



## Your quarterly update on your home and community

# Hello,

Welcome to your quarterly email newsletter, where we share all the latest news on your home, services and local communities.



## Your Tenant Annual Review

Find out about how well we have been delivering services to you over the past year

## Need support?

Find out how we can support you with money worries, budgeting for household bills, finding jobs, apprenticeships and training opportunities, and mental health and wellbeing.

[Support | Progress Housing Group \(progressgroup.org.uk\)](https://progressgroup.org.uk)



### Keeping you safe

Working with gas can be dangerous, so it is important that you never try to fix, fit or move appliances like your boiler or cooker yourself.

[Read more about gas safety and your annual checks](#)



### Have your say

**We put our tenants and customers at the heart of everything we do.**

To do that well, we need your help to share your thoughts on our services and shape what we do. [Find out more about how to get involved](#), [view our latest consultations](#) or read [Your Tenants' Voice - Improving Services group's latest scrutiny review](#). Read about our [Community Chats](#) or [join us on an estate walkabout](#)



## Beware of loan sharks and scammers

We are working with Stop Loan Sharks to raise awareness and provide support to anyone who has borrowed money from an illegal money lender.

[Find out more about how to protect yourself from loan sharks and people who commit doorstep crime.](#)



## Keeping up with rent payments

If you are struggling to keep up with your rent payments, please let us know.

[Find out how we can support you if you are worried about debt.](#)

## You don't have to join the morning rush to report a repair.

There are quick and easy ways to report and track your repair online.

- **Fast** - report or book your repair online to avoid queuing on the phone
- **Convenient** - you can report and track the status of your repair online at any time of the day
- **Same service** - we will log and schedule your repair in the same timescales as phoning
- **Choice** - for minor repairs, you can usually choose your own repair appointment online

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### **Are you prepared for Universal Credit migration?**

If you receive benefits, please read how the new Autumn budget and the Universal Credit migration affects you.

[Find out more information on benefits and the budget](#)



### **Test your smoke and carbon monoxide alarms**

It is important that you regularly test the batteries in your smoke and carbon monoxide alarms to make sure they are working correctly to protect your loved ones and neighbours.

[Find out how to test your alarm](#)

## **Useful tenancy information**

[You can quickly access practical information and guidance about your tenancy, including repairs, rent, neighbourhoods and home safety here.](#)

The downloads include information ranging from [how to use Thermostatic Radiator Valves \(TRVs\)](#) and [guidance on damp and mould.](#)

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## performing

Find out more about how well we are delivering our [Customer Promises](#), [managing complaints](#), meeting our [Tenant Satisfaction Measures](#) and making sure we provide [Value for Money](#).

## Read this in different ways

To download a copy of this newsletter or for an audio version, visit [Your tenant newsletter and Annual Review | Progress Housing Group \(progressgroup.org.uk\)](#).

If you would like us to print this newsletter and post to you, please let us know here: [Get in touch | Progress Housing Group \(progressgroup.org.uk\)](#).



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