

YOUR VOICE

HOUSING NEWS FOR
TENANTS & LEASEHOLDERS



NORTHAMPTON
PARTNERSHIP HOMES

Seasons greetings from NPH!



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Welcome

to the winter issue of Your Voice



Welcome to the winter issue of Your Voice. We hope you enjoy the read. At NPH, we love being able to share resident stories with you and keep you up to date on your housing services.

In this issue, you'll find out about exciting volunteering opportunities, what we've been doing to improve homes across Northampton and how our CIC (Happy to Help) continues to support groups doing great things for their community. I'm also thrilled to have the opportunity to introduce you to the financial inclusion team. We understand that life doesn't always go to plan and we're here to help – find out more on page 14.

Thanks to our cover star Loreta and her family. Find out more about them on page 5.



Finally, I would like to thank you for your support throughout this year. We hope you have a peaceful festive break and a happy, healthy 2022.

With my very best wishes,

Linda Cherrington,
assistant director: finance.



NORTHAMPTON
PARTNERSHIP HOMES

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NPH Connect



www.nph.org.uk

Large print?

If you would like a version of this magazine in large print, or another language, please call

**0300 330
7003**



Notice board

New initiative to make your streets safer

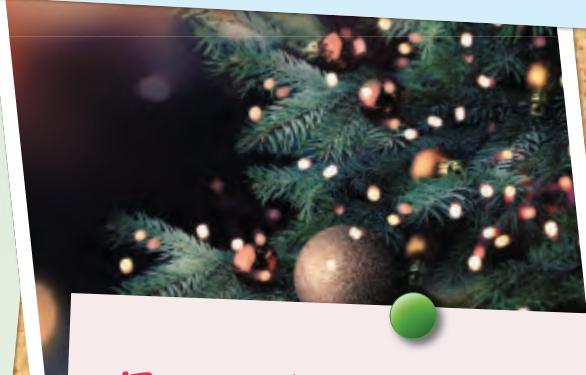
The StreetSafe map collects information so that Northamptonshire Police can understand community safety concerns in specific areas. If you download the app, you can report where you felt unsafe and why. This will inform decisions made by the police and local authority about safety.

If you've felt unsafe anywhere in the town, head to <https://www.northants.police.uk/notices/street-safe/street-safe/> and report it.



Look out for your neighbours

Did you know that we have a team dedicated to providing extra support to those who need it? NPH's support and welfare team are there to help if any of our residents are struggling with their mental or physical health, financial difficulties, domestic abuse, mobility or anything else that makes managing a tenancy challenging. Sometimes people in need of extra support don't know how to ask, so if you notice anything of concern, please do get in touch. We can make sure that a member of the team checks in and works out what we can do to help.



Stop hate helpline

A new helpline is available for anyone who is affected by or witnesses a hate crime. The helpline is run by national charity Stop Hate UK, and you can call them to report incidents, and receive confidential help, support, advice and guidance.

The Stop Hate Line is open 24 hours a day, every day of the year on 0800 138 1625. The helpline is also available by text message on 07717 989 025 and by email to talk@stophateuk.org. Web chat is available on their website, and British Sign Language (BSL) users can report via the BSL link on www.stophateuk.org.

Free Christmas tree collections

West Northamptonshire Council has announced that there will be no change to bin collections over the festive period.

They will also be taking real Christmas trees on your regular recycling collection day between 10th and 21st January, so don't forget to put it out with your recycling tubs!

Your community

Social Hub

Maria and her mum, Chris, run the Northampton Social Hub from our Blackberry Lane community hub.

The group meets monthly, and Maria and Chris organise activities to improve the wellbeing and happiness of those who attend. Sessions usually start with seated yoga, so everyone can get involved regardless of age or ability, and there's always a fun activity lined up for afterwards. Activities have included shoe makeovers, a fashion parade and they have crafts, afternoon tea and holistic healing sessions lined up for the future.

The group is off on a festive coach trip to the Cotswolds this month, where they'll visit Christmas markets and have a tasty lunch out. It's too late to join this one, but don't worry – they're already planning another outing in spring 2022!

Maria has Parkinsons Disease and moved to her brand new, adapted home in Briar Hill during the first lockdown. Due to the restrictions, she hadn't been able to get to know many people locally and was feeling isolated.

So, when things started opening up again this year, Maria and Chris decided to start the Social Hub. They received funding from our Communities Fund to help them pay for activities and resources, which they say has been really helpful so far. The group first met in August 2021, and they've already gained around 17 new members. Now they're looking to find more people to join them.

Chris said:

"We had the idea to start the group as we realised Maria couldn't be the only person who felt isolated and lonely during the pandemic. We have a good mix of people who come along, and everyone is so friendly. We'd love to welcome more people, especially anyone who has disabilities or health conditions that make it difficult to get out and socialise. But everyone is welcome, and if you want to have a chat to us before coming along, please get in touch. I know it can be daunting going to new places alone, but you'll have a warm

If you have a bright idea for group, project or activity which will benefit Northampton communities, the Communities Fund would love to hear from you! Our team can help you with the simple application process:

✉ www.nph.org.uk

✉ happytohelp@nph.org.uk

📞 01604 837836

welcome and I'll make sure that you'll be introduced to everyone and you won't be on your own."

The group meets monthly on a Friday afternoon in the Blackberry Lane Hub. There's a £2 charge for each session which helps towards the activities and refreshments which include delicious home-baked goodies. If you're interested, contact Chris on 53chrisclark@gmail.com or Maria on 07487 548555.

The Communities Fund supported both the Social Hub and Cycle for Health, and has also recently helped other community groups with:

- Buying gardening equipment to help with the upkeep of communal gardens;
- Wellbeing activity resources at one of our community hubs; and
- A noticeboard which community groups can use to keep a local community informed on local events and church services.

Springs Cleaning

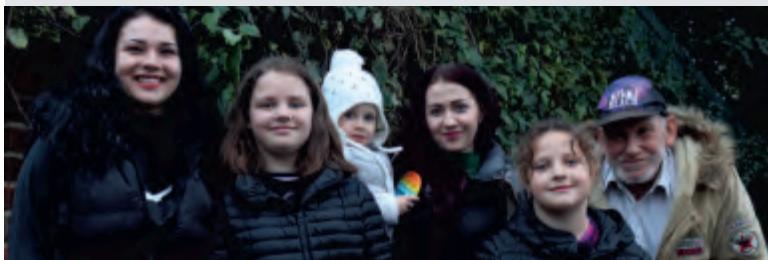
Over the last few months, Spring Boroughs resident Loreta and her family have been spending their free time cleaning and tidying around St Stephens Car Park.

Loreta has been working closely with Liz, the NPH housing officer who looks after the Spring Boroughs area. She'll clean the rubbish up and then Liz will organise for our estates team to remove the rubbish bags.

Loreta doesn't do this for any recognition, she just takes great pride in where she lives and wants others to do the same and follow her example:

"Because I had the example when I was younger, I was taught it's important to clean up all areas. I do care about the area, and sometimes it's important to just do it"

If you too would like to get involved with keeping your neighbourhood tidy, you can get in touch with the resident involvement team or connect with us on social media. We would love to hear from you.



Cycle 4 Health

NPH's Community Interest Company, Happy to Help, recently provided funding for Cycle 4 Health Northampton. The funding was provided by the Communities Fund, where resident groups can apply for up to £300 to help support their community activities.

Cycle 4 Health used their funding to pay for new high visibility vests to help keep members safe on their bike rides. Led by David Cooper, the group explores Northampton every week along different routes and cycle paths.

Each member of the group has their own story about how cycling has helped their wellbeing. They all support each other and welcome new members with open arms.

If you'd like to get back in the saddle, just give our resident involvement team a call and they will put you in touch with Cycle 4 Health.

James' challenge for Diabetes UK

DIABETES UK
CARE. CONNECT. CAMPAIGN.

You might remember James from our Autumn 2018 issue, who has been campaigning for many years to raise awareness of type 1 diabetes. James knows first-hand the impact diabetes can have on every-day life, having lived with the condition for 40 years.

"I've lived with diabetes for 40 years now, I'm trying to raise awareness and a little bit of money to help other people living with this condition."

"My diabetes has caused all sorts of health problems over the years and even led to me having my toe and metatarsal cap amputated on my 40th birthday! But my body is still going and I'm training hard, so that I can put in a good rowing and hand cycling performance for this brilliant charity."

The event will take place at Lings Forum on Sunday March 6th from 1–3pm and anyone is welcome to go along to support James. We'll look forward to sharing the pictures with you in the Spring issue of Your Voice.

To mark that milestone, James is now taking on a huge challenge to raise funds for Diabetes UK – a charity whose vision is a world where diabetes does no harm.

We caught up with James to find out more about his fundraising efforts.



Getting to know...

Sara Reese

We recently visited Sara at home and had a great time chatting over a cuppa about her love for design and all things spooky!

Thanks for having us Sara, your home looks amazing! How long have you lived here?

I've been here around 15 years and I've worked hard to put my own stamp on it. I have a bit of a dark sense of humour, as you can see, so I like that to come through in my home.



So, is it all your own work?

Not all of it, but lots is. I'm a graphic designer and in my day job I do all the design and packaging for a lighting company. When I'm not at work I like to do my own thing and design stuff that appeals to my sense

of humour and love for spooky things.

I set up my own design company "Stuff on Stuff", so that I can share my style with other like-minded people. It's not about making money for me. I just love working on concepts for greetings cards and other items that might make someone else chuckle.

From the looks of your coffee table, can I take a wild guess that your favourite time of year is Halloween?

Yep. I love it! I've been busy designing all my Halloween themed cards, tea towels and notebooks as you can see in front of you.

I have to ask about your gorgeous furry friends...

My guinea pigs, Max and Rex. They are completely spoiled! Their two-storey houses, toys and accessories take up half the living room, but I love them. They used to be in the same cage but weren't getting on, so I had to separate them. I realised when they were apart that Max likes to eat quickly and Rex takes his time, so no wonder it didn't work. They're both much happier now and loving life.

What else do you like doing in your spare time?

I enjoy live events, but I haven't been to many recently for obvious reasons! Before the pandemic, I would go to gigs and the theatre with friends. The best gig in recent years was The Prodigy in Birmingham, their energy was amazing!

I miss going to the theatre – I've been waiting ages to see Friends: the musical and Menopause 2: the musical, which have both been rescheduled because of the pandemic. The first Menopause musical was hilarious, so I'm looking forward to seeing what they come up with next!

I'm a true crime fan and I'm excited that there's a new series of my favourite TV show coming out soon, Dexter. Also, when I get time, I have craft days with my friends – I love making things. You can see quite a few of the things I've made around the flat.



Development and planned works update

NPH building new homes and investing in your neighbourhood

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Ince our Summer issue of Your Voice, we've continued to improve your homes and neighbourhoods and build more new homes across the town.

There are lots of projects on the go, some of which will complete early next year. We're working in Delapre, Lumbertubs, Abington, Wootton and Kingsthorpe.

Farmfield Court, built on the site of the former Tanners pub, will welcome new residents soon. We can't wait to see this new community develop in the heart of Thorplands.



The former Tanners pub

As a reminder, check out these before and after photos! The site has since been transformed and we've also improved the shop and takeaway for existing and new residents to enjoy.

We look forward to sharing images of the fully completed scheme in the next issue of Your Voice, so watch this space.

We're also thrilled to announce that residents have started to move into Moray Lodge, a



supported housing development for adults with acquired brain injury and mental health problems.

Sustainability was a priority in the design of this scheme. The project represents the standard of building we expect for the future and is meeting a real housing need for local people with additional needs.

Now onto some of our smaller developments. We completed a 1-bedroom bungalow at Pikemead Court in November. We particularly love these homes because this is a house type that applicants on the housing register told us they needed.

We are also on site to build family



Paddock Mill in construction

homes across Northampton. This one at Paddock Mill Court is already looking great and we look forward to seeing residents move in soon.

The planned investment team is currently working across Little & Great Billing and Ecton Brook. We expect to finish in these areas in the first half of 2022 and we'll be adding Bellinge to the programme after Christmas.



Farmfield Rd and Tanners pub site now

If you have any feedback or questions on anything you've just read, please do get in touch and we'll make sure your question gets to the right place voiceeditor@nph.org.uk

NPH scoops 2 national awards!

Housing Heroes

In the past couple of months, Team NPH has picked up 2 national awards. The first being for our housing management team, who were named Local Authority / ALMO Team of the year in the national Housing Heroes awards.

The award celebrates the achievements of social housing providers across England and shines a light on the incredible work carried out across the housing sector in the past 12 months.

The judging panel recognised NPH for "delivering wide ranging, pragmatic and effective services for many customers and supporting the whole community during hard times".

The panel also praised NPH for our dedication throughout the pandemic and some of the alternate solutions we offered for resident involvement.

Nature Project picks up an apple



ur second award came from The Green Apple Awards where our nature project was awarded a Silver Green Apple Environmental Award from the Green Organisation. The Green Apple Awards have been running since 1994 and have established themselves as one of the most popular environmental campaigns in the world.

Our nature project provides items to help residents care for the environmental and local wildlife, and helped get them started with growing their own food.

The NPH Nature Project regularly sends out a newsletter to our younger residents, and we've sent out hedgehog houses, bug hotels, bird feeders and nesting boxes all designed to support local wildlife and help it flourish.

You can find out more on NPH's sustainability commitment here – www.nph.org.uk/sustainability

We were also shortlisted for the Homebuilder of the year category at the prestigious UK Housing Awards.

Despite not winning we were thrilled to make the top 7 home builders in the UK.

New Year DIY Project

If you're planning a DIY project in the New Year, why not grab some bargain paint from the Paint Shop or get in touch with our affordable and reliable handyperson service?



The Paint Shop is based in Park Square, Kings Heath, and sells reusable, recycled paint for as little as £1-2 a litre. It's open to everyone, so spread the word with your neighbours and friends who might be looking for some paint too! The shop has lots of different colours and types of paint in stock, so it's definitely worth popping in to see what they have.

Sustainability at NPH – have your say

Did you know that if everyone on the planet lived as we do in the UK, we would need three planets to produce and absorb the natural resources we use?

We know that our work has a significant impact on the environment. From using energy to keep the lights on in our office, the fuel we use to drive our vans, or the materials and processes we use to build new homes. We're working hard to reduce any negative impact our work has on the environment, but we need your help.

Team NPH is working hard to create a One Planet Living action plan. This will help us to make sure we can make progress towards living within the means of our one planet, leaving plenty of resources for nature to thrive.

Now we need your help to create an action plan for residents too. If we all work together, we can have a big impact on the future of our planet.

The plans will be based on ten principles covering all areas of sustainability, such as reducing waste and energy use, improving everyone's health and happiness, promoting our local culture and communities, and reducing inequalities.

We've put our thinking caps on and come up with some ideas for projects or activities we could work on together in the action plan, but we want to know

what you think of them. It's your plan, and it won't work without you so please share your honest feedback. If sustainability is your thing, you can let us know if you'd like to get more involved by sharing your details on the survey.

You can see what we've come up with by going to:
[https://www.nph.org.uk/
sustainability-have-your-say](https://www.nph.org.uk/sustainability-have-your-say)

Look out for updates in the next issue of Your Voice!



If you want to check what's in stock before you make the journey to Kings Heath, get in touch with the friendly team who will be happy to talk you through what they have in stock at the moment. Email ThePaintShop@nph.org.uk or call 01604 837836 and they'll be happy to help you.

Each week, the Paint Shop team shares their Shade of the Week on our Facebook and Twitter page. If you like a particular

shade, head to the shop and mention 'Shade of the Week' to bag yourself a 10% discount!

OPENING TIMES

Wednesday 10am – 2pm
Friday 10am – 2pm.

f NPH Connect
t @nph_news

If you need a hand with jobs around the home such as putting up shelves, building flat-pack furniture, decorating or changing

tricky lightbulbs, why not use our trustworthy and affordable handyperson service? Jobs are subsidised and the cost is based on the job you need and your individual circumstances.

If you'd like to get in touch or find out more about the jobs we can help with, go to www.nph.org.uk/handyperson-service email happytohelp@nph.org.uk or call **01604 837836** and we'll be in touch!

Resident involvement updates

We recently launched our new customer charter, did you know that residents played an active part in making sure that we got it right?

Resident involvement

We asked for feedback in a survey about the charter which was sent to our Sounding Board. The Sounding Board is a group of residents who answer surveys and opinion polls about things that we do and give us feedback on new ideas or

projects we're working on. The survey results were anonymised and sent to our lovely Resident Advisory Panel for review. Panel members looked at all of the information, listened to what residents were saying, and made recommendations based on all of this to make the document more user friendly and resident centred. We're delighted that all the suggested changes were incorporated into the new charter; making it a resident

approved document and an excellent example of how you can influence what goes on at NPH.

Take a look at the Customer Charter on the next page and let us know what you think.

If you'd like to find out more about getting involved – email getinvolved@nph.org.uk or leave a message on 01604 837836 and our friendly resident involvement team will talk you through the options.

Community Hubs

NPH's resident involvement team has loved holding open days in our community hubs recently.

During the open days, the team spoke to lots of people who were interested in the wide variety of options for getting involved. These include:

- 35 residents who were interested in attending either regular or one-off meetings with us;
- 19 people who would like to help with community events; and
- 2 residents were recruited to be new hub champions.

Local neighbourhood wardens from West Northamptonshire

Council attended the event at Eastfield Close, which resulted in a fantastic display of partnership working. We want to say a huge thank you to wardens Rob, Steve and Darren who volunteered their time to clear the grounds around the hub, you can see from the photo what a great job they did. We know the residents who live nearby are absolutely delighted with how tidy it looks too!



We have 15 community hubs situated across Northampton, all containing a main room, kitchen and toilets with full disabled access. Lots of community groups already use the hubs for low cost, sometimes free, activities for all members of the community. As a resident, you can also book the hub for private events like birthday parties.

If you'd like to find out more about what's going on in the hubs, or how to book them, get in touch.

Email getinvolved@nph.org.uk or call us on 01604 837836.

Customer Charter

Our commitment to each other

Right Treatment

We will:



- Listen and respond to you;
- Do what we say we're going to do;
- Be honest, polite and respectful;
- Respond to your individual needs; and
- Try our best to understand your situation.

Getting it right

We will:



- Aim to get all that we do right first time;
- Be clear about how you make a complaint;
- Learn from when we get it wrong; and
- Follow our complaints process fairly.

Easy to do business with us

We will:



- Communicate with you using your preferred channel;
- Use Plain English and avoid jargon;
- Offer a range of ways for you to give us feedback;
- Increase the amount of services available online; and
- Make sure that our colleagues are well trained and continually developed.

Keeping you informed

We will:



- Keep you updated on your query or complaint;
- Let you know how we are performing; and
- Share our news across a range of channels.

What we ask from you

To help us help you, please:



- Be considerate and polite to our colleagues and contractors;
- Give us all the information we need to help you;
- Keep appointments or tell us if you need to change them;
- Let us know if you are unhappy with our service; and
- Tell us if our service has been better than you expected.

Could you volunteer some time?

Community hub volunteers

Our community hubs provide spaces where local community groups can meet to run youth projects, community lunches, wellbeing sessions and various other activities. We need people to join our team of volunteers who help us with the day to day running of the hubs, with general maintenance, or outdoor gardening work. If you think you could help us, we'd love to hear from you!

Paint Shop volunteers

The Paint Shop, based in Kings Heath, collects reusable, leftover paint and sells it to members of the community who can pick up a tin of paint for as little as £1-2 a litre. It also saves waste going to landfill so it's great for the environment too.

We need people who could help with paint sorting, customer service, retail or sales to join our fantastic team of Paint Shop volunteers. If you're hard-working, committed and up for learning new skills, this could be the opportunity for you.

If you're interested in either of these roles or would like to hear about other volunteering opportunities we have, just get in touch. Call us on 01604 837836 or email getinvolved@nph.org.uk.



Delapré Abbey volunteering event

We recently held a community fun and volunteering day at Delapré Abbey. We were delighted to be joined by lots of local heroes who do amazing work across Northamptonshire and all have exciting volunteering opportunities available to residents. We kept everyone amused with badge making, craft sessions and a giant game of Jenga!



We want to say a huge thank you to Delapré Abbey for hosting the event and offering free Abbey passes to residents who joined us on the day. The Abbey grounds were a perfect location for so many of you to join us and enjoy a lovely autumnal day out.

If you couldn't make it, don't worry! We've shared information on the organisations who joined us on our website. They would all be thrilled to hear from you if you would like to find out more about volunteering with them. Head to www.nph.org.uk/volunteering-opportunities to find out more about opportunities available with:

Family Support Link

<https://familysupportlink.co.uk/>

The Lowdown

<https://thelowdown.info>

me to help your community?

The Frank Bruno Foundation
www.thefrankbrunofoundation.co.uk

Northampton Society of Model Engineers
<http://www.nsme.co.uk/>



Northampton Saints Foundation
www.northamptonsaintsfoundation.org

RSPCA Northamptonshire Branch
<https://www.rspca.org.uk/local/aboutus/contactus/-/rspca/northamptonshire-branch>

Animals in Need
<https://animals-in-need.org/>

Warts and All Theatre
www.wartsandalltheatre.co.uk

Northampton General Hospital NHS Volunteers
<https://www.northamptongeneral.nhs.uk/Volunteering/Volunteering.aspx>

Q Space Northants
<https://www.facebook.com/QSpaceNorthants/>



We have an exciting opportunity for a NPH resident to join the Happy to Help board. If doing great things in the community is something you'd like to get involved with, we would love to hear from you.

Head to www.nph.org.uk to find out more.



NLive Radio
<https://nliveradio.com>

Action for Happiness Northamptonshire
<https://www.facebook.com/A4HNorthants/>

Northamptonshire Emergency Service Volunteers

- <https://www.emas.nhs.uk/join-the-team/volunteers/emergency-services-volunteers/>

Northamptonshire Emergency Service Cadets
<https://www.nescadets.co.uk/>



It's been brilliant being able to get out in the community to see you again over the past few months. We're planning our event calendar for 2022 and we'd love for you to be involved. If you have an idea for an event in your community, let us know. This could be a neighbourhood tidy up, litter pick, or something to focus on a particular issue you're experiencing. Whatever your idea, just get in touch!

01604 837836

getinvolved@nph.org.uk

Meet the

Our Financial Inclusion team has a new look, they've recruited two new colleagues recently.

The team does fantastic work to support residents with money worries. As it was Talk Money Week recently, we caught up with them to find out more about the new team, what they do and their top tips for managing your money. Meet Julie, Abbi and Karl...

Lovely to meet you all in your new look team! Abbi, you're new to NPH – how are you finding it so far?

Abbi: I love it! It's very different from my previous job, so I've been getting used to the systems and how team NPH works. I'm now getting out and seeing residents, helping them with their money worries. It's what I love doing and I'm very happy to be here.

Can you tell us more about what you all do?

Julie: Our roles are really varied and no day is the same. Usually, our days involve home visits or telephone appointments that we've booked after someone has been referred for support. During our appointments, we'll often make calls to benefits agencies or companies the resident owes money to. We also spend time looking for other sources of help, such as charities who give grants to clear debts or to buy items that the resident needs.

Abbi: Like Julie said, our roles are really varied, as are the types of people who get referred to us. I had expected that everyone we helped would be behind on their rent payments, but that's not the case. Yesterday I visited an elderly gentleman who had never been behind on his rent, but he needed help with filling in a benefit claim form. I helped him with that and he was so grateful, it's going to make a huge difference to him.

Karl: We also help with budgeting, it's something lots of us struggle with and there's no shame in needing some support with that. We help people to understand what money they have coming in and where it all goes, and then help to set a realistic budget. There's no point creating a budget that isn't realistic as people won't be able to stick to it, and they'll find themselves in difficulties again.

Abbi: We spend time working out what level of support people need, too. It's not a one size fits all service – some people are confident making calls or sending letters themselves, they just need to know who they need to speak to. For other people, they need us to make those phone calls or fill in the forms, which is absolutely fine. We want to empower people to manage their money, and we make sure that we tailor what we do to suit that particular person.

What do you love about what you do?

Karl: We work with a really diverse group of people, who are all at different stages of their lives, whether they've just moved into their first home or have been in their homes for years but their circumstances have changed.

Abbi: Like Karl said, it's all about making a difference. I often see people who feel overwhelmed, like everything is out of their control. As I said, I want to leave people feeling empowered. Seeing their stress lift, even a little, makes it all worthwhile for me.

Julie: I really enjoy helping people with their budgets and making sure that they're getting everything they can to make their situation a little better. We can help people apply for benefits or for grant payments, and these things can have a big impact on their situations.

team

What do you all to relax?

Julie: I'm a big rugby fan, and will watch most rugby games either live or on the TV. I was lucky enough to go to six games during the 2015 Rugby World Cup here in the UK, including the final. The best match I went to was the Ireland v Argentina quarter final in Cardiff. I've not experienced an atmosphere like that before, both sets of fans were so passionate – there were tears from the losing side, and hugs all round from the winning fans!

Abbi: I try to get out into nature as much as possible and travel lots in my self-built camper van with my dog and a plus one. I love waking up to a new view, throwing the doors open and soaking it all in with a morning cuppa and meditation. My favourite trip was wild camping up in Skye and the Cairngorms in Scotland, it felt like I could truly get lost.

Karl: Everything and anything outdoorsy. I love to fire up my van and head off to new places to surf, paddleboard, hike, swim or cycle. The last couple of years have shown me that life's too short to sit around when there are so many places to see and people to meet!



Top tips for managing your money:



Make sure you pay your rent first, everything else can be dealt with afterwards. The most important thing is protecting the roof over your head.



Don't ignore your money issues as there's lots of help out there. The longer you leave it, the harder it will be to deal with.



Take the time to understand your money. Going through your bank statements can be really eye-opening; you'll be surprised at how all those little trips to the corner shop or ordering a takeaway can add up! If you usually pay in cash, keeping a diary of everything you spend can help you keep track.



Live within your means, try not to spend more than you have coming in.



If you struggle to remember to make payments every month, then don't try to. Set up a separate bank account just for essential payments such as your rent, council tax and utility bills and arrange for direct debits to be taken out of that. Then all you need to do is transfer one amount of money over each month when your money comes in to cover these bills. That way, you know exactly how much you have left to spend each month.

If you need some support from our financial inclusion team, please don't hesitate to get in touch. Just call us on 0300 330 7003 and they'll be happy to help you.

Some of you have told us that you'd like regular help with your garden, whether that's mowing the lawn, cutting a hedge, weeding beds or a regular tidy-up.

So, we're thinking of introducing a Gardening Club where people can pay a small amount each week to have someone come and carry out garden maintenance at your home on a fortnightly basis.

We want to know if this is a service you would use.

Head to www.nph.org.uk/garden-survey to give us your views.



Wordsearch

E	D	D	I	T	H	L	O	N	O	W	B	O	A	R
L	K	S	Y	E	K	C	O	H	E	C	I	N	E	O
S	B	R	W	N	A	H	Y	P	D	S	K	T	L	B
B	E	I	K	I	T	I	M	J	O	D	O	R	G	S
O	J	N	A	P	N	U	J	L	U	G	E	P	A	L
B	D	S	I	S	J	T	Y	S	N	M	B	I	E	I
L	R	C	E	I	K	M	E	I	K	I	P	C	E	G
E	A	L	K	T	P	E	J	R	A	M	U	E	H	H
K	O	S	J	I	A	I	L	T	U	R	J	A	T	S
C	B	K	C	E	E	K	H	E	L	G	N	C	E	N
O	W	S	N	B	T	L	S	I	T	I	N	K	I	O
H	O	T	E	I	O	U	N	E	H	O	U	Y	D	W
E	N	K	R	N	R	G	R	C	L	E	N	G	D	B
C	S	H	G	I	E	L	S	B	O	B	A	S	E	O
I	B	A	T	H	L	O	N	T	E	L	E	K	S	A

Another huge thank you to NPH tenant **Oscar Woodcock** for his Winter Olympic inspired wordsearch.

BIATHLON
BEIJING
BOBSLEIGH
CHINA
CURLING
EDDIE THE EAGLE
ICE HOCKEY
LUGE
OLYMPICS
RINK
SKATES
SKELETON
SKI JUMP
SNOWBOARD
WINTER

Congratulations to our resident in Kingsthorpe who won our summer wordsearch!

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