



SHROPSHIRE  
RURAL HOUSING  
ASSOCIATION



# Christmas Newsletter

*Merry*    
*Christmas* 

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**Please see the back page for our Christmas Opening Hours**





Dear Tenant

### **Your Voice in Shropshire Rural**

In the next few weeks we will be asking all tenants to complete our biannual Tenant Satisfaction Survey. The survey is being carried out by an organisation called Acuity, and we encourage you to complete the survey as it is an important opportunity for you to tell us your opinions on what we do and the service we provide.

Before that however, we would welcome your views on another important piece of work we have been doing in Shropshire Rural – **Our Vision, Values and Mission**.

**The Vision, Values and Mission Statement** serves to define what our role is now, but also helps us to organise our priorities for the future, bearing in mind our legal duties, our ambitions and importantly the needs of our tenants and the communities where we work.

Having produced the draft statement opposite, we would really welcome your views on it.

- Does the statement reflect your experience of Shropshire Rural?
- Does it tell you what sort of organisation Shropshire Rural wants to be in the coming years, and will that meet your needs and aspirations as one of our customers?
- Are there any things that you as a tenant, feel we might have missed or could improve on?

You can give us your feedback on the Statement in a number of ways:

Our Website: <https://www.shropshirerural.co.uk/i-am-a-tenant-of-srh/provide-feedback/>

Our Facebook Page: <https://www.facebook.com/srhassoc/>

By Phone: 01743 874848

By Email: [enquiries@shropshirerural.co.uk](mailto:enquiries@shropshirerural.co.uk)

In writing: Shropshire Rural Housing Association, The Maltings, 59 Lythwood Road. Bayston Hill. SY3 0NA

We look forward to hearing from you.

Thank You

John Green

**Chief Executive**



## Shropshire Rural Housing Association Statement of Vision, Values and Mission

### Our Vision:

**“To provide homes that help Shropshire’s rural communities thrive”**

### Our Values

- Customer focused** We aim to provide the best possible service to our customers. We listen to their views and embed their needs and safety into the core of our decision making.
- Friendly** We are approachable and seek to respond to everyone we come into contact with in a positive manner.
- Integrity** We uphold the highest ethical and professional standards to ensure we remain compliant with legal and regulatory standards, whilst promoting transparency, trust and respect.
- Teamwork** We work collaboratively to achieve the best results possible. We regularly communicate with our colleagues and partners, whilst respecting one another, celebrating our successes and learning from our challenges.
- Inclusive** We value diversity and we treat our customers, colleagues, partners and stakeholders fairly and equitably at all times.





**How we will do this:**

**Customers**

- We will establish structures and means of engagement that put tenants at the heart of decision making throughout the Association.
- We will provide opportunities for customers to give feedback and we will learn from comments, as a means of ensuring the service we provide is the best possible.
- We will provide a responsive and efficient service to our customers.
- We will make investment decisions, not only based on economic considerations, but also the needs of our tenants.

**Partnerships**

- We will raise awareness of what we do and the role we play in addressing rural housing needs in Shropshire.
- We will develop new homes that are affordable for tenants and provide long-term solutions to people's housing needs.
- We will work openly and positively with local communities where we own housing and where we are seeking to develop.
- We will seek development opportunities where there is a clear need for affordable housing, support from the local community and where the housing we develop will have a positive impact in terms of the sustainability of local services.

**Financial Viability and Decision Making**

- We will adopt a rational, forward planning approach to financial decisions to ensure that we maintain our financial stability whilst focussing on our investment priorities.
- We will seek to achieve value for money and efficiency in everything we do.
- We will invest in our staff team and members to ensure they are equipped and supported to carry out their roles to the highest possible standards.

**Environmental**

- We will endeavour to use sustainable forms of energy where possible in existing or new housing, with affordable warmth a priority for our tenants.
- Whenever possible, we will seek to exceed the environmental measures required of us.
- We will ensure that environmental factors are considered in all key decision making within the Association.

# Guide Dog Puppy Update

Bebe the guide dog puppy is now 15 months old and continuing her socialisation training—albeit at a distance in these unprecedented times. She now has her Blue Guide Dog Puppy in Training Jacket to proudly wear when she is out and about. Bebe would be getting ready to move on to advanced training at Atherton in Manchester but due to Covid-19 all breeding and training was halted very recently, so she will remain with Annette for another few months until possibly March next year. Below are two photos of Bebe in her blue jacket, and one of her wearing reindeer antlers in front of the Christmas tree!!!!



## MACMILLAN CANCER SUPPORT

Princess Court in Shawbury got together again for a socially distanced Macmillan Coffee Morning for Macmillan Cancer Support.

This was the first one in 18 years we have held outside but it was very well supported with lots of cakes and raffle prizes on offer as you can see if the pictures below—and again at a social distance 😊

The residents raised a wonderful **£170.00**. Well done to all.



# The Wrekin Housing Group



As you may be aware our main contractor is now the Wrekin Housing Group. Keep an eye out for their green vans, which should be around in the area.

**Only emergency repairs will be carried out between Christmas Eve and 4th January 2021.**

In deciding whether a repair is an emergency, please note the following information:

- \* Whether there has been a total loss of essential services such as gas, electricity or water
- \* Whether a delay in carrying out repairs would endanger your family
- \* Whether a delay in carrying out repairs would cause further damage to your home.

## When our offices are closed

Emergency repairs should be reported by telephone on **01952 217330**.

Please note that Shropshire Rural Housing are charged for any missed appointments and for calls made to our Out Of Hours service prior to 9.00 am during the week. If possible, please wait until 9.00 am, especially if it is just a case of waiting another half hour, to ring repairs through, and if it is an emergency we will arrange for someone to attend as soon as possible, hopefully the same day. If a call is made and it is not deemed to be an emergency, or you have missed an appointment, it may be that we will have to pass that charge back to you.



## 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.**



## Rent Payments During the Christmas and New Year Period.

We all want to enjoy Christmas and New Year but please don't forget that the rent will still be due over the festive period. Due to the various Bank Holidays, your payments may go out from your bank account later than normal.

Thank you and we wish you all a very Merry Christmas and a Happy New Year.

### 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](http://www.shropshirerural.co.uk) or through Facebook, Twitter and Linked In.



@srhassoc



@srhassoc



Shropshire Rural  
Housing Association

# In partnership with the local community

The Friends of Oakmeadow Primary School have arranged a nativity trail around Bayston Hill, where our offices are based. Shropshire Rural Housing has provided the prizes for children when they complete the trail. Our Chief Executive, John Green, said 'as a housing association providing homes for people in rural areas it is really important for us to be part of the community'. Pictured below is our Chief Executive presenting the prizes to Rhea Alton of the Friends of Oakmeadow, supported by some of the staff team.



# Congratulations

Congratulations to Wendy Wainwright who was recently awarded a Level 4 NVQ Diploma in Business Administration and our Apprentice – Lauren Gregory, who has been nominated for an Outstanding Achiever Award from Telford College. Pictured is Wendy receiving her certificate from Chief Executive – John Green.



NATIONAL  
HOUSING  
FEDERATION

Preferred  
Supplier



**My Home**  
Contents Insurance

# 10 reasons to choose My Home Contents Insurance Scheme this winter



- ❄ Flexible regular Pay-As-You-Go payment options (fortnightly and monthly premiums include a transaction charge).
- ❄ Apply over the phone or by completing an application form.
- ❄ You don't need to have special door or window locks (just a lockable front door).
- ❄ Covers theft, water damage, fire.
- ❄ Covers tenants improvements (up to £2,000 or 20% of the sum insured whichever is greater).
- ❄ Accidental damage to TV's and aerials and home computers is covered as standard (excludes items designed to be portable including mobile phones, ipods etc). A £50 excess may apply, full details are available on request.
- ❄ Covers damage to external glazing for which you are responsible.
- ❄ Covers replacement and installation of locks for outside doors or windows and alarms, if keys are lost or stolen.
- ❄ The sum insured will be increased by £1,500 or 15% (whichever is the greater) for one month before and after Christmas to cover presents bought or received (excludes theft which does not involve forcible or violent entry into your home).
- ❄ Covers theft or attempted theft of contents in sheds, outbuildings and garages (up to £3,000).
- ❄ Optional extras are available for an additional premium.

Exclusions & limits apply. A copy of the policy wording is available on request.

**Ask your landlord for an application pack or  
to apply for cover today, call My Home on:**

**0345 450 7288**

**email: [myhome@thistleinsurance.co.uk](mailto:myhome@thistleinsurance.co.uk) or visit [www.thistlemyhome.co.uk](http://www.thistlemyhome.co.uk)**

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**THISTLE**  
TENANT RISKS

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## **SOME INFORMATION FROM UNIVERSAL CREDIT**

### **Self-Employment and UC**

It has been confirmed that the MIF (minimum income floor) for self-employed UC customers, will remain suspended until at least April 2021 – this announcement extends a vital lifeline to hundreds of thousands of people meaning that they will continue to receive financial support based on their current, actual earnings and reducing the impact of Covid-19. This is in addition to the extension of the Self-Employment Income Support Scheme that was announced on 2<sup>nd</sup> November. For up to date information on self-employment and UC see the link beside on Gov.uk. [Self-employment & UC](#) [SEISScheme](#)

### **Changes to Work Capability Assessment Process**

When telephone health assessments were introduced for Employment and Support Allowance (ESA) and Universal Credit (UC) earlier this year, an easement was put in place so that Fail to Attend (FTA) and Fail to Participate (FTP) actions did not take place as a result of someone not attending a scheduled telephone assessment. From Monday 2 November, ESA and UC telephone assessment appointment letters will make it clear that customers must attend their telephone appointment. FTA and FTP action will apply, e.g. benefit may be stopped (ESA) or entitlement change (UC), for those who have been issued with this letter and fail to attend or participate in their appointments without good reason. No one will have their support stopped without being contacted first. People will be contacted to ask them to explain why they did not, or could not attend or participate in the assessment and where good cause is provided and accepted, support will continue. [Debt & Deductions in UC](#) [Who to contact about deductions](#)

### **New Tool for UC Customers on GOV.UK**

Universal Credit can take deductions from benefits where customers have a debt. This deduction will be itemised on the customers' payment statement. To find out more about debts and deductions click on the link opposite. The Debt Management telephone number is being removed from customers' payment statements and a new tool on Gov.UK will help customers find out who they should contact about any money being taken off their UC payment and will ensure that they are directed to the right team to answer their query. Click on the link opposite to find out more. As this is a comparatively new service we are keen to capture feedback so please do share your views via the link at the top of the Gov.UK page.

### **Restart Programme to Support Over 1M UC Customers**

DWP have revealed further details of the £2.9bn Restart programme which aims to help more than a million UC customers currently in the Intensive Work Search regime, who have been out of work for 12 months or longer. Restart participants will receive more intensive support via fortnightly meetings for up to 12 months with local providers. Using their in-depth knowledge of local jobs and skills markets, providers will work with local community organisations, including Local Authorities, to deliver tailored support for individuals. This could include re-training; updating IT skills and/or getting to required certificates to take up employment in a different industry such as construction or transport. The scheme is expected to run over 3 years and will be available in England and Wales.

### **[UC \(Earned Income\) Amendment Regulations 2020](#)**

#### **UC Claim Verification Change**

When customers have submitted a new claim to UC and reach the ID verification section they now have the option to select: 'I can't do this online' and they will then be taken to the: 'We will contact you' page. New content has been added under: 'What happens next', which allows customers the opportunity to verify their identity online at a later time.

**Remember: during the evolving situation with Covid-19 always check Gov.UK first**

# Try this Christmas Recipe

## RED ONION AND BRIE TARTLETS

Prep Time: Less than 30 minutes

Cooking Time: 30 minutes to 1 hour

Makes 24 tartlets



### INGREDIENTS

250g/8oz ready-made shortcrust pastry,

2 tbsp. olive oil,

2 medium red onions, peeled and sliced,

1 garlic clove, peeled and thinly sliced,

1 tsp white wine vinegar,

1 tsp dark soft brown sugar,

Salt and freshly ground pepper,

125g/4oz Brie, cut into 24 small pieces.

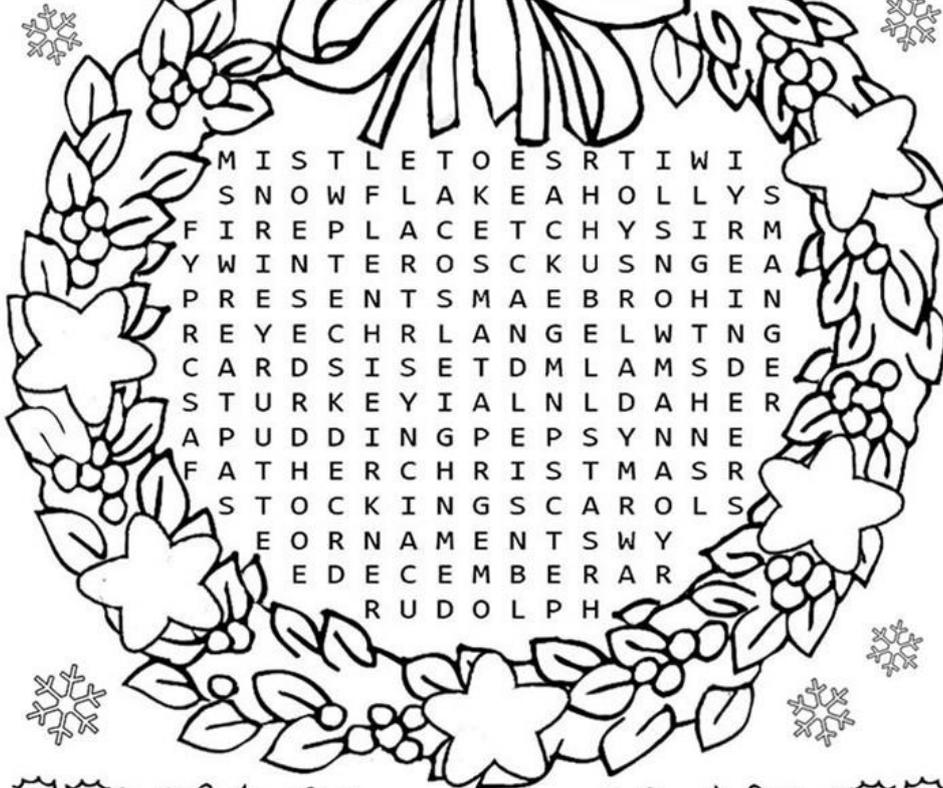
### METHOD

1. Preheat the oven to 200C/400F/Gas 6.
2. Roll out the pastry until 0.25cm/1/8in thickness and cut 24 circles from it using a 5cm/2in pastry cutter.
3. Place the circles onto a baking tray and prick all over with a fork.
4. Bake in the oven for 10-12 minutes, or until cooked through and golden brown. Remove the pastry from the oven and set aside to cool.
5. Heat the oil in the frying pan and fry the onions over a low heat for 15 minutes stirring regularly.
6. Increase the heat, add the garlic and thyme and cook for a further five minutes.
7. Add the vinegar and brown sugar and cook, stirring well, until the onions have caramelised. Season to taste with salt and freshly ground black pepper.
8. To assemble the tartlets, spoon some of the red onion mixture into each pastry circle and top

# Christmas Word Search

Colour the wreath and circle each word from the list in the puzzle. The words can go in any direction.

After you find all the words circle the remaining letters and write the secret message.



- Word List**
- |                  |           |           |          |
|------------------|-----------|-----------|----------|
| Angel            | Fireplace | Reindeer  | Pudding  |
| Bells            | Holly     | Rudolph   | Stocking |
| Candle           | Lights    | Sack      | Toys     |
| Cards            | Manger    | Sleigh    | Tree     |
| Carols           | Mistletoe | Star      | Turkey   |
| December         | Ornaments | Snowflake | Winter   |
| Father Christmas | Presents  | Snowman   | Wreath   |
- The secret message is:*

iSLCollective.com



## CHRISTMAS OPENING HOURS

Our offices will close at 1.00 pm on Thursday 24th December 2020

And re-open at 9.00 am on Monday 4th January 2021.

**FOR EMERGENCY REPAIRS WHEN THE OFFICES ARE CLOSED PLEASE CALL 01952 217330**

**PLEASE SEE PAGE 6 FOR DETAILS.**

The Board, Members and staff of Shropshire Rural Housing send you their very best wishes for Christmas and the New Year.

