



£75 shopping
vouchers
Competition on page 19

Futures in focus

| Building communities

Welcome to your 'hot off the press' customer magazine



Well, this is a little different!

A magazine you can actually hold in your hands instead of reading on your phone! Or maybe you didn't even know we published a magazine for customers? We know not everyone is online and our website may not be top of everybody's list to regularly visit, which is why we wanted to send everyone a printed copy for a change!

If you're new to the magazine, then this is where we share everything that's been going on at Futures, from customer stories to helpful tips and tricks for you and your home. This time we have an important change to share, as our Neighbourhoods team has been revamped. We explain why this was needed, introduce you to some of the new roles and reveal the team's new name on page nine.

This year we're cracking down on fly-tipping, as we reveal exactly how much fly-tipping costs Futures on page 16. We also share fire safety tips, advice on how best to contact us and more good news stories about Futures in the community.

If you'd like support with a community project or have a story to share, then we'd love you to get in touch with us at communications@futureshg.co.uk.



Stand-up Sharon

Futures' resident comedian is back, and she's been working on some new material to share with you. Hecklers are allowed. Email communications@futureshg.co.uk with your best (family friendly) jokes and join Sharon in our next magazine.

"I used to have a job at the calendar factory, but I got asked to leave because I took a couple of days off."



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Want the latest breaking Futures news?

Follow us on social media! Join us for #MythBusterMonday, #TopTipTuesday, #ThankyouThursday and other non-alliterative news and updates.



@futureshousing



Futures Housing Group



We've ex-d X (Twitter). We're no longer using X/Twitter so please follow us on Facebook instead.

‘Futures in the community’ news

We love giving back to the community and thinking of new ways to offer support.

Bringing warmth to the community



Futures colleagues donated over 100 coats to the community in recent months in a bid to help those who didn't have a winter coat.

Staff gathered a grand total of 115 coats for all ages, sizes and weathers and donated them to Infinite Wellbeing CIC, Heanor, Oscari Church of Christ, Riddings and the Hope Centre, Northampton.

Rebecca Patrick, Director at Infinite Wellbeing CIC said: *"It's so generous and amazing that Futures has done this. It will really benefit the community as so many people are having a hard time at the minute, so it's lovely to be able to just do something for them."*

Traci Gibson, Organiser at Oscari said:

"The donation is absolutely incredible. We have people who visit us in bad weather without a coat, even in the snow, so I know there'll be people who'll come again and now get to leave with a coat. It's going to make such a difference."

The Hope Centre has several community larders across Daventry and Northampton where it will distribute the donated coats. They said: *"Thank you so much for your coat collection. We're always looking for warm items of clothing and these will come in very handy."*

Triumphant community clean-up day in Daventry

Futures joined forces with several organisations to help support a community clean-up day on the Southbrook estate, Daventry in October last year.

The event was organised by West Northamptonshire Council as part of an ongoing project to target fly-tipping and littering. Futures took part alongside Daventry Town Council, Northamptonshire Police, waste collectors NORSE, engineering business Cummins, Southbrook Community Centre staff and Northamptonshire Fire and Rescue Service.



Duncan Timbs, Watch Manager at Daventry Fire Station said: ***"We're always happy to support community activities in and around Daventry, especially when it helps to improve the environment and safety of residents and visitors."***

Sophie Harding, Community Engagement Project Delivery Officer at Futures said: ***"The transformation made in some areas in just the space of a day was huge, so it's brilliant to know that when we work together, we can make such a difference."***

CLlr David Smith, WNC's Cabinet Member for Community Safety and Engagement, and Regulatory Services, said: ***"Littering caused by a few thoughtless individuals ruins our environment and is an eyesore to locals and visitors. It's uplifting to see partners and residents work together to take pride in their local community and make West Northants a tidier and more pleasant place for all."***



Supporting young people with their next steps



Leaving school can be a scary but exciting time. Young people are faced with a lot of decisions in their final year of education and Futures has been to a number of schools across the East Midlands to offer advice.

Lee Pratt, Repairs Academy Manager at Futures, often visits schools and colleges to chat about apprenticeships and offer honest and friendly reassurance about the world of work.

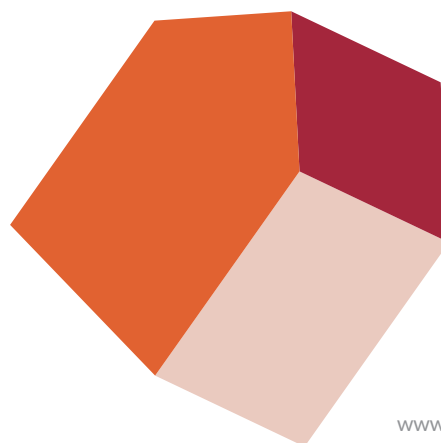
Lee said: ***"I do talk to the students honestly which the schools love. Very often we have some great conversations about reality, the bits that schools miss."***

The sessions are usually with students who are not looking to go into further full-time education, and involve Lee talking about his own experiences, quizzes and what it's like to work at Futures and what we look for in an apprentice.

Lee said: ***"I talk to them about my personal journey and how I got to where I am today to show them we can all do it – as I was exactly the same as them at school! I'll quiz them on how much they think the minimum hourly wage is for an apprentice and explain what the entry requirements are, as many often think there are none for an apprenticeship!"***

Kirk Hallam Community Academy, in Derbyshire said: ***"This is just what our students needed. A massive thank you to Futures and Lee for attending and delivering a range of apprenticeship presentations. From the onset Lee totally engaged the students by setting both individual and group tasks, causing many students to step out of their comfort zone... plus, his classroom management was amazing!"***

"The sessions were extremely interactive and students fed back how they felt they could relate to Lee's personable manner of delivery."



How best to contact Futures

We know how frustrating it can be when things go wrong. So we're here to make sure you can get the help you need as quickly and conveniently as possible. Here's a reminder of some of the ways to get in touch with us, get your questions answered and ask for support when you need it.

Help hub

If you have a question, the first place to check is our online Help Hub at **www.thehelphub.futureshg.co.uk**. It's quick and easy to search and gives simple answers to some of the issues and questions we often get asked about.

My Account

Take control of your home life with My Account. Whether it's paying rent or arranging repairs, our online portal lets you manage many aspects of your home easily. Our customer service team keeps an eye on My Account requests and aims to sort them out within a few hours. Just log in or sign up and follow the instructions to join the 4,000+ customers already using it.

Give us a call

Sometimes there's no substitute for speaking to someone. So we've listened to your feedback and now have more people on the phones to support you. Over the last three months, we've managed to pick up most calls within five minutes. We're proud of these results as this is something our teams have been working very hard to get right. Just dial **0300 456 2531** during our usual hours, and one of our team members will be on the other end, ready to help.

Online enquiry form

Filling out a simple form on our website makes sure that we've got all the information we need from you to resolve your enquiries quickly. Click send and our customer service agents will get an email to tell them you need help – one of the team will be in touch as soon as possible.

We're here for you and want to make sure you're using the right channels to get in touch so you can have the best experience possible.



OOPS!

Please don't email communications@futureshg.co.uk for any queries to do with your home and tenancy. This email is only for questions about our website, social media or publications, like this magazine!

Thank you for guiding our future

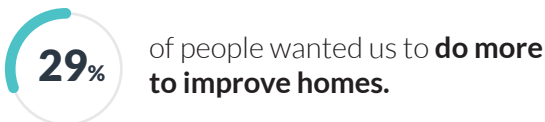


In November last year we asked our customers to tell us what we should start, stop, and continue focusing on as we shape our priorities for 2024 and beyond.

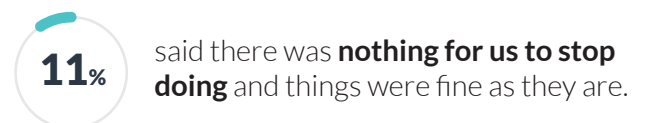
By January over 400 of you had completed our survey and we want to say a huge thank you to everyone who took part. Your feedback is so valuable, and we've been working hard to take your views into account as we move forward. Some of this will be spelled out in our new corporate plan and we're looking forward to sharing it with you later this year.

Here are some of the things you told us...

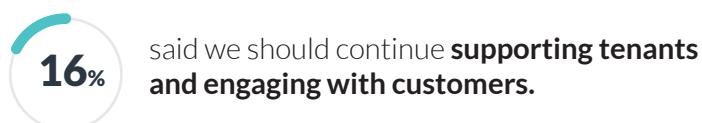
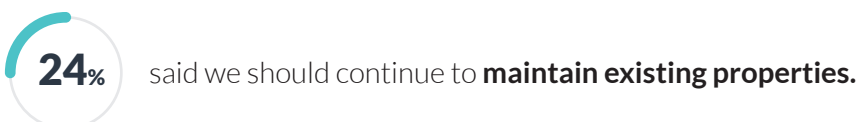
What we should start focusing on:



What we should stop focusing on:



What we should continue focusing on:



Stand-up Sharon

"I used to think I was indecisive. But now I'm not so sure."

Your Help Hub, 2023

At the end of each year music streaming services tell us our most played songs or if we've made it to the 0.1% of top listeners to a certain artist. Supermarkets even tell us how popular our meal deal of choice is and our most bought shopping item.

While we're of course not revealing your individual search history, we wanted to have our turn and share a few headlines about just how many of you are making use of the Help Hub.



The Hub has six categories for customers to get help from, including self-help repairs and money advice...



In 2023 these categories were viewed over **100,000 times**.



December was the most popular month, with **12,366 hits**.



On average the Help Hub gets around **8,847 page views** every month.



By the end of December 2023 there was a massive **77%** increase in people using the Help Hub in comparison to the beginning of the year!



The top three most viewed articles were...

1

'My electric shower isn't working or something on it has broken'

2

'My radiator(s) are on all the time or won't turn off'

3

'The electric/storage heaters are broken or aren't working properly'

All of these top three articles give step-by-step information, including pictures and videos to guide customers to see if they can fix the issue themselves safely at home.

We really love speaking to our customers and helping wherever we can – but we know that life doesn't stop outside office hours and not everybody has the time or likes making phone calls. These high hits show just how many of you are making the most of being able to manage your home in your own time without having to speak to anyone.

With more customers self-serving and able to find the information they need in one place, this also means our advisors will be easier to get hold of for those issues you just need to chat through with someone.

To use the Help Hub, go to
www.thehelphub.futureshg.co.uk

Goodbye Neighbourhoods, hello Communities

Our Neighbourhoods team had one huge makeover in 2023 as they set out to expand and become a new, bigger and better community-focused team. This meant creating new roles, hiring more staff and an appropriate team name change to... Communities.

One of the reasons for these changes was due to customers feeling like Futures wasn't present enough in their community. You also told us that communities housing officers (formerly neighbourhood officers) didn't always have enough time to chat and you didn't always know who you were dealing with.

So, what have we changed? We've hired more communities housing officers, and each one now has a smaller area to look after so they have more time to spend with customers. We now have two safeguarding & domestic abuse co-ordinators who support both customers and colleagues, and two community engagement project delivery officers. A long job title but their important roles involve them supporting local community groups and charities where customers live.

Throughout 2024 you'll notice Futures in your community more as we'll be increasing the ways you can get involved and have your say. We'll share what we learn from your feedback and explain the impact it is having, as well as making it simpler for you to get in touch in the first place.



Q & A

Meet our safeguarding & domestic abuse co-ordinators who we'll refer to as, 'L & M', who joined Futures in July 2023 in this newly created role. We're not sharing their full names to help ensure that the service can continue working confidentially, but with the pair having over twenty years' experience in domestic abuse and safeguarding roles between them, we sat down to chat about their time at Futures so far.



Can you explain what your role entails?

L: We support both customers and colleagues if they have any domestic abuse or safeguarding concerns. We give people a safe space to reach out for support, whether that's just giving them time to talk, emotional support or to advocate where possible on their behalf.

M: It's a very new and exciting role which will change and develop along the way. Futures identified a gap and that there should be specialist support in this field. Statistics show that one in four women and one in six men experience domestic abuse. If you think about the number of customers we have, then there's a need for this specialist support.

How will you help customers?

M: We get referrals from across the business so we speak to customers, assess the risk and offer support. We work with a holistic approach, discuss safety planning, offer emotional support and signpost and refer to the correct services, such as, mental health services, local domestic abuse services and social care.

L: We want to support customers to be able to live independently and free from harm. We'll work directly with them, promote health and wellbeing and support them with information to make choices.



What do you enjoy about working together?

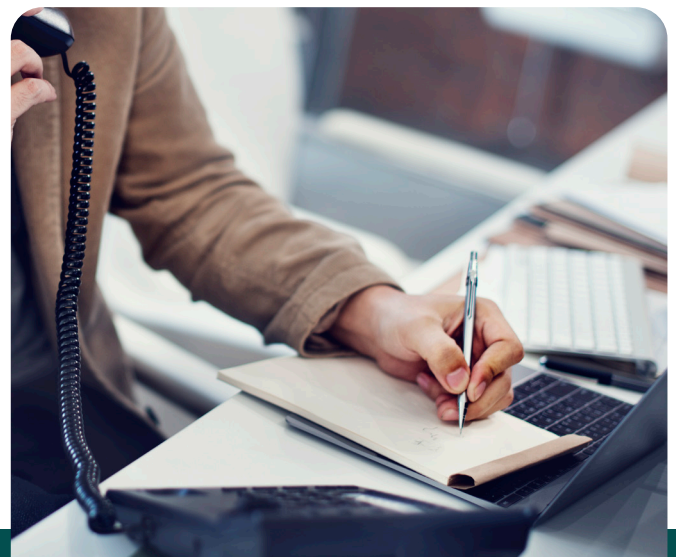
L: I always refer to M as my work wife, and I think that's because our working relationship is something I'm grateful for. We've spent so much time together to build the foundations of our roles and we've learned so much about each other along the way. M is a confident woman who empowers me and others, and she has one of the biggest hearts.

M: We work well together because we both have a passion for tackling domestic abuse and safeguarding and have the same goals in mind. It really helps to have someone to discuss cases with and support each other with them. We also have different ideas and thoughts, but our good communication skills help us to work together and come to the best decisions for the customer.

What's a typical day like for you?

M: The day has to start with coffee, of course! Followed by checking for any referrals or queries sent to us and then speaking with L. I'm likely to be checking in on customers or meeting them in person as well as going to different meetings. Plus, more coffee!

L: We go to a MARAC (multi-agency risk assessment conference) meeting each week to support victims of domestic abuse who are classed as being high risk. It's important as we work with other professionals to support them with any steps they are taking and ensure their safety is at the heart of the meeting.



This time next year, how do you hope your role will have developed?

M: I hope that customers, colleagues and agencies are fully aware of our services, and hopefully we'll have received an accreditation we're working towards, but more on that at the time!

L: We'll also look at other ways to ensure we're supporting services and customers in the community. I'm very passionate about domestic abuse and while I work in this to end abuse altogether, I also work my way out of a job. But the statistics are on the rise so we still have a long way to go.

M: I've always had a passion for supporting people experiencing domestic abuse and empowering them. Work like this is very rewarding and it's why I've always worked in roles to help and support people. I like to think of it as giving hope to people with no hope.



How to report abuse taking place in a Futures home

Please contact our customer service team on **0300 456 2531** or email **talkto@futureshg.co.uk**. Leave your details and how and when you'd like to be contacted and we'll be in touch. Please remember to call 999 as soon as possible if you or someone close to you is in danger.



Where to go for support

Help for women: www.nationaldahelpline.org.uk / 0808 2000 247 is run by fully trained female support workers and volunteers. Calls are free and don't appear on itemised bills.

Help for men: www.mensadviceline.org.uk / 0808 801 0327 is a confidential helpline for men experiencing domestic violence. Calls are free and don't appear on itemised bills.

VOICES at the Domestic Abuse Commissioner's Office (DAC): A virtual platform for victims and survivors of domestic abuse. They don't provide direct support, however it aims to give victims and survivors opportunities to share experiences. Sign up at www.domesticabusecommissioner.uk/voicesatthedac

Are you concerned about your own abusive behaviour and need support? Call Respect on **0808 802 4040**. Calls are free and don't appear on itemised bills.



Say hello, to your new CHO's!

Excuse the mystery abbreviation, we couldn't resist a satisfying rhyme! 'CHO's' are otherwise known as communities housing officers, which in the past you will have known as neighbourhood officers. We'd like to introduce you to some of the team now they're in their 'new' roles.



Louise

How long have you worked at Futures and where are you based?

I've worked here for three years and I cover several villages around West Northamptonshire.

What do you enjoy the most about your job and supporting customers and the community?

I enjoy being in a customer facing role, as it helps to build a positive relationship and breaks down any barriers. Our customers are better supported by having a regular physical presence in their community.

Are there any future plans you can share about how you'll be working with customers and the community?

I'll be taking part in partnership networking opportunities, supporting at community food larders and doing regular estate walkabouts to find positive and negative impacts in the community.



Corinne

How long have you worked at Futures and where are you based?

I've been here four years and I look after customers in Ripley.

What do you enjoy the most about your job and supporting customers and the community?

I enjoy the variety and the diverse needs of the customers and that every day brings a different challenge.

Are there any future plans you can share about how you'll be working with customers and the community?

I'm looking forward to meeting and supporting more customers who want to set up community groups and working to put our community centres to better use.



Victoria

How long have you worked at Futures and where are you based?

A year and a few months, and I look after Alferton, Crich, Holloway, Lea and Lea Bridge.

What do you enjoy the most about your job and supporting customers and the community?

I love the fact that every day is different and presents a different challenge. I most enjoy helping our customers to resolve issues.

Are there any future plans you can share about how you'll be working with customers and the community?

There's going to be a relaunch of Firs Gardens community centre, and we'll also be looking to increase the usage of other community centres in the area. So we'll be inviting people to let us know their thoughts on activities they'd like to see.



Nicola

How long have you worked at Futures and where are you based?

I've been here 16 years as of January 2024! I've done various roles across the organisation in my time here and while I'm based around Codnor, I also focus on compliance for all of our areas.

What do you enjoy the most about your job and supporting customers and the community?

I enjoy getting to work with different people in different places every day!

Are there any future plans you can share about how you'll be working with customers and the community?

No specifics yet, but I'll have more news to share early this year after some community engagement work!



Kirsty

How long have you worked at Futures and where are you based?

I've worked here for just over a year and a half and I'm based at Belper, Kilburn and Denby.

What do you enjoy the most about your job and supporting customers and the community?

I enjoy meeting people and supporting them to live in a great home in a safe community. The role is very diverse, and I get the opportunity to meet so many interesting people, enabling me to grow professionally and personally.

Are there any future plans you can share about how you'll be working with customers and the community?

My aim for 2024 is to open community spaces to our customers to enable them to facilitate or access activities that best meet their needs. I also plan to be more visible in the community, hopefully giving our customers more opportunities to discuss any concerns they may have.



Lisa

How long have you worked at Futures and where are you based?

Two years and across various places, including Somercotes, Leabrooks, Tibshelf, South Normanton, South Wingfield, Swanwick, Ambergate and Fritchley.

What do you enjoy the most about your job and supporting customers and the community?

That every day is different. That we get to know the communities on a personal level and build relationships. We are a point of contact for customers providing updates to queries and complaints and this enables us to provide good customer service.

Are there any future plans you can share about how you'll be working with customers and the community?

Trying to promote community centres and empower communities to manage community groups within them.



Don't worry, we haven't forgotten the communities housing officers that cover Northamptonshire.

We're in the process of hiring new officers for here, so we'll introduce you to some new friendly faces in our next magazine. To find out more about the CHOs covering in and around Northamptonshire, from Barby to Yelvertoft, keep an eye on our website for the latest updates.

Keeping fire-safe at home

Between March 2022 and 2023 there were just under 27,000 fires in homes and buildings in England, with over 24,000 of these being accidental.

The most common cause was misuse of equipment or appliances, followed by placing items too close to heat and faulty appliances and leads. Most of the time we're perfectly safe in our actions, but it's still wise to bear in mind the preventable dangers that could occur, both in and outside your home.



Candles

Over 15,000 candle fires are reported annually, and while candles are generally safe products, unless they're watched carefully and used safely they can lead to accidental fires.

- Make sure candles are kept away from curtains and other flammable items.
- Don't burn a candle all the way down – extinguish the flame if it comes too close to the holder or container.
- Be sure the candle is placed on a stable, heat-resistant surface.
- Only burn candles in a well-ventilated room, but away from drafts, vents and air currents.
- Put out candles when you leave the room and make sure they're completely out before going to bed.

Electric chargers

We've had several fires in customers' homes started by faulty chargers used for a number of appliances, such as smartphones, drones, vapes and scooters. They may be common items to leave on charge overnight or unattended but it's not recommended to do this.

You should always buy electrical products from reputable retailers and manufacturers as fake or badly made products can pose a higher fire risk. We'd also recommend registering your electrical items so you can be informed if there's a problem or product recall.
www.registermyappliance.org.uk



Barbeque fire safety

- Never leave a barbecue, bonfire or firepit unattended.
- Keep children and animals away from the flames and keep well away from fences, sheds, trees and other things that can easily catch fire.
- Never start or bring a barbecue, bonfire or firepit indoors.
- Don't use petrol or paraffin to light your fire. Only use firelighters or starter fuels on cold coals.
- Keep a bucket of water or a hose nearby for emergencies. When you've finished, wait until the fire is completely cold and fully extinguished before moving it and putting ashes into a bin.
- Don't place disposable BBQs on grass or prop up on anything wooden. It must be on a flat, even surface.



Bedtime checks

It's a good idea to check your home before going to bed, as you're more at risk of harm from fire when asleep.

It's also worth having an escape plan in place. We know that's a scary thought and hopefully you'll never have to use it, but it's important to prepare so there's no delay if you need to put it into action.

- Close doors inside at night to stop a fire from spreading.
- Turn off and unplug electrical appliances unless they are designed to be left on - like your freezer.
- Check your cooker is turned off.
- Don't leave the washing machine on.
- Turn heaters off and put up fireguards.
- Put candles and cigarettes out properly.
- Make sure exits are kept clear.
- Keep door and window keys where everyone can find them quickly.

Smoke alarms

Make checking your smoke alarms part of your regular household routine. To test them, just press and hold the button until the alarm sounds. If it doesn't sound, then you'll need to replace the battery immediately.

If this still doesn't work, then call Futures as soon as possible on **0300 456 2531**.

Home fire safety checks

Your local fire service will have a free, online home fire safety check to evaluate how fire-safe your home is. Check out or contact your local fire service to find this!

Fire doors

Do you live in a property where your front entrance has a fire door installed? There's new information we'd like you to read around ensuring this door remains compliant with fire regulations. For more information, please visit - www.futureshg.co.uk/firedoors/

Fly-tipping: why it's a problem

Dumping waste illegally isn't a small issue, it's a big problem. We have some shocking figures to reveal how much it costs us to remove fly-tipping and the knock-on effect this has on our customers.

We usually spend around **£40,000 a year** just to remove fly-tipping. Across Daventry alone, each month we remove about eight tonnes of illegally dumped waste. One tonne is about the size of a small elephant, so we deal with eight elephant-sized loads of rubbish every month, just from one community where our customers live.

If £40,000 doesn't mean much to you, with that money we could...



Renovate eight kitchens



Buy and fit 34 gas boilers



Install 194 showers



Install 38 external doors



So, we're asking for your help!

We want you to help us put a stop to fly-tipping by reporting it to us, so we can spend that £40,000 on our customers' homes instead.

What is fly-tipping?


Fly-tipping is when people dump waste where it's not allowed by law. It's not just rubbish dumped at the side of a country road, it can even be items left outside your home on the pavement, in communal spaces or left next to your bin. If you're caught fly-tipping, you risk a fine of up to £50,000 or you may even receive a prison sentence.

The types of items people fly-tip include:

 old furniture

 garden waste

 washing machines

 rubbish left at the side of the road

 fridges

 construction materials



Stand-up Sharon

"My doctor said I should do lunges to stay in shape. That would be a big step forward."

So in short fly-tipping can look like this...



And it can also look like this...



But it's not just about the penalties and how much it costs us. It hurts our neighbourhoods, damages nature, and is dangerous for people and animals, especially when hazardous items are being dumped.

The effect on your community



Environmental damage: Contamination to soil and water from fly-tipping can last years, especially if it contains toxic materials such as asbestos or chemicals. This can disrupt the environment and cause problems for wildlife and plants.



Impact on children: Play areas become unsafe for children leading to injuries and exposure to dangerous substances.



Community impact: Not only does fly-tipping make outdoor spaces look run down, but it can also cause unpleasant smells and attract pests.

How to dispose of waste and protect your community

Got rubbish you want to get rid of? Here's what you can do:

Arrange a special pickup: Many local councils can pick up big items like old sofas, fridges, or washing machines for a small fee. Sometimes, they offer discounts. Follow the links below to find out more.

Bulky waste collection service for Northamptonshire:
www.westnorthants.gov.uk/bin-collection-services/bulky-waste-collection

Bulky waste collection for Amber Valley:
www.ambervalley.gov.uk/rubbish-waste-and-recycling/large-or-bulky-waste



Report all incidents anonymously by filling out the form here: futureshg.co.uk/fly-tipping-reporting-form/

Book your local community centre

We have 17 community centres throughout Derbyshire that are ready and waiting for customers, community groups and organisations to use.

While we provide the room, what you do with the space is completely up to you! Maybe you could start a book club? Use it as a warm space for your neighbours over the winter? Host your own murder mystery night? An arts and craft club? A cheese lovers society? We could go on, but hopefully you get the gist...

If you're a customer and pick the centre nearest to where you live, it's likely this will be free for you to book as the cost may already be covered by your service charge. Our customer service team will check whether any payment is needed when we get your booking form.

To find the centre nearest to you, go to www.futureshg.co.uk/communitycentres/



Keeping a healthy home



Our top priority and responsibility is to ensure that you have a safe and healthy home. While damp, mould and condensation can be more of an issue in winter, all homes can face it at any time of the year.

Excessive condensation can lead to various problems, including the growth of mould, which can affect both your well-being and the condition of your home. While minor condensation is typically not a cause for concern, there are several everyday practices we can all adopt to manage its impact.

We've collaborated with the Energy Saving Trust to share a handbook to help you effectively manage condensation and maintain a healthy home. There is also valuable information on various types of dampness, helping you to identify any potential issues.

If you spot any damp or mould in your home - or still have bad condensation after following these tips - let us know straight away and we'll arrange to inspect so that we can take any action we need to take as your landlord.

To read the guide, go to: www.futureshg.co.uk/keeping-a-healthy-home/



Stand-up Sharon

"Did you hear the rumour about butter? Well, I'm not going to spread it!"

Community café gets cooking

Southbrook community centre in Daventry is hosting a community café every Friday from 11am – 2pm with cheaper food and drink deals.

The menu includes paninis, soup, crisps, biscuits and homemade special items... and we spotted a tasty looking victoria sponge cake on the Facebook page recently!

The café has been funded by West Northamptonshire Council and it also serves as a warm space and place to chat to people.

For more information visit their Facebook page by searching '**Southbrook community centre**'.



Spot the difference

Can you spot the differences in the below photos?

Email communications@futureshg.co.uk with how many differences you can find, along with a short description of each one, for a chance to **win a prize of £75 in shopping vouchers!** The competition closes on 31 May 2024. You must be a Futures customer to enter. To read the full terms and conditions go to www.futureshg.co.uk/magcomp24t&c/



