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reviewing next.

As a NPH resident, your experience is so valuable to us. Learn more about joining one of our boards.

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We are building new homes and improving neighbourhoods across Northampton.

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As a NPH resident, you are eligible for an exclusive discount from TradePoint. Find out more on page 16!

Welcome

to the spring issue of Your Voice



elcome to the 22nd issue of Your Voice. This newsletter is always full of

articles that show just how amazing our residents are.
Keep reading to find out how Lisa and her team have been helping the people of Ukraine and about the challenge James set himself to raise awareness of Diabetes.

Along with our regular features, you'll also find lots of information about getting involved with NPH to have a say on how we run our services. People often think of getting involved as attending long, dry meetings but Team NPH and our residents make it way more interesting than that.

It's all about playing an active part, whether that's giving your time as a volunteer, organising a local event, learning something new or



being part of a community group. It could also be about helping NPH to improve the services it delivers by joining a panel or board. Take a look at the brochure enclosed to find out more.

Meanwhile, why not take 10 minutes out of your day to grab a cuppa and enjoy the read.

With my very best wishes,

Cam Whyld,

Head of engagement



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Large print?

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

0300 330 7003



Notice board

Gardening service

Thank you to everyone who responded to our survey in January. It's clear that there is demand for the service and we're looking into options for how it could work. As soon as we have more news, we'll share it with you in Your Voice.



Volunteering passport

This is a fantastic new portal to help volunteers find their perfect role and for organisations to find their perfect volunteers!

We will be advertising opportunities to get involved with Happy to Help CIC, alongside lots of other opportunities across Northamptonshire.

Head to https://volunteerpassport.co.uk/indexclassic to find out more.



New Hub in Briar Hill

In March, a community hub launched at Briar Hill community centre for local residents to meet and connect. It's open to everyone in the area and offers free refreshments, including homemade cake! What's not to love?

You can access advice and support or just pop along for a cuppa and a chat. There's even free stay and play to keep under 5's occupied.

The sessions take place every Wednesday from 12:00 until 14:00.



Rent a garage

We manage garage spaces all over the town that you can rent to store your vehicle or personal items.

Wherever you are in the town, there may well be a space you can rent!

You can apply for a garage online via the NPH website - www.nph.org.uk/garages



Camborne Close Muddy Fingers gardening!

On a lovely spring afternoon, we visited the young gardeners of Camborne Close who were busily planting beautful flowers that will bloom in the coming weeks and months.

The group is run by Lynn Micallef who is a resident of the close and is delighted to see the children getting involved to really brighten up the area.

Lynn wants the children and local residents to be proud of where they live. The close has a rich history, and there are lots of spooky stories to be heard!

"Being proud of your where you live is is really important, and so I wanted to give everyone a reason to be happy here"



If your little ones are interested in learning more about nature, animals and much more, then please join our Nature Club!

With a new magazine every season, there is so much to learn and do!

Find out more here -

www.nph.org.uk/get-involved





Donations to Ukraine

NPH resident Lisa Carmody has been hard at work collecting donations to help those affected by the situation in Ukraine. She's collected food, blankets and warm clothing and filled a van provided by Goodwill Solutions, which shipped the items off to Ukraine.

Lisa has gone above and beyond and deserves a massive shout out for the inspiring work she has done. By working with her network of friends and the local community, she's achieved incredible results. When we shared what Lisa had been doing on our Facebook page NPH Connect, we heard from those who know Lisa, about how she always dedicates so much time to help others.

Lisa also coordinates a team of people who dedicate their time to helping homeless people and those in need in Northampton. The team relies on donations from the community and local businesses to cook warm food, which they distribute in the town centre every Monday night.

Lisa told us: "My mum always taught me to be kind, and I've always tried to be. I'm a recovering addict, and throughout my recovery I've had so many people who supported and believed in me.

Everyone gave me a chance, and I want to give something back and give other people a chance too. That's why I do what I do, and fortunately I have a great bunch of people who help me with the Monday Night team. I couldn't do it without them!"

If you'd like to support Lisa's work, check out her Monday night team 2 Facebook group or email us on communications.nph@nph.org.uk and we'll put you in touch with the amazing Lisa!

James' challenge for Diabetes

In the last issue of Your Voice, we told you about James who took on a huge challenge to raise funds for Diabetes UK.

James has lived with diabetes for 40 years and has been campaigning for many years to raise awareness of type 1 diabetes and the impact it can have on every-day life. James' diabetes caused him to live with a permanent disability and he wants to raise awareness of the disease to help other people.

James' fundraiser took place on Sunday 20th March, where he rowed and hand-cycled for two hours straight. The event also included a raffle with prizes such as signed shirts from the Cobblers football team and the Saints rugby team, family tickets to Woburn Safari Park and a weekend ticket for four to The Classic 2022 at Silverstone.

He absolutely smashed the challenge and raised an incredible \pounds 4100. His JustGiving page will be open until the end of April, so if you'd like to donate head to: https://www.justgiving.com/fundraising/jameso-neill24

James wants to encourage everyone to be aware of the signs to look out for. Getting diagnosed and receiving the right treatment are vital and can reduce the chances of you developing serious complications. Find out more about the common symptoms and what to do if you're concerned at www.diabetes.org.uk.



You can't have escaped the news that the cost of living is increasing. From rising rent and energy bills to the price of food and fuel going up, it's likely we'll all see an impact on our household budgets. We know how hard this is hitting the pocket, so we've put together some tips to make sure your money goes a little further.

Council Tax energy rebate

Your Voice Issue 22 Spring 2022

The government has announced a £150 Council Tax energy rebate for those residents who live in properties in Council Tax bands A to D.

If you currently pay your Council Tax by direct debit, West Northamptonshire Council (WNC) will be paying the rebate directly into your bank account. This is likely to be in your account in mid to late April.

If you don't pay by direct debit, you will receive a letter giving you details about how to apply for your rebate. Look out for this letter, as otherwise you may miss out on this money.

There will also be a discretionary scheme for vulnerable residents who live in Council Tax bands E to H, or who do not pay Council Tax. Keep an eye on the WNC website for more details in the coming weeks:

www.westnorthants.gov.uk



Save money on your water bills

Anglian Water has several schemes to help you reduce your water bills.

If you have a low disposable income (that's the money left over after you've paid your essential bills such as rent, Council Tax and energy bills), then you may be able to apply for their LITE or Extra LITE tariffs. Based on your individual situation, you could get a discount of up to 50% on your water bill.

You can find out if you're eligible by answering a few simple questions online at

https://www.anglianwater.co.uk/ account-and-bill/tariffs-andcharges/lite/ or by calling the Extra Care team on 0800 232 1963.

Discounted broadband tariffs

Some broadband providers offer special discounted packages to people who receive Universal Credit and some other benefits.

These discounted prices could save you around £144 a year, but many eligible households in Northampton haven't signed up yet.

There is a range of packages available, with different deals to suit different needs. Ofcom has some useful information on these packages on their website:

https://www.ofcom.org.uk/ phones-telecoms-andinternet/advice-forconsumers/costs-and-billing/ social-tariffs

Some other useful websites:

Find the cheapest fuel prices in your area – you'll need to register for an account, but it's free to sign up and you can download a handy app for when you're on the go:

For consumer advice and help with cutting bills, finding the best deals and being a savvy consumer go to:

www.moneysavingexpert.com

Check you're claiming all the benefits you're entitled to

It's easy to think you might be earning too much to claim benefits, or if you're already getting benefits, you might not realise when you're entitled to extra support.

Around £10 billion in benefits goes unclaimed every year, so it's worth checking!

Turn2Us has an easy to use calculator so you can check you're getting everything you're entitled to. They also have lots of information on grants and other support available:

https://www.turn2us.org.uk/

Financial Support



NPH's Financial Inclusion Team

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.

Resident involvement updates

The NPH scrutiny panel which is made up of residents just like you, has been reviewing the service of Daphne the NPH Bus.

Resident involvement



provided by Daphne the NPH Bus. They carried out a full review, including:

- The appearance and design;
- Staffing and resources;
- Other agencies' use of the bus; and
- The potential for additional community use.

Overall, they found it to be a valuable asset that is used to support both residents and Team NPH. They did make some recommendations for ways to improve the service, and they are delighted that 9 of these were approved by our executive team.

One of the changes they suggested was changing the outside of the bus to make what you can do on board clearer, such as reporting issues and repairs and speaking to your housing officer. We're working on this and you'll get to see the changes in your neighbourhood soon.



It was also decided that the name Daphne may be confusing, so we will now be referring to the NPH Community Bus. It does what it says on the tin!

Along with wider publication of timetables and events, the panel recommended that when other agencies visit the bus, they are mindful of residents' needs and the limited space.

The panel welcomed 4 new members recently, and you'll get to meet one of them on the following page.

We'd like to thank the team for their ongoing dedication to improve the services we offer our residents. Their advice and expertise are truly valued by everyone at NPH.

The scrutineers are already working on a new review. They'll be looking at how we deal with damp, mould and condensation. As part of their investigation, the panel will be inviting residents to share their own experiences.

If you'd like to be a part of that conversation, they'd love to hear from you. Please contact the resident involvement team



01604837836



our Voice editors heard that the resident scrutiny panel had a new member, so we couldn't wait to have a chat! Meet Julia Masawi.

Lovely to meet you Julia, how long have you been a NPH resident?

Around two years now. In fact, I moved into my NPH home on the day the first national lockdown was announced. A very strange time to settle into a new area.

How did you find out about getting involved?

My housing officer Liz told me that there was an open day planned at Bouverie House, so I decided to pop along and see what it was all about.

You must have liked what you heard then! What made you want to get more involved with NPH?

I think it's important that people of all ages and backgrounds are represented so that everyone's views can be heard.

How have you found it so far?

Everyone has been really

accommodating and made me feel so welcome. It's enlightening to find out how everything works – I thought NPH was like a department of the council, but it's totally separate and residents can make a real difference to how things are done.

And what would you like to achieve by being part of the scrutiny panel?

I want to give other residents a voice and have a shared experience with people I wouldn't usually meet. The main thing though is to help make improvements for the benefit of all residents.

What do you like doing in your spare time?

Well, I have two children and I'm a self-employed cleaner, so after that and my volunteering with NPH I don't have lots of time. I do like reading – mainly history and biographies – anything that teaches me something I didn't already know.

Now.... time for your quick-fire questions!

Pet hate?

People being late, it really gets to me.

Dream holiday destination?

If I win the lottery I'll go to the Maldives and then to Zimbabwe to see my family!

Sweet or savoury?

Definitely savoury – I love a cheese board.



Superpower?

To make the world peaceful.

Thank you so much for taking the time out to speak to us!

If Julia has inspired you to get involved, you can find everything you need to know in the brochure enclosed, or just get in touch with our friendly resident involvement team:



01604837836



getinvolved@nph.org.uk





aving residents on both of our boards is so important to

It means that residents have a say at the highest level of the organisation and can truly influence the way things are done at NPH and Happy to Help. We spoke to some of our resident board members to find out what it means to them.

Clare Whitehead juggles a busy job and five children, and has still managed to make a difference for other residents since NPH began. "You don't have to give up much time at all. It really is just a few hours every few months. And meetings can be done online if needed.

Residents don't realise how valuable they are. Being a board member never feels like a chore.

I know anyone who gets involved will feel the same. There's so much as a tenant that you know, but don't realise. You get so much support and never feel alone."



Oscar and Carol, members of the Happy to Help Board

Chris Webb originally joined our complaints panel to share his extensive customer service experience. He then applied to join the NPH Board and been a resident director for more than 2 years.

"Being a resident board member is a trusted position. This involvement is therefore taken seriously. Representing tenants and leaseholders is a responsibility not to be taken lightly.

It's rewarding to be involved at a strategic level - inclusive decision making, being part of the team. Following the vision, mission and values of NPH is a mutually beneficial experience, resulting in a positive direction of travel for the organisation"

John Connelly was involved with housing services when the local authority reviewed options for the future, which resulted in NPH being set up!

If anyone knows what it's like to get involved, it's John!

"For me, being given a chance to sit on the board as a resident director gave me the chance to not only give my views as a resident but to also see how the housing team went about their duties to keep my home and estate in good condition.

I would be the first to say I was nervous, but you soon realise that everyone was there to help me learn about NPH and housing. It has been an amazing time to learn about all aspects of housing, from repairs to voids.

I cannot recommend more highly to other residents what an amazing opportunity it is to have your say on the board. You can help direct the future of NPH and of course all the homes and neighbourhoods NPH looks after. The governance training I was given was fantastic.

It helped me to understand some of the more difficult areas I was worried about, and by the end of training I had a much better understanding. We are truly lucky to have resident directors sitting on the board."



Chris Webb, NPH Board Member



John Connelly, Vice Chair of the NPH Board

Book your place!

We would love to hear from you if you would like to make a difference like Clare, Chris and John.

We run regular information sessions for residents to find out more about being a board member, including the training and support available.

To book your place, just call 01604 837836.

#MoreNewHomes

egular Your Voice readers might remember us sharing news of an exciting new development at the former site of The Tanners pub.

This site has been completely transformed and now boasts seventeen 3 - 4 bedroom family homes. Right next door, we've added flats and a brand-new community hub. Thorplands hub will be available to book from April, just give us a call on 01604 837836, it's the perfect space for a community group to get together or even a children's birthday party!

We can't wait to welcome families to their new homes in the coming weeks and see the hub buzzing with community activities.



Farm Field Court, new shops and Community hub

Now we head across the lake to neighbouring Lumbertubs. We're already signing up residents to their new homes in Pell Court and Bitten Court (pictured right), with work nearing completion on the two homes in Nethermead.

If you can't wait for the next issue of Your Voice, keep an eye on our social media channels for updates on developments in Blackthorn, Kingsthorpe, Wooton and more!



Farm Field Court, Former Tanners site



Farm Field Court, Tanners Pub before



Lumbertubs, Pell Court



Project manager Laura Elliott at our **Beaumont House Development**



Beaumont House Development



Standens Barn



Kingsley SHDF - Retrofit Project

#InvestingIn YourNeighbourhood

Over the past year, our development team has been busy with works at Beaumont House. This building has been disused for many years and is familiar to most Northamptonians for exactly that reason!

The former office space is being converted into one and two bedroom apartments, which will soon become home to 60 households. Located next door to Northampton General Hospital Beaumont House is only 5 minuteswalk from St Giles Street and the town centre.

Laura Elliott has been managing the project and is delighted to see how it's progressing.

"For NPH residents, it's going to be a fantastic location and a great place to live. By the end of the summer, we'll have all new residents settled in their homes!"

We're currently planning for the next area to benefit from our neighbourhood investment programme, as we are nearing completion of the works in Standens Barn.

We also received the wonderful news recently that West Northamptonshire Council has received £6.1 million from the government's Social Housing Decarbonisation Fund (SHDF), to upgrade more than 400 council-owned homes in Northampton. We'll be delivering this project on their behalf, which will result in huge improvements to some of the least energy efficient homes we manage.

Head to https://www.nph.org.uk/nphresidents-benefit-%C2%A36-million-makehomes-warmer-and-more-energy-efficient for more details.

A café with a difference

We're always looking for new ways for you to talk to us and share your ideas about our services. That's why we're now hosting Engagement Cafés - fun and informal sessions where you can chat to other residents and Team NPH.

We might be asking you about new policies, potential changes to services or a strategy we're developing. Basically, you will have the opportunity to have your say and influence the decisions made by the NPH board and executive directors.

And... it wouldn't be a café without refreshments, so we'll be providing lunch for everyone who attends.

Our next Engagement Café is on Tuesday 26th April at the Deco Theatre from 11:00 - 13:00. We will have lots to talk about, including:

- Damp, Mould and Condensation find out more about NPH's approach and be part of our Scrutiny Panel review.
- Sustainability and Environment an update on NPH's Fuel Poverty strategy and an early opportunity to influence our Environmental & Waste policy.

We would love to see you there. To book your place, just call the resident involvement team on 01604837836.



Learn something new

We sent out our new resident training programme in the last issue of Your Voice and we've had some great feedback already.

"Matt was very informative and easy to talk to. Will definitely come back again!"

Take another look at the programme on our website and give us a call if anything takes your fancy!

"The trainer even offered follow up advice and gave us all a free gift. I was really pleased I went."



NPH Paint Shop giveaway competition

In February, on the NPH Connect Facebook page, we ran a paint giveaway for the NPH Paint Shop in Kings Heath.

After over 50 entries, our winner was picked, and it was Jess Bond! Jess entered the competition after hearing about it from a friend and was delighted to win!

"I'm so grateful and feel very lucky! I never thought I'd win, and now I can finish decorating my home!"

Do it your way...

At NPH, we know that individual needs and lifestyles can affect the way residents access our services. The amount of people using online services and paying their rent by direct debit increased during the pandemic, so we are keen to improve our digital channels, whilst making sure that we provide great customer service to those who prefer to contact us by phone or in person.

We would love to find out how you would like to access your housing services now and in the future. What is most important

to you, how can we improve and what do you expect from us?

It couldn't be easier to tell us! We've put together a short survey, which will only take a few minutes to complete.

Your responses to the survey are anonymous, but we will ask your age, gender and neighbourhood you live in. This information simply helps us understand whether there are similar needs in certain areas or for specific groups.

To take part in the survey you can:

Head to https:// www.surveymonkey.co.uk/r/ doityourway and complete it online:

Call 01604 837836 and someone from Team NPH can talk you through the questions and record your responses; or

Call the number above and ask for a paper copy to be sent to you at home.

CONNECTWITHUS









LIKE, LOVE, **COMMENT, SHARE** & FOLLOW US ON **SOCIAL MEDIA**



We are thrilled to share this news as we've been working on it for a while – NPH is the first housing provider in the UK to secure a 10 % discount from B & Q for every resident.

As one of the leading homeware retailers in the country, the team at B&Q is looking forward to helping you make your house a home for less.

Signing up is easy, just send an email including all the details below to Admin.TradePointB2B@Trade-Point.co.uk

- I am a NPH resident (remember to include this, otherwise your account will not be set up)
- Salutation (Mr, Miss, Mrs, Ms or state other)
- Full name
- Full address
- Postcode

TradePoint is a membership scheme, only usually available to trades people. NPH residents can benefit from a free 3-month membership. Just provide the information listed above and you will receive your temporary membership card in the post.

Terms and conditions can be found at https://www.trade-point.co.uk/services/nph





We hope you enjoy your discount, and we would love to see what you do with it. Share your before and after snaps with us on our social media channels.



NPH Connect



@NPH_News



he Communities
Fund helps NPH
residents and
community groups
to do great things
and to make a positive difference
in their community.

If you know a group who are doing amazing things in Norhampton, or you have an idea for a project but need some help with funding, this fund could be just what you need to get you started.

It's a simple application and our friends at Happy to Help can guide you through it from start to finish.

The County Toy Library was awarded £286 which will cover 11 annual customer memberships and money to spend in the library.

The Northampton Hope Centre was awarded £100 for their Learning 4 Living Project. The project will include employability courses for service users.

The Springs Family Centre has been awarded £100 for bingo prizes and refreshments. Ensuring residents have something to always look forward to!







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







A

long with West Northamptonshire Council and the Wombles, we'll be coming to a

neighbourhood near you this year. Team NPH will be out on Saturday mornings and in school holidays to support residents to come together and take positive action to tackle littering and fly-tipping.

We've already been to St James, Lumbertubs and most recently Eastfield, and our next litter pick is in Kingsthorpe on April 11th.

Nicola from the Wombles group is delighted to be working with NPH:

"Northants Litter
Wombles is so pleased
to be supporting NPH
with community litter
picking. Our aim is to make
Northamptonshire a better
place to live, work and
visit."



We've been overwhelmed by the efforts of local residents who have already joined us, and we hope to see lots more of you in the coming months. The NPH Community Bus is always easy to spot and hot drinks are available for all. We make sure our mini pickers get a little treat too!

Head to our website and social media channels to follow these regular events and show us how much you

#LoveYourNeighbourhood.

You can report flytipping via the West Northamptonshire Council website

 - www.westnorthants.gov.uk/ bins-recycling-and-streetcleaning/report-fly-tipping







The team was recently reassessed as outstanding by Erosh, the national network for older people's housing and support services. We're so proud of the whole team!

Denise works on our rough sleeper's accommodation project and works alongside West Northamptonshire Council's homelessness team to support some of Northampton's street homeless people to move into their own homes.

We recently caught up with her to hear about the project and how she's supporting people to live independently.

Hi Denise, so how long have you been at NPH?

I joined in January 2020. I can't believe it's been that long, it's really

So, you're our rough sleepers' officer, can you tell us more about your role?

help them develop all the skills you need to live independently. We have currently 10 homes dedicated to this project, which means I work with 10 people at a time and support them for 2 years. We meet 8 weeks before they move into their new homes, meaning we have time to get to know each other and build up trust before making this huge step into a home of their own.

The people I work with haven't managed a tenancy in a long time, if at all, so it's a really big transition. The homes are great, they're all fully furnished so they have everything they need to be warm and comfortable from day one. Once they move in, I'll support them in all areas of life including managing money, setting up bills, cooking, and all the skills needed to live independently. I work at people's own pace, if someone isn't comfortable sleeping in a bed at first, that's fine. It can be daunting, so it's one step at a time. I want to empower them to make changes when they are ready, so eventually they'll be able to live without additional support.

How are you finding the role so far?

There's not enough time in the day, but I thrive on being busy. I really enjoy the role I'm in and supporting others to live and

manage their tenancy independently. I work with residents to build their trust and work with them to achieve whatever it is they want to achieve in life. It's really rewarding.

What's the best bit of the job?

Being able to empower people to live their best life. Seeing the residents I work with grow in confidence and overcome hurdles is what it's all about for me.

What do you like to do in your spare time?

I'm a really sociable person, so I love spending as much time as I can with my family and friends.

Our housing support service provides a free of charge service to all our tenants and leaseholders.

If you're experiencing an issue that is making it difficult to manage your tenancy, please get in touch with our fantastic support team to see how they can help.



tenancysupport.nph@ nph.org.uk



0300 330 7003



https://www.nph.org.uk/ our-housing-supportservice

Wordsearch

| С | L | Е | Α | N | Е | ı | G | Н | В | 0 | U | Р | 0 | L |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|
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| Ε | N | F | G | Н | Т | L | - | Ε | W | Р | М | Ε | Р | Η |
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Visit the NPH **Paint Shop!**



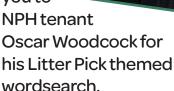


NPH Connect

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

- High quality paint for as little as £1 - £2
- Discount and varied wallpaper
- Available to anyone from Northampton

Another huge thank you to



| \bigcup | CLEARUP |
|-----------|---------------|
| | DRINK CANS |
| | DUMPING |
| | EYESORE |
| | FILTH |
| | FLY TIPPING |
| | GRAFFITI |
| | HAZARDOUS |
| | LITTER PICK |
| | NEIGHBOURHOOD |
| | PLASTIC BAG |
| | POLLUTION |
| | SPRING CLEAN |
| | TEAMWORK |
| | |

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

TRASH

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



