

# How we can help

**If you need advice and support, we're here to help.  
This handy guide gives you lots of information  
about our services and how to contact us.**



# Manage your rent and repairs online

You can check your rent balance, report a repair and raise an enquiry.

To activate or log into your online tenant account, visit **[www.progressgroup.org.uk](http://www.progressgroup.org.uk)** or use the QR scanner app on your phone to scan this QR code.

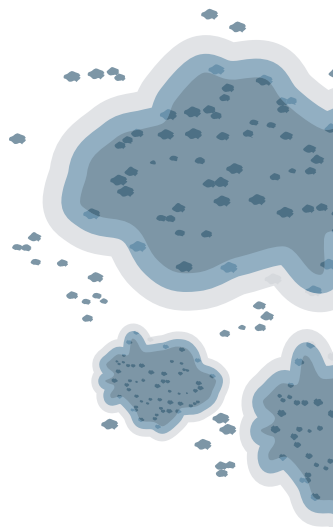


## Damp and mould

We know it can be worrying if you are experiencing problems with damp, mould or condensation in your home.

If you have damp and mould in your home, please get in touch as soon as possible so we can arrange for one of our damp surveyors to inspect your home. You can report damp and mould by:

- logging into your online tenant account
- emailing us
- live chat with us on our website – available Monday to Friday, 8am to 5pm
- calling us on **0333 320 4555**.



# Home safety

It is very important that you test your smoke and carbon monoxide alarms at least once a month to check they are in good working order. Please report any faults to us as soon as you become aware.

More fire safety information is available on our website or on request. Please get in touch.

## What to do in an emergency



If there's a danger to life or a serious issue with your property, call our emergency phone line **0333 320 4555**. It's available 24/7.

### Emergency repairs include:

- burst pipes, severe roof leaks or flooding
- fires in your home
- unsafe electrical fittings or wiring
- blocked main drains or blocked soil pipe to the only toilet (not a blocked sink)
- complete loss of electrical power, lighting or heating
- unsecured external doors or windows (unless damaged by you, your family or visitors to your home)
- failure of warden alarm call system

# Make a complaint or register a compliment

To make a complaint or pay us a compliment:

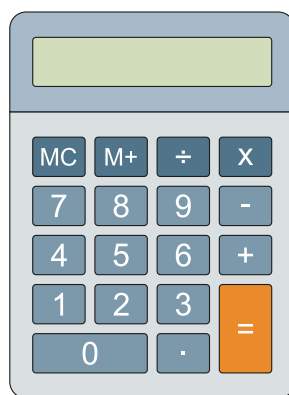
- visit **progressgroup.org.uk**
- log into your online tenant account
- live chat with us on our website
  - available Monday to Friday, 8am to 5pm
- call us on **0333 320 4555** - lines are open 8am to 6pm, Monday to Friday and outside of these times for emergencies.

We follow the Housing Ombudsman's Complaint Handling Code. Find out more information at [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk).

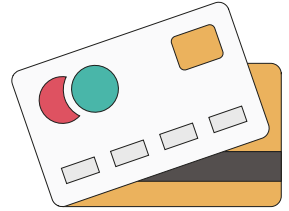


# Cost of living and support

- Our tenancy sustainability officers can offer short-term support with benefits, budgeting, life skills, and wellbeing. We can also put you in touch with other organisations that can help
- Our charity partner, Key Unlocking Futures, can provide longer-term support to help you maintain your tenancy. This includes help with rent arrears, support with benefits and budgeting, and opportunities to improve your digital skills. For more information on the support Key can offer, please speak to your Area Housing Officer or get in touch via our website **[www.progressgroup.org.uk](http://www.progressgroup.org.uk)**. You can find more information about Key on its website **[www.keycharity.org.uk](http://www.keycharity.org.uk)**
- We have community shops and cost of living support at our Leyland community centres: The Base, in Bannister Drive, Broadfield, and The Place, in Royal Avenue, Wade Hall. We also host the Fylde Food Community Hub at the Lower Lane Community Centre, in Auster Crescent, Freckleton
- Visit our Cost of Living Hub at **[www.progressgroup.org.uk](http://www.progressgroup.org.uk)**.



# Reducing your energy bills



Some simple actions could help you save energy.

**You can view more advice on our Cost of Living hub on [www.progressgroup.org.uk](http://www.progressgroup.org.uk).**

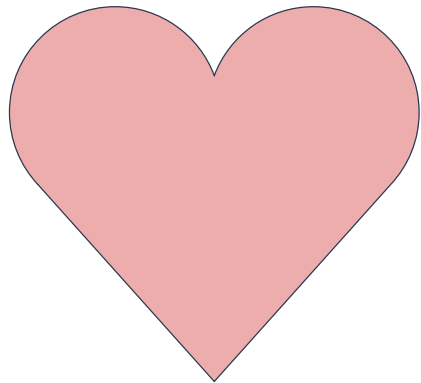
# Your wellbeing

Access practical information, resources, and counselling through our free and confidential independent tenant support and wellbeing service, called Life & Progress.

Call **0330 094 8845** or visit **[www.lifeandprogress.co.uk/tsws-cic/](http://www.lifeandprogress.co.uk/tsws-cic/)**

**Username:** progressgroup

**Password:** tenant



# Progress Lifeline

**Progress Lifeline** is a personal alarm and telecare services provider.

Key services include:

- 24/7 telecare monitoring and response service to individuals at home
- the supply, installation and maintenance of personal alarms and advanced telecare devices such as fall detectors, flood detectors, doorway and home sensors, and medical alerts
- assistive lifting with trained employees and specialist lifting equipment.

To access Progress Lifeline support, call **03333 204 999** or email **[lifeline@progressgroup.org.uk](mailto:lifeline@progressgroup.org.uk)**.



# Reducing social isolation

We organise regular trips and activities at our independent living schemes. These are open to any tenants aged 55 or over. We also hold community events for all tenants.

For more information, visit the events section on our website [www.progressgroup.org.uk](http://www.progressgroup.org.uk) or contact your area housing officer or independent living coordinator.

# Hate crime and anti-social behaviour

Any behaviour that has caused or is likely to cause harassment, alarm or distress to one or more people within their home or community is anti-social behaviour (ASB). If you are experiencing ASB, please get in touch via [www.progressgroup.org.uk](http://www.progressgroup.org.uk).





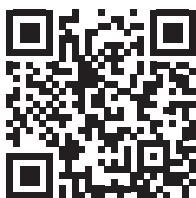
# Support with domestic abuse

Talk to 'Clare' (South Ribble and Chorley Domestic Abuse Helpline) for confidential advice and support 24 hours a day, seven days a week. Save 'Clare' on **01772 435865** to your mobile contacts.

Visit **[www.keycharity.org.uk](http://www.keycharity.org.uk)** for live chat - available Monday to Friday, 10am to 4pm.

Text message service on **07790 971237** - available from Monday to Friday, 10am to 4pm.

Use the QR scanner app on your phone to scan this QR code.



# Get involved

We have different ways for tenants to get involved and talk to us, including our Tenants' Voice - Improving Services group, Tenants' Forum and Tenants' Talk sessions.

To find out how to get involved, email **community@progressgroup.org.uk**

# Get funding for a community project

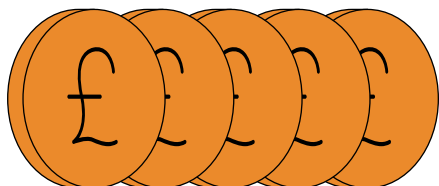
If you are involved with a local community project or have a great idea that you think would benefit your community, we may be able to help you with funding.

**Community Investment Fund** - for funding over £500.

**Community Support Grant** - for funding up to £500.

**Soup Dragon's Den** - for community groups applying for up to £1,000. This involves pitching your project at a community event.

Tenants can also apply to our Charity Fund to match their fundraising activities.



# Getting into work or training

**Progress Futures** offers access to free training, apprenticeships and employment support to improve your job prospects and achieve your goals.

If you want more information, email:  
**futures@progressgroup.org.uk**  
or visit **www.progressgroup.org.uk**.



Shaping futures, changing lives

# Get in touch



**The quickest and most convenient way to get in touch is online at [www.progressgroup.org.uk](http://www.progressgroup.org.uk) by:**

- Logging into your online tenant account
- Emailing us
- Live chat - our team is usually online from 8am - 5pm, Monday - Friday

In an emergency, phone 0333 320 4555.

## **Report or track a repair or check your rent balance**

You can pay your rent, check your rent balance and report or track a non-emergency repair online 24/7.

Log in or sign up for your online tenant account at [www.progressgroup.org.uk](http://www.progressgroup.org.uk)

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

[www.progressgroup.org.uk](http://www.progressgroup.org.uk),  
Monday to Friday, 8am to 6pm  
[enquiries@progressgroup.org.uk](mailto:enquiries@progressgroup.org.uk)  
0333 320 4555

 **Like us**  
[facebook.com/ProgressStreetTalk](https://facebook.com/ProgressStreetTalk)

 **Share with us**  
[@progress\\_hg](https://www.instagram.com/progress_hg)

## **Complaints and compliments**

Your feedback is very important to us and helps us to improve our services. If you want to tell us that we have been doing something well or are unhappy about something, please tell us using the contact details on the left.

Our Complaints Policy and process follow the standards set out in the Housing Ombudsmen's Complaint Handling Code. You can read more on our website or let us know if you would like a leaflet.

## **Do you need this information in another format or language?**

Please let us know. Visit [www.progressgroup.org.uk/access](http://www.progressgroup.org.uk/access)

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Help/2024

