term impact on our financial strength and our ability to deliver our services. They also carefully consider the impact any increases might have on our tenants and what additional support we can put in place to support tenants in financial difficulty.

## Why does rent need to be increased?

As a not-for-profit organisation, our main source of income is the rent that is paid by our tenants. At the end of the year, any money that is left over after we have paid our costs is reinvested in improving and maintaining our homes.

Between 2020 and 2023, the cost of maintaining our homes has increased from £6.75m to £11.25m or by 67%. During that time, we have applied rent increases of 2.7% in 2020-2021, 1.5% in 2021-2022 and 4.1% in 2022-2023.



## Did you know...

The Regulator of Social Housing sets the maximum amount rent can be increased by each year. This is based on the Consumer Price Index figure in the September before changes to rent are applied.

## 2022-2023 in numbers

We completed **13,552** repairs in our homes

We helped tenants claim more than **£1.7m** in financial support

We recovered more than **£73,000** from tenants that left owing money

We received **£6m** from the sale of Shared Ownership homes

We invested more than **£11m** in maintaining our homes

We built **99** new warm, safe, affordable homes

## Where does the money go?

In 2022-2023, for every pound we spent, 70p was spent on improving our existing homes or building new homes for families in our neighbourhoods.

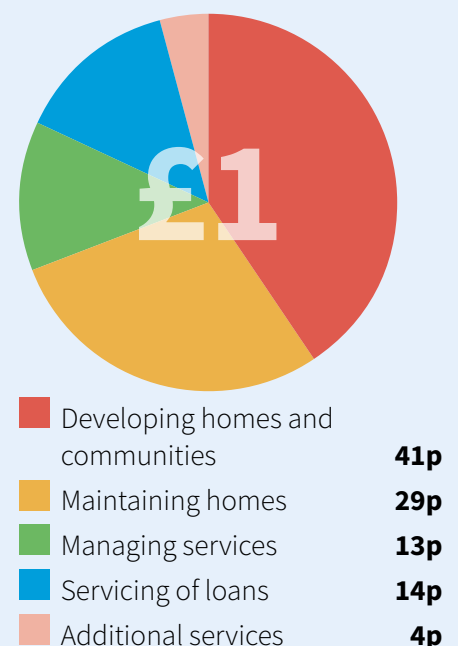
Over the last few years, the cost of maintaining our homes, providing the services that our tenants need and running the organisation have all increased. So, like many of you we are having to look at our budgets and make difficult decisions on what we can and can't afford.

We also know that, to deliver a great customer experience, we need to have the right people in our team. Like many other local social housing providers, attracting and keeping the best people has been a challenge and we have seen increased costs in recruitment across the organisation.

We have also seen a big increase in the number of repairs that our tenants are reporting. Last year, we

completed more than 13,500 repairs in our homes and expect that to increase to more than 15,000 this year.

All these things add up and we need to make sure that we can continue to deliver the services our tenants need as well as the repairs and maintenance on our homes.



## Why are we building new homes?

Everyone should have a warm, safe, affordable home.

In the UK, there is a huge shortage of affordable housing, and this is particularly true in rural communities like the Forest of Dean. But building new homes also makes good business sense. Newer homes need less maintenance, therefore the rent that we receive from them can be invested in updating our other homes.

In 2020, we secured an investment of £130 million to support the delivery of new homes in the Forest of Dean, Gloucestershire, and the surrounding areas. This will help hundreds of families find a warm, safe place to call home.



## If costs are going up faster than rent, what does that mean for the future?

We take a long-term approach to our finances. In fact, we have a business plan that looks ahead to the next 30 years! As part of this our finance team run lots of scenarios to see how they would impact the organisation over this period.

This means we can look at where we are today and how things like high inflation, a slowdown in the UK economy, new regulation and even future pandemics might affect the organisation now and in the future. This helps us plan for the future and ensure that we can continue to provide warm, safe, affordable homes for families like yours.

Alongside this, our financial situation is closely monitored by the Regulator of Social Housing (RSH). Last year, the RSH confirmed our regulatory rating for financial viability as V1, the highest rating available. This means that the Regulator is confident that our financial position remains strong, and we can continue to meet our financial commitments for years to come.

## Grounds maintenance: Service charge refund

During April, May, and June last year, we were unable to provide a full grounds maintenance service (including grass cutting) in some of our neighbourhoods. We have now reviewed the service that was delivered and, for tenants who paid but did not receive this service during these months, we will be applying a reduction to this year's service charge.

Although we did not provide the full service three months of the year, we have applied a 25% reduction for those tenants that were affected. This means that, if you paid £1 per week for grounds maintenance last year, this year's charge has been adjusted by 25p per week.

In this example, this would be equal to a saving of £13 for the year (£1 x 52 (weeks of the year) divided by four is £13 for the year).

If you are eligible for the service charge reduction, the details can be found in your rent letter, which were delivered by post at the end of February.

We would also like to apologise to tenants that did not receive the full grounds maintenance service last year. If you have any questions about service charges, please contact our team on **0800 316 0897**.

## We are Cyber Essentials Plus certified



Keeping your personal data and our organisation safe from cyber criminals is one of our top priorities. To help with this we put in a number of controls to protect the organisation against the most common forms of cyber-attacks.

Each year, we assess our systems against the criteria to meet the government backed scheme, Cyber Essentials. This includes a review of our IT systems and controls, which is then certified by an external body. They look at key areas of our organisation including firewalls, malware protection, and password strength.

In February 2024, an external auditor reviewed our systems and awarded us a Cyber Essentials Plus Certificate. This means that they were satisfied that the steps we take to protect your data and our organisation meet their high standards.

While there are new cyber threats appearing all the time, renewing our Cyber Essentials certificate each year allows us to check that we have the most important cyber security controls in place.



# Putting tenants at the heart of social housing

The Regulator of Social Housing (RSH) is the government body that oversees the social housing sector across England. It publishes a series of documents called 'Standards', which outline what social housing providers need to do to comply with its regulations.

The Standards set out:

- the standard of homes we provide
- how we work with our tenants
- how rent increases must be calculated
- how we gather and report our financial information
- how we govern ourselves within its frameworks.

From April 2024, the Regulator is introducing four new Standards. These are called the Consumer Standards, and they were developed with tenants and housing providers. They cover four key areas:

## Star tip

You can find out more about the new Consumer Regulations on the Regulator's website. [www.gov.uk/government/organisations/regulator-of-social-housing](https://www.gov.uk/government/organisations/regulator-of-social-housing)



### The Safety and Quality Standard

Covers the quality of our homes and our repairs and maintenance service. It also regulates what we do to keep tenants safe in their homes.

### The Transparency, Influence and Accountability Standard

This sets out how we must communicate with tenants and how we handle and learn from complaints. It also seeks to make sure that tenants can influence decisions right across the organisation.

### The Neighbourhood Standard

This covers how we manage shared spaces such as communal areas. It also considers how we work with local partner organisations to support tenants and the wider community, as well as how we tackle anti-social behaviour and domestic abuse.

### The Tenancy Standard

This makes sure that we have a clear policy on how our homes are allocated and let. It makes sure that our tenancy agreements are clear and fair and that when tenants need it, we are able to help them manage their tenancy.

Alongside the Tenant Satisfaction Measures (TSM) Standard, which was launched in 2023, these new Standards look to build strong relationships between tenants and their landlords. They aim to put tenants at the heart of decision making and make sure that the tenants' voice is heard at all levels of the organisation.



# Working #Twogether to put things right

We want to provide a great customer experience, but we know that sometimes things go wrong. If you need to raise an issue with us or make a complaint, please get in touch with our team.

There are lots of ways you can share feedback on our services including over the phone, in writing, by email, in person, on our social media channels, or on our website. Contacting us gives us the opportunity to put things right, so we always welcome your feedback on our services – good and bad.

When things go wrong, we will work with you to put them right.

## What is a complaint?

To us, a complaint means that you have told us that you are not satisfied we have acted in line with our policies or met our service standards (the promises we make to our tenants).

While it can include how we deal with anti-social behaviour, reporting the anti-social behaviour of another tenant is not considered a complaint. This would be passed through to our housing team to apply our Anti-social Behaviour Policy and deal with the issues raised.

### Star tip

You can find out more about our complaints process by visiting the library section of our website: [www.tworivershousing.org.uk](http://www.tworivershousing.org.uk)



## What happens when you make a complaint?

Our priority is to understand the reason for your complaint and try to resolve it.

If we have made a mistake or have not acted in line with our policies or met our service standards, we will acknowledge this and do our best to put things right. Our customer insight team will contact you to make sure we have all the information and, where appropriate, offer the opportunity to go through our early resolution process.

If we are unable to resolve your complaint through early resolution, or if you choose not to accept this, your complaint will go through our complaints process. This is a two step process, which is in line with the Housing Ombudsman Service's best practice guidance.

Through this process, we will investigate your complaint and provide you with our decision at each stage. If you are unhappy with our decision, you can raise your complaint with the Housing Ombudsman at any time.

## Housing Ombudsman Service

You can also raise your complaint with the Housing Ombudsman Service at any point during the complaints process.

The Housing Ombudsman  
81 Aldwych  
London  
WC2B 4HN

Phone: **0300 111 3000**  
(Mon-Fri from 9:15am to 5:15pm)

Email:  
[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

# Thank you Garry!

After more than 20 years, Garry King retired as Chief Executive of Two Rivers Housing in January. In honour of his incredible contribution to our organisation, we have renamed one of the rooms at our Rivers Meet Office as the Garry King Suite.

Garry came back to visit the team and officially open the new space in March. He was visibly moved by the gesture as he thanked Hayley and the team, saying: *"This was the best honour I could have asked for and a touching gesture from Hayley Selway and the wonderful Two Rivers Housing team. Thank you so much."*



Garry opening the Garry King Suite at Rivers Meet with Two Rivers Housing team members Rebecca James and Jasmine Ellicott.

## Star tip

If you would like to work with us, but can't see a role advertised that suits your skills and career ambition, why not send us your CV? Email: [recruitment@2rh.org.uk](mailto:recruitment@2rh.org.uk)



## Join our team!

We are always looking for amazing people to join our team and help us make a difference in our communities.

#Twogether we can help support thousands of families across the Forest of Dean, Gloucestershire, and the surrounding areas. If you are looking for a rewarding role in a dedicated team and share our belief that everyone should have a warm, safe, affordable home – take a look at our current vacancies.

We recognise that no candidate will meet every desired requirement. So, if your experience looks a little different but you think you can bring great skills and a can-do attitude to Two Rivers Housing, we'd love to hear from you.

To view our current opportunities, visit [www.tworivershousing.org.uk/careers](http://www.tworivershousing.org.uk/careers)

HR Assistant Amelia Prosser promoting our apprenticeship programme at an open evening at Gloucestershire College.

## Apprenticeship opportunities at Two Rivers Housing



We will soon be opening our Apprentice Academy to new recruits.

As a small community-based housing provider, we are committed to providing opportunities for local people to join our team. In fact, we currently have eight apprentices working with us across our housing, surveying, finance and Centigen teams. Whether they are in our Rivers Meet office or out in our communities, they are getting real life experience while also working towards a qualification in their subject area.

Apprenticeships are a great opportunity for those looking for a chance to build a career, gain experience and qualifications and earn a living. This year we will be recruiting two Level 3 apprentices – one in Electrical Installation/Maintenance and one in Business Administration.

We'll be working with our education partners Gloucestershire College, who will guide our apprentices through the assessment elements of their qualifications. Members of our people team recently attended an Apprenticeship Open Evening at the college in Gloucester Quays, meeting with potential candidates and promoting our opportunities.

While a Level 3 is often seen as an alternative to an A level and ideal for young people who have just completed their GCSEs, they are also a great opportunity for anyone looking for a career change. So, if you are interested in finding out more about our apprenticeship opportunities – keep an eye on our website and social media where we will share details of how to apply.





# Spring splendour!

## Enter our garden competition to win one of eight £30 vouchers

Green shoots are peeking through the soil once again. Buds are starting to bloom on the trees and the sun's staying out longer each day. Spring has returned, and so has our annual garden competition!

There's nothing better than getting out in the garden after the long winter. Your garden might be bright, colourful, and filled with friends and family. It might be bursting with herbs and vegetables to use for dinner. Or it might be your oasis of calm.

Whatever it is, we want to celebrate gardens in all forms.

Whether you have a large garden or just a pot or two, there's plenty of opportunities to get creative and add a bit of joy to your outdoor space. Take a look through our six competition categories to see where your garden could shine. Why not get the kids involved too? We have category just for them!

## How to enter

The competition opens on 1 April 2024, and you can enter your garden right up until 1 July 2024.

To take part, download the entry form from our website and send your completed form with pictures of your entry to us.

## Star tip

If you would like to enter, but don't have access to the intranet, you can call our community engagement team on **0800 316 0897**. They will be happy to send you a paper copy of the application form and T&Cs.



## The Categories

### Best garden

Does your garden have the 'wow' factor? We will be looking for a variety of plants in different colours and shapes, and ornaments used to good effect.

### Best tubs, pots, and baskets

Even in the smallest outdoor space, we want to see the creative ways you have been growing.

### Best edible garden

We want to see a variety of vegetables, herbs, and fruits.

### Best use of initiative and creativity of a small space

We want to see how creative you can be within a small space in your house, flat, balcony, or garden.

### Best communal garden

Making the most of your communal area, we want to see how you have transformed your communal area into a lovely garden.

### For the Kids: Plot on a plate

Make a miniature garden on a plate or plant pot base using items in and around your home. It must measure no more than 30cm.



*for you - for your community - not for profit*





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

Which of these  
Spring words is  
missing from the  
wordsearch?

Bloom	Hatch
Budding	Outdoors
Cardigan	Seeds
Cleaning	Showers
Daffodils	Warmth
Ducklings	Weeds

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 2024** will win a £15 gift voucher.

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

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.



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