

Independent Times

Spring/Summer 2024



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Progress

HOUSING GROUP

Welcome from Tola

Hello everyone – welcome to the spring edition of Independent Times.

It's been a busy few months at Progress, and we are making plans for an even busier summer. We have been visiting independent living schemes with our Big Conversation roadshow, chatting about our services and how you would like to see things improve.

In this edition you'll find information on how to get involved in our 30th anniversary celebrations. We will be giving you an overview of how we have been doing with our Customer Promises, and we

explain how you can enter this year's exciting Progress in Bloom competition!

If you would like to get involved in any of our day trips to Liverpool Docks or Kendal Market, read on.

We hope you enjoy reading all our news and updates, and as always, if you have any feedback or ideas for articles, please let us know by calling 0333 320 4555 or by emailing enquiries@progressgroup.org.uk.

Tola Adesemowo
Head of Housing
Operations



Join us for The Big Conversation

We want to know what services are important to you and so we have been inviting you to The Big Conversation.

Thank you to everyone who has attended so far – we have received some useful feedback.

We still have more events planned up until July and can't wait to see more of you.

This is your chance to let us know what you think of our services, such as communal facilities, activities, repairs, and support.

From this, we will put together a set of actions to help us improve our services for you. Here is what some of you have told us about why you have joined in:

Janet said: "It was somewhere to come and meet other tenants. It is important to learn

about what's going on and I was also able to raise a small repair."

Susan added: "I came to be sociable and see what was going on. We have our house meetings but we have never had anything like this with different colleagues from various service areas. It has been useful to know there is all sorts of support available."

So if we are at your scheme, please drop in and say hello – we have cake!

For more information on dates and times, please speak to your independent living coordinator or visit our website.





Grounds maintenance update

We thank you for your patience whilst our usual communal grass cutting service slowed down slightly due to the wet weather.

Our contractor Nurture began our grass cutting programme in April and has been working hard to make up for the short delay.

This programme is for communal cut and collect and two communal hedge cuts per year.

Wherever possible, Nurture will visit every two to three weeks and appreciate your patience if the weather can cause some minor delays. The new season usually takes a couple

of cuts to get sites into full order and hopefully, you are starting to see a difference in your area.

We look forward to the schedule settling into a regular pattern now, and we trust this will be visible to the community.

If you feel we have missed any communal sites, please let us know on 0333 320 4555 or by emailing us via enquiries@progressgroup.org.uk.

Maintaining the highest compliance rating

Every three to four years, the Regulator of Social Housing (RSH) undertakes an In-Depth Assessment (IDA) with each housing association.

The main objective of the IDA is to ensure that we are financially viable, properly managed and provide excellent services to you - our tenants.

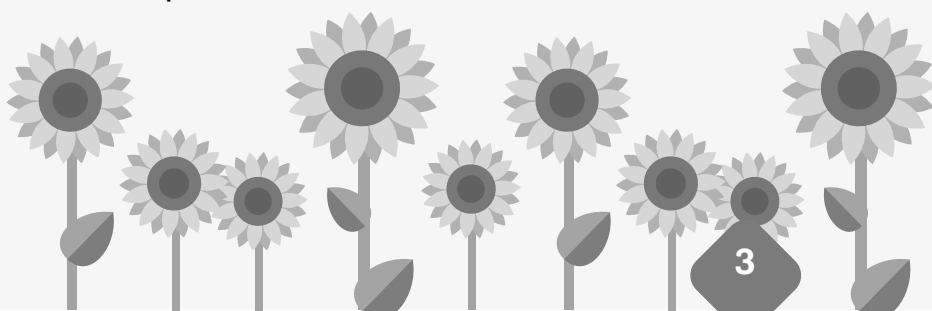
We are pleased to tell you that we have maintained our G1 V1 status, which is the highest compliance rating.

As always, we will never be complacent and will continue to deliver the best services we can to make you feel safe and happy in your home.

Sunflowers season

It's a good time to plant sunflowers. If you would like some sunflower seeds, ask your independent living coordinator. Watch your sunflower grow and then enter our sunflower competition later in the year.

We will also launch our annual Progress in Bloom competition on 1 July. Keep an eye out on our website for more details. Don't forget - you can take photos at any time when your garden is in full bloom, ready for when entries open later this summer.



Tenant Satisfaction Measures

Over the past few months, an external provider called Acuity has been performing Tenant Satisfaction Measures (TSM) surveys via text, email and telephone calls. Tenants are selected at random to make sure we get a fair representation.

To read the results, visit the performance section of our website, www.progressgroup.org.uk/performance/.

Your activities

What's been going on?

Our activities are a good way to meet people, reducing social isolation.

- ◆ Tenants have enjoyed several Christmas parties, Easter crafts and danced the afternoon away at St Gerard's Parochial Centre.



- ◆ Well done to tenants at Bolton Croft who raised £230 for Rosemere Cancer Foundation by holding a Christmas fair, which we match funded to £460. Organiser Linda said: "I want to thank fellow tenants Barbara, Bernie, Alice, and Amy, as well as two other ladies, Kath and Carol, who ran the stalls and Amanda who ran the kitchen. Gladys, who is 95, also did a fantastic job helping on the cake stall with Barbara."



Bingo with Baz

During November and December last year, some of our South Ribble tenants enjoyed prize bingo sessions with Baz Howard.

Baz, who is a Farington parish councillor and owner of Howards Decorators, offered to run bingo games at a number of independent living schemes: Lowerhouse Community Centre, Outram House, Lostock Court, Bashall Grove, Bridge Court and Lowerfield.

Our tenants said: "I have really enjoyed attending all of the bingo sessions and meeting new people."

"I hope to see these sessions return in the future."





Coming up...

Here is a list of what we have planned for the next few months:

Independent living schemes in South Ribble

- Thursday 4 July – Barton Grange & Chippy Canal Cruise - £30 per person with a non-refundable deposit of £10
- Thursday 22 August – Trip to Liverpool Docks - £6
- Thursday 19 September – Trip to Lowry and Imperial war Museum - £8
- Friday 18 October – Trip to Bury Market - £8

Coffee mornings

Every Friday from 8.30am-10.30am at Lowerhouse, Welsby Road, in Leyland.

Other activities

- Thursday 20 June – pie, peas and games at Lowerhouse, 1pm-3pm
- Wednesday 10 July – pie, peas and games at Bolton Croft, 1pm-3pm

Independent living schemes in Fylde

- Wednesday 24 July – Kendal Market - £11 per person
- Wednesday 7 August – Trip to Lancaster (canal cruise with chippy and quiz) - £34
- Wednesday 4 September – Trip to Skipton - £11
- Wednesday October 9 – Trip to Bury Market - £8

Other activities

- Wednesday 19 June – Mother Knows Best panto at St John’s Court, 11am-1pm
- Thursday 18 July – bacon butty morning at Derby House, 10.30am-12 noon (Tenants’ Meeting)
- Thursday 25 July – quiz with pie and peas at Derby House, 1.30pm-3pm

Tenants from all schemes are invited to the Summer Bash at St Gerard’s on Wednesday 25 September.

If you would like to find out more or book a place, please contact the Customer Voice Team at community@progressgroup.org.uk or call Danni and Clare on 07866 010999.

Good News for Evelyn!

Well done to our Greenwood Court tenant Evelyn who helped to create this beautiful community mural (pictured, right and on the front cover).

Evelyn helped design a piece of cloth to represent the stained glass window at St Andrew’s Church in Leyland. This was part of the Good News Group which meets at the church every Wednesday.

She told us she enjoyed making her part of the mural

and explained why she attends the Good News Group: “I love going to the group and making friends.” The mural, coordinated by Leyland in Bloom, includes 41 designs representing various aspects of Leyland, all created by different groups and individuals.

Other designs include one for Wade Hall Community Association, C&W Berry, Leyland Bus, and the War Memorial.



Say hello

You may have started to see more of our colleagues at your independent living schemes in the Fylde area.

We want our colleagues to be more visible and accessible. So, since closing the office at Jubilee House, in Lytham, our teams are now based within the scheme offices.

We take the security of our independent living schemes seriously and all our colleagues will wear a Progress Housing Group identification badge, so please say hello, or ask a question and our colleagues will assist where possible.

Meet Ian, your new Independent Living Coordinator.

Ian will be supporting tenants in Tuson House, Orchard Grange and Martinfield. Outside of work, if he is not out walking his cocker spaniel, Walter, you will either find him in the garden or looking after his rescued chicks and ducks.

He says: "I can't wait to meet all the tenants within my schemes and make sure they are connected to any support and services that they may need."



Crocheting for Tippy Toes

We invited our tenants who made blankets, hats, cardigans, and scarves for Tippy Toes Baby Bank to a thank-you lunch at Tuson House in Penwortham.

Stella, of Liggard Court, added: "I have been crocheting since I was five, as it was something to do during the war.

"I really enjoy it, and it gets us out of our rooms."

Tippy Toes accepts donations of baby items to give to families in need in Lancashire. For more information on how to donate, call Sue on 07789 268747.

During the lunch, Tippy Toes volunteers Mary and Jade spoke about their work.

Mary said: "It is wonderful you have all put the time and effort into making all these. I am astonished at how beautifully made these items are."





Do you feel lonely?

All of us can feel lonely or isolated from time to time, whether we live alone or with others.

If you're feeling lonely, there are things you can do to help yourself and places you can look for support. Loneliness is a normal feeling – we have all felt it at some time in our lives.

What you can do if you are feeling lonely

- ◆ **Speak to someone:** Spending time or talking to people can help you feel better. Age UK's Telephone Friendship Service allows you to sign up for a free weekly friendship call.

Many local Age UKs also offer face-to-face befriending services which involve a volunteer visiting someone at home for a cup of tea and a chat.

- ◆ **Try to keep busy:** Sometimes keeping busy with a hobby you like can give you positive feelings. Maybe try gardening, creative writing, jigsaws, puzzles or knitting?

- ◆ **Enjoy being outdoors:** Getting moving and going outside can help prevent you feeling lonely. You could try having a walk in your local park to get some fresh air.
- ◆ **Chat to people who like the things you do:** Talking to others and making friends with people who have similar interests can stop you feeling alone. You could meet other people by joining a local group or volunteering in your community.
- ◆ **Join us:** Take part in our activities at some of our schemes and join our monthly trips out, with transport included. See page 5 for more details.

If you are lonely and need to speak to someone, call our tenant support and wellbeing service Life & Progress on 0330 094 8845 or speak to your independent living coordinator.

Your wellbeing matters to us

Our tenant support and wellbeing service with independent provider **Life & Progress** offers 24-hour access to fully confidential support, guidance, professional advice and in-the-moment counselling.

You can get support and information on a wide range of work, family and personal issues, including:

- ◆ Mental health and wellbeing
- ◆ Tackling stress and anxiety
- ◆ Relationships
- ◆ Family matters
- ◆ Managing debt
- ◆ Power of attorney, wills and consumer rights.

To access the service:

Call 0330 094 8845

Visit www.lifeandprogress.co.uk and log in:

Username: progressgroup

Password: tenant

A fresh new look

We are excited to let you know that we will be giving some of our schemes a makeover.

Over the course of this year, contractors will be redecorating and adding new flooring to these schemes:

Tuson House, Penwortham,
Bridge Court, Lostock Hall,
Old Mill Court, Walmer Bridge,
Orchard Grange, Penwortham,
Boundary Close/Churchside,

Lostock Court, Lostock Hall, New Longton,
Lowerfield, Farington Moss, Bashall Grove,
Farington, Jubilee Court, Leyland.

We will be consulting with tenants on colour choices of paint and colours/design of floor coverings.

Whilst we anticipate some minor disruption, we will take steps to make sure the work is done as quickly as possible so you can enjoy your new communal spaces.

To find out more about when the work will be taking place and what it will involve, please speak to your independent living coordinator.

Compliments and complaints

Feedback helps us to learn and improve our services.

From 1 April 2023 to 31 March 2024, we received:

620 complaints

141 compliments

from our general needs, independent living, leasehold tenants, shared owners and supported housing tenants.

Some examples of how we have responded - 'You said, we did'

You said - "We were struggling to access the rear of the building at Orchard Grange in Penwortham, especially when we use scooters."

We did - We installed a new path to provide safe access and the tenants were really pleased.

You said - "We were really disappointed when our independent living trips were cancelled last minute due to a shortage of minibus drivers."

We did - We organised a recruitment drive for volunteers. We part-funded MIDAS (Minibus Drivers Awareness Scheme) courses in partnership with Preston Community Transport.

This resulted in three new volunteers.

◆ We are still looking for volunteer drivers. All drivers must be trained through MIDAS, which is part funded by Preston Community Transport. If volunteers are tenants, Progress Housing Group will fund the remaining half. If you are interested, or know someone who is, please email community@progressgroup.org.uk.

Compliments received:


- A tenant wanted to pay a compliment to independent living coordinators who rang him to see how he was. "That was such a lovely thing to do and shows what caring staff you have."
- A tenant complimented an independent living coordinator who "went out of his way" to make her feel better when she suddenly felt unwell.


If you would like to leave us a compliment or make a complaint, please contact us.

We are a member of the Housing Ombudsman Scheme and we carry out an annual self-assessment against its Complaint Handling Code. This can be found on our website or be provided on request.




Contact us

 **Manage your rent and repairs at any time online at:**
my.progressgroup.org.uk

 **Live chat** (Monday to Friday, 8am to 5pm)
www.progressgroup.org.uk

 **Email**
enquiries@progressgroup.org.uk

 **Phone** (Monday to Friday, 8am to 6pm)
0333 320 4555

 **In-person** (Monday to Friday, 8.30am to 4.30pm)
or write to us at
Sumner House
21 King Street
Leyland
Lancashire
PR25 2LW

 **Follow us on Facebook/ProgressStreetTalk**



Tenants' Voice - Improving Services group update

Our Tenants' Voice Improving Services group held its quarterly scrutiny meeting at the end of March, where our tenants discussed the latest service reviews and the Housing Ombudsman's Complaint Handling Code.

The tenants looked at the remaining three action points for the out-of-hours service review, which included receiving an update that call abandonment fell to 20% in February.

The group was generally happy with the service, remarking: "The out-of-hours response is very

quick," but communication still needed to be better.

The next item on the agenda was the planned maintenance review, with nine recommendations made. These mainly related to communication and information on what to expect regarding timescales and what the work involved.

The tenants then looked at the recommendations made for their communication review.

The discussion turned towards the Housing Ombudsman's Complaint Handling Code and reviewing our policy in handling complaints



at each stage. We see complaints as opportunities to listen to our tenants and learn from feedback.

The next Tenants' Voice scrutiny meeting will take place on Tuesday 18 June at Progress House, Leyland, or online via Teams.

If any tenants have a service they would like to review in the future, please let our Customer Voice Team know by sending an email to community@progressgroup.org.uk.

Your new tenant committee

Over the past few months, we have been promoting opportunities to join us and become tenant representative committee members.

We have spoken to tenants about this at our Big Conversation events and promoted on our website and social media.

Recruitment closed on 31 May. Thank you to

everyone who expressed an interest. Our Governance Team will be in touch with all those who applied to let them know what the next steps will be.

It's an exciting time for us! Tenant representative committee members will work closely with our board members and colleagues to help us continuously improve our

services and understand how we can work better in our communities. They can also help us to monitor our performance and our complaints process, and how well we learn from feedback.

The first committee meeting will take place in the autumn. Watch this space for an update!

Money matters

Unclaimed benefits

Billions of pounds of government benefits and allowances remain unclaimed every year.

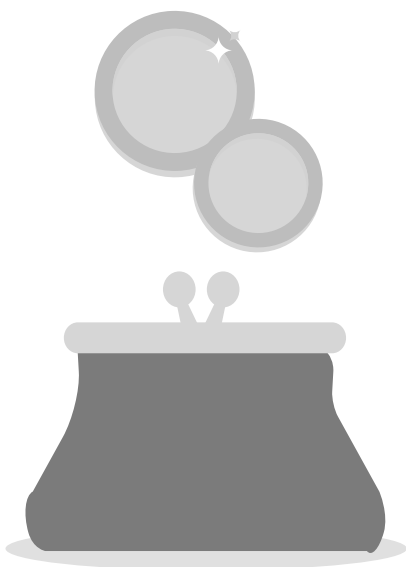
One of the reasons is that many people don't realise they qualify for them.

This includes:

- ◆ Pension Credit
- ◆ Council Tax Support
- ◆ Universal Credit
- ◆ Attendance Allowance

How to check if you're eligible for benefits

If you think you might be missing out on some of these benefits, or if you want to know if you are entitled to any grants, you can check using a free online calculator via www.turn2us.org.uk/



Are you up to date on two new changes with Universal Credit?

Universal Migration

If you are under 66 and eligible, you will receive a Migration Notice letter which will invite you to make a claim for Universal Credit (UC).

- ◆ You do not need to make a claim for UC until you receive the letter.
- ◆ You will need to make a claim for UC before the deadline given in your letter.
- ◆ You make that claim in the same way as any other new claimant.
- ◆ There will be something called Transitional Protection to make sure your benefit income will not be less than you already receive, providing you apply by the deadline given.
- ◆ Your legacy benefit will be brought to an end - either when you make a claim for UC, or if you fail to do so, when the deadline is reached.

- ◆ If you don't claim your UC, the legacy benefit(s) you receive will end.

Updating your Universal Credit journal

If you claim Universal Credit (UC), you must advise the Department for Work and Pensions (DWP) of your new rent charges.

If you are on a journal based UC claim, from 1 April 2024 you will have received a 'To-do' notification in your UC online journal titled 'Confirm your housing costs'. You will need to update this with your new rent and the date it is effective from (1 April 2024).

Progress Housing Group cannot do this for you and if you do not do this, you will be underpaid housing rent costs which may lead to your rent account going into arrears.

If you are on a telephone-based UC claim (not an online journal), you will need to contact the DWP on 0800 328 5644 to let them know the new housing costs.



What does a 53-week year mean for your rents?

Did you know this financial year which started on 1 April 2024 is a 53-week year?

When deciding how much Universal Credit (UC) should be allocated to an individual, the DWP calculates monthly rent by multiplying a week's rent by 48, 50 or 52 weeks dependant on an individual's tenancy. The DWP would then divide this by 12. This is the case even when there is an extra week in the year.

This means that your monthly UC payments will not cover the monthly rent in 2024. So, you will need to work out the shortfall and pay this.

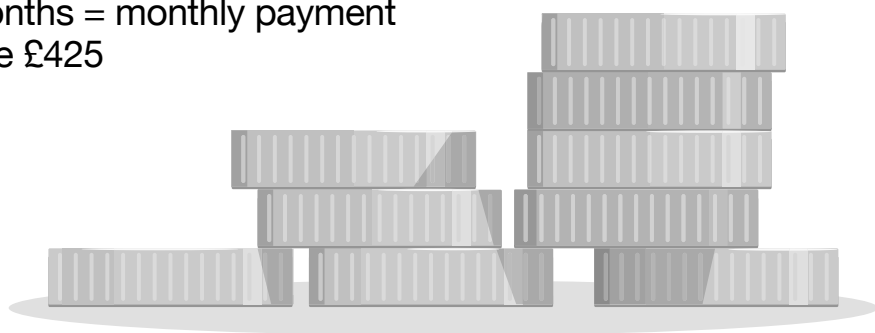
Example:

WEEK 48 tenancy: Rent £100 per week x 49 weeks charges divided by 12 months = monthly payment due £408.33

WEEK 50 tenancy: Rent £100 per week x 51 weeks charges divided by 12 months = monthly payment due £425

WEEK 52 tenancy: Rent £100 per week x 53 weeks charges divided by 12 months = monthly payment due £441.67

We are here to help so if you are unsure what this means for you, please get in touch with us on 0333 320 4555 or email incomecollectionteam@progressgroup.org.uk.



53-week rent year - your questions answered

What does it mean for me? If you pay your rent weekly, there will be an extra week of rent to pay. If you pay monthly please ensure this extra week is covered when you make a rent payment.

Who does it affect?

Anyone claiming Universal Credit. The DWP will not cover the additional week of rent. This is something that you will need to pay.

If you are on Housing Benefit (HB) this will not affect you as HB will cover this.

What do I need to do if I pay by Direct Debit? If you pay by Direct Debit you don't need to take any action. We will work the new figure out for you and automatically adjust your payments accordingly.

What if I pay by monthly standing order? If you

pay by standing order, you will need to make an adjustment to your monthly payments. To understand how much rent you should be paying each month, multiply your weekly rent amount by 49, 51 or 53 depending on your tenancy and then divide it by 12. Alternatively, you could switch to paying by Direct Debit and we can do the calculation for you.



Save money with Housing Perks app on your phone



We have teamed up with Housing Perks to provide an exclusive discount app to be downloaded on your phone.

The Housing Perks app offers discounts at over 100 supermarkets, high street shops and online, helping save money on the essentials such as groceries, fuel, clothing, and home furnishings. Discounts of up to 20% are available at retailers like ASDA, B&M, Sainsbury's, Morrisons, Argos, and more.

Discounts are offered on e-gift cards you can then use to purchase your goods or services.

Each retailer has conditions for the e-gift card, including whether it can be used online or in-store only, or both. Some may have limits on how much the e-gift card can be for. Please make sure you read the terms and conditions before use. Just click on the selected retailer to find out more and the Information tab will provide details on conditions of use.

How to install

You will need to input your tenancy reference number to sign up. This can be found on the rent review letters that we sent out in the post recently.

Search for Housing Perks on your Apple or Google app store. Install and to sign up,

type in your tenancy reference number in the tenancy reference box.

Please scan this QR code using the QR code app on your smart phone.



Vouchers can only be purchased on a smartphone or tablet/iPad. Vouchers can be opened, used and printed on any device with a web browser/printer.

Don't forget that you can keep on top of your rent balance and repairs by logging into your online tenant account. To sign up, you need your tenancy reference number. Go to my.progressgroup.org.uk

Safety concerns - report a repair

If you have any concerns about the safety of your home, please get in touch. We also have lots of information on keeping safe in your home on our website.

What are the main safety concerns?

- ◆ Fire risks
- ◆ Gas leaks

- ◆ Faulty gas and electrical appliances (including fittings and wiring)
- ◆ Damp
- ◆ Asbestos
- ◆ Burst pipes, severe roof leaks or flooding
- ◆ Unsecured external doors or windows (unless damaged by you,

your family or visitors to your home)

For emergency repairs, call us on 0333 320 4555.

If someone is in danger, call 999.

You can report a non-emergency repair via your online account: my.progressgroup.org.uk



Healthy Homes



To make sure our properties are well maintained, we have been carrying out surveys. It's a way for us to prevent any problems with our homes by spotting things early.

Our aim is to carry out full surveys on all properties considered to be at the highest risk of developing damp and mould in the North West, following the government's Housing

Health and Safety Rating System (HHSRS).

Over the past nine months, the Healthy Homes Team has carried out more than 2,400 full property surveys. These have come through referrals when certain issues are highlighted to us.

The surveys are focused on capturing common defects to be resolved by the Property Services Repairs Team.

The common theme for survey findings are:

- ◆ damp and mould
- ◆ electrical faults
- ◆ loose roof tiles
- ◆ a lack of window restrictors

If we visit your home to carry out our survey, it would be greatly appreciated if you could let us know about any issues.

Your fire safety



Hello, I'm Mark Armstrong, your Compliance Fire Safety Officer.

My job is to help keep you safe and make sure we follow and keep up to date with fire safety regulations and guidelines.

One new recommendation has been to remove fire-fighting equipment (ie fire extinguishers) from communal areas in schemes and blocks of flats.

Fire-fighting equipment remains in risk plant rooms (rooms dedicated to storing electrical items or heating systems), laundry rooms and kitchens.

We take this recommendation very seriously and have been working with Lancashire Fire and Rescue Service and fire risk assessment consultants to make sure we get everything right.

This recommendation was made to keep you safe. This is because if an untrained tenant was to use the extinguisher to tackle a fire, they would put themselves at risk.

We would never recommend that you tackle a fire yourself.

In case of a fire, if you are living within a scheme, you are safe to remain in your flat (unless the fire is in the property), keeping all doors shut. Raise an alarm if possible and call the fire service. If the fire is in your property, please exit the

property and call the fire service. Do not re-enter your property until the fire service confirm its safe to do so.

If your property is not part of an integral scheme and is separate, you should find the nearest fire exit, and call the fire service.

We will be holding Tenant Fire Safety Awareness courses at some of our schemes in June and July:

Orchard Grange, Old Mill Court and Amounderness Court – 20 June

Outram House, Lowerhouse and Lowerfield – 3 July

Northbrook Gardens and South Hey – 16 July

If you would like to be involved, or have any further questions, please speak to your independent living coordinator or Health and Safety Team on 0333 320 4555. Transport can be provided.

Our Customer Promises



Key					
getting better	↑	the same	→	getting worse	↓
on target or better	✓	nearly at target	▲	worse than target	✗

Homes

we promise to keep your homes well maintained and safe.



Measures	Target	Result 2022/23	Apr-Jun	Apr-Sept	Apr-Dec	Apr-Mar 2023/24	Target met	Trend*	Sector average**
% of homes not meeting Decent Homes Standard	0%	0.2%	0%	0%	0.6%	0.2%	▲	↑	N/A
% of gas safety checks	100%	100%	100%	100%	100%	100%	✓	→	99.9%
% of fire safety checks completed	100%	100%	99%	99%	98%	100%	✓	↑	N/A
% of investment in existing homes (target provided at Group level)	1.8%	1.7%	1.7%	1.7%	1.7%	1.7%	✓	→	1.4%
Average energy performance certificate (EPC) rating	72.7	73.0	72.7	72.8	72.8	72.9	✓	↑	N/A
% of satisfaction that the home is well maintained	76%	74.7%	N/A	N/A	71%	72.5%	✗	↑	73%
% of satisfaction that the home is safe	80%	79.4%	N/A	N/A	78%	78.5%	✗	↑	79%

EPC Rating: the result of 72.9 means that 1,719 properties out of 6,883 have an EPC rating below C.

* Trend shows whether better, the same or worse than the previous quarter.

** How we compare to other housing associations in the UK.



Communities and neighbourhoods

we promise to work with you and other agencies to keep your community and neighbourhood safe and well maintained.



Measures	Target	Result 2022/23	Apr-Jun	Apr-Sept	Apr-Dec	Apr-Mar 2023/24	Target met	Trend*	Sector average **
% of reinvestment in new properties and existing stock (target provided at Group level)	8.3%	6.4%	8.3%	8.4%	9.0%	7.3%	✗	↓	5.7%
Number of anti-social behaviour cases per 1,000 homes	80	91.1	18.9	55.2	58.6	77	✓	↑	35.7
% of satisfaction that Progress Housing Group makes a positive contribution to neighbourhoods	68%	58.9%	N/A	N/A	68%	70%	✓	↑	68%
% of satisfaction that communal areas are kept clean and well maintained	69%	66.8%	N/A	N/A	66%	67%	✗	↑	69%
% of satisfaction with approach to handling anti-social behaviour	65%	55.1%	N/A	N/A	61%	62%	✗	↑	65%

Culture

we promise to be respectful and supportive at all times and involve you in improving services.



Measures	Target	Result 2022/23	Apr-Jun	Apr-Sept	Apr-Dec	Apr-Mar 2023/24	Target met	Trend*	Sector average **
Number of tenants supported via Progress Futures	100	341***	73	136	184	241****	✓	→	N/A
Number of complaints per 1,000 homes	80	82.7	24.9	45.8	68.2	82.9	✗	→	40.3
% who agree they are treated fairly and with respect	80%	75.3%	N/A	N/A	80%	79%	✓	→	80%
% of satisfaction that your views are listened and acted upon	65%	61.2%	N/A	N/A	63%	63%	✗	→	65%
% of satisfaction that you are kept informed about things that matter to you	76%	70.4%	N/A	N/A	73%	72%	✗	→	76%

If you would like to read about our Tenant Satisfaction Measures and check our performance data for the last six months, visit our website at progressgroup.org.uk/performance/

*** Includes non-tenants

**** Figure including non-tenants is 393

Return Address
Progress Housing Group
Sumner House
21 King Street
Leyland
Lancashire
PR25 2LW

The Delivery Group



Help us celebrate our 30th anniversary

We are celebrating 30 years of Progress Housing Group this year – and we want to thank you for all your support.

We would love to hear your memories and see your photos from 1994. Please send them to marketing@progressgroup.org.uk and we will publish a selection in the next newsletter.

Our Charity Fund also has £30,000 to support the fundraising activities of our tenants and colleagues across the year. You can find out more about how to apply for our Charity Fund via our website www.progressgroup.org.uk/funding/



Have you seen our new website?

You will notice that our website has a new look.

It's still the same web address (www.progressgroup.org.uk) and you can still do everything you could before – just a little bit quicker and easier. We have made sure our new website is accessible and mobile friendly. All our information will be easier to find, including how to report and track a repair, where to find support, what events are happening, and everything you need to know about your tenancy.

