

# Tenant Topics

This issue includes the  
**Annual Review**

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## Supporting our communities

Earlier this year, we launched our Two Rivers Initiatives Community Grant programme, which will see £90,000 donated to good causes across the Forest of Dean and Gloucestershire.

The first pot of £30,000 was made available for charities and community groups to apply for funding in March and we've been busy assessing the applications and awarding grants ever since.

Here's a round up of some of the fantastic organisations that we've supported through the grant programme and how they will use their grant money to support their local communities:

### The Forest Voluntary Action Forum

The Forest Voluntary Action Forum (FVAF) supports more than 500 voluntary and community groups in the Forest



of Dean providing advice, guidance and training, as well as supporting the recruitment of more than 1,000 volunteers each year.

Following several workshops with representatives from a number of organisations including Forest Foodbank, The Salvation Army and the Down to Earth Project, a plan was formed to help tackle food poverty and supply fresh fruit and vegetables to local communities.

The FVAF and its partners want to introduce community growing schemes, improve the contents of food boxes to include more fresh vegetables, create a village bakery and provide education on nutrition and healthy eating to local people.

They have selected the Yorkley Community Food Hub to pilot some of the ideas with a view to expanding the programme across the area.

They were awarded a grant of £4,999 to hire a project co-ordinator to help set up the project – we can't wait to see the 'fruits of their labour' as they seek to educate and support families across the Forest of Dean.



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# Supporting our communities continued

## Aston Ingham Cricket Club

Aston Ingham Cricket Club has been an affiliated, league playing club since 1976. It optimises the essence of a village club with its members having roots deep within the local community.

Over the last four years, the club has seen a huge growth in membership, allowing it to increase its junior section, which now has over 150 girls and boys playing, as well as more than 70 senior members.

Home games and training sessions are all held in Aston Ingham and the teams travel across Gloucestershire and the Forest of Dean for away games.

Aston Ingham CC was awarded a £5,000 grant to help build a female changing facility at the ground, which will help them grow their ladies playing section and encourage more women to take up the sport – ‘How’s that’ for a worthy cause?

## Forest Pulse

Forest Pulse is a local, independent charity which supports children and young people with disabilities, who live in or attend school in the Forest of Dean. They run a range of exciting afterschool and holiday activities and provide support and guidance for parents and carers.

They’ve been awarded a grant for £5,000 to fund two music projects, the first of which will see children and young people with more profound disabilities learn to explore music and communication through vocalisation and movement. The second will give their members the chance to learn to play a musical instrument, how to read music and create their own songs, which they can record and take home to share with friends and families.

This project really was ‘music to our ears’ and we can’t wait to hear more about it over the coming weeks.

## The Community Centre Yorkely

A lively and inclusive community centre in Yorkley, which serves Pillowell, Viney Hill and Oldcroft, as well as the wider area. Pre-pandemic, the community centre held numerous exercise classes, social events, and other group activities.

The centre realises the emotional, physical and financial impact that COVID-19 has had on people over the last 18 months and the vacuum of appropriate support that is currently available.

They’ve been awarded a £5,000 grant to pay for trained counsellors to hold group sessions on a number of topics, covering the impact that the pandemic, restrictions and national lockdowns have had on our communities.

Working with the local health centre and active members of neighbouring communities, we are sure that this project will provide a source of much needed support to local people.

## Together We Can

Creating a safe space for disabled people in the Forest of Dean, Together We Can provides an environment that enables people to socialise, make friends and enjoy different activities whatever their age.

Every week, they provide a different activity from karaoke and cooking, to art and crafts, all of which are chosen by

the club’s members. Having had to close during the pandemic, the charity started delivering activity packs direct to its fifty members, ensuring that the fun didn’t stop during lockdown.

Two Rivers Initiatives has awarded Together We Can a grant of £200 to enable it to continue to deliver its activity packs to members while its facility remains closed.

If you would like more information about the club, you can contact Saz on **0794 444 7700** or by email **togetherwecan2019@outlook.com**



**Together We Can**  
Est. 2019





# Help to keep our Operatives and frontline team safe

Many of our team members, including our Centigen Operatives, spend their working days in your homes, completing repairs or supporting you and your family in various ways.

It's really important that our team members are kept safe when visiting our tenants, and so we'd like to ask you not to smoke inside your property while our team is working in your home.

The safety of our team and our tenants is our priority, and we hope that you understand that our team should be able to complete their work in a smoke-free environment.

On behalf of all of our colleagues, thank you for helping to keep our team safe and healthy.



# Meeting with our team

We are always happy to meet with our tenants, whether that is at our office, in their homes or at another location. Over the last 18 months, we have had to close our Rivers Meet office and change the way we work.

This has given us a good chance look at how we can make it easier for our team to meet with tenants going forward. Many of our team will be working differently from now on and will not necessarily be in our

office every day, so we need to make sure that, if you come to see someone, they will be available for you.

From the 4 October 2021, our Rivers Meet office will be open to visitors again however, all visitors will need to book an appointment in advance. This will help us make sure that the person you need to speak to is at the office when you call in.

Of course, we can always come to you at your home or at another location if you prefer.

If you turn up to the office without an appointment, there's a good chance you will be asked to make an appointment and come back later. Please remember to book an appointment by contacting our team on **0800 316 0897** to avoid a wasted trip!

## SAVING TIP

*Cut motoring costs by keeping your tyres inflated, emptying your car of things you don't need to carry and taking off your roof rack if it's not being used.*



# Introducing our new Corporate Director

## Suzanne Hemingway

Suzanne Hemingway has joined our executive team as our new Corporate Director – Operations.

As a former Strategic Director at Cambridge City Council, she brings a wealth of experience to the Group, where she will take charge of the operations team including housing, development, asset management and planned maintenance and repairs.

She will also play a key role in helping us reach our ambition to become net-zero carbon by 2050.

Suzanne, whose career in housing started as a volunteer at a women's refuge centre, is excited to be joining Two Rivers Housing and using her experience to support and guide the wider team.

A key part of her role will include working with and encouraging tenants to get involved with their housing association, whether that's through feedback on what's going well and where we can improve or helping us shape our future services.

She has a real passion for housing and hopes to meet some of you over the coming months as she gets out in our communities. In her spare time, she is a keen canoeist and hillwalker and is looking forward to exploring the Forest of Dean.



# How we've kept tenants and our team safe during the pandemic

The health and safety of our team, tenants, external contractors and members of the public is always our top priority and we have multiple risk assessments and controls in place to manage this.

Over the last 18 months, we have had to reassess some of our existing risk assessments and implement new ones. These have helped us to ensure that we were able to deliver our core services in the safest way possible.

We've shared some of the processes we've put in place to manage the risks of the pandemic below, to help demonstrate how we are putting the health and safety of everyone at the heart of our service delivery.

## Visiting your home

To minimise the risk of spreading the infection and of our team members contracting COVID-19 while visiting your home, we will call you one hour before your appointment.

We will confirm that our team member will be wearing appropriate Personal Protective Equipment (PPE) and ask the following questions:

- Have you been told by your doctor or another health professional to shield?
- Do you currently have any underlying health issues that would mean you need to stay isolated?
- Do you or any member of your household have symptoms of COVID-19?
- Are you or any member of your household currently self-isolating?
- Is any member of your household pregnant?



Unless it is an emergency, if you answer yes to any of these questions, then the appointment must be rearranged.

If you are not happy for the appointment to take place, then we will cancel the appointment and seek further advice.

To ensure that our team can work safely, we will also ask you to confirm that, where appropriate, you are able to isolate yourself while our colleague is working in your home. This helps reduce the risk of exposure to the virus from those with no symptoms for both you and our colleague.

## Vehicles

Wherever possible, colleagues using company vehicles will travel to work alone or use their own vehicle, to avoid having to share an enclosed space.

We provide all our Operatives with antibacterial wipes, PPE and other sanitisation products so that they can clean their vehicles and equipment regularly and a COVID-19 waste bin to ensure that these items are disposed of correctly.

All of our vehicles are cleaned regularly, paying particular attention to areas that are touched or handled frequently.

## What is a risk assessment?

A risk assessment is a careful examination of everything that could cause harm to people who work for or come into contact with, the organisation and its products and services.

Once these things have been identified, the organisation has to assess whether it has taken the right precautions to prevent harm or, if it needs to do more.

It is an ongoing process that is updated on a regular basis and usually follows the following steps:

- 1. Identify the hazards.**
- 2. Identify who could be harmed and how.**
- 3. Evaluate the risks and decide on the controls that need to be put in place.**
- 4. Record your findings and implement the controls.**
- 5. Review your assessment and update if necessary.**

## Safe distancing

All colleagues are asked to maintain social distancing in line with government guidance.

If colleagues are unable to maintain a safe distance, they must STOP working and report the reason to the office.

Visitors and team members are not allowed to enter a property unless they are able to maintain appropriate social distancing as set out by the government guidelines.

## Use of Personal Protective Equipment

Our team members are required to wear a facemask or covering and disposable gloves when first entering a tenant's home.

If the tenant can isolate from the team member, either by moving to another room or outside to the garden and safe distancing can be achieved, facemasks or coverings should not be required. However, our colleagues may choose to continue wearing these while working in your home.

Cleaning wipes, sanitiser and gloves are available to all team members as required.

Gloves should be worn if our team is working in any space that requires them to touch surfaces and they are also asked to open windows to improve ventilation if possible.





Tenants at our HomePlus scheme in Tufthorn enjoy their first bingo session

## Eyes down at Tufthorn

Tenants at our HomePlus site in Tufthorn Close, celebrated the re-opening of their communal room with the return of their much-loved Bingo session.

In a truly touching moment, the tenants paused to raise their teas in memory of the victims and families of the tragic shooting in Plymouth before the game got underway.

Traditionally held every Monday, it's been a while since they've been able to get together and they couldn't wait to get back to it. We hope to see them back for more Bingo and fun over the coming weeks.

Get **Out**  
Get **Active**

## FOREST OF DEAN

Helping people living with dementia to be active

There are stark differences in activity levels between those with disabilities (such as dementia) and non-disabled people. GOGA Forest of Dean aims to break these barriers down and enable people to be active together, which is often much more fun. If you would like to find out more, you can do this by:

- Calling us for information on 01594 812447
- Visiting the website for details [www.forestofdeangoga.org](http://www.forestofdeangoga.org)
- Emailing us at: [community.wellbeing@fdean.gov.uk](mailto:community.wellbeing@fdean.gov.uk)



Active Gloucestershire working in partnership with the local community, FODDC, DAA and Freedom Leisure

## Fantastic Mr Fox!

Tenants at our HomePlus site in George Place have had their communal garden spruced up by the fantastic Mr Fox!

Alan, who lives at George Place, has been busy taking care of some of the garden at the site's communal centre. He's done a great job, spending his own money on plants and flowers to brighten up the area for his neighbours.

Even Molly, his neighbour's dog appreciated his efforts and posed for a quick photo – great job Alan!



The fantastic Mr Alan Fox with Molly the dog

# How are we doing?

In this edition of Tenant Topics, you'll find our Annual Review, which provides an overview of our performance for 2020/2021. It includes details of the services we've provided over the year and our financial performance too.

Alongside this, each year we set a number of 'key performance indicators' (KPIs), which help us measure how we are doing and help us ensure that we remain on track to deliver on our objectives throughout the year.

The graphic to the right outlines our performance against our KPIs for 2020/2021. These are monitored by our management team throughout the year and reported to the Board on a regular basis.

As you can see, we have hit seven out of our 11 KPIs for 2020/2021, and fallen just short on four of them.

Due to the pandemic, we were unable to complete 100% of our landlord compliance checks while tenants were shielding, and we didn't quite manage to bring all of our homes up to a minimum Energy Performance Certificate rating of D. We have now completed the last of the outstanding compliance checks and are continuing to work on improving the energy efficiency of our homes.

We also fell short on two of our customer satisfaction scores from our annual STAR survey. This is where we ask a random selection of tenants for their thoughts on how we are doing.

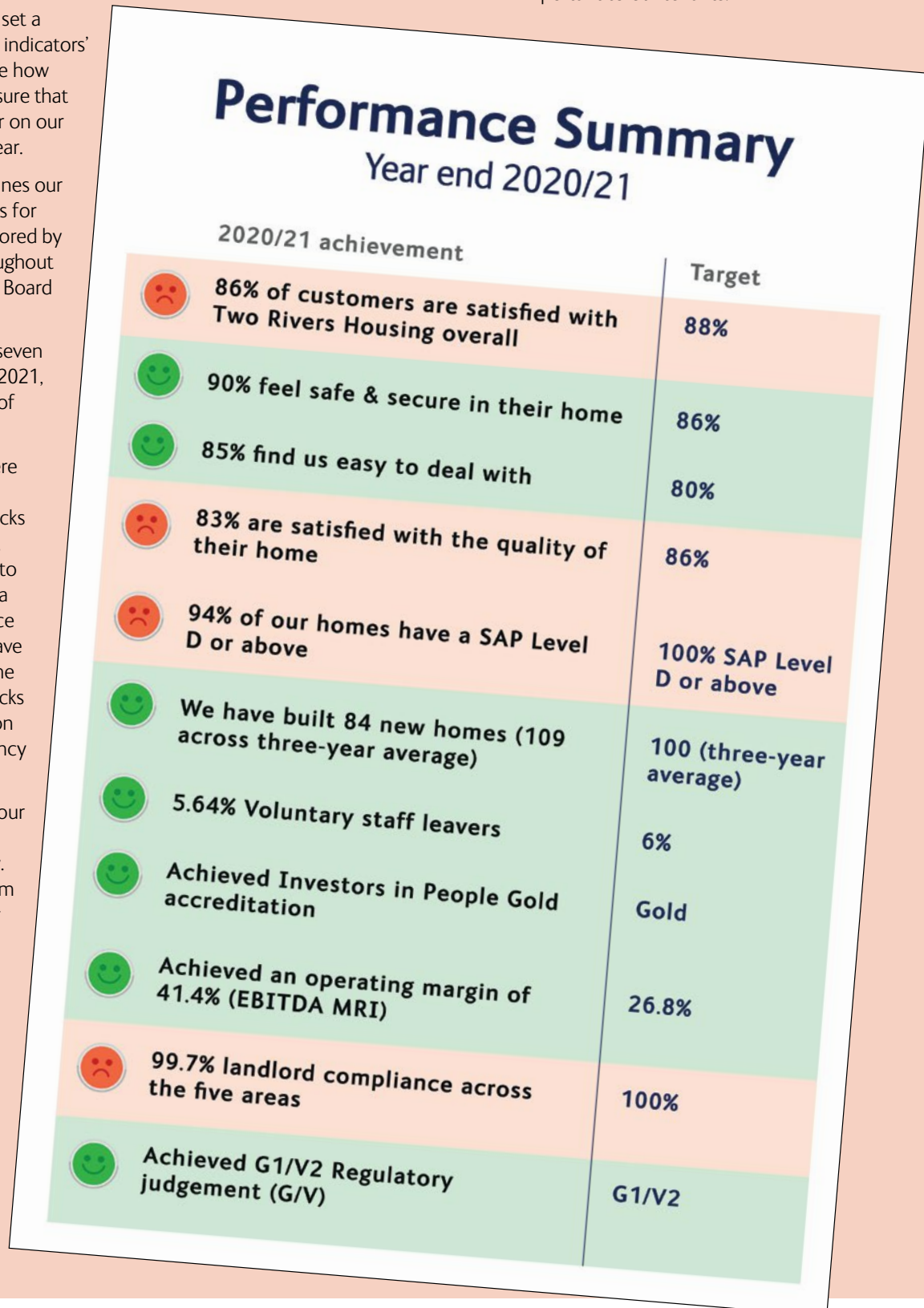
Our management team is currently working on a number of projects based on this feedback to help improve our scores in these areas. This includes, making improvements to our repairs service, looking at how we can invest in our older properties and improve their energy

performance and strengthening our customer service across all areas of our organisation.

You can find more information on our organisation plan and our KPIs for

2021/2022 on our website: [www.tworivershousing.org.uk](http://www.tworivershousing.org.uk).

Over the next few months, we will be reviewing these KPIs to make sure that they reflect the service areas most important to our tenants.





# Our year in review

## 2020/21



## Despite the incredibly challenging circumstances of the last 12 months, we are pleased to announce another successful year for the Two Rivers Housing Group.

The pandemic has demonstrated the importance a good quality, affordable home has on people's quality of life and we are proud to play our part in providing this for more than 4,200 families across Gloucestershire.

Our response to the pandemic has been robust. We revised our organisation and financial plans early on to ensure that we were able to focus on our core areas and our financial position for 2020/2021 remains in line with our business plan and continues to provide a strong foundation for us to create great homes and support communities.

This foundation will help us to deliver on our promise to build 1,000 new affordable homes by 2028, but also support regeneration projects, investment in our existing homes and the services that we provide to our tenants as well as our ambition to become a net-zero carbon organisation.

Our planned maintenance programme was put on hold during the first national lockdown and, while we continued with some aspects of the programme during the year, we chose to focus on maintenance issues that could be completed with minimal contact between our tenants and Operatives. We have now been able to reinstate our full planned maintenance programme and works will continue in line with the previous schedule.

The first national lockdown also saw construction sites shut down. Inevitably this had an impact on our ability to deliver new homes. Despite this, we were able to make 84 new homes available to families across Gloucestershire between April 2020 and March 2021.

We have not only strengthened existing relationships with our development partners, but forged several new ones. As a result, we have a healthy pipeline of development opportunities for the coming years and remain on track to hit our target of building 1,000 new affordable homes by 2028.

There is no doubt that the past 12 months have been challenging for everyone on all levels, but together we have continued to support our tenants, build new homes and help more families find a warm, safe, affordable home. This would not have been possible without the hard work and dedication of our colleagues, the Board and committee members, our involved tenants, partners and contractors.

We are incredibly proud to work for an organisation that continues to make a real difference to the lives of people across Gloucestershire and would like to thank everyone involved for helping us achieve this.



A handwritten signature in black ink, appearing to be 'G King'.

Garry King  
Chief Executive



A handwritten signature in black ink, appearing to be 'Y Leishman'.

Yvonne Leishman OBE  
Chair







Our customers

Surveys of our tenants showed:

86% are satisfied with our service

90% feel safe and secure

85% find us easy to deal with

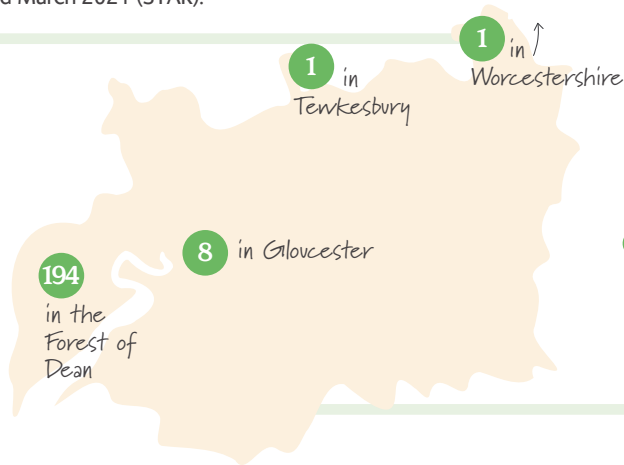
93% find us friendly and approachable

83% are satisfied with the quality of their home

78% are satisfied with our repairs and maintenance service

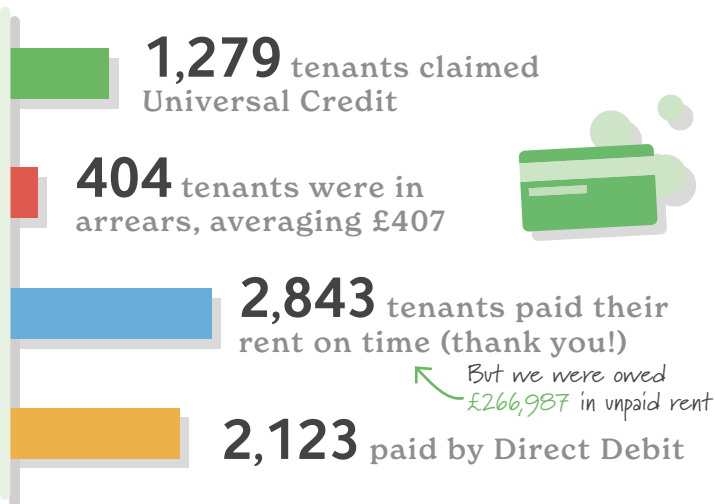
From a survey of 750 tenants between April 2020 and March 2021 (STAR).

In 2020/2021 we welcomed new tenants into **204** of our homes



On average it took **32 days** to prepare an empty home for new tenants

**40** tenants swapped their homes



2 tenants were evicted for rent arrears (owing an average of £6,266 each)

We collected **£2,298** in recharges for items lost or broken

**£61,756** was collected from former tenants who left owing money

£39,373 in rent and £22,383 on property damage





Our team

## Our team received:

 **39,066** calls

*92% of which were answered within 20 seconds*

 **119** compliments

 **71** complaints

## How we listen

Each year we ask our tenants to rate our services. We use the STAR (Survey of Tenants and Residents) methodology and speak to around 750 tenants. We also analyse the calls to our contact centre, complete regular surveys with tenants and work with our involved tenants to review our policies and surveys. All of this helps us identify how we can improve our services and develop new ones to support our tenants.

In 2020/21 this led to us undertaking a Repairs Review to improve our repair and maintenance service. The review, which we ran with an external agency, produced a list of actions, which we are currently implementing. This will help us improve the repairs service we provide to our customers.

### We dealt with

**109**  
reports of anti-social behaviour

including:

**28** about abusive or threatening behaviour

**15** related to drugs

**28** about noise

**8** about criminal activity

**7** about domestic abuse

**1** about tenancy fraud



### Our team carried out:

**13,017** repairs

**1,277** emergency call-outs

**646** out of hours repairs

**98.5%** of daytime emergencies were resolved in less than 24 hours

**87%** of routine repairs were completed within the 20-day target range

It took an average of **11.41** days to complete a repair



Our team gave **FREE** debt, welfare and benefit advice to **347** tenants, helping them to claim:

**£112,766**  
in back-dated benefits

**£144,640**  
to help with non-priority debts

**£16,306**  
grant awards

**£510,890**  
in new benefits

**£201,407**  
in Universal Credit

**£26,128**  
in council tax reductions

### Did you know?

We have a specialist welfare, debt and benefit team and can offer Two Rivers Housing tenants friendly advice and support. You are not alone.

Call: 0800 316 0897

Email: [WBDAteam@2rh.org.uk](mailto:WBDAteam@2rh.org.uk)



Our homes

# WE HEAR YOU.

## STAR survey results – helping us improve our homes and services

Each year, we ask hundreds of tenants to provide feedback on our homes and services. Using an independent research agency, tenants are asked a number of questions aligned to the Survey of Tenants and Residents (STAR) methodology.

This is a nationally recognised survey created by HouseMark, which is jointly owned by the Chartered Institute

of Housing and the National Housing Federation. It allows housing associations and other social landlords to measure their performance against other providers in England and Wales.

We undertake the research in three waves spread out across the year, and this helps us understand how our tenants feel about our homes and

services and identify areas where we need to make improvements.

Over the years, our scores have remained good and in the latest set of results we were pleased to see that our tenants feel that our homes are safe and secure. However, we have seen a reduction in overall satisfaction scores, the quality of our homes and how easy we are to deal with.

### How we scored in the latest STAR survey

| Satisfaction STAR Core Indicator              | 2020/2021 results | 2021/2022 wave one results |
|---|-------------------|----------------------------|
| Overall satisfaction with your landlord       | 86%               | 82%                        |
| Quality of the home provided by your landlord | 83%               | 81%                        |
| Safety and security of your home              | 90%               | 90%                        |
| Ease of dealing with your landlord            | 85%               | 83%                        |

While we know that the pandemic has interrupted some of our core services including, repairs, planned maintenance, neighbourhood housing and the availability of our HomePlus scheme facilities, we recognise that we need to make some changes in order to improve our scores.

In July, our management team got together to review the additional

feedback from the survey and come up with a plan to make improvements.

While these will take some time to implement, we remain committed to working with our tenants to improve our services and continue to welcome feedback and suggestions.

If you would like to share feedback or get involved with our Challenge & Change Group, please get in touch

with our community engagement team [communityengagementteam@2rh.org.uk](mailto:communityengagementteam@2rh.org.uk)



# Be gas safe this winter

Gas safety is important all year round, but in September the Gas Safe Register held its annual Gas Safety Week to raise awareness of gas safety across the country.

As your landlord, we have a duty to make sure the gas appliances in your home are safe and we do this through gas servicing and safety compliance checks, which we complete every year.

But you can help keep you and your family safe too. So, we are sharing the Gas Safety Register's top tips to stay gas safe.

- **Only use a Gas Safe registered engineer to fit, fix and service your appliances.** We work with specialist contractor PH Jones to complete all our gas engineering work.
- **Have all your gas appliances regularly serviced and safety checked every year.** We complete a safety check and service at your home every year. It is important that you allow our contractors and engineers access to complete these checks.
- **Check gas appliances for warning signs that they are not working properly.** For example, a lazy yellow flame instead of a crisp blue one, black marks or stains on or around the appliance and too much condensation in the room.
- **Keep vents and chimneys clear.** Make sure you don't block any vents, as they are vital to ensure gas appliances burn properly, and chimneys need to be cleaned and checked regularly.
- **Use gas appliances only for their intended purpose.** Don't be tempted to use them for something they weren't meant for (for example, using a gas cooker to heat a room).
- **Fit an audible carbon monoxide alarm.** This will alert you if there is carbon monoxide in your home.

- **Know the six signs of carbon monoxide (CO) poisoning:** If you experience headaches, dizziness, breathlessness, nausea, collapse or a loss of consciousness these could be signs of CO poisoning.
- **Know the emergency procedure.** If you smell gas or suspect immediate danger, make sure you know what to do and follow the emergency procedure.

Help keep your loved ones safe by spreading the word. Share vital gas safety information with friends, family and neighbours to make sure your community stays safe.



## What to do if you smell gas

Act quickly and follow these steps:

1. Get fresh air immediately; make sure you open all doors and windows to ventilate the area.
2. Turn off the gas emergency control valve (also called gas emergency shut off valve) at the meter, unless the meter is located in a basement or cellar or at the LPG bulk tank or storage vessels.
3. Extinguish all naked flames and don't smoke.
4. Don't operate electrical switches (including turning light switches on or off) because this can ignite escaping gas.
5. Contact the relevant National Gas Emergency service number 0800 111 999.
6. If the attending emergency operative identifies an issue with any gas appliances, follow their advice concerning the use of the equipment. Where advised, contact a Gas Safe registered engineer to fix the appliance and check it's safe.
7. If you're feeling unwell, visit your GP or hospital immediately and let them know you may have been exposed to carbon monoxide.
8. Don't turn the gas supply on again until it's been checked by a Gas Safe registered engineer.



# Our journey to Carbon Zero



Energy Project Manager Sam Batt takes our partners on a tour of the site in Blakeney

In the last issue of Tenant Topics, we told you about our exciting new decarbonisation pilot project in Blakeney. The project will see us completely retrofit around 20 of our homes making them more energy efficient and warmer for our tenants.

The project may be small, but it has big implications. It will help us create our long-term maintenance and improvement plans to improve the energy efficiency of all our homes as we strive to become net-zero carbon by 2050.

Our Energy Project Manager Sam Batt has been working with our specialist partners to create the plans and designs for the improvements and talking to tenants about what the project means for them.

In June we submitted the planning application for the proposed work, which will include changes to the fabric

of the building such as windows, doors and external cladding, as well as improvements to the heating and ventilation systems.

We've also agreed a contract with specialist Architects GCP, who will work with Retrofit Co-ordinators VOR Group to produce the specification of the

design and oversee the construction ensuring that it meets this.

As part of the design work, we've been able to estimate the expected reduction in carbon emissions produced by the homes will be at least 45% – making the homes cheaper to heat and passing those savings on directly to our tenants.



## On the road to a sustainable future

Managing the impact we have on the environment has always been at the heart of our organisation.

Over the years, we have installed renewable technology in some of our new build homes, built a new office to BREEAM excellent standards, improved the energy efficiency of our older properties and more recently, invested in a pilot scheme to fully decarbonise a small number of our homes in Blakeney.

We've also committed to becoming a net-zero carbon organisation by 2050.

Our hard work was recognised earlier this year when Housing Digital named us as the fifteenth most sustainable housing provider in the country.

Being recognised with this award shows that the work we have done so far puts us on par with some of the biggest housing providers in the country and that we are well on our way to a sustainable future.



# Horsepool tenants celebrate re-opening of their communal facilities

Back in August, Tenants at our Horsepool scheme in Berry Hill celebrated the re-opening of their communal space with Scheme Co-ordinator Nancy by sampling some home-baked cakes and a cuppa.

It was a busy day for Nancy who treated tenants to an afternoon tea with a twist. Her homemade orange scones



with clotted cream and peach jam and cheese scones for those with a savoury palette went down a treat, while the Horsepool tenants contributed with Victoria sponge and chocolate cake too.

And the fun doesn't stop there! Next up – bingo followed by fish and chips!

We're happy to finally be able to re-open our communal spaces for all of our HomePlus tenants and look forward to hearing about what's going on at them in the next few months!

## Gold for health and safety

The health and safety of our tenants and our team is our top priority, and the pandemic has bought this into sharp focus over the last 18 months. We have had to adapt the way we work and undertake new risk assessments to ensure that we can continue to provide essential services and keep everyone safe.

Each year, we make a submission to the Royal Society for the Prevention of Accidents (RoSPA) for its internationally recognised health and safety awards.

The awards attract entries from more than 2,000 organisations and is recognised as the highest possible accolade for health and safety management – the RoSPA Gold Medal.

We were delighted to receive our eighth consecutive Gold Medal in June, which

demonstrates our commitment to excellence in health and safety. Winning this award is a credit to the hard work of everyone at Two Rivers Housing who have worked together to keep our tenants and each other safe during the pandemic and beyond.

### SAVING TIP

Christmas is coming - if you have a big family why not suggest the option of Secret Santa to help everyone reduce their present budget this year!



# An update on our repairs service

The pandemic has impacted our ability to deliver some of our core services, including carrying out repairs in our homes.

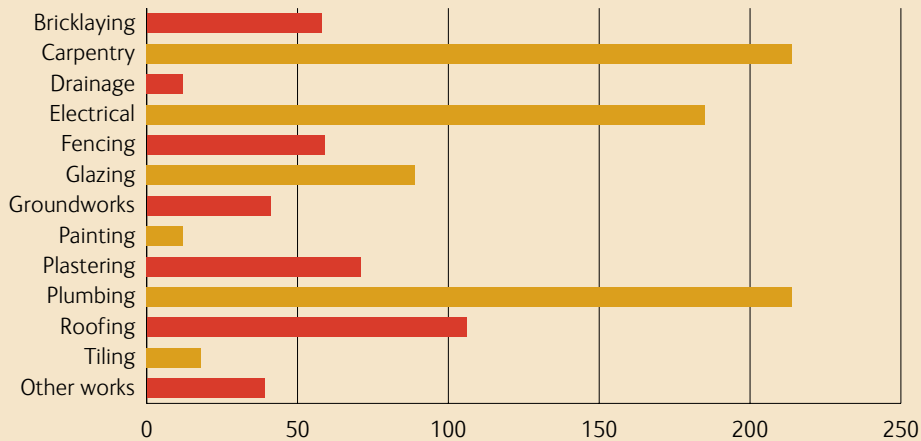
During the lockdowns, we stopped doing general repairs and switched to an emergency repair service. As we brought our repairs services back online, we implemented new safe systems of work to help keep you and our team safe. This

included limiting the time our team was able to work on a job to two hours.

As a result, we have only been able to run our full repairs service for six of the last 18 months, which has led to a backlog of repair jobs. We understand that this has been frustrating for some tenants, who have been waiting for us to complete work in their homes.



## 1,118 total backlog numbers split:



To help reduce the backlog as quickly as possible, we are increasing our workforce for a short period of time, increasing our approved list of sub-contractors and reviewing outstanding repairs in line with our planned maintenance programme.

We currently have 1,118 outstanding repairs, and new repairs are being reported every day. We are determined to make sure we do everything we can to reduce the backlog, but this will take time. The pandemic is not yet over, and we anticipate further disruption over the coming months, so we will keep you updated on our progress.

# Changes to the Two Rivers Housing Group

The Two Rivers Housing Group consists of the registered charity, Two Rivers Housing and its four subsidiary companies, Two Rivers Initiatives, Two Rivers Developments, Centigen FM and Centigen TRH.

Both Centigen TRH and Centigen FM provide repairs and maintenance services, with Centigen TRH providing this service to Two Rivers Housing and Centigen FM providing these services to other housing associations, local authorities and other commercial businesses.



Following a review of both businesses, the Group Board decided to transfer the Centigen TRH business to Centigen FM, creating a single repairs and maintenance company.

This move will not only reduce administrative and governance costs to the Group but means that our Operatives will move to a single employer, support our desire to improve our repairs service to tenants, and deliver better value for money to the Group.

## Did you know....

All profits made by our commercial subsidiary companies, Centigen FM and Two Rivers Developments are gifted to Two Rivers Housing Association to invest in its homes and services.



# Autumn tea break

## Win a £15 voucher

Grab a pen and a cuppa, sit back and complete our autumn wordsearch.

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

You can enter by emailing your name, full postal address and the missing 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 October 2021** will win a £15 gift voucher.

The missing word in our summer wordsearch was **TOASTY**.

Good luck!

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

The leaves have started to change to the lovely brown, orange and red shades of autumn, but which autumn word is missing from our wordsearch?

|         |         |           |        |         |         |
|---------|---------|-----------|--------|---------|---------|
| Leaf    | Harvest | Scarecrow | Orange | Forest  | Conkers |
| Pumpkin | Foliage | Brown     | Red    | Bonfire | Conifer |

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Tel number/email: \_\_\_\_\_

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

## A little piece of the outback in the Forest of Dean



Cinderford tenant, Mrs Jean Wylde has brought a small piece of the Australian outback to the Forest of Dean with this stunning Bottle Brush Tree.

She's been nurturing the evergreen plant for seventeen years and has been rewarded with this beautiful red brush every summer.

The plant is prolific in Australia and has a woody fruit which contains hundreds of seeds, these are often released and spread during bush fires. Thankfully, no fire was used in the growing of this particular plant!

## Contact us:

Please tell us if you would like this in large print or on audio CD.

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