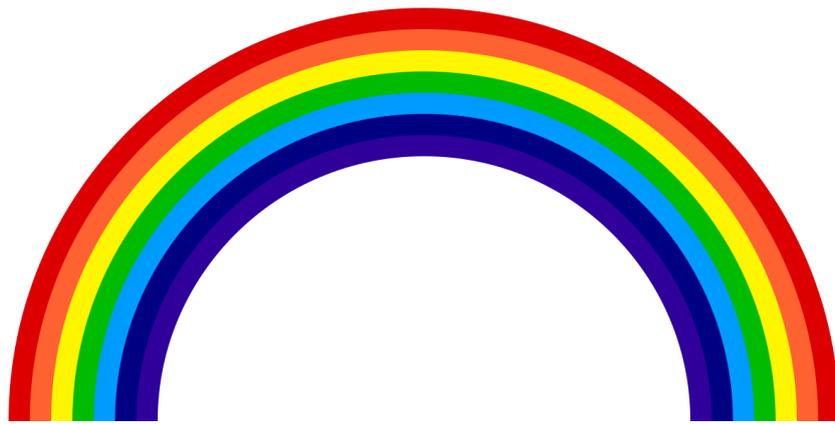




Summer Newsletter



Thank you to all our keyworkers

Responding to the COVID-19 emergency

[We hope you are keeping well during this difficult time](#)

As you will appreciate, it has been necessary to make some changes to our services in order to help protect and support people during the Coronavirus emergency.

In this newsletter we will provide some information about what we are doing to help support residents and other local people at this time. If you need advice with managing your finances, with job-hunting, or if you are unable to leave your home and need support with food-shopping or other assistance, or if you are feeling too isolated or lonely—please get in touch. We are here to help.

[Urgent works and emergency repairs](#)

Please continue to report repairs. We are carrying out all emergency and urgent repairs and we are recording all other reported repairs on our system and have started scheduling these, as the



We are also continuing to carry out essential health and safety works, such as gas, boiler and electricity safety checks **Please allow us to enter your home for these important appointments.** All of our staff and contractors know to comply with the social distancing and hygiene guidelines. They also carry PPE equipment with them, if this is required.

Help for anyone self-isolating or shielding

If you are over 70 years old, we think we have already been in touch to ask if you to make sure you are safe and getting things like food shopping and delivery of prescription drugs. If you are shielding at home and we have not spoken to you yet, or if you are worried about an older or vulnerable person in your neighbourhood who you think may benefit from this kind of help, please contact us on **01743 874848**.

Covid-19 related financial assistance

The Government has confirmed that everyone must continue to pay rent and service charges during this time but we are very aware that the Coronavirus outbreak is causing financial hardship for lots of people. The Government has set up a number of initiatives to help. If you have seen a drop in your income as a result of the virus, we can help you understand what support is available and how to access it. Please contact us on **01743 874848**

Universal Credit and other benefits

There have been changes to benefits available to help people facing financial difficulty or a reduction in household income because of the virus. You may be able to claim Universal Credit and New Style Jobseeker's allowance, as well as council tax support. If you already claim benefits or Universal Credit and your income is reduced, there are special measures in place to help you. Please make sure you stay up to date on what you need to do for your circumstances and keep us informed.

If you are seeking employment we can put you in touch with organisations that can help. You can contact us on **01743 874848** or at **enquiries@shropshirerural.co.uk**

If you are unable to work because you are unwell with Covid-19 and you are eligible for Statutory Sick Pay, the Government has confirmed this will be paid from day one, rather than the fourth day of your illness.

For more information on benefit support available, go to:

www.understandinguniversalcredit.gov.uk/employment-and-benefits-support

Managing debt

If you are experiencing problems in paying your rent or service charges, please contact us immediately on **01743 874848** or **enquiries@shropshirerural.co.uk**.

We are working in partnership with Citizens Advice to provide free independent and confidential advice on debts and benefits. Simply call your local CAB directly on **03444 99 11 00** or visit their website at www.cabshropshire.org.uk

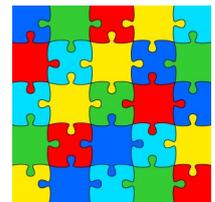
At home shouldn't mean at risk

Whilst the Government is asking people to stay at home as much as possible in order to protect the NHS and care services and save lives, it also acknowledges that this can cause anxiety for those who are experiencing, or feel at risk of, domestic abuse. Domestic abuse is unacceptable in any situation and there is no excuse for it. If you are suffering with domestic abuse and need help or you are concerned about a neighbour who you think is at risk please contact us on **01743 874848**.

If you are in immediate danger, please call 999 and ask for the police. You can make a 'silent call' to the police if it is not safe for you to speak, by dialling 999 and then pressing 55 when prompted.

Thank You!

Shropshire Rural Housing Association would like to say a big 'Thank you' to our tenants, neighbours, community groups, volunteers, family & friends and local shops across Shropshire that have provided help and support to our tenants in schemes across the county.



Some photographs from the social distance coffee morning at Shawbury, organised by the Scheme Manager, Annette. One of our residents was particularly pleased with this and held up a piece of card saying 'Hello Friends'. A jigsaw swap was also arranged. One of our tenants at Burwarton also arranged a socially distanced coffee morning. **Why not tell us what you did during lockdown?**



Tenant Vulnerability Survey



You may have received a phone call from Linda (top left) or Lauren (bottom left) checking that you are all safe and well and asking if you needed help with shopping or collecting medication. Shropshire Council can also help in many ways, so visit their website at www.shropshire.gov.uk or phone them on **0345 678 9000**. Also ensuring that all our information about all members of your household are up to date. If you did not receive a phone call, please check that we have your up to date contact details as we tried to contact all tenants. Thank you very much for your time and patience whilst we completed this important work.

WAYS TO PAY YOUR RENT



At the **Post Office** or **PayPoint** using your Shropshire Rural Housing Association **Allpay Swipe card**. If you do not have one, please contact the office.

By sending a **cheque** to the office.

By **Standing order** or **online bank transfer**, using the following details:

Payee: Shropshire Rural Housing Association Ltd.

Sort Code: 55-50-05

Account number: 12574414

Please use your Tenancy Key as the reference.

By **Telephone** using a debit card. Please call **01743 874848** or via the website, www.shropshirerural.co.uk



CONTACTING US ONLINE

You can now contact us and keep up to date via our website at www.shropshirerural.co.uk or through Facebook, Twitter and Linked In.



@srhassoc



@srhassoc



Shropshire Rural
Housing Association



Could we get in contact with you if we needed to?

Remember



If you change your mobile or landline telephone number or your email address please remember to let us know. In line with Data Protection regulations we can reassure you that your data will be kept, and passed on to contractors in a secure way. If we cannot contact you, there may be a delay in carrying out your repairs or in contacting you about other urgent matters.

REPAIRS AND MAINTENANCE POLICY

We have produced a Repairs and Maintenance Policy, for consultation and would like your comments and thoughts on this. You can find this on our website under <https://www.shropshirerural.co.uk/about-us/policies/> alternatively if you would like to have a look at this but don't have access to the internet, please contact us on **01743 874848**, and we can arrange to send you a hard copy. Please let us have any comments by the **31st July 2020**.

COMPLAINTS PROCEDURE & DOMESTIC VIOLENCE POLICY

We have recently updated the above procedure and policy. These are on our website if you would like to take a look. We welcome any feedback you may wish to provide.

TENANT INVOLVEMENT

We are currently working on a strategy for tenant involvement. If you are interested in being included in this please contact us by phoning **01743 874848** or email us at enquiries@shropshirerural.co.uk



PLANNED AND CYCLICAL MAINTENANCE

We are scheduled to carry out planned and cyclical maintenance throughout the current financial year. The plan is currently to replace 27 kitchens in total at Park Meadow, Minsterley, Onibury, Pontesbury, Stottesdon and The Meads, Weston Rhyn. We will also be undertaking cyclical painting at Pontesbury, Hinstock, Onibury and Coreley and electrical testing at Hadnall, Clive and Cockshutt.

We appreciate that some of you will have been isolating for sometime due to the current pandemic, so we would like to reassure you that we will be contacting all tenants as necessary to ensure you are happy to have the work carried out, subject to lockdown conditions.

Delicious recipes for you to try

Barton Slices



Originated from Lancashire, just like Wendy our Administrator, why not give this GLUTEN FREE recipe a try. Even if you're not gluten free—they're still YUMMY !!!!!

INGREDIENTS

10oz/280g Plain Chocolate, 8oz/225g Desiccated coconut 6oz/170g Caster sugar, 5oz/150g melted butter, 3-4 eggs (beaten), 5oz/150g Sultanas, 5oz/150g Glace cherries

METHOD

Take a baking tray, measuring about 12" x 8" (30cm x 20cm), and an inch or two deep (3-5cm) and line it with greaseproof paper.

Melt the chocolate and pour it onto the tray and level it out. Then cool the chocolate in the fridge whilst you mix all the other ingredients together. Once the chocolate is set, then flatten out the coconut mixture on top, and bake on the middle shelf of a pre heated oven (gas mark 4/electric 170C) for about 35 minutes.

Leave to cool before turning out and cutting into squares—as big or small as you like.

Traffic Light Ice Lollies



Why not try keeping the kids entertained and cool now or during the school holidays—if they're back at school. Easy and cheap to make—and best of all you can change the colours to suit flavours, or why not try and tempt them into trying something new? Or just have fun trying different flavours together. **Why not let us know how you get**

INGREDIENTS

1/2 small watermelon

90 g caster sugar

3 large ripe peaches, peeled

5 large ripe kiwi fruit

3 tbsp water

Makes 2 –4

Prep 30 mins

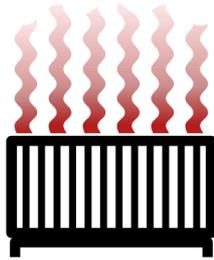
METHOD

1. For the red layer, remove the melon seeds. Puree the flesh with 30 g of the sugar in a blender. Pour into the ice lolly moulds so they are 1/3 full. Freeze for 1 1/2 hours
2. For the yellow layer, blend the peaches with 30 g of the sugar. Pour onto the frozen red puree so the moulds are now 2/3 full. Freeze again until solid.
3. For the green, blend the kiwi fruit with the water and 30 g of sugar. Sieve the puree to remove the seeds. Fill the lolly moulds. Add the sticks and freeze.

You don't have to just do the traffic light colours—you can change the flavours and colours of the layers by altering the fruits such as blackcurrants for a purple layer and lemon for a yellow layer.

Keep Shropshire Warm

Are you struggling to pay for you gas and electric? Keep Shropshire Warm offer free energy advice and can help you get your payments under control. Keep Shropshire Warm is helping people in need around the county deal with managing debts by providing small grants and talking to suppliers. Their friendly Energy Advisors can be called on **0800 112 3743**, or message them on **Facebook @Keep Shropshire Warm**.



Guide Dog Puppy in Training

Our Scheme Manager at Shawbury, Annette, is currently training a puppy to be a future guide dog. Bebe is a Labrador Golden Retriever cross, 8 1/2 months old. She came to Annette at 13 weeks old. Annette is teaching Bebe, social skills by going to the shops, on buses, meeting people and mixing with other dogs. Pictured below is a photo of Annette with Bebe when they first visited the office, Bebe having some much needed exercise, and waiting patiently for her food, which she is not allowed to have until instructed to do so. There are many ways to help if this is something you are interested in, just go to www.guidedogs.org.uk or call 0118 337 3818 to listen to a recorded message or 0345 143 0226 for more information.





Friday 8th May

SHAWBURY

With our Flags and Bunting aloft and the wonderful songs from the time, Princess Court joined together albeit socially distanced to celebrate with homemade fresh cream scones and butterfly buns.

Some reminisced about where they were and what they did on the day 75 years before, with ages ranging from small babies to the teenagers who joined in the partying.

