

CHATTERBOX

PHA Homes Newsletter



Welcome to Spring!

Dear Residents

As we start to see the days getting a little bit longer, everyone at PHA is getting excited about our 50th Year and our new mission which puts much more emphasis on working with and for our residents, making sure we offer homes and services that work for you and contributing to the long term health of our area.

This newsletter starts to tell you more about our vision and our values and the projects we have in mind for the year. We hope to get to know you all better so that we can understand what matters most to you and help you achieve it. We hope you will get to know us better too!

As a small, local and independent housing association, we rely on our good relationships with the people we serve and those in the Council and other local, voluntary and charitable organisations who are trying to make lives better. We want to work to build your trust and confidence in us – as a business and as people – so that, together, we can make and sustain something really special.

We will be out and about much more and are looking forward to meeting many of you and serving all of you in the year ahead. Your ideas, suggestions and feedback are always welcome. Drop us a line or pop in to the office and let us know your thoughts.

Best wishes,

*Linda Wallace
Chief Executive*

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50 Years in Petersfield

*In 2024, PHA Homes will have spent **50 years** providing affordable, warm and safe homes for people in Petersfield and the local towns and villages.*



We are hugely proud to be part of such a thriving community and as part of our celebration of this milestone, we have reflected on how we can best serve our residents and this area over the next half century.

This has shaped an update to put in a refocusing of our vision and values and goals, which we are excited to share with you.

We want you to know what we are committed to so that you can hold us to account for really delivering.

Read more about our values on page 3.

A Great Place to Live

*Our aim is to help make this area a great place to **live, learn, work and grow**, building a shared sense of belonging for **everyone**. The particular goals that we will focus on are:*



Providing warm, safe and affordable homes, now and into the future



Offering friendly, helpful and effective services, that meet the needs of our residents



Providing opportunities for people to connect and contribute within the community



Maintaining strong finances, good governance and being inclusive and accountable

All of this work relies on PHA being a great partner to our residents, our stakeholders, partners, contractors and the wider community.

We will be working hard to build a collaborative approach, and thinking more widely about how all of our work can benefit more people.

Our EPIC Values

We also looked at our values as a business. This is really a short description of the things you can always expect from us, the way you can always expect us to behave – whatever the task or situation. Having a set of values doesn't mean we will always live up to them – like anyone, we can make mistakes – but these are the things that we always care about and want to live up to.

IF YOU SEE US FALLING SHORT OR SEE WAYS IN WHICH WE COULD BE BETTER AT DOING THESE THINGS – PLEASE TALK WITH US. WE CAN LEARN SO MUCH FROM LISTENING TO YOU.



EXPLORERS

WE WILL BE CURIOUS AND CREATIVE, KEEN TO SEEK OUT WAYS IN WHICH WE CAN DO THINGS BETTER OR MAKE MORE OF OPPORTUNITIES OR POTENTIAL.

PEOPLE & PLANET

WE WILL WORK IN WAYS THAT ARE INCLUSIVE, HUMAN AND KIND. YOU CAN EXPECT US TO CARE ABOUT THE IMPACT OF OUR ACTIONS ON PEOPLE AND ON THE PLANET, AND TO THINK ABOUT HOW WE CAN MAKE THE BEST USE OF OUR LIMITED RESOURCES.



INTEGRITY

WE WANT TO TRUST AND TO BE TRUSTED. WE WILL DO THAT BY STRIVING TO DO THE RIGHT THING, TO DELIVER ON OUR PROMISES AND TO LEARN OPENLY FROM OUR MISTAKES.



COMMUNITY

WE WILL WORK WITH OTHERS TO BUILD CONNECTION, WELL BEING AND PROSPERITY FOR EVERYONE IN OUR COMMUNITY.



Building a Community Together

We hope that this will be an adventure we go on together with our residents. There are so many interesting and talented people living in the homes that we provide – and we would love to know more about you and to work alongside you. There are lots of ways for you to get involved.

THE BIG LISTEN

WHAT DO YOU LOVE?
WHAT WORKS REALLY WELL?
WHAT ARE YOU GRATEFUL FOR?
WHAT DO YOU WORRY ABOUT?
WHAT IS YOUR COMMUNITY?
WHERE DO YOU GO TO SCHOOL,
HOSPITAL OR CHURCH?

The only way we can really deliver on our mission is to understand much more about our residents and our community. We want to uncover all the hidden strengths, talents, dreams and ambitions that exist in our areas and then to work with you and with others to see how we can add most value.

Some of this is about our own homes and services. We want to understand more about what is important to you in your home, your street and your neighbourhood so that we can be helpful in improving what matters most. And beyond the things we might obviously help with, we are interested to know more about your wider life and how you see the area you live in.

By having a better map of our community, we can help to build connection and to make the most of services or groups that already exist, but which you might not be aware of.

As a starting point, we will be holding 'The Big Listen' during March – finding lots of ways to hear your stories and ideas.

We hope you will join in – in whatever way suits you – to share your experiences with us.





Loneliness & Poverty

These are not words that people like using – but we know that being lonely and being poor are some of the most common and damaging experiences in our society.

Many of our residents and other community members will be experiencing loneliness or poverty or both – and we want to do all that we can to help this to change.

We will be reaching out to people and offering help, connections and opportunities which we hope you can make the most of.

If this affects you, please do speak with anyone in our team so we can help



Be a Voice at the Table

We are keen to get more residents involved in the decision making at PHA. There are lots of different ways that you can help:



COMING TO A MEETING WITH OTHER RESIDENTS TO TALK ABOUT SOMETHING LIKE REPAIRS OR ASB



COMMENTING ON DOCUMENTS THAT WE SHARE ON THE WEBSITE



HELPING EDIT OUR NEWSLETTER



GIVING US FEEDBACK ABOUT YOUR EXPERIENCE OF OUR SERVICE



REVIEWING OUR PERFORMANCE



VISITING OUR ESTATES TO CHECK ON STANDARDS



DOING SOME TRAINING ALONGSIDE OUR STAFF



CARRYING OUT SURVEYS WITH OTHER RESIDENTS



JOINING OUR BOARD

If any of these opportunities might interest you – whether you would want to do them in person or from home – and even if you have only a little time to share, please do get in touch.



Volunteering

One of our big goals for the year is to do more volunteering ourselves and to help others to volunteer.

If you have a skill or a talent, or if you have some time and like to talk with people, or have been involved in things like finance or administration, please do get in touch.

We have a network of local charitable and voluntary organisations that need volunteers and trustees who would love to know that you are there!

We will also be working on how to share talents and skills across our resident group – so watch this space!



Physical & Mental Health

We all know that keeping good physical and mental health is important – but it isn't easy. Life is challenging and ageing, accidents or illness can make everyday living really hard for anyone.

We know from feedback that about 1 in 4 of our residents lives with a physical or mental health challenge, and we aim to do more this year to find out how we can help, or how we can connect you to useful services or people.

If this affects you, please do let us know so that we can include you in our thinking.



Helping You To Save Money

We have recently signed up to a new 'app' that will give residents significant savings on everyday shopping.

The **Housing Perks App** can be downloaded to your phone, or you can pass the details on to a family member to buy the vouchers for you and send them on in paper form, if that works better for you.

You will need to log in using PHA as the user name and your tenancy reference number as your unique login.

If you need help finding this, call us at the office.



Get discounts with over 100 shops and brands

NEW FREE tenant discount app

Search Housing Perks on your app store and enter "PHA" into the organisation ID



Available for all PHA tenants



IF YOU HAVE ANY PROBLEMS SIGNING UP OR ANY QUESTIONS ABOUT HOW TO USE THE APP, PLEASE CONTACT US.

THE APP IS SAVING HUNDREDS OF POUNDS FOR RESIDENTS JUST LIKE YOU – SO DON'T MISS OUT!

Save money with the Housing Perks App



You can now pay less with **up to 18% discount** for what you already buy online and in store with your Housing Perks. The free app will help you to save money on the essentials:



- ✓ **GROCERIES** ✓ **CAR** ✓ **FUEL** ✓ **CLOTHING**
- ✓ **SCHOOL UNIFORMS AND EQUIPMENT**
- ✓ **HOME FURNISHINGS & DIY** ✓ **FAMILY DAYS OUT**

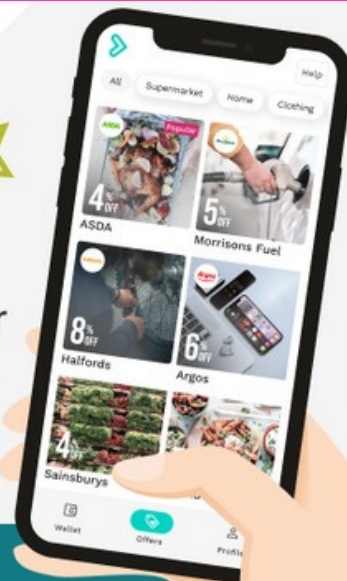
HOW IT WORKS

- 1** Download the app for free to your device available from Download on the App Store GET IT ON Google Play
- 2** Buy a voucher with up to 18% discount
- 3** Voucher appears in app within seconds ready for you to use



HOW TO SIGN UP

- When you download the app, enter organisation ID: **PHA**
- Your account will be registered to your PHA address, so keep your tenancy reference handy.



Start saving today!

NEWS FROM OUR NEIGHBOURHOOD



SUCCESS ON ASB CASE

Our Housing Officer, Eleanor Dorn, recently helped residents to resolve some serious anti-social behaviour which was negatively affecting a lot of people on their estate.

Eleanor worked closely with the police, the RSPCA and social services to reach a good outcome for the resident concerned and for neighbours, and we really appreciated the kindness and understanding of the community while this was resolved.

If you are experiencing a problem with anti-social behaviour, please do contact us at the office and let us know so we can help.

ESTATE WALKABOUTS

Some of our senior team members – Linda, Paul and Lauren – visited estates across the area in the late summer along with our resident Board Member, Graham.

These visits are a terrific opportunity for us to see conditions personally and to speak with residents about their experience and any issues. We were pleased to find that most residents felt the estates were well looked after and grateful for everyone who came out to share concerns. Some of the issues that came up and have now been resolved included:

- ✓ Washing lines installed in some communal gardens
- ✓ Some additional grounds maintenance carried out where things had got untidy
- ✓ Residents reminded to maintain their gardens and to remove bulk refuse items
- ✓ Town Council contacted to resolve some overhanging trees affecting residents' homes
- ✓ Work with the Housing Department at EHDC to find a new home for an overcrowded family
- ✓ More monitoring of parking on one estate where this arose as a problem

We are grateful to all residents and to our helpful and skilled contractors who keep our estates and grounds looking really good. If you identify any problems, please let us know straight away.

Damp, Mould & Condensation

There are top tips on how to prevent and deal with damp, mould and condensation on our website. If you do have signs of any of these in your home, please report them to the office so that we can inspect and help to ensure that they are sorted out quickly.

Health & Safety Reminders

We take your safety seriously and we value any information or queries on safety issues.

Fire Safety

We spend a lot of time and money making sure that homes are properly protected in the event of a fire. Our efforts can only work if we get the help and support of residents – so we really appreciate your care in making sure fire rules are followed and you report any concerns.



TOP THINGS TO LOOK OUT FOR:



Make sure everyone in your family is aware of how to escape in an emergency and the fire safety features. Keep fire doors closed and don't remove door closers or prop doors open;



If you live in a block of flats, you should have received information from us recently about how to report fires, what the evacuation strategy is for your block and any other key fire safety information. If you don't know this, please contact us immediately;



If your main door opens onto a shared corridor or space, it should have no gaps around the door when closed. If you can see any gaps, get in touch or send us a photograph straight away;



Try not to smoke inside your home. If you do, be extra careful to ensure cigarettes are fully put out



Try not to use naked flames in your home – especially candles or open fires. If you do use them, make sure that they are well away from any flammable materials and that flames are fully extinguished before you leave the room or go to bed at night. Never leave candles burning without an adult in the room;



Your home should have at least one smoke alarm. Make sure you know where they are and test them on a monthly basis. Don't remove the batteries or disconnect your alarm – it could save your life;

COMMUNITY NEWS



Petersfield
Counselling
Service

TRUSTEE VACANCIES

Petersfield Counselling Service (PCS) is a highly respected local charity which provides counselling for the people of Petersfield and surrounding areas. We have ambitious plans and need trustees to join our board who will help develop and expand our service.

We are looking for trustees with skills in finance, business, governance, fundraising for charities or significant experience of counselling or managing a counselling organisation. These are voluntary roles.

If you are interested in this role please contact us at chair@petersfieldcounsellingservice.co.uk or send a CV and covering letter by 25 March

Petersfield Counselling Service



PCS is a registered charity providing a professional and affordable counselling service to adults in Petersfield and the surrounding areas.

WHAT WE OFFER

- ✓ Affordable and low cost counselling services face to face and online
- ✓ Open ended depending on need
- ✓ Day and evening sessions in Petersfield
- ✓ Open to anyone 18 or over regardless of face, religion, gender or sexuality



07436 324533

enquiries@petersfieldcounsellingservice.co.uk

Queen Elizabeth Country Park

www.hants.gov.uk/qecp

Health and Wellbeing February and March

Park Run (free)

A free, fun, and friendly weekly 5k community event. Walk, jog, run, volunteer or spectate – it's up to you! Register online before you join.

Saturdays at 9am, starting next to Gravel Hill car park

Terra Vitum Guided Walks

Hear about the secrets of nature from an expert leader. Charges apply, please book online.

Saturdays 3rd, 10th, 17th February & Sunday 24 March

Guided Bike Rides (free)

Explore the local area both on-road and off-road on these social rides. Book your free space online.

Monday 5th & 19th February, Sundays 11th February & 2nd March

Beginners Yoga (free)

A beginner's class to slowly build strength and flexibility whilst learning to bring harmony between the mind and body. Book your free space online.

10.30am on the following Tuesdays 6th February, 5th, 12th & 19th March.

Gentle Strength & Conditioning (free)

The perfect class for getting back into exercise. Book your free space online.

10.30am on the following Wednesdays 7th, 21st & 28th February, 13th, 20th & 27th March

Health & Wellbeing Walks (free)

A social stroll to boost your mental and physical health. Thursdays at 10am meeting point alternating between Butser Hill top and the Visitor Centre.

Women's Health and Wellbeing Day

A mini-retreat to focus on keeping healthy and active with an optional guided cold-water plunge, exercise, yoga and meditation. Charges apply, please book online. Saturday 9 March 9.30am to 3.30pm



St Peter's Petersfield

Swan Medical Group Social Prescribers COMMUNITY DROP IN SESSION



Every Thursday 9:30 to 12:30
St Peter's Church, 24 The Square, Petersfield, GU32 3HS
NO APPT NECESSARY

WHAT IS SOCIAL PRESCRIBING?

Social Prescribing connects people to organisations, groups and services that meet their practical, social and emotional needs.

Our team is passionate about supporting our patients, by taking a non-medical, holistic approach to improve their health and wellbeing.

We give you the time to let us know what matters to you. We then help to connect you to relevant support.

WE CAN HELP YOU FIND SUPPORT WITH:

- Mental health
- Counselling and therapy options
- Diet, exercise and physical wellbeing
- Carer strain
- Dementia
- Coping with long-term health conditions
- Stress
- Loneliness and social isolation
- Financial or housing worries
- Food and warmth
- Family and parenting
- Abuse and coping with trauma
- Employment and volunteering

Need some help or advice? Pop down for a hot drink, cake and a chat with our two Social Prescribers.



Spring

painted lady
 daffodils
 butterfly
 sunshine
 picnics
 peacock
 Monarch
 blossom
 flowers
 lilacs
 tulips
 Mother
 summer
 cocoon
 roses
 cloud
 worms
 green
 grass
 wind
 moth
 rain
 grow
 May

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



Send us your completed puzzle along with your name, address and telephone number by 30th March 2024. Correct answers included in a £25 prize draw

Tel: 01730 263 589

Email: admin@phahomes.co.uk

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