

Newsletter for Two Rivers Housing Tenants

Tenant Topics.

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Welcome Home!

We officially welcomed our repairs team to Two Rivers Housing in April. The move is part of our plan to improve our repairs service – find out more inside this edition of Tenant Topics.

See back page
for your chance
to win a

**£15
voucher!**

Welcome home!

On 2 April 2025, we officially welcomed our repairs team to Two Rivers Housing and closed down Centigen Facilities Management (Centigen FM).

The decision to bring the team back in house was made after talking to tenants about their experience of our repairs and estate management services.

You told us that repairs were taking too long to complete and that you were struggling to get information and updates on repairs that you had booked in. You also said that it doesn't always feel like our teams are working together effectively, which made us difficult to deal with and left you feeling frustrated.

After hearing what you had to say, we decided to bring our repairs, cleaning and estate maintenance teams back in house.

We believe that bringing these services back in house will help strengthen relationships between the teams that look after our homes and neighbourhoods. This will also improve communication across the organisation and make it easier for tenants to get updates on their repairs.

And make it easier for us to make changes and improvements to how we manage our repairs service, which should reduce the time it takes us to get to your home and complete the repair.



Estate maintenance team in their new green uniforms

A new look for Two Rivers Housing!

You may have noticed that this issue of Tenant Topics looks a little different – that's because we've refreshed the Two Rivers Housing brand.

As part of the project to bring our repairs team back in house we needed to replace the signage on the team's vans. So, we worked with tenants and staff to develop a new brand that truly reflects Two Rivers Housing.

We wanted our logo and branding to show our commitment to putting our tenants and their homes at the heart of everything we do and represent our commitment to the communities we serve. We also wanted to reflect our promise to continue to listen to and work with you to improve our homes and services.

The new logo still has the two rivers that flow through the Forest of Dean in it, but we've bought them #Twogether and changed the way they flow. We wanted it to show that we will always be at the heart of our communities, so the turquoise river has been designed to resemble a heartbeat.

If you look at the way the two rivers interlink, they also resemble the structure of DNA. This is to

remind us that providing a great customer experience is built into the DNA of our people who want to do their best for our tenants.

Both rivers also represent sound waves and underline our promise to listen to what you are telling us and use your feedback to make things better.

Finally, our new strapline is our promise to you. It is a commitment to provide warm, safe, affordable homes, look after our neighbourhoods, and support you and the communities we serve. From the day you move in, we want you to feel that 'You're Home Now'.

You'll start to see our new branding on our vans, literature, website and social media over the coming months, so keep an eye out for the team as they are out and about in our neighbourhoods.



Exec team and tenants involved in branding project.

From left to right: Deputy Chief Executive Carol, Executive Director of People and Neighbourhoods Liz, Chief Executive Hayley, tenants Teresa and Phil who helped with the branding project, Executive Director of Homes Jonny.

Don't they look smart!?

As part of the changes we are making to our repairs team, they all have new Two Rivers Housing uniforms. We've also started to change the signage on our vans, which will be easy to spot when the team are out and about in our neighbourhoods.



Here's the lovely Fred, modelling his new uniform and inspecting one of our redesigned vans!

In our communities...

Our team have been out and about meeting with tenants and supporting our communities. Here's some of the things we've been involved with recently.

Perfect Pizzas!

We've been working with The Salvation Army to hold pizza making workshops across the Forest of Dean. Children and their parents had fun shaping dough, spreading sauce, sprinkling cheese and choosing their favourite toppings to make their perfect pizza. During March and April, we held workshops at Ruardean Village Hall, Bream Church of England Primary School, and St Luke's church in Tutshill.



These are proving popular – so keep an eye out on our Facebook page for the latest events!



Easter egg-citement.

There was lots of family fun in Sedbury, Bream, Lydney and Cinderford over the Easter holidays. #Twogether with our local partners – Sedbury Space, Tidenham Parish Council, Tidenham Parish Church, Lydney Town Council, St Stephens Church and St. James' Church – we organised easter egg hunts, crafts, games and party foods for everyone to enjoy.

There will be more holiday clubs and activities to keep the little ones entertained, over the summer holidays.



Star tip

Join our Your Views Facebook group for the latest updates from our community engagement team www.facebook.com/groups/yourviewstrh



Delivering #Twogether.

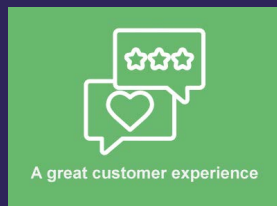


A message from Hayley

Since taking over as Chief Executive of Two Rivers Housing, I've been listening to and talking with you and the team to understand what is working well and where we can do better. We've taken all your feedback and used this to create our new corporate strategy – Delivering #Twogether.

The plan was launched in October 2024 and sets out the things we will deliver over the next three-years to improve in our services, invest in our homes and support our team to deliver a great customer experience for you.

It is split into six key areas. This will help us make sure that we continue to focus on the things that matter most to you, these are:



A great customer experience



A great place to work



Modern, warm, safe,
sustainable homes



Neighbourhoods where people
love to live



A strong, well-run business



Working #Twogether for our
communities

Since October, we've been busy working to deliver the key projects included in the first year of the plan. You can find updates on some of these projects in this editions of Tenant Topics:

- Meet some of our Tenants' Voice Group on page 6
- Find out how we are improving our repairs service on page 2
- Learn more about how we are making our homes warmer and more energy efficient on page 8
- See how our development team are delivering more affordable homes in our communities on page 8
- See how we are working #Twogether with our community partners on page 3.

You can view our whole corporate strategy on our website. It sets out what we will be doing to deliver a great experience for our tenants, improve our homes and services, and support our communities over the next three years.

We'll also share updates in Tenant Topics and on our social media channels and website, so you can see how we are delivering against the plan over the coming months.

Hayley Selway

Star tip

You can find our full plan Delivering #Twogether in the about us section on our website:

tworivershousing.org.uk



Delivering #Twogether in 2025-2026.

Alongside the projects we have already started, there are some other key projects that we'll also be starting in 2025/2026. These include:

- Launching our Customer Experience Strategy
- Embedding the new structure of our housing team
- Reviewing our approach to safeguarding
- Developing a reasonable adjustment policy
- Creating an Asset Management Strategy for looking after our homes
- Reviewing our empty homes standard
- Reviewing our Development and Regeneration Strategy
- Creating a warmer homes plan to meet EPC C by 2030
- Reviewing our approach to tackling anti-social behaviour

You can see the full corporate plan on our website:
www.tworivershousing.org.uk



Save a life – keep shared spaces clear.

In the event of an emergency, the corridors and shared spaces in our flats and schemes are not only escape routes for tenants. They also provide vital access points for the emergency services. In effect they could be the difference between life and death.

This is why they need to be kept clear and free from obstructions and trip hazards.

A pushchair, bike or even a doormat could prevent someone getting out in a fire or other emergency.

Which is why we are asking you to help us save a life.

Over the next few months, we will be writing to tenants living in our homes that have shared spaces. We will be asking you all to make sure that these areas are kept clear and free from obstacles and trip hazards.

Our housing team will also be visiting these homes and talking to tenants about keeping these areas clear. They will be on hand to answer your questions and will also be labelling anything that needs to be moved and stored elsewhere.

We know that it's easier to leave your bike or pushchair in the corridor, but we need to make sure that these areas are kept clear. Please help us by making sure you do not store items in corridors, hallways or stairwells.

#Together we can save lives.

You're Home Now.

Meet your Tenants' Voice Group.

In 2023, we launched our Tenants' Voice Group. This is a group of tenants that meet regularly to review all areas of the organisation, provide a tenant's perspective on our services, and hold us to account for the things we say we will do.

The meetings are also attended by key members of the Two Rivers Housing team and our Board. This helps to make sure that the thoughts and opinions of our tenants are heard right across the organisation. It also helps make sure that our tenants remain at the heart of the decisions we make.

We asked our Tenants' Voice Group to tell us a bit about themselves and what they hope to achieve as a member of the group.

Teresa

Teresa has been a tenant for 16 years. She is a seamstress and equine specialist by trade and was awarded a bursary from the Prince's Youth Business Trust in 1987, which she put to good use through studying business studies, structure and accountability at college.

Teresa was the lead fundraiser for Redmarley Playground, helping the team to raise a £70,000 investment. She is keen to use her knowledge of running a business to support the Tenants' Voice Group and help us make improvements to how we do things, while making sure that the thoughts and opinions of tenants are heard at all levels.



Teresa

Ken

Ken is a retired soldier with 51 years of service. He is committed to staying active and healthy and has a deep interest in social housing and the legislation that impacts tenants.

He is passionate about ensuring tenants are heard and holding us to account on their behalf. Since joining our Tenants' Voice Group, Ken has been a strong advocate for tenants, working with our team to find solutions and make things better for everyone.

He's determined to make sure we keep our tenants firmly in mind when we make decisions or changes to our services.

Star tip

Would you like to get involved in Tenants' Voice or share your feedback with us in a different way?

Get in touch with our community engagement team by emailing communityengagement@2rh.org.uk or calling **0800 316 0897**



Helaina

Helaina has been a Two Rivers Housing tenant for more than 10 years. She has two children Grace and Tom and works part-time at a company that creates digital documents for other companies.

In her spare time, she loves upcycling furniture – transforming pieces into amazing new pieces with some sandpaper paint and a creative eye!

As part of the Tenants' Voice Group, Helaina says she is learning a lot about Two Rivers Housing and all the things that happen across the business. She says that it's 'great to see the team acknowledging that there are things that need to improve' and is confident that #Together we will drive change and create better services for all our tenants.



Annie

Annie

Annie has been a Two Rivers tenant for two years and was as a PA/Office Manager to a firm of Conservation Architects before she retired. She really loved the role as every day was a school day and she learnt so much about ecclesiastical and period buildings and their method of construction.

She now spends her time nurturing and tending her garden. She loves being outdoors in nature and enjoys walking in our beautiful Forest of Dean. She's also a keen baker and describes it as her happy place. While she would never say that she is 'Bake Off' standard that is something she aspires to. She is also a part time beekeeper and is fascinated by these wonderful and industrious insects that are vital to our survival.

During her time as a member of Tenants' Voice, she would love to help make a real difference for her fellow tenants. Her experience as a tenant has not been the best, but she says she can already see how driven the team are in making improvements. She hopes the improvements avoid other tenants having to experience what she did and that is her main aim as a member of the group.

Steve

Steve is married to fellow Tenants' Voice member Jan. He has a military background and was a member of the Household Calvary. In his spare time, you'll find him fishing in the deep blue or catching the latest England or Leicester Tigers rugby match. He's also a big music fan.

Like wife Jan, Steve is an active member of local murder mystery group Suspicious Minds, who put on shows to raise money for charities every six weeks. He also makes an annual appearance as Father Christmas at community events.

Steve joined our Tenants' Voice Group in October 2025. He says being part of the committee has given him a better understanding of the work that the team does and that it isn't always easy, but he feels that things are changing for the better.

He believes that tenants should get involved in the organisation because it is 'their Two Rivers' and if they understand what's going on they stand a better chance of getting things changed.

Jan

Jan has been a Two Rivers tenant for 12 years and lives with her husband of 42 years Steve. While she is retired, she's a busy lady and is an active member of a very popular local murder mystery group that produces charity stage shows every six weeks. In between rehearsals Jan likes to try out new recipes and is keen to develop her culinary expertise!

Whenever possible, you'll find her holidaying along the Cornish coast where she can relax or learn the lines for her next role and when she gets a bit more free time, you'll find her binge watching murder mysteries while Steve is off fishing!

As part of the Tenants' Voice Group, Jan hopes to develop closer, more open conversations between Two Rivers and its tenants.

Keep an eye out on our website and in Tenant Topics as we introduce more of our Tenants' Voice members!



Steve



We're stepping up our plans for warmer homes.

Did you know

... that we have made more than 300 tenants' homes warmer since 2021?



Over the next three years we are planning work to make more than 750 of our tenants' homes warmer. Starting with homes that have the lowest energy ratings, we'll be working to make these homes warmer and cheaper to run for the people that live in them.

We have recently received new funding that will help us upgrade the energy rating of more homes than ever before. A grant of £4.56m from the government's SHDF fund, which is now called the Warm Homes: Social Housing fund, will make a huge difference to the work we can do.

The grant was awarded through our long-term partnership with Stroud District Council, Gloucestershire City Homes and Cheltenham Borough Council. It

can be used to improve homes with an Energy Performance Certificate (EPC) rating of D or below.

While the work we do will vary in each home, the funding will be used to install things like loft insulation and solar panels.

To make sure we spend the money effectively and do the work that will benefit tenants the most, we will be completing surveys in our homes before starting the work. If your home is chosen for a survey, we will send you an information pack with more details.

We started our energy improvement work in 2021, with a pilot project to

retrofit a small number of our homes in Blakeney. Since then, we have used what we learned from that project to get more funding and improve more of our homes. Last year, we completed work to improve 139 of our homes and have completed energy improvement work in around 300 homes since 2021.

We'll continue to find ways to invest in and improve our tenants' homes so keep an eye on our website, social media channels and future editions of Tenant Topics for the latest updates.

New homes taking shape at Johnstone Close in Staunton.

have helped us bring these lovely warm, safe, affordable homes to Staunton.

The site should be finished by the end of the year and the homes will be available to bid on through Homeseeker Plus once they are complete. There will also be homes available for Shared Ownership. We'll update you when the transformation is complete!



There's been great progress on the transformation of our Johnstone Close site in Staunton. Last time, we shared some photos from the demolition of the old site. Since then, our development partners Harper Group have been hard at work building the new affordable homes.

When it's completed, there will be 20 new homes. These will be a mix of two- and three-bedroom houses and one-bedroom flats and bungalows. The homes are designed to have top Energy Performance Certificate (EPC) rating of A, which means they will be warmer and help keep energy bills lower for the families that will be moving in.

Some of our team, including our Chair Ted, Chief Exec Hayley and Executive Director of Homes Jonny, visited the site to see how the work was coming along. They were joined by key people from the Forest of Dean District Council and Homes England, who

Meet Molly our newest stock condition surveyor.



Molly is our new Stock Condition Surveyor and started her new role in February this year.

She's been part of our contact centre team since 2019 and was the Team Leader for four years before applying for the Stock Condition Surveyor role. So, you might have spoken to Molly if you've called our office to ask a question or book an appointment.

She has also completed a Chartered Institute of Housing Level 3 Certificate in Housing Practice while she's been here.

Molly has been on the front line for our tenants throughout her time here and we are so happy that she has taken the next step in her career with us. Her knowledge, skills and experience of working with tenants and the team will be a great foundation as she grows into her new role.

As a Stock Condition Surveyor, you'll see Molly out and about in our neighbourhoods surveying our homes. She will be assessing the condition of the homes she visits and looking at what work they will need in the future. This can include work to improve bathrooms, kitchens, roofs, and window and doors. She'll also look out for any more urgent issues that need to be fixed.

Doing these regular surveys of our homes helps us check that they are in good condition for our tenants. It also means we can plan the work needed in our homes over the coming years.

If we contact you about a Stock Condition Survey, please help us find an appointment that works so you can be there to let our team in. And say a friendly hello to Molly if she visits your home!

Rising stars.



Pete and Cail are two members of our repairs team who have been promoted to Developmental Maintenance Surveyors as part of our 'grow our own' programme.

They joined our surveying team in February and are working towards becoming fully qualified Maintenance Surveyors. As part of their development, they are also studying for a HNC in Building Studies, which will help them develop new skills that they can use on the job.

They both have years of experience in repairs and maintenance, which will help them identify and diagnose any issues they spot when they survey your home.

Cail is a qualified carpenter with experience in window fitting, property care, and building. He says he is excited about the opportunity and can't wait to start helping our tenants in a new way. When we asked what he was looking forward to most, Cail said: "I like working with our tenants and will enjoy being the one who can identify issues and help get them fixed."

Pete has worked in property and construction for about 15 years and has experience in building, landscaping, and maintenance. He is looking forward to making a difference for our tenants and helping our repairs team get the job done. For Pete, the new role gives him an opportunity to make things better. He told us that: "I want to make a difference to people and give them a clean, dry home - without the surveyors we wouldn't know what to maintain."

As Developmental Maintenance Surveyors, Pete and Cail will be visiting our homes when issues have been reported. They will work with tenants to find the source of the problem and work closely with the team to get things put right.

Star tip

If you have noticed something that needs a repair in your home you can let us know on
0800 316 0897



"I want to make a difference to people and give them a clean, dry home."

Join our team!

If you are looking for a role where you can make a real difference, you can find our latest vacancies on our website and social media
www.tworivershousing.org.uk/careers

Becoming a Charitable Community Benefit Society.

Earlier this year, we wrote to all tenants to tell you about some changes we were making to the way in which Two Rivers Housing is governed. The letter confirmed that, from March 2025 Two Rivers Housing became a Charitable Community Benefit Society (CCBS).

Charitable Community Benefit Societies are a special type of organisation. They are organisations that have a strong social or charitable purpose and have been set up to benefit the community they serve.

As a community-based housing association, our core purpose is to provide warm, safe, affordable homes for families in the Forest of

Dean, Gloucestershire and nearby areas. We also work with our local partners to support the wider community and this won't change.

We are still a registered provider of social housing and will still be regulated by the Regulator of Social Housing. This also means that we still need to comply with its regulatory standards and rules.

What will change

We understand that when organisations make changes like this, it can cause concern for some tenants. But the changes will not have any impact on you, your home or your tenancy agreement or lease. The team that looks after your home will not be changing either.

However, as a Charitable Community Benefit Society, we are now registered with the Financial Conduct Authority (FCA) instead of the Charity Commission. They are now responsible for making sure we continue to meet our charitable purpose.

This also means that we have a new company registration number, which you will see on things like our website and letterheads going forward.

Why make the changes?

We think that being Charitable Community Benefit Society fits better with the services we provide.

Registered charities have strict rules that can make it more difficult to spend or invest money in our homes the way we would like to. It also created a lot of extra paperwork, which takes time and resources away from helping our tenants or improving our services.

The government has made the rules for Charitable Community Benefit Society's much simpler. This means that we can spend less time completing paperwork and more time doing the things that will benefit our tenants and the communities we support.

Want to know more?

You'll find more information about Charitable Community Benefit Societies, including a questions and answers sheet on our website. www.tworivershousing.org.uk

You can also visit the FCA website: www.fca.org.uk

Regulator of Social Housing confirms G1/V1 Status

The Regulator of Social Housing (RSH) oversees all registered providers of social housing in England. Each year, social housing providers like Two Rivers Housing, have to provide evidence that shows how they are meeting the regulatory standards set by the RSH.

There are two sets of standards set by the Regulator.

The first set are known as economic standards. These look at how the housing provider is managed, how it delivers value for money and meets its code of governance and its financial strength. It also sets out how rent changes must be calculated each year.

The RSH awards two ratings between one and four (one being the best) against each of these standards. A 'G' rating for governance and 'V' rating for viability (the financial health of the organisation.)

In its latest assessment, the Regulator confirmed that Two Rivers Housing has maintained its G1/V1 status. This means that Two Rivers Housing has continued to meet the highest regulatory standards for governance and viability.

New Consumer Standards

Alongside the 'economic standards', the Regulator introduced four new 'consumer standards' in April 2024. These look to make sure that tenants and their homes are at the heart of decisions made by their landlords.

The Regulator has started to issue a 'C' rating to some providers against these standards. The 'C' ratings will be a number between one and four, with one being the best. As this is a new regulatory rating, we expect the RSH to assess our performance in this area at our next In Depth Assessment, which is due in the next 18 months. We'll let you know the results as soon as we get them!

Meet our three new board members.

Our board members are responsible for setting the direction of Two Rivers Housing. They oversee the organisation to make sure that we are doing the right things, delivering against our plans and strategies and that tenants and their homes remain at the heart of everything we do.

In March 2025, we appointed three new board members. You can find out a bit more about them and the skills and expertise they bring to Two Rivers Housing below!

Anne Marie Millar



Anne Marie has had a long and impressive finance career in both the public and private sectors. She has managed multi-million pound budgets for the Department of Health, DEFRA and the Rural Payments Agency.

She also sits on the board of the Royal College of Physicians and is a Trustee of Mental Health Research and is a member of several audit committees including the Department of Energy Security & Net Zero (DESNZ).

David Greenhalgh

David has more than 40 years' experience in the housing sector and previously worked for Magna Housing Association, LiveWest and Knightstone Housing.

As a board member for GreenSquareAccord, he also chaired their Homes and Customer Experience Committee.

David is a keen rugby fan and has a season ticket at Bath Rugby (but we won't hold that against him!) and in his spare time can be found cycling the lanes in Wiltshire, volunteering in the community village shop or looking after the finances of his local church.



Richard Chappell

Richard is an experienced CEO within the Facilities Management industry. He has a track record of successfully transforming and growing businesses in competitive sectors including facilities management.

He was Chief Executive Officer of TC Facilities Management, which provided facilities management to Tesco, Amazon and Morrisons, before setting up his own cleaning company in London. After selling his business he set up a consultancy

firm which he still runs today. Richard also worked for the Impellam Group Plc and was appointed CEO of its Carlisle Support Services in 2009. He also served as a board member for our facilities management group Centigen FM for four years.



Cyber Essentials Plus – keeping your data safe.

Each year, we are audited on our cyber security measures. These are the things we do to help stop cyber criminals attacking our systems and stealing information.

Cyber crime is fast-paced and ever changing, so we continuously take steps to make sure that Two Rivers Housing is as safe as possible when it comes to data. Each year, we are audited by an external company who check that the things we have put in place are working effectively.

We use a government backed scheme called Cyber Essentials to help us make sure that we are protected against the most common cyber security threats. The external company assess us against five key security controls including things like firewalls, malware protection and password strength.

We are delighted to share that we have maintained our Cyber Essentials Plus accreditation for another year. As technology develops, so do the sneaky tactics of cyber criminals. Cyber Essentials Plus is one of the ways that you can be sure we are doing everything we can to keep your data safe

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

**Which of these
Spring words is
missing from the
wordsearch?**

Blooming	Fresh
Blossom	Lamb
Breezy	Rainbow
Bumblebee	Springtide
Caterpillar	Sprouting
Dandelion	Tadpoles

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
30 June 2025 will win a £15 gift voucher.

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

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.

Good luck!

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**

 Join the Two Rivers Housing community @TwoRiversHousing



FCA Registration number: 9498