

# inspire



## Rutland one year on

# Yes we keep our promises

As you know we had big plans to invest in Rutland homes and to improve the services we provide. We promised to invest £21 million over the next five years on improving your homes and we're pleased to tell you that we're bang on target.

What's more, tenants have been helping us to make the really important decisions about which choices and products we should use as part of our improvement work.

We started as we meant to go on, with work starting straight away and it hasn't stopped since.

Here are some of our highlights:

- Over £3.7 million spent in one year!
- 263 new kitchens and 247 bathrooms fitted with lots of choices given
- 470 homes improved through a mixture of new windows, central

heating, guttering, fencing, roofs and external decoration

- £7,000 spent on each sheltered scheme to help spruce them up and this is on top of improvements to individual sheltered flats

We've also made access to our services easier, which has benefited everyone. For example, you can now contact us by text and also arrange repairs direct with the contractor.

We've also made sure that support is there from our Tenancy Support Officer if you need just a bit more help to manage your home.

These are just a few examples of the many achievements over the past year.

Throughout this special newsletter, lots of examples have been given on the difference one year has made. To celebrate our first year we took our 'party vehicle' around Rutland so you could celebrate with us.

We've made a vast number of promises and we have delivered on all of them. We're now getting stuck in to our year two promises which will see us creating a handyman service to support vulnerable and older residents, as well as carrying on with the programme to improve tenants' homes.

A huge thanks to everyone who has helped us and you can be assured that we'll make sure the next 12 months are just as successful.

**Julie Doyle,**  
Managing  
Director



Improving homes and sheltered schemes



Improving services



Involving you



Giving support when you need it most

# One year on and we'

Over the last 12 months we've made fantastic progress making sure all year one promises to influence the way the

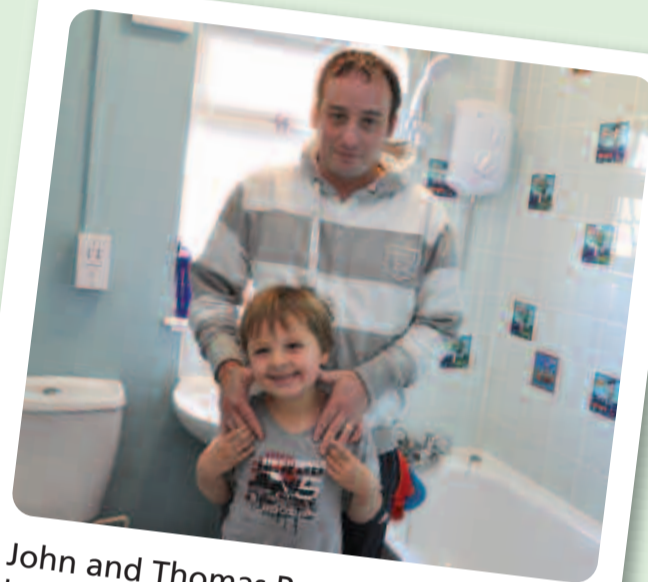
## One year on and here are

### We've made a difference by improving homes



Mrs Johnson – "I love our new kitchen, I love it all! We have more space and it is such an improvement"

We've spent over £3.7million in 12 months on improving Rutland homes. We've achieved a huge amount in just one year. Here are just a few examples of how we've improved your homes:



John and Thomas Reynolds – "Our bathroom is so much better. We have an electric shower now, and it's lovely to have a new bath"



470 homes have been improved through new windows, heating, guttering, roofs and external decoration



Our new Quality Assurance Group has been busy interviewing contractors, selecting colours, fixtures and fittings, as well as monitoring the improvement work



200 homes have had new fencing and 145 homes now have upgraded heating

We've refurbished the communal kitchens and bathrooms in 3 schemes

We've started to improve security at flats by installing secure entrance doors

We've fitted 263 new high quality kitchens and 247 new modern bathrooms

We've started to talk to you about how we'll spend £450,000 over the next 5 years on improving neighbourhoods

# We've made a difference

were completed on time. We've also worked hard to make sure you had a real opportunity for your promises were delivered.

## Here are some of our highlights!

### We've made a difference by improving sheltered schemes



With tenants help we've spent £7,000 on improving each sheltered scheme – from new curtains, chairs and even a pool table!

We know how important it is to invest in our sheltered schemes and provide a high quality service to older tenants in Rutland. With your help we've achieved a great deal over the past year. Here are some examples:



"During the planned refurbishments to kitchens and bathrooms, I helped our sheltered housing tenants by giving extra support when they needed it most!" - Ann Manning

We've improved access at 3 schemes by making sure disability standards are met and fitted scooter stores at 5 schemes

We've decorated all communal areas in our sheltered schemes with colours chosen by tenants living there

### We've made a difference by improving services



We've increased the money spent on repairs and you can now report your repairs directly to the contactor

We said that we would work with you to improve our services and standards. We've made great progress over the past 12 months. Here are some examples of what we've done:



We've worked more closely with local agencies to prevent anti-social behaviour and won an award for 'Local Partnership Working' as a result

You can now get in touch with us by text and we've introduced our new House Exchange service

We've made it easier for you to pay your rent by using Allpay and you now receive rent statements every 3 months

## We've made a difference by involving you

We've always had a strong track record in getting you involved in the work we do. Over the past year we've made sure that you've had more opportunities than ever to do this.



The RTLTP have been fully involved in monitoring our work and making sure we continue to provide a high standard of service to all tenants



Over 200 tenants came to our fun day and made it a great success

There are more ways for you to get involved and we've spent more money than ever on involving you

We've trained our Resident Inspectors to inspect services and then tell us how we can improve them

**inbrief**

### Inspire formats

Your Inspire newsletter is now available in different formats. If you require a version on tape, in braille, in a different language or large print, please contact us on 01572 755 465 and we will be happy to help you.

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 **Längüagê Liñe**

### Getting in touch

You can now contact us by email at : [spirehomes@longhurst-group.org.uk](mailto:spirehomes@longhurst-group.org.uk)

Our main office number is:  
**01572 755 465**

Our text number is:  
**447797 800 062**

Log onto: [www.spirehomes.org.uk](http://www.spirehomes.org.uk)

### Christmas Opening Hours

During the festive period our office opening hours will be:

24th & 31st Dec – 9.00am to 3.00pm  
 29th & 30th Dec - 9.00am to 4.00pm  
 27th & 28th Dec & 3rd Jan the office will be closed all day

Normal office hours will be in place from 4th January

## We've made a difference when you need it most

We said we would provide greater support to vulnerable and elderly tenants and we're doing just that. Over the past year we've put steps in place to make sure you get help and support when you need it most. Below are some examples:



£100,000 has been spent on adaptations to elderly and less able tenants' homes, including level access showers and grab rails



We provide extra support to tenants to help them stay in their home. Younger tenants may need help with budgeting skills and filling in forms

We've launched our new decoration and gardening scheme for elderly and less able tenants

You can now join our low-cost content insurance scheme

## COMPETITION

### Promises Wordsearch

Find the hidden words running forward, backward, upward, downward or diagonally.

Which one is missing?

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

REPAIR      FASCIA      HEATING  
 KITCHEN      FENCE      PAINT  
 BATHROOM      TEXT      ROOF  
 RENT      IMPROVE      WINDOW

Name: .....  
 Address: .....  
 ..... Age: .....  
 The missing word is: .....

The winner for the Autumn issue is: Magdalen Rowson. The answer was spider. Send entry to **Inspire, Spire Homes, Pinewood, 1 Cold Overton Road, Oakham, Rutland, LE15 6NT** for a chance to win a £20.00 Argos voucher by 30th January 2011.

