

# YOUR VOICE

HOUSING NEWS FOR  
TENANTS & LEASEHOLDERS



NORTHAMPTON  
PARTNERSHIP HOMES

**It's good to  
be back!**

**NPH out and about in  
your neighbourhood**

**Issue 20**  
Summer 2021



## At a glance...

### 6 Jeevan Project

Hear about the new project in Northampton that is helping to provide care leavers with essential sanitary products.

### 7 Southfields Allotments Opening

We recently officially opened our brand new allotment space in Southfields. Read about the residents who are already busy growing!

### 9 Meet Viv

We sat down with Viv Dixon, an artist from Northampton who recently completed some home improvements with the help of our Community Paint Shop.

### 11 Oak Tree Rise

We recently completed works on a new supported housing scheme in Thorplands.

### 12 Meet the team

Our community bus is back on the road with our bus driver Roy behind the wheel!

# Welcome

## to the Summer issue of Your Voice



Welcome to the latest issue of Your Voice. Thank you to everyone who has shared stories with us and joined us at our recent community event. It's been great getting to see you all face to face again!

Our repairs service has returned to business as usual in recent weeks, and you can now report repairs online again. Thank you for your patience over the last 18 months, you've really helped to keep our teams safe and we've appreciated your support so much.

Keep reading to meet our new bus driver Roy, find out about how residents in Southfields have been getting green-fingered, our new development at Oak Tree Rise, and meet our lovely resident Viv who has been decorating her home using paint from our paint shop!



A big thank you to our fantastic cover stars Alicecia, Lexie, and Maia, who enjoyed making flags and badges at our community day in Eastfield Park. Keep up to date with what's going on and upcoming events on our social media channels and website.

**Gary Duckmanton,**  
Assistant Director of Property Maintenance and Compliance.



**NORTHAMPTON  
PARTNERSHIP HOMES**

Voice Editor, Northampton Partnership Homes, Westbridge Depot, St James Mill Road, Northampton, NN5 5JW

T: 0300 330 7003 E: [voiceeditor@nph.org.uk](mailto:voiceeditor@nph.org.uk)



@NPH\_news



NPH Connect



[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

## N Live

NLive Radio is a local community-based radio station that wants to entertain, inform and engage everyone who lives, works and visits Northampton. They offer a varied mix of music, with the best of today's and yesterday's hits, plus a mix of specialist music from pop to rock, RnB to country, and tunes from local artists.

NLive supports Northampton's music, charities and businesses. They aim to keep you entertained throughout the week, let you know what's going on around town, and get you involved with the station and your local community.

Tune in on 106.9FM across the town, online at [nliveradio.com](http://nliveradio.com), and ask your smart speaker to "Launch N Live Radio".



## Mental health support at the One Stop Shop

Northamptonshire Healthcare NHS Foundation Trust (NHFT) is offering its mental health navigator service from the One Stop Shop in the Guildhall.

You can find support if you're experiencing stress, anxiety or depression, or are recovering from a mental health condition but struggling with finding the right support. The mental health navigators will listen to you, help you plan your next steps, and empower you to make long-term changes to help your recovery.

The service runs in the One Stop Shop on Wednesdays, Thursdays and Fridays, 9.30am – 4pm.

If you'd like to make an appointment, email [gill.taha@northamptonshiremind.org.uk](mailto:gill.taha@northamptonshiremind.org.uk) or call **0800 448 0828**.

## Your Annual Report

Find out how we're performing and how your rent money is spent. Head to the NPH website where you can find our Tenant Annual Report for 2020/21.

**[www.nph.org.uk/tenant-annual-report-1](http://www.nph.org.uk/tenant-annual-report-1)**

You can read the report or watch our handy video. We would love to know what you think!



## Coming soon

Looking for help with getting on line, managing your money or putting together tasty meals on a budget? Look out for our new programme of training courses in the Winter edition of Your Voice!





## Your community



# Everybody needs good neighbours

It was a beautiful day, so everyone who came along made the most of the free ice creams on offer.

**W**e recently joined forces with partners from across the town to hold our first community event since the pandemic began. We visited Eastfield Park on Friday 23rd July to raise awareness of anti-social behaviour.

Teams from West Northamptonshire Council, Northamptonshire Police and

Northamptonshire Fire and Rescue service joined us to raise awareness of anti-social behaviour and how organisations and communities can work together to tackle issues in their area. We were also joined by Northamptonshire RSPCA, Free2Talk CIC, Northampton Litter Picking Wombles, Northampton Saints and Northamptonshire Sport who shared information and made sure everyone had fun in the sun.

It was a beautiful day, so everyone who came along made the most of the free ice creams on offer. Children enjoyed a visit from a fire engine and police car, played giant games, and joined us to design flags, badges and posters to show what it means to be a good neighbour.

Thank you to everyone who came out to see us, we absolutely loved being back out in the community. We can't wait to see more of you soon!



Well done to Chelsea (above) and Lucy (below) who won our ASB week good neighbour poster competition








# Get active with NPH and The Saints

We've teamed up with the Northampton Saints Community team to offer free, weekly fitness sessions across the town through the new Street Fit programme.



Over the next year, the Saints Community coaches are heading out into five areas of Northampton – Ecton Brook, Thorplands, Eastfields, Kings Heath and Semilong – to get residents active and improve wellbeing.

The qualified Saints Community coaches will be visiting each area once a week in these locations listed on the right hand side. There are two sessions each night, one for adults (aged 18+) and one for juniors (aged 13-17). NPH has helped to fund these sessions alongside Northamptonshire Sport and West Northamptonshire Council, and the best bit is, they're completely free of charge to you!

The sessions started in the middle of July, and they've been really popular so far. Those attending have given great feedback, and people of all ages and abilities have been enjoying the sessions. So, don't be put off if you're not the sporty type – why not book on to a session and give it a go? There's no obligation for you to keep going if it's not for you, there's nothing to lose! If you do enjoy it, you could learn new skills, get fitter and meet new people.

**To book, go to:** [www.northamptonsaints.co.uk/community/street-fit](http://www.northamptonsaints.co.uk/community/street-fit)

**Email:** [JamieHiggins@northamptonsaints.co.uk](mailto:JamieHiggins@northamptonsaints.co.uk)  
**or call** 01604 599162.

There's no limit on how many people can attend a session, and you can go to as many sessions throughout the year as you would like.

## **Mondays @ Ecton Brook football pitches**

- 5:30pm – 6:30pm: Junior session (aged 13 – 17)
- 6:30pm – 7:30pm: Adult session (aged 18+)

## **Tuesdays @ Thorplands Muga**

- 5:30pm – 6:30pm: Junior session (aged 13 – 17)
- 6:30pm – 7:30pm: Adult session (aged 18+)

## **Wednesdays @ Semilong Victoria Park Muga**

- 5:30pm – 6:30pm: Junior session (aged 13 – 17)
- 6:30pm – 7:30pm: Adult session (aged 18+)

## **Thursdays @ Kings Heath The Oval**

- 5:30pm – 6:30pm: Junior session (aged 13 – 17)
- 6:30pm – 7:30pm: Adult session (aged 18+)

## **Fridays @ – Eastfields Park Muga**

- 5:30pm – 6:30pm: Junior session (aged 13 – 17)
- 6:30pm – 7:30pm: Adult session (aged 18+)

# Communities Fund – Jeevan Project



**R**ight Resolution CIC supports young people leaving care, and helps them into employment, education and training. The team is always looking for new and creative ideas to help those they support, and recently launched the Jeevan project. It provides free sanitary products to young people leaving care in Northampton.

It's estimated by Plan International UK that 1 in 10 girls in the UK can't afford to buy sanitary products, and 1 in 7 have struggled to afford them. Period poverty can lead to young people missing at least one day of education, employment or training each month, and 68% feel less able to pay attention at school or college while on their period. This can affect their access to opportunities and their wellbeing. The team at Right Resolution knows how this can have an even bigger impact on care leavers, who often don't have a close family to support them.

NPH resident, Louise works with Right Resolution CIC and had the idea for this project. She applied to Happy to Help's Communities Fund to get the project started and told us:

"As a care leaver, there have been times where I haven't been able to buy sanitary products, so I have first-hand experience of period poverty. I don't want others to be

"This project wouldn't have been possible without the support from a local care leaver..."

in that position, and care leavers often don't have a family structure where they can ask for help. As I'm a NPH tenant, it felt great that I could apply to the Communities Fund and get the funding to get this project started. I've loved working with the team to make up these packs, and by including extra treats like nail varnish and chocolate, I'm hoping it gives people a bit of comfort. It's great for self-care! I'm looking forward to helping adapt these bags for the winter and including things like fluffy socks and warm drinks!"

Amarjit Pawar, Director of Right Resolution CIC added:

"Over the years I've witnessed a number of young women negatively impacted by period poverty and the lack of access to sanitary products because of financial constraints. This project wouldn't have been possible without the support from a local care leaver, local funders such as Happy to Help and my team, who have worked really hard to make this project happen. I'm really excited to be launching this project to provide a much needed and vital service for all female care leavers in Northamptonshire"

If you'd like to find out more about this project, email [admin@rightresolutioncic.org](mailto:admin@rightresolutioncic.org), call **01604 626188** or go to [www.rightresolutioncic.org](http://www.rightresolutioncic.org).

The Happy to Help Communities Fund offers funding and support to community groups, projects and causes in Northampton. If your project is doing great things, or you have a bright idea to help local people, we'd love to hear from you. Contact the Happy to Help team on [happytohelp@nph.org.uk](mailto:happytohelp@nph.org.uk) or call **01604 837836**.





**Residents in Southfields have started working on their raised bed plots at our communal garden within Southfields Allotments. The garden holds 28 raised bed plots, and residents started work on their plots in May 2021.**



**M**

any of our residents living in the area live in flats and don't have access to gardens. The communal garden is there to provide a peaceful outdoor space where they can grow flowers, vegetables and other plants. It's also a great opportunity to meet other people from the community!

The feedback has been lovely so far. Lots of the plot holders have young children, so it's been great to hear about how they're getting involved in growing their own produce and getting outdoors. We've heard how it's connected people with others in their community who share a common interest, and it's given families a chance to learn new skills.

Nicola, one of the plot holders said:

"Me and my children love spending time at our allotment plot. They love getting involved and helping me, and they're really

enjoying seeing everything grow. Our tomatoes have just started turning red, and we're also growing lettuce, beetroot, spinach and mint. It's all growing really well! I find working on the plot really helps my anxiety, it means I have a reason to get out of the house and spend time outdoors somewhere peaceful. We see lots of people at the allotments, everyone is so friendly and welcoming, so talking to them and learning new skills is really helping with my confidence too! We love the little touches at the garden, like the bench it means we can take a picnic along and spend lots of time there. It's really helping to keep the kids entertained during the school holidays!"

Members of team NPH recently gave up some of their time to help clear out some of the weeds that had grown in the garden. This made the garden look tidier and gave the users even more space to enjoy the outdoors and work on their plots.

**"Me and my children love spending time at our allotment plot. They love getting involved and helping me..."**

The garden has been so popular that all of the plots have been snapped up. But if you would like to get on the waiting list, please email Lucy Shakeshaft on [lucy.shakeshaft@nph.org.uk](mailto:lucy.shakeshaft@nph.org.uk) or give her a call on **07825 790727** and she can sign you up.





# Help fellow tenants review your services

The tenant scrutiny panel has just decided on their next big project – a review of Daphne, the NPH bus.

## Resident involvement

**T**he panel will be investigating various aspects of the service, including the type of enquiries it receives, the locations it visits, staffing and other opportunities for its use.

You don't need to be on the panel to get involved, you can get in touch with us however you choose to let us know what you think of the service and share any ideas you have with us. We'll

make sure that your feedback is passed directly to the scrutiny panel to include in their review.

We're always looking for new recruits to the panel, so if you

fancy being more involved or would like to find out more, just get in touch with our friendly resident involvement team.



## Delapre Abbey Volunteering

If you're looking for a chance to learn new skills and meet new people, the team at Delapre Abbey has volunteering opportunities in the historic Walled Garden at the Abbey. They are excited to welcome new volunteers and will support you whether you're an experienced gardener or a complete beginner!

Team NPH will be at Delapre Abbey on Friday 24th September, 10:00 – 14:00. Come along to find out more about the volunteering opportunities available and let us know if there's anything we can do to help you be a part of this brilliant project. There'll be a chance to learn more about the history of the garden, and residents who come along to the event will be offered a free annual pass for the Abbey.



 @NPH\_news

 NPH Connect

 01604 837836

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





# Getting to know....

## Viv Dixon

I

n our latest interview with one of your fellow residents, we met with Viv Dixon. Viv

is an experienced painter and creative from Northampton and is such an inspiring person!

**Thanks so much Viv for taking the time to speak to us. So how long have you been a NPH resident?**

Well I've been in my current house since 2005, but a council tenant since 2002. I moved to Northampton from Manchester where I went to University to study the arts.

**So you're a painter?**

Well not just a painter, I love all creative expression. Whether it be drawing, designing, singing, dancing, just all of it! Creativity is so important to me. I get very frustrated when I get stuck in a rut or I'm not doing anything.

Music will always be my first love, but now I do a lot of painting and drawing. I'm also really interested in mixed media, ceramics, building 3D art, life drawings.... it could be anything.

**How important is it for you to have your own creative space?**

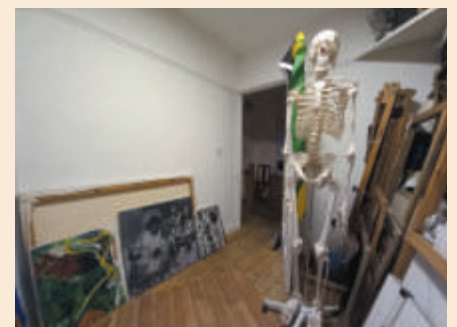
It's hugely important to me, I need to work in a space with the right energy. I recently visited the NPH Community Paint Shop as I'm doing some home improvements.

I wanted to do the work for a good price and managed to get some high-quality paints that were great value. The staff at the store were really helpful, and I'm so grateful for their help!

I'm also a big fan of the Your Voice. **I find it so helpful with the useful contacts and information in every issue. I actually found out about the Paint Shop in one of the issues, and also the new NPH Handyperson and Gardening service.**

If you, like Viv want to visit our NPH Paint Shop, you can do so every Wednesday and Friday from 10am – 2pm.

**Address:** The Paint Shop, 12 The Park Square, Kings Heath, Northampton, NN5 7LQ



## Development and planned works update



# A

fter months of hard work, we have now demolished St Marys and Berkeley House. Team NPH

supported residents to move to suitable homes many months ago, with the option of returning to the new development.

The next steps will see the site transform into The Roof Gardens - 126 new homes will be built on the site, with a mix of 1 & 2 bed apartments and family homes.

### Moray Lodge

We are nearing completion of supported housing development, Moray Lodge. The scheme comprises of 20 apartments with round the clock support for adults with acquired brain injury.



# Demolition of St Marys and Berkeley House



Watch this space for a tour of the scheme in the next issue of Your Voice.

### Former garage sites

On Harold Street, we've converted a disused garage site into 2 modern two bedroom homes.

Residents have already moved in, including Miss Clayson and her daughter.

"We couldn't be happier with our new home. The whole home is stunning, and it's great to have such a big garden"

### Neighbourhood investment Little Billing & Great Billing



Our regeneration works continue across the town. We are dedicated to improving the homes of our residents.

We're currently completing cladding works in Little Billing. These works help to improve the overall look and feel of the area and help with the structure of the home. We've also been looking at how communal outdoor areas are turfed to improve green space for all.





# New supported housing scheme in Thorplands

We are thrilled to have completed Oak Tree Rise, the first scheme of its kind for NPH in partnership with West Northamptonshire Council and NHS Clinical Commissioning Group.

**T**he scheme has been thoughtfully and specifically designed for adults with learning disabilities and complex needs. It contains 8 semi-detached bungalows and a management suite, which is available for residents to access support 24 hours a day.

We've created a space where residents can get to know their

neighbours or socialise with friends and family, enjoy the fresh air and crucially, feel comfortable in a home that works for them and their individual needs.

Helen Town, assistant director for asset management and development told Your Voice editors:

"My team has overcome significant challenges to keep building throughout the pandemic

and I couldn't be prouder to celebrate completion of this wonderful scheme. Team NPH would like to thank local residents and Thorplands Residents Association for their support and cooperation throughout this development."

We wish the residents at Oak Tree Rise all the best in their new homes.

# Meet the team

**After all the lockdowns and restrictions, we've finally been able to get Daphne back on the road.**

We love coming out to your neighbourhoods and if you haven't met him already, so does new NPH bus driver, Roy Marriot. We tracked him down on his travels to chat about all things Northampton!

## **So Roy, how long have you been at NPH?**

I joined in February, when we were in lockdown, so I spent the first couple of months getting to know NPH and using Daphne to deliver food parcels to tenants. It felt good to be doing something worthwhile at that time.

## **What did you do before you joined Team NPH?**

I worked in logistics. I was a regional general manager and ran the national contract for a big supermarket chain. It was really busy and involved a lot of driving – my area went from Bedford right up to Edinburgh, so I spent too much time in hotels and on the motorway. When the contract came to an end, I was given the option of redundancy and decided to take it.

## **How are you finding the role so far?**

I'm really enjoying having less pressure at work and to be doing something that makes a difference. Now I can help tenants with things that really matter to them, it's



much more rewarding than making sure that a supermarket doesn't run out of lettuce!

Now that we can take Daphne out and about, I was surprised how many people are pleased to see us. I get waves as I drive around and the stops are getting busier.

## **Are you a local lad?**

I've lived in Duston my whole life, brought my kids up there and I love Northampton. I hate to hear people talking the place down. I look forward to seeing the town centre improve, but there's still so much to appreciate about Northampton.

I support the Cobblers through the ups and downs and even though I'm more into football, I always like to see the Saints do well. I'll support anything Northampton based!

Recent events have taught everyone about the importance of

home, so it feels great to be working for an organisation that provides homes to those who need them.

## **Any other hobbies?**

I love golf, travelling and spending time with the grandkids.

## **Quick fire questions**

### **If you had a superpower what would it be?**

To be able to fly.

### **Favourite film?**

12 Angry Men

### **Favourite music genre?**

Classical

### **Pet hate?**

I can't stand bad manners (remember your p's and q's when you visit Daphne readers!!)

### **Dream holiday destination?**

South Island, NZ



# BUS ROUTE TIMETABLE



NORTHAMPTON  
PARTNERSHIP HOMES

	Time	Dates
<b>Ecton Brook</b> Bipin Brook Pub, Ecton Brook Rd, NN3 5EN	10:30 – 12:30	Tuesday 6th July Tuesday 27th July
<b>Standens Barn</b> Car Park by Londis Store NN3 9TW	13:00 – 14:00	Tuesday 17th August Tuesday 7th September Tuesday 28th September Tuesday 19th October
<b>Lings</b> Costcutter Car Park, Billing Brook Rd NN3 8NQ	14:00 – 15:00	
<b>Semilong</b> Lawrence Ct Semilong Northampton, NN1 3HD	10:30 – 12:30	Wednesday 7th July Wednesday 28th July Wednesday 18th August Wednesday 8th September Wednesday 29th September Wednesday 20th October
<b>Bellinge</b> Bellinge Community Hub, Billingmead Square, NN3 9AQ	13:00 – 15:00	
<b>Thorplands</b> Car Park nr Woodview Med Centre NN3 8AW	10:30 – 12:30	Thursday 8th July Thursday 29th July Thursday 19th August Thursday 9th September Thursday 30th September Thursday 21st October
<b>Blackthorn</b> Forecourt of Blackthorn Nursery NN3 8QH	13:00 – 15:00	
	Time	Dates
<b>Kingsheath</b> By the Kings Heath Community Centre, North Oval, Northampton, NN5 7LN	10:30 – 12:30	Tuesday 13th July Tuesday 3rd August Tuesday 24th August Tuesday 14th September Tuesday 5th October Tuesday 26th October
<b>Sunnyside</b> Cosgrove Way, Kingsthorpe, Northampton, NN2 8JP	13:00 – 15:00	
<b>Duston</b> Outside Duston Community Centre, Pendle Rd, Northampton NN5 6DT	10:30 – 12:30	Wednesday 14th July Wednesday 4th August Wednesday 25th August Wednesday 15th September Wednesday 6th October Wednesday 27th October
<b>Weston Favell</b> Silverdale Road, Weston Favell, Northampton, Northamptonshire, NN3 2TP	13:00 – 14:00	
<b>Southfields</b> Outside the Gallery Pub, Farmhill Rd, Northampton NN3 5DS	14:00 – 15:00	

	Time	Dates
<b>Town Centre</b> Market Street, 133 Exeter Place Corner of, Brunswick Pl, Northampton NN1 4BG	10:30 – 12:30	Thursday 15th July Thursday 5th August Thursday 26th August Thursday 16th September Thursday 7th October Thursday 28th October
<b>Kingsthorpe</b> Outside the former King David Pub, Newnham Rd, Northampton NN2 7RE	13:00 – 15:00	
<b>Briar Hill</b> Behind the Briar Hill Fish Bar, Ashbrow Road, Briar Hill, Northampton, NN4 8SZ	10:30 – 12:30	Tuesday 20th July Tuesday 10th August Tuesday 31st August Tuesday 21st September Tuesday 12th October
<b>Kingsthorpe Hollow</b> Bottom of Semilong Road, Northampton NN2 6HJ	13:00 – 15:00	
<b>Spring Boroughs</b> Car Park of St Stephen's House, Grafton Street, Spring Boroughs, Northampton, NN1 2JR	10:30 – 12:30	Wednesday 21st July Wednesday 11th August Wednesday 1st September Wednesday 22nd September Wednesday 13th October
<b>St James</b> By the Police Box outside Melbourne House, Abbey Street, Northampton, NN5 5LW	13:00 – 15:00	
<b>Eastfield</b> Broughton Place, Eastfield Northampton, NN3 2RS	10:30 – 12:30	Thursday 1st July Thursday 12th August Thursday 2nd September Thursday 23rd September Thursday 14th October

## We've missed you!

After several months of being parked in the garage, our community bus is going back out onto the road.

We'll be coming to an area near you. Just turn up and come and chat to our friendly team.

We have taken time to make sure that the space is safe for you and our staff. There is hand sanitiser onboard, the bus is deep cleaned each day and we will be asking you to keep a 2m distance between one another.

NPH Connect
 @NPH\_news
 www.nph.org.uk



Pets are an important part of the family, and many more people have welcomed furry friends into their homes during the pandemic. That's why we've worked with Northamptonshire's RSPCA branch to hold free sessions for pet owners to check up on their pet's wellbeing in our Leicester Street Hub.



During these sessions you'll be able to get general animal health and welfare advice, including microchipping, microchip checks, weight management and neutering.

### What the RSPCA Northamptonshire Branch can offer

The team will be able to:

- Microchip your pet for a £5 donation;
- Check your pet's microchip and make sure the contact details are correct;
- Share information on adopting a pet;

- Carry out weight checks and give weight management advice;
- Give advice on neutering your pet, and provide vouchers to cover part of the cost of neutering for dogs, cats and rabbits;
- Take in clothing and household items as donations for RSPCA Northamptonshire charity shops;
- Share current volunteering and donation opportunities within the branch;
- Give general animal welfare advice; and
- Answer any questions about the work they do as an RSPCA branch.

### Where to find us

Pop down to the Leicester Street hub, Northampton NN1 3RS on:

- Wednesday 29th September
- Wednesday 20th October
- Wednesday 17th November

Between 10am and 12pm to meet the team. There's no need to pre-book, pets are welcome to drop in with their well-behaved owners!

### About the RSPCA Northamptonshire Branch

The RSPCA Northamptonshire Branch is passionate about animals. Whether they're big or small, young or old - they want to help as many as they can!

They are an independent branch and responsible for all of their own fundraising, which funds the work they carry out to save animals that have been neglected, mistreated or subjected to cruelty.

They also aim to educate as many people as possible so that the number of cruelty incidents against animals will reduce in the future.

To keep up to date with their brilliant work, follow RSPCA Northamptonshire on your favourite social media platform!



## Your safety



**We've recently completed two projects in partnership with Northamptonshire Fire and Rescue Service to improve fire safety for tenants.**

### **Fire risk assessments go digital**

Firstly, NPH's best techy brains have come up with a mobile solution for recording fire risk assessments. This means that housing officers don't have to spend lots of time completing forms back in the office, and they can be out in your neighbourhoods more. It also improves safety because any action needed to make the area safe is sent directly to the appropriate team.

Don't just take it from us, this is what Scott Richards, fire protection manager from Northamptonshire Fire and Rescue Service had to say:

"We work closely with housing organisations such as NPH to ensure that they meet their legal obligations in relation to fire safety.

NPH's new risk assessment tool is a huge step forward in keeping residents safe. It will enable them to report issues and undertake work quickly, demonstrating that their approach to risk management puts residents as the priority. We are delighted to have been part of this project."

### **Latest in smoke alarm technology installed**

Having secured £250,000 of funding, we've been able to install the most up to date smoke alarms in over 440 homes across Northampton. These smart devices enable NPH to monitor the alarm's battery life and contact the emergency services directly if smoke is detected. This means that vulnerable customers who are supported by lifelines are now even safer.

## Fair treatment for residents and colleagues

**Keeping good relationships between you, our tenants and Team NPH is a joint effort.**

We have recently developed a new set of service standards to make it clearer what you can expect from us. Watch out for the launch of these standards during National Customer Service Week in October.

We also need to look after our team and in line with recommendations from the Housing Ombudsman, we also have policies that set out how we deal with unfair treatment and unacceptable behaviour towards NPH colleagues.

If you would like to read these policies, please head to our website:

- Complaints and Feedback Policy - [www.nph.org.uk/complaints-and-feedback-policy](http://www.nph.org.uk/complaints-and-feedback-policy)
- Unacceptable Behaviour Policy - [www.nph.org.uk/unacceptable-behaviour-policy](http://www.nph.org.uk/unacceptable-behaviour-policy)

Service standards will be published in October and included in the next issue of Your Voice.





# Wordsearch

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

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

For those eagle-eyed puzzlers who noticed the deliberate mistake in our last issue, there's another chance to find the missing CHRYSA~~N~~THEMUM!

- ATHLETICS
- BASEBALL
- BOXING
- BRONZE
- CHRYSA~~N~~THEMUM
- CYCLING
- EQUESTRIAN
- GYMNASTICS
- GOLD
- OLYMPIAN
- SAILING
- SILVER
- TABLE TENNIS
- TOKYO
- WEIGHTLIFTING
- WRESTLING



Remember Libby and Alex from the Spring edition?



We loved receiving these photos of Alex enjoying his new-found fame. If you enjoy reading Your Voice, take a selfie when this issue lands on your doormat and share it with us on our social media channels!



Find us on Facebook and send in your entries to **NPH Connect!**

To enter, just email us a snap of your completed grid to **voiceditor@nph.org.uk** or our Facebook page: **NPH Connect** or send it the traditional way to the address on page 2.

**Congratulations to our resident in Spring Boroughs who won our Winter wordsearch!**

