

Tenant Topics

Inside this issue



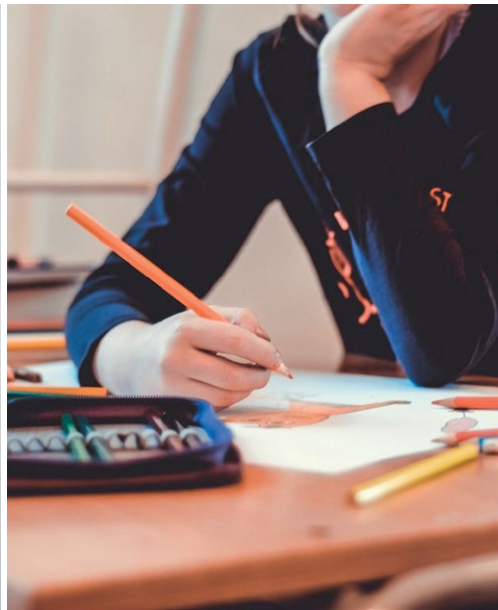
Grants for good causes
Page 7



Our vision of the future
Page 9



Our journey to Carbon Zero
Page 11



Follow your dreams

The Garnett Foundation Tenant Bursary is back, helping our tenants to unlock their potential and follow their dreams.

Since it first launched in 2015, the bursary has helped our tenants to learn new skills and change the direction of their lives through learning.

Successful applicants have received financial support to fund training courses, professional membership fees, study materials and travel expenses – all designed to help improve their future prospects.

It has also offered practical support with career advice, mentoring, work experience, CV writing and applying for jobs. One applicant even found work with Centigen, helping him to continue studying for the career he dreamed of.

Turn to page two for how to apply.

Turning dreams into reality

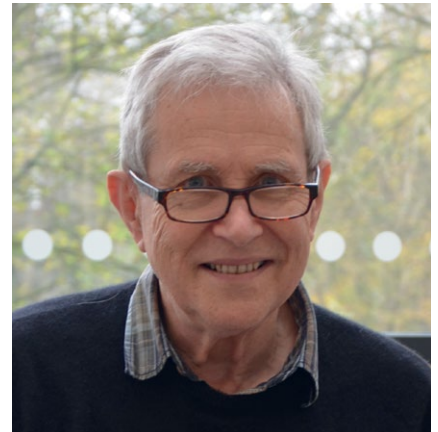
The Garnett Foundation Tenant Bursary was established by our former Chair, David Garnett. He sadly passed away in March 2020, just as he was planning to re-launch the bursary, but his widow Julia pledged to carry out his wishes and is leading the new scheme. She has increased the fund to £2,000 to be shared between successful applicants.

If you – or a member of your household – would like to learn something new that helps you find work, gain promotion or change your career, then please apply for The Garnett Foundation Tenant Bursary.

For more details, and to see how some of our tenants have used their bursary, look on our website www.tworivershousing.org.uk/careers/garnett-foundation-bursary where you will also find the application form.

Alternatively, email jdgarnettffoundation@gmail.com for more information.

Applications need to be made by **31 July 2021** and awards will be made in September 2021.



David Garnett former Chair of Two Rivers Housing

What happens when you miss a repair appointment?

Missed repair appointments cost us thousands of pounds. That's money that could be spent on improving our homes and services or building new ones!

Following an independent review of our repairs process, we will be making some changes to what happens if you are not home when our operatives come to do your repairs.

Non-essential repairs

For non-essential repairs, if you are not home when we come to do your repair, our operative will report this as a 'no access' visit. You will then have to contact our team to rebook your appointment.

If you do not do this within 24 hours of your missed appointment, the job will be cancelled.

If you book and miss multiple appointments, your Housing Officer will be notified, and further action may be taken to allow our team to access the property.

Essential repairs

Essential repairs are repairs that pose a health and safety risk to you, your family, and your neighbours. These need to be completed quickly.

Under the terms of your tenancy agreement, you must allow our team to access your home to complete essential repairs.

If you miss an essential repairs appointment, we will contact you with a new date for the appointment. If we are unable to enter your home after this, we will inform your Tenancy Compliance Officer. This may result in legal action being taken against you to enable us to access the property.

Why have we made these changes?

Alongside the cost savings, which can be invested back into our homes, the new process will reduce the amount of time we spend rebooking appointments, make more appointments available for other tenants and ensure that our repairs team provides the best value for money service.

The changes will be made over the next few months and we will carefully monitor the impact they have going forward.

Did you know...

Between 2017 and 2020, missed repairs appointments cost more than

£160,000

That's the equivalent of either

35 new kitchens

62 new bathrooms

35 new heating systems

428 new windows and doors



Forest Food Growing Fayre

In April, our Community Engagement Business Partner Anthea Tawney visited the Forest Food Growing Fayre in Cinderford with her daughter Sophie.

There were plenty of stalls selling locally grown and produced food, cakes and of course donated plants were available for free (or for a small donation). Organised

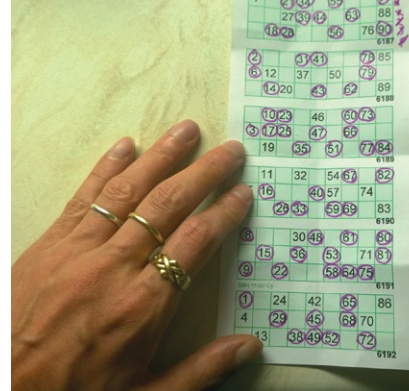
by Down to Earth Gloucestershire, a marquee provided a sheltered spot for talks on everything from composting, to companion planting and reasons to grow organic.

Anthea and Sophie enjoyed walking around the stalls and getting involved in seed swapping – with Sophie choosing some lovely beetroots, which have since been ‘donated’ to Grampy to grow on her behalf!

Alongside plants, the Dean Forest Beekeepers were on hand to help visitors understand the important role Bees play in our eco-system. They were selling the fruits of their Bees’ labour in the form of local honey and beeswax candles.

After a quick chat with Jaqui Fabian from Down to Earth, it was time for a slice of cake, some of which had been made with vegetables including a beetroot fudge cake, vegetable muffins and a parsnip cake. Sophie got stuck in, leaving mum Anthea with a few crumbs to taste!

Down to Earth Gloucestershire hopes to hold a similar event in September this year, so keep an eye out on our social media channels for more information.



Parkside scheme gets ‘Bingo-ahead’!

It’s been a tough time for many of us, but tenants at our HomePlus scheme in Parkside were determined to brighten up each other’s day with a good old Bingo session!

Parkside is a particularly active HomePlus scheme, and tenants had really missed the regular activities at which they caught-up with friends and neighbours. They were keen to safely restart some of the activities so, after a quick chat, the Bingo Club set about organising an outdoor bingo session for their neighbours.

Working with Two Rivers Housing’s scheme co-ordinator Karen, Mrs Jacobs, (who helps to organise many of the social activities at the scheme) and the local police to ensure that everything was done inline with social distancing guidelines it was ‘eyes-down’ for the scheme’s first activity since lockdown started.

Thankfully, the weather held up and everyone enjoyed being able to meet up again. The plan is to continue this event twice a week and use the same guidelines to restart their knit and natter group soon too.

Well done to everyone involved – let’s hope we can give them the ‘key to the door’ of the communal room soon!

Fire door safety reminder

Fire doors are installed in our flats for your safety. In the event of a fire, they hold back smoke and the fire itself, giving you and others more time to escape and helping to stop the fire from spreading quickly.

We inspect fire doors regularly and in recent weeks have noticed a number of things that would prevent the doors from being effective in a fire.

- Please do not prop fire doors open – they need to be closed to do their job!
- Please do not add spyholes to these doors – this reduces the doors effectiveness at preventing smoke and fire spreading.
- Please do not add bolts to the doors – this could potentially trap people inside in the event of a fire

If you notice that a fire door has been damaged, please report this to us immediately by calling **0800 316 0897**.



SAVING TIP

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





Helping tenants through the tough times

The National Housing Federation (NHF) represents more than 800 housing associations in the UK, including Two Rivers Housing.

In May 2021, NHF members made a permanent long-term pledge not to evict any resident facing severe financial hardship, provided they engage and work with their landlord to agree a payment plan to reduce their arrears.

Providing our tenants with a warm, safe, affordable home is at the very heart of what we do but we know that simply providing a roof over their heads isn't always enough.

Which is why over the years we have invested in other support services such as our debt, welfare and benefit team. Each year they help hundreds of tenants to claim the benefits they are entitled to and work with those in financial difficulty to agree a workable payment plan.

It's fair to say that 2020 was a busy year for the team. After the initial lockdown, they saw a big increase in the number of tenants needing help to navigate the benefits system – many for the first time. They were on hand with guidance and practical help and worked with tenants to find solutions.

In fact, they helped our tenants secure almost £940,000 in financial support during the year.

Supporting our tenants when times are tough is one of the most rewarding parts of our job. We wholeheartedly support the pledge made by the NHF and want all our tenants to know, that there is help and support available if they need it.

If you are finding it difficult to pay your rent, please contact our income team as soon as possible to discuss your situation. They will work with you to create an affordable payment plan and may also suggest talking to our Debt and Welfare Advisors to check if you are entitled to any additional support.

You can contact our team by emailing us at customerservices@2rh.org.uk or calling **0800 316 0897**.

Please note

Legal action will still be used as a last resort if a tenant will not talk to or cooperate with their landlord, or where it is urgently needed in cases of domestic abuse or anti-social behaviour that negatively impacts neighbours.

An update on service charges for 2020 /2021

A lot has happened over the last 12 months, and we have all felt the impact of the pandemic on our daily lives.

We have had to react to government guidance and make changes to how we work to keep you and our colleagues safe and we would like to thank you for your patience during this time.

During the first national lockdown, we had to temporarily suspend some of our services, including grounds maintenance and cleaning and make changes to other services including putting in new safe systems of work and temporarily switching from site visits to calls for our HomePlus tenants.

In the spring issue of Tenant Topics and your annual rent review letter, we said that we would be reviewing the level of service we were able to provide, alongside any additional costs associated with reinstating these services between April 2020 and March 2021.

We have now worked through the figures, discussed our approach with our tenant led Challenge & Change Group and agreed a way forward. We are currently finalising all the details and are on track to update those who will be receiving a goodwill payment to their rent accounts in the next few weeks.



Letters will be sent directly to those affected by 31 July 2021. If you do not receive a letter from us by then, this means that you do not pay towards either the grounds maintenance or cleaning services in your area and will not be receiving a payment.

Challenge & Change: Reviewing our response to COVID-19

Our tenant led Challenge & Change Group were asked to scrutinise (review) our response to the pandemic and share their findings with the Two Rivers Housing Group Board. The Group reviewed all aspects of our response to the pandemic including, the decisions we made on our services, how we communicated changes throughout the pandemic and what could be done differently or should be maintained going forward.

As part of the scrutiny (review), members of the Challenge & Change Group spoke with other tenants, managers and department heads, reviewed the findings of a survey held with our tenant Facebook Group and assessed our decision making.

They presented their findings to the Group Board at its meeting in March. As part of the scrutiny, the Challenge & Change Group made the following recommendations:

1. The additional communication with elderly HomePlus tenants should be maintained in order to help tackle social isolation, and we should consider rolling this out to other vulnerable tenants.
2. Communal buildings should be re-opened with rules in place when the country is not in full lockdown to allow tenants to continue to use them.
3. Once the handyman service is reinstated, work should be prioritised to make sure more essential jobs are completed first.
4. Could we include risk assessments on the Two Rivers Housing website, that show the status of core services and also include a video message from the Chief Executive to reassure tenants.
5. Communication could be more timely going forward, more frequent and be used to remind tenants what services and support is available.
6. Communication between tenants and internal teams could be improved for those raising complaints.
7. Incoming post should be reviewed more often, and outgoing post should be sent more frequently than once a week.

What happens next?

Our team is currently working with the Challenge & Change Group to review the recommendations and make changes where required. We'll give you an update on our progress in the next issue of Tenant Topics.

Want to share your feedback? Join our Challenge & Change Group!

We are always looking for new members to join our Challenge & Change Group and help provide valuable feedback on our services. As a member of the Group you will be able to:

- Make a difference and improve our services for yourself and others
- Connect with people and make new friends
- Gain new skills and experience
- Boost your confidence by learning new skills
- Take advantage of ongoing development opportunities

Currently the Challenge & Change Group meets virtually but if you are required to attend in person, travel and parking expenses are paid in full.

If you are keen to develop your professional skills, practice report writing and presenting to managers and Board Members or if you simply want to have your say, and have your voice heard, contact our community engagement team today on **CommunityEngagementTeam@2rh.org.uk**



Short of time but still want to get involved?

Get involved in our closed Facebook Group, where you'll be able to take part in quick polls, more in-depth surveys and share your experiences with other members. Or you can always send us your feedback via email or telephone.

Our STAR performance for 2020/2021



Earlier this year, more than 700 Two Rivers Housing tenants were contacted by an independent research company to provide feedback on our performance as their landlord.

We use the Survey of Tenants and Residents (STAR) methodology, a set of survey questions created by HouseMark, which is jointly owned by the Chartered Institute of Housing and the National Housing Federation.

This survey is used by housing associations and other social landlords to monitor performance in key areas

and means we can measure how we perform against other providers across England and Wales.

This year things were a little different. Not only has the pandemic impacted the services we were able to provide, but we did the survey all in one go instead of over three sessions spread out through the year.

Following a consultation with its members and tenants, HouseMark also added two new core questions to its survey. These are questions that every provider has to ask in order to take part in the survey.



Here's how our tenants rated us on those four core questions:

Satisfaction STAR Core Indicator	2018/19	2019/20	2020/21
Overall satisfaction with your landlord	86%	87%	86%
Quality of the home provided by your landlord	86%	86%	83%
Safety and security of your home	N/A	N/A	90%
Ease of dealing with your landlord	N/A	N/A	85%

We were really pleased to see that our tenants feel that their homes are safe and secure and that the majority of our tenants are satisfied with our overall service. This indicates that our tenants generally feel that we are doing a good job, but there are definitely some areas we need to improve on – especially in making it easy for tenants to work with us and improving the quality of some of our homes.

Alongside the four core questions, we also asked some further questions about the services we provide. In these

questions, you told us that our team is friendly and approachable and that you would recommend Two Rivers Housing to friends and family, but that we need to improve on our repairs service and how we manage our neighbourhoods.

We are currently making changes to our repairs service. We hope this will make considerable improvements to the service we provide and help our team deliver the best results for our tenants. We will also be looking at how we can make it easier for tenants to work with us going forward. We'll keep

you updated on the changes we make both in Tenant Topics and on our social media channels, website and other regular tenant communications.

The first wave of research for this year's STAR report is underway, and some of you may have already been contacted to give your feedback. We'd like to thank everyone that took the time to answer the questions and remember you can have your voice heard by joining our Challenge & Change Group, Facebook Group or by emailing or calling our contact centre.



Grants for good causes

Over the last few months, we have been asking local charities and community groups to get in touch and apply for a share of £30,000 available in grants from our Two Rivers Initiatives Community Fund.

The deadline for applications for the first grant pot was 30 April 2021, and we have had an excellent response. Almost 40 local community groups made an application for a share of the money including local sports clubs, activity groups for children and gardening clubs as well as community support groups.

At the time of writing this edition of Tenant Topics, our judging panel was busy reviewing all the applications and making decisions on the allocation of the available grant. We'll be sharing more information about the grant winners on our social media channels, website and of course in the next edition of Tenant Topics!

In the meantime, the second £30,000 grant pot is now available, so if you know of a community group or local charity that might be in need of some additional funding, why not spread the word?

You'll find all the information including the application form on our website: www.tworivershousing.org.uk/communityfund



Two Rivers Housing appoints PH Jones as its heating service, repair and installation specialists

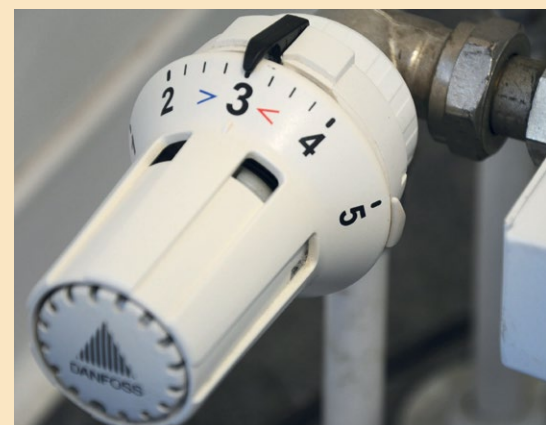
Following a comprehensive tender process, we have awarded two four-year contracts to PH Jones.

The two new contracts build on a successful long-term partnership, which has seen PH Jones provide servicing and repairs for our traditional fuel heating systems for the last nine years.

The first of the two new contracts will see PH Jones take responsibility for the servicing and repair of our renewable heating systems as well as the traditional heating systems it has previously serviced.

PH Jones has also been awarded a second four-year deal, which will see it complete heating system improvements, installations and upgrades to our existing homes.

As part of the deal, PH Jones have committed to delivering employment and skills opportunities throughout the contract, alongside a number of tenant focused improvements for appointment booking and tracking.





Are you in?

Join the Big Photo Album

We'd like to introduce you to Kathy. Kathy lived in the Forest of Dean with her husband Steve and her favourite place to visit was Mallard's Pike. In July 2016, she was diagnosed with dementia and their world was turned upside down overnight. Kathy is the inspiration behind The Big Photo Album, a fundraising project set up by husband Steve to honour her memory and help raise awareness of, and funds to support, people suffering with dementia in Gloucestershire.

The idea is simple, capture a picture of your favourite place, make a small donation and upload it to The Big Photo Album website.

We spoke to Steve about Kathy, the impact dementia had on their lives and what inspired him to set up the project to not only raise funds but help others capture memories of their own favourite places.

"We had just bought Kathy a new car, an automatic as she had been getting a little frustrated with changing gear. Little did we know that the underlying cause of this would change our lives forever."

In July 2016, following some tests Kathy, was told that she had Alzheimer's. She was so upset, particularly when it was pointed out that driving could be a problem in the future, and she would have to be assessed every year. I couldn't bear the thought of her possibly having an accident while driving and took the car back to the garage.

The realisation that Kathy was losing her independence was devastating for her. Coming to terms with her condition and its constantly changing phases was something I had to get used to and endure. Kathy, bless her, didn't really

understand what was happening to her, but it changed our lives forever. After taking the car back, I cried every day for a week.

Dementia is truly a terrible disease. It slowly but surely, little by little takes away the person

whose body it possesses. During the last five years of Kathy's life, family and friends bore witness to that dreadful, unstoppable change.

But there were some happy times too. Kathy loved visiting her favourite place Mallard's Pike Lake. It's a place that made her happy, she could walk round it easily and talk to families. It helped keep her happy and active.

As time went on, I became more of a carer than her husband and, at first, I didn't feel like I could reach out for help. It was a situation I had to deal with. However, I soon realised there was a tremendous amount of support out there both for those living with Dementia and their loved ones.

The Dementia Action Alliance was one of those organisations and that's why I have created the Our Favourite Places project to try and give something back.

Our Favourite Places - the Big Photo Album, is designed to help people capture their own special places and share their memories with everyone. I hope that it encourages people to get out and get active with their loved ones to snap a picture and create memories of their own.

We never know what is around the corner. A diagnosis of dementia changes your life instantly. Please cherish and capture the memories you make with your loved ones."

It's really simple to upload a picture, make a donation, support local people living with Dementia in the Forest of Dean and honour Kathy's memory. If you can, please take a few minutes to visit the Our Favourite Places website, upload your favourite place and make a small donation of just £3.

www.ourfavouriteplaces.weebly.com

Housing Ombudsman Service

In the Winter 2020 edition of Tenant Topics, we told you about some changes to the way we handle complaints. We always welcome feedback from our tenants as this gives us an opportunity to improve our services and we handle complaints in line with the Housing Ombudsman's best practice.

The changes included greater powers for the Housing Ombudsman to take action against landlord's that do not meet the requirements of its new Complaints Handling Code. Alongside this, the Ombudsman is now publishing its decisions on all cases it investigates.

It hopes that this will highlight the wide range of issues it handles and the different outcomes it reaches while investigating in an independent, fair and impartial way.

It is also publishing performance data on individual landlords to enable tenants to compare their landlord's performance with others.

Both of these reports can be found on the Ombudsman's website:

For decisions: **www.housing-ombudsman.org.uk/decisions**

For landlord performance: **www.housing-ombudsman.org.uk/landlords**

How to contact the Ombudsman

You can contact the Housing Ombudsman directly at:

The Housing Ombudsman Service
81 Aldwych, London WC2B 4HN

Phone: **0300 111 3000**
(Monday to Friday from 9.15am to 5.15pm)

Email: **info@housing-ombudsman.org.uk**

SAVING TIP

Work out where you could save the most money on your weekly shop at **www.mysupermarket.co.uk**



Our vision of the future

We believe that everyone should have access to a warm, safe, affordable home when they need it and we want to ensure that we create great homes and support the communities in which we work.

So, we've been looking at what we need to be doing now and, in the future, to enable us to deliver on that.

There is a lot of change coming over the next few years. New safety recommendations following the Grenfell tragedy, changes to the way planning consent is given and the move towards Carbon Zero by 2050 to name a few and alongside this we really want to be working more closely with you.

Going forward, we want to be able to provide more choice for our new and existing tenants, including those who may not traditionally be able to rent from us or those that want to own part of their home.

As we look ahead at the next ten years, we'd really like to hear your thoughts and views on what you think Two Rivers Housing should be aiming for. It could be anything from only providing green, energy efficient homes or remaining a local housing association to making more homes available to people no matter what their situation or simply changing the way in which we work with you.

Over the next few months, we will be working with our Challenge & Change Group and our closed Facebook group to capture your views on what Two Rivers Housing should look like in 10 years' time. You can join either of those groups easily by contacting our community engagement team.

Or you can write to us to share your thoughts at Two Rivers Housing, Rivers Meet, Cleeve Mill Lane, Newent Gloucestershire, GL18 1DS or by email customerservices@2rh.org.uk.

We will look at all the feedback during July and August and will update you on our progress later in the year.

£500,000 government grant secured to make our homes greener

Earlier this year we secured a £500,000 government grant to invest in making our existing homes more energy efficient. The Grant will be used to support a pilot project which marks a significant step on our journey to Carbon Zero.

The bid was submitted in partnership with Stroud District Council and Cheltenham Borough Homes who are also undertaking similar projects in the county.

The grant comes from the Department of Business Energy and Industrial Strategy's Social Housing Decarbonisation fund, which is part of the £3.8billion made available by the government to help the UK reach its target of being Carbon Zero by 2050.

Commenting on the pilot scheme, our Chief Executive Garry King, said: "We believe that everyone should have access to a warm, safe, affordable home when they need it. Affordability isn't just about the amount of rent you pay – it's also about the cost of living in that house, keeping your family warm in the winter and keeping the lights on."

"This pilot will give us a detailed picture of how our older homes are performing and the challenges that we need to overcome to make them more energy efficient." Garry added. "It will enable us to create a long-term plan of improvements as we seek to reduce our impact on the environment and continue to deliver on our promise to provide great homes."



Helping you have your say in how your housing association is run

Over the last year, our team has been working with tenant engagement specialists Tpas. Members of our team and some of our tenants have attended webinars and taken part in reports and networking events all with the aim of capturing and sharing the tenant perspective with us and other housing providers.

Having recently renewed our membership with Tpas, we are currently working with them on a review of our tenant engagement activity. They have been speaking with the team and tenants to understand what is working well and where we can improve things.

We will share the key findings of the report and any actions we are going to take with you later this year, so keep an eye out in Tenant Topics for future updates.

As a Two Rivers Housing tenant, you can also join Tpas. As a tenant member, you will have access to a superb package of advice, guidance and resources and will be able to take part in Tpas events and research.

To take advantage of this, you can create your own membership account using the link below: www.tpas.org.uk/landlord/employee/create-member/286

If you want to find out more, please get in touch with our community engagement team: communityengagement@2rh.org.uk



Are you paying too much for broadband?

According to comparison website USwitch, the average cost for fibre broadband in the UK is £25 per month but there are still some great deals to be had if you are willing to shop around.

Though many of us simply stick with the provider we have, it really can pay to look at what's available when your contract comes to an end. Many companies offer discounts for new customers, which could help reduce your monthly bill.

Earlier this year, BT announced it will be offering a discounted broadband package to those receiving Universal Credit and other state support. The broadband provider will provide speeds of up to 36 megabytes per second for just £15 a month on its new BT Home Essentials package.

Likewise, Virgin Media offers a similar deal to existing customers who receive Universal Credit. Its package provides speeds of up to 15 megabytes per second for £15 per month.

One thing to check when changing your broadband supplier if your email account is tied to your provider, is what will happen to it, as you may need to move and change email address too.

If your broadband contract is coming to an end, make sure you shop around and get the best value for your money.

(Two Rivers Housing is sharing this for information only and does not endorse any of the companies mentioned in the article.)

Re-opening of our communal spaces



While there is still some uncertainty around when all government restrictions will be lifted, our team has been working hard behind the scenes to make sure we can safely re-open our communal spaces at our HomePlus schemes.

Over the last few weeks, they have been visiting the sites to understand what needs to be put in place to make these areas Covid Secure.

When the sites re-open you may notice some changes. Your HomePlus Scheme Co-ordinator will provide you with some information on how to use the sites safely and what guidance you should follow to help keep you and your neighbours safe.

We know that you and our HomePlus Scheme Co-ordinators are excited to get activities up and running again and we want to help you do this as safely as possible. So please keep to the guidance and, if you have any questions, talk to your Scheme Co-ordinator.

Rivers Meet office remains closed to visitors



As we come out of the national lockdown, you may notice that more of our team are working at our Rivers Meet office in Newent.

Despite this, Rivers Meet will remain closed to visitors for the time being. This will enable us to ensure we keep our team safe while we adapt to new ways of working.

Please do not try to visit our Rivers Meet office. You will not be allowed to enter the building and will be asked to leave.

If you need to speak to one of our team, please call **0800 316 0897** or email **customerservices@2rh.org.uk**.

SAVING TIP

Always compare the cost of renewing your home, car and travel insurance, plus your energy, phone, TV and broadband suppliers. Loyalty is rarely rewarded, and you usually save money by switching. It's so quick and easy to do online.

Our journey to Carbon Zero

Reducing the impact we have on our environment has always been at the heart of our organisation. In 2014, we built our Rivers Meet office to BREEAM Excellent standards, which means it is in the top 10% of sustainable non-residential buildings in the UK.

It is our ambition to be Carbon Zero by 2050 and that means we have to look at how we will achieve this now. Back in 2019, we did a survey of our CO₂ emissions. This revealed that our organisation releases around 10,579 tonnes of carbon into the atmosphere every year and 90% of this is generated by our homes.

So, if we want to reduce our carbon footprint, we need to look at what we can do to improve the energy efficiency of our homes.

In the first part of our journey to Carbon Zero, we are working with a small number of tenants to fully retrofit their homes and make them as energy efficient as possible. The project is part funded by a government grant which we secured in partnership with Stroud District Council and Cheltenham Borough Homes who

are also undertaking similar projects across the county. You can find out more about the grant on page 9.

Over the next few months, we will be carrying out surveys, creating designs, and implementing improvements in these homes to get a better understanding of how they currently perform and what improvements will work best for our homes and our tenants.

While we are starting with just a small number of homes, around 20 in total, this project will give us valuable information on how we can improve other homes that are built in the same way. It will help us develop a roadmap to becoming Carbon Zero and shape future investment in our planned maintenance programme.

We'll be providing more information about this project on our website, social channels and also here in Tenant Topics – we are really excited to be on this journey and can't wait to see the benefits it brings to our tenants and the environment.

Did you know...

- ▶ We recently built 11 new homes in Corse, Gloucestershire that were all fitted with air source heat pumps.
- ▶ Our development in Tutshill featured houses with electronic car charging points.
- ▶ We have a panel in the reception at our Rivers Meet office that shows how much energy the office is generating through its solar panels. The more energy we generate the lower the running costs – leaving us more to invest in our homes!



More new homes for Newent and Lydney

Not even a global pandemic can put the breaks on our development team's ambition to deliver 1,000 new safe, warm, affordable homes by 2028.

The team has been working hard to secure contracts with developers to ensure that we can continue to help local people move into their own home and recently announced two new deals for Newent and Lydney.

In a new partnership with David Wilson Homes, we will be providing 92 new properties at its Merlin's Gate site in Newent with 64 of these being available to rent and 28 for Shared Ownership.

And in another new partnership with Crest Nicholson, 44 new homes will be made available at its Mirium Park Site in Lydney. Again, this will be a mix of 29 homes for social rent and 15 for Shared Ownership.

They have also agreed to work with Edenstone Homes to take on an additional three homes at its site in Lydney.

In total that's 139 new affordable homes and with plenty more opportunities in the pipeline, that's great news for families in Gloucestershire!



Summer tea break

Win a £15 voucher

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

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

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

The missing word in our spring wordsearch was **PRIMROSE**.

Good luck!

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

This month's wordsearch shows that we're being a bit optimistic about the British weather, but which summer word is missing?

Bright	Fresh	Clear	Sunny	Humid	Sunbathe
Sizzling	Tropical	Warm	Toasty	Boiling	Hot

Name: _____

Address: _____

Tel number/email: _____

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

Don't forget to apply for the EU Settlement Scheme



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

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

- Public services such as healthcare and schools
- Public funds and pensions

- To apply for British Citizenship (if you meet the requirements and wish to apply).

Who needs to apply?

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

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

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

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