

# YOUR VOICE

HOUSING NEWS FOR  
TENANTS & LEASEHOLDERS



NORTHAMPTON  
PARTNERSHIP HOMES

## Wedding bells at Eleonore House

Issue 23  
Summer 2022

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# Welcome

## to the summer issue of Your Voice



**elcome to the summer issue of Your Voice. I'm Winston Williams, NPH's**

**new director of asset management.**

I joined team NPH in April having worked in several housing organisations over the years. I'm enjoying getting to know Northampton and I'm excited about future plans to improve homes and neighbourhoods across the town.

You might have seen us on TV recently, with the whole house retrofit project. If not, you can read all about it on our middle page spread. You will also find out about some fantastic work going on in the community and meet a few fellow residents.



Thank you to everyone featured – we couldn't produce this newsletter without you.

If you have a story to tell, or some community news to share, we would love to hear from you on [voiceeditor@nph.org.uk](mailto:voiceeditor@nph.org.uk)

Meanwhile, grab a cuppa, put your feet up and enjoy the read.

**Winston Williams,**  
director of asset management



**NORTHAMPTON PARTNERSHIP HOMES**

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@NPH\_news



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[www.nph.org.uk](http://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**



Reader Friendly

# NOTICE BOARD

## RENT REFUNDS

Do you have a credit on your rent account? If you'd like to get your hands on the cash, call us on 0300 330 7003 and we can arrange a refund. Just make sure you have your bank details ready, as we need to check we're sending the money to the right place.

Once you've requested your refund, the rent accounting team will check your account. If everything's up to date and you have a confirmed credit balance, we will arrange for the money to be sent to your bank account. Please be patient, at busy times this could take up to five weeks.

Did you know that you can track your rent account balance online? Just head to [www.nph.org.uk](http://www.nph.org.uk) and follow the link to register in the top right of the homepage. You will need your tenancy reference number to hand.

## TRAINING DROP-IN SESSIONS

We want to make sure we're offering the types of training courses that are helpful to you. So, we're holding drop-in sessions in our hubs on Tuesday 20th September:

9.30am – 11am – Blackberry Lane hub

12.30pm – 2pm – Bouverie House

3pm – 4.30pm – James Lewis Court

Come and talk to us about the types of training we already offer, what you think would be most useful to you, and to meet some of the trainers.

If you'd like to come along but find the venues difficult to get to, don't let that put you off. Just give us a call on 01604 837836 and we can help to arrange transport.

## COST OF LIVING HELP

It's impossible to escape the effects of the cost-of-living crisis. West Northamptonshire Council has put together some information to help you find support. It includes how to access debt advice, help to apply for everything you're entitled to and information on the government's recent support fund.

Head to [www.westnorthants.gov.uk/community-safety-and-emergencies/cost-living-support](http://www.westnorthants.gov.uk/community-safety-and-emergencies/cost-living-support) to find out more.

Remember, if you're struggling to pay your rent, our lovely financial inclusion team is here to help. Just call us on 0300 330 7003 and they'll be happy to help.

## COMMUNITY HUBS

We have community hubs across Northampton, which are great spaces for NPH residents to use. They have kitchen and toilet facilities and make a perfect location for children's parties or other family gatherings.

If you're planning a celebration, head to [www.nph.org.uk/community-hubs](http://www.nph.org.uk/community-hubs) to find out if there's a hub near you. If you're ready to book, just give our friendly resident involvement team a call on 01604 837836 or send an email to [getinvolved@nph.org.uk](mailto:getinvolved@nph.org.uk)

Your community



# The Queen's Platinum Jubilee

This year, the Queen became the first British monarch to celebrate a Platinum Jubilee!

After 70 years on the throne, she has become a world icon and will be remembered forever.

Over the long bank holiday weekend from Thursday 2nd to Sunday 5th June 2022, we all came together to celebrate!

With street parties going on across the UK, Northampton did not disappoint. Here are some highlights that were sent in by some of our residents.



The Queen making an appearance at Lakeview House celebrations!



Jubilee celebrations at Eastfield Close, Duston



Northampton jubilee pageant in the Market Square

# Wedding bells at Eleonore House

Congratulations to Helen and Mick of Eleonore House who recently tied the knot!

After getting married on June 18th at Broadmead Church, and a reception at St Matthew's Working Men's Club, they celebrated with their friends at Eleonore.

The pair kindly invited the NPH communications team down to take some pictures of their special day!

We would like to send all our love and wish the couple a very happy future together.



## New planters in St James

Residents of Abbey, Melbourne and Devonshire House were recently invited to an event where they could claim their free plot in their communal gardens.

The installation of the raised planter beds was made possible through funding from PCSO Andrew Emberton from Northamptonshire Police and the Office of the Fire, Police and Crime Commissioner (OFPPC).

Local businesses also got involved to donate soil and give discounts on hand tools and seeds to get residents set up with everything they needed to get growing.

The new plot holders all live in flats with no access to their own gardens. This new project gives them the chance to grow their own flowers and food. It's also a great opportunity to meet other people from their neighbourhood.

More raised planter beds are available to residents living in Abbey, Devonshire or Melbourne House. If you live in Abbey, Devonshire or Melbourne House and you would like to sign up for a plot, please speak to your housing officer or call our resident involvement team on 0300 330 7003.



## Wordsearch Winner

Congratulations to Esmeralda and her daughter, Abigail for winning our Spring wordsearch!

"Yes we love the wordsearch, and I find the magazine interesting, informative and helpful. I appreciate what NPH is doing for the community. We try our best to keep the environment clean and tidy".

Thank you to all for your entries, remember to send them to us on Facebook!



# Getting to know... Lisa Carmody - The Monday Night Team

**W**hilst speaking to Lisa for our last edition of Your Voice, she told us about the amazing work of the Monday Night Team.

Lisa volunteers her time each week and coordinates a group of dedicated volunteers to help those who need it most.

We went to see Lisa on the Market Square to see this amazing work for ourselves.

**Lisa, thanks so much for your time. Can you tell us about what you're doing here?**

Every Monday, we, the Monday Night Team serve hot food and other donations we can get our hands on to rough sleepers. We bring hot food we've made at home, and also pick up donations from local businesses.

**What makes you want to do this every week?**

I haven't had an easy life and have been through a lot. I was given a second chance and want to offer the same to others.

We don't just give out food, it's clothes, toiletries, shoes, sleeping bags, blankets. Some of it comes out my pocket because I just want to help them and let them know they're cared for.

Having said that, we're being given more help now and we're becoming more well-known. It's great because more donations mean that we can help more people.

**How can people help?**

We always need more donations, whether it's clothes, food, bedding or a cash donation to buy supplies.

Morrison's and Greggs have been brilliant, but we always need more. I hate having to turn people away when we run out of food.

If you want to help Lisa and the Monday Night Team, please contact her on 07597 354277 or visit their Facebook page.

The team also have an Amazon wishlist if you would like to help with purchasing essential items

[https://www.amazon.co.uk/hz/wishlist/ls/1PRT6F0DPG0X4?ref\\_=wl\\_share](https://www.amazon.co.uk/hz/wishlist/ls/1PRT6F0DPG0X4?ref_=wl_share)

 Monday Night Team 2



# MEET THE TEAM

WITH  
JORDAN CIACCI!

In this issue, you'll get to peek behind the curtain of the communications team!

Jordan is NPH's digital engagement officer and works across all departments to bring out new content and share some brilliant stories.

We recently sat down with Jordan to hear what he enjoys about his job, and why he does it.

**Hi Jordan, so how long have you been at NPH?**

So, I started back in November 2017. Which makes it nearly 5 years now. I can't wrap my head around that to be honest.

**So, you're a digital engagement officer. Can you tell us what this means?**

I work in the NPH communications team and my role is all about design and turning ideas into reality. I actually designed the newsletter you're currently reading and took most of the photos.

I also manage the NPH social media channels alongside my colleague Hannah Lambert. I love to speak to our followers and make our posts fun!

Another big part of my role is looking after the NPH website. I try to make sure that all the information is correct and readily available to all residents.

I get to work with people all over NPH, from our amazing trades team, to colleagues in the back office. Seeing the great work that goes on every day is very motivating.

I know I'm not as important as a housing officer or repairs colleague to residents,

**BUT I TRY MY BEST WITH WHATEVER I'M DOING**

because I know how important it is that our residents get the right information.

I hope you can notice a difference between NPH communications today, to what they were when we first launched. We've worked really hard to improve.

**What's the best bit of the job?**

I'm so lucky because I get to work with all of my passions every day. I love designing and taking photos.

But I do mean it when I say this – the highlight is getting out to meet our residents. Meeting amazing and inspiring people and sharing their story really is the best bit.

**What do you like to do in your spare time?**

**I LOVE GOING TO MUSIC GIGS. ESPECIALLY AROUND NORTHAMPTON, THERE IS SO MUCH UP AND COMING TALENT.**

And then also taking photos, mainly on 35mm film though. Got to keep it retro haha!



TAKING PICS  
IN VENICE!



ME BEING  
VAIN!

## GOT A STORY?

Get in touch with Jordan and he'll make it happen -

 [jciacci@nph.org.uk](mailto:jciacci@nph.org.uk)

# SHDF FUND NEWS

In previous issues of Your Voice, we've told you about our retrofit programme which has been making big improvements to homes. These improvements will make homes more energy efficient, cheaper to heat, and more comfortable to live in.

This work is funded by the government's Social Housing Decarbonisation Fund (SHDF), and we welcomed Lord Callanan, Business and Energy Minister to Northampton in May. You may have spotted us on the local news that evening, giving Lord Callanan, his colleagues, and representatives from West Northamptonshire Council a tour of the properties we've been working on. We showed



him the work in progress, and introduced him to residents living in homes where work has already been completed.

We spoke to Aliye, told us how pleased she is with the work that has been done on her home. This work includes new windows and doors, improved insulation, a new heating system and we've also installed solar panels to her home.

**Aliye said: "The work looks great, and it's been done to a really high quality.**

**I'm already saving money on my energy bills thanks to the new solar panels and heating system"...**

..."and my home feels more comfortable to live. It's made a big difference to me and my family, and I can't thank everyone involved in the project enough."

As well as improving the comfort, health and wellbeing of social housing residents across the country, the SHDF aims to support 9,000 jobs in the green energy sector nationally.



### ***Kingsley SHDF properties***

Lord Callanan said: "The UK has a strong track record in improving the energy performance of its homes. This is thanks to projects such as this ensuring social housing tenants in Northampton can enjoy comfortable homes that are cheaper to keep warm."

"The £1bn we have committed so far for the Social Housing Decarbonisation Fund and associated demonstrator project is helping drive down energy bills for thousands across the country, targeting help to those who need it most by making their homes more efficient and greener."

We're delighted to have been awarded funding to continue this work on another 400 homes in St James, Kingsley, Kingsthorpe, Kingsthorpe Hollow and Abington.

This means more residents will benefit from these upgrades in the coming months, which will help them to save energy and money on their bills. Look out for more updates in future editions of Your Voice!

## **Struggling with your heating bills?**

Our friendly financial inclusion officers are here for you if you need help. If you're struggling to pay your rent and bills, please don't hesitate to get in touch. Just call us on 0300 330 7003 and they'll be happy to help.

# #MoreNewHomes

I

In the spring issue of Your Voice, we told you about an exciting new development near the town centre.

This former office block has been transformed into a residential development of modern one-and two-bedroomed apartments, which will become home to 60 households.

We can't wait to welcome residents to their new home at the end of this summer.

Laura Elliott who has been managing the project gave us a brief project update:

*As you can see when you walk past the building, all of the windows and balconies are finished and looking great.*

*Over the next month or so, we'll be completing snagging work and making sure that the apartments are ready for residents to move in.*

Check out our social media for a tour of Beaumont House!

## **Smaller site developments**

We have also completed some smaller developments around the town.

Starting in Blackthorn, with two new maisonettes and a three-bedroomed detached house.

We're also thrilled to have completed a gorgeous 2 bed bungalow in the Mounts, which has been adapted for a family with additional needs. Check out the pictures – what do you think?

We wish health and happiness for all our residents who have moved into NPH homes recently.



**Beaumont House, nearing completion**



**2 bed adapted bungalow**



**Maidencastle - 2 maisonettes**

# #InvestingInYour Neighbourhood

Our neighbourhood investment works have now hit Standens Barn, where residents will benefit from new windows, doors, facias and guttering. Internal improvements are also in progress, where needed.

Look out for our investment team on their next stops at:

- Sunnyside
- Kingsthorpe
- Kingsthorpe Hollow

You met the new director for asset management on our “Welcome” page earlier. If your home has had investment works already, feel free to let Winston know what you think.

We’ve made it really easy – just scan the QR code below and answer a few quick questions.

Alternatively, you can give us feedback about any of our services online at [www.nph.org.uk/give-us-feedback](http://www.nph.org.uk/give-us-feedback)



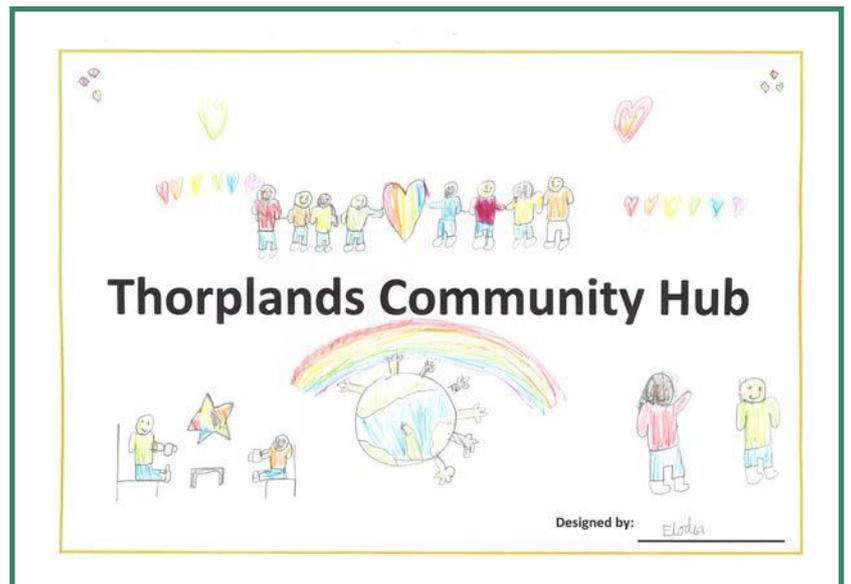
**SCAN  
ME!**

## Thorplands Community Hub

As part of our development and investment work in Thorplands, we built a brand new community hub. Located under the flats at Farmfield Court, the hub is fully accessible and equipped with a kitchen. It’s a lovely light airy space, which is perfect to bring the community together for activities and celebrations.

To celebrate the opening of the Hub, we invited children of Thorplands Primary School to design our new sign. After over 50 entries, the judging panel picked their favourite.

So, with huge congratulations from everyone at NPH, a massive well done to Elodia for designing the winning entry! This beautiful design really does show what community means.



**The new Thorplands Hub sign**

# More funding for brilliant community projects



## Cooking Good

Thanks to a grant from West Northamptonshire Council, we've been able to team up with the lovely people at Health Works to help NPH residents learn how to cook from scratch, reduce their food bills and improve their health. The recipes all use tasty and nourishing foods and aim to reduce food waste.

BBC Look East news joined us at one of the sessions recently to find out more about the workshops and meet residents learning new skills. Residents told us how much they're enjoying learning to cook the delicious meals, and that it's helping them to eat healthier and save money at the same time.

If this photo of the delicious food cooked in the sessions have your tastebuds tingling, and you'd like to learn how to cook it yourself, we'll be holding more workshops starting in September. Just give our friendly resident involvement team a call and they'll be happy to tell you more and sign you up.



## Jubilee beds project

Happy to Help has received National Lottery Funding to support the Jubilee Beds project. This project will provide beds to 70 people who are struggling to make ends meet – that's one bed for each year of the Queen's reign!

Most of us can relate to the struggles of a bad night's sleep, and how it affects our ability to concentrate, our mood and how we interact with others.

But did you know that a long-term lack of sleep can make it difficult for children to learn and school, and for adults to work?

Through this project, more people will have a comfortable and warm place to get a restful sleep, meaning they will be more able to concentrate, function and reach their full potential. Happy to Help hopes this will make a huge difference to their lives.



The Communities Fund provided funding to the Eastfield Close Senior Citizens Group to go on a trip to Great Yarmouth! They told us the weather was lovely, and they had a great day!

The residents of Ekins Close were gifted a leaf blower to help them keep the communal gardens tidy and looking great all year round. They do a fantastic job keeping the gardens in full bloom for local residents to enjoy.





# Have your say

This is the regular round up of resident involvement activities at NPH.

## Engagement Café

Regular readers might remember that we told you about our new Engagement Café in the spring issue of Your Voice. Well, the first event has now happened, and it was a great success.

The idea behind the café is for residents to get together for a cuppa with a purpose! It's an easy, informal way to contribute to reports, strategies and important decisions about your housing services. Feedback gathered goes directly to our executive team, to make sure that the views of residents are considered in everything we do.

The key topic of discussion for our first event was damp, mould & condensation. The resident scrutiny panel's review of NPH's approach to the issue, along with the advice and support that we give to available to residents was well underway, so it was the perfect time to get input from other residents. It's now time for the panel to make their recommendations to NPH's executive team, which includes everything residents told them at the café. Watch this space for the outcomes!

We'd love to see you at our next Engagement Café on 18th October at the Deco Theatre. Refreshments are provided, so please do let us know if you'd like to join us and we can make sure there's enough to go round!

## Happy to Help

We set up our social enterprise subsidiary Happy to Help CIC (HTH) to do great things for the Northampton community.

HTH has its own board, made up mainly of tenants. Later this year, the board will be reviewing Happy to Help services on offer. They'll be looking at whether anything needs to change and identifying opportunities to offer new services.

The idea for HTH came from a resident, so if you have an idea, let's hear it. You never know what might happen!

Contact us on 01604 837836 or email [getinvolved@nph.org.uk](mailto:getinvolved@nph.org.uk)



### Could you spare some time to be on the HTH board?

Our tenant board members have offered to tell you what they love about volunteering on the board and answer any questions you might have.

If you'd like to set up a relaxed chat, please do get in touch.



[happytohelp@nph.org.uk](mailto:happytohelp@nph.org.uk)



01604 837836

## Out and About!



# NORTHAMPTON PRIDE

On Sunday 26th June, we took our community bus out to the buzzing Market Square to join in with Northampton's amazing Pride festival!

It was wonderful to see so many Northampton residents get involved to show their support at an event where difference is celebrated, and everyone is welcome.

At NPH, we aim to make our services as inclusive as they can be. If you have any comments or feedback in this area, we really want to hear from you.

# ASB ROADSHOWS

The NPH community bus has been out and about as usual, but with a specific theme throughout the summer. We know that reports of Anti-Social behaviour (ASB) increase at this time of year. So, our specialist ASB team is out on the road, making sure that you have all the support you need when it comes to ASB. We've already been able to help residents with:

- Finding out how to report flytipping
- Advice on neighbour noise nuisance
- Support after experiencing hate crime
- Concerns about illegal activity in neighbouring properties

If you're worried about Anti-Social behaviour around your home or neighbourhood, you can report it to us online [www.nph.org.uk/anti-social-behaviour](http://www.nph.org.uk/anti-social-behaviour)



# NPH SUPPORT TEAM ACCREDITATION!

Team NPH is super proud of our support service which recently gained reaccreditation. The service was assessed by Erosh, the national network for older people's housing and support services, who recognised the hard work and dedication of our fantastic support and welfare teams.

This is great news for the service, and the residents it supports. The team works hard to help residents manage their tenancies and stay in their homes, while also improving their wellbeing, so we're delighted Erosh has recognised this once again.

The support team is made up of specialist staff who offer a support in many areas, including budgeting and managing finances, helping to claim benefits, accessing specialists, and gaining the skills needed to live independently. Last year, the team reclaimed an amazing £269,000 in income for residents. This includes unclaimed benefits, accessing government support and charity grants. With the cost of living going up, we know how important it is that everyone has as much money in their pocket as they're entitled to.

The support service is free of charge to all residents. If you're struggling with anything that is making it difficult to manage your tenancy, the team is here to help and encourages you to get in touch as quickly as possible.

Get in touch with the team by calling 0300 330 7003 or go to [www.nph.org.uk/our-housing-support-service](http://www.nph.org.uk/our-housing-support-service)

***"The support was brilliant; it sorted my life out. I can't thank them enough"***



## CONGRATULATIONS SITA!

Meet Sita Luka, our Welfare and Complex Needs team leader and winner of AICO's Inspirational Colleague of the Year award!

AICO is a leading fire safety technology provider and hosted an award ceremony which recognised the achievements of individuals and organisations working in the community.

Sita was nominated for her work on improving services for vulnerable residents. Congratulations Sita, we're all delighted to see your hard work recognised.

Well done also to Paul Tucker and Laura Elliott who were shortlisted in the sustainability project of the year category for the retrofit project – you can find out more about their work on pages 8 and 9.



# Wordsearch

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

Another huge thank you to



NPH tenant Oscar Woodcock for his summer BBQ themed wordsearch.

- BARBECUE
- BURGERS
- CHARCOAL
- CHICKEN WINGS
- CORN ON THE COB
- FAMILY
- GARDEN
- HOT DOGS
- KETCHUP
- MUSTARD
- PAPER PLATES
- REFRESHMENTS
- ROLLS
- SAUSAGES
- TONGS

## Send us your photos!



Find us on Facebook and send in your best summer photos.

Send them into us for a chance to be featured!

This picture is from our very own Jordan Ciacci who you can read about on page 7.



To enter, please send a picture of your completed grid to our Facebook page: **NPH Connect**, or email to [voiceeditor@nph.org.uk](mailto:voiceeditor@nph.org.uk), or send it the traditional way to the address on page 2.

Congratulations to Esmeralda and her daughter who won our spring wordsearch!

Read about them, on page 5!

