

Winter 2019



Window

Opening a window into our lives with Ability

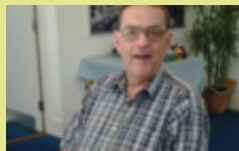


Get inspired by customer stories

Inside



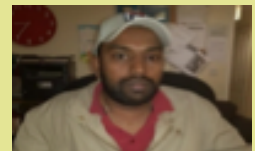
STEPHEN SETTLING IN
AT YEW TREE LODGE



GERRARD SUPPORTS
WATFORD FC



TANYA & SHAKHIL
FIND FRIENDSHIP



VINOTH IS MOVING ON

Contents

Welcome from CEO Jeff Skipp	2
News Roundup	3
Hillingdon and Merton Services	3
Hillingdon Out of Hours Telephone Support Service	3
Meet Our Customers	4-5
The Greatest Wealth is Health	6
Richard's Hints and Tips - Boiler Repairs	7
Keeping Warm this Winter	7
Emergency Repairs	8
Waste Disposal	8
Repairs-Tenants' Responsibilities	9
Managing Your Money - Service Charges	10
- Universal Credit	10
Anti-Social Behaviour	11
Housing Management	11
A Day in The Life of Housing and Support Officers	12
Q Team Visits	13
Loddon Court 15 Years Anniversary	13
Loddon Court Customers	14
Photo Competition 'Where I Live'	15

Welcome

From CEO Jeff Skipp

Welcome to the Winter issue of Ability's Window magazine. This issue will bring you up to date with what has been happening at Ability this year.



As usual there has been plenty going on. This includes our successful tenders to continue providing services in the Merton and Hillingdon areas, and ongoing work to both maintain and improve our homes and services for all our tenants and customers.

In this issue, you'll also find 'A Day in the Life' interviews with two of our Housing and Support Officers, and essential advice about managing your money, looking after your home and how to keep warm and healthy during the colder weather.

Most importantly, we look at the progress made by our customers and some of the many activities and outings they have enjoyed since the summer.

You will have recently received a satisfaction survey from us. Please complete these and return to us – the information you provide helps us understand what we do well and where we need to improve. We will publish the outcome of these surveys on our website next year and in the next edition of **Window** magazine.

Finally, I wish everyone a very Happy Christmas and New Year. I hope to see many of you in the coming months as I visit our housing and support services.

News Roundup

Housing

We have replaced windows and doors for tenants at the Balfour Estate in Liss, Hampshire.

This has greatly improved their homes and the surrounding environment.



New windows and doors at Balfour Estate

Hillingdon and Merton Services

Ability has successfully won its tenders to continue to provide services to our customers in both the **Merton** and **Hillingdon** areas. Ability will continue to run the Merton services in Layton and Strauss Court and the Merton Floating Support services.



Layton Court



Hillingdon Out of Hours Telephone Support Service

We are now running an **Out of Hours Telephone Support Service** for Hillingdon customers, which was launched in December 2019.

The telephone service will initially be operated by staff. Next year, customers will be trained and supported, so that they can provide help and guidance to customers over the phone who may be in a crisis, or at risk of crisis, such as; suicide, self-harming, experiencing great emotional distress or anxiety.

Out of Hours Telephone Support Service

Telephone number:

0808 196 2148

For Ability Hillingdon customers only

Hours: Monday to Friday 17:00pm to 08:00am and 24 hours on Saturdays and Sundays.



Sir Robert Mews

Ability's Sir Robert Mews Service in Slough was awarded a 'Good' rating by the Quality Care Commission following their inspection this year.



Sir Robert Mews

Meet Our Customers

Stephen, Settling in at Yew Tree Lodge

Stephen has made friends at Yew Tree Lodge and gets involved in different social activities organised by the service. He said, "I like going to the Wren Club."

Stephen feels that he "is helped by staff," to do things such as, shaving, going to the gym, swimming, and travelling around his local area.

"I feel safe here as we have security cameras and staff look after me," he says. When Stephen goes out on the bus, he always makes sure he gets back early and carries his mobile.

Stephen says: "I've gone to the Ruislip Lido on my own."



He also enjoys listening to jazz bands and watching action films. "I like watching Strictly Come Dancing on TV and breakdancing videos," he says. His mum takes him to Notting Hill Carnival every year.

Stephen also does voluntary work as a dishwasher. Stephen says that doing different activities and starting to travel outside on his own makes him feel independent.

Gerrard supports Watford FC



Gerrard who has a learning disability, talks about his busy social life.

Gerrard said he feels safe at Yew Tree Lodge, and says if he wants to go out, he goes, "with my family or support staff."

Gerrard says when he sees his care and support worker, "I tell her if something is bothering me."

Tenants meetings are held at Yew Tree Lodge so that everyone is made aware of events and activities affecting them at the service. Also, Gerrard has an annual review with care and support staff, which his sisters attend to hear how he is progressing.

Customers at the service sometimes go on day trips and Gerrard says he would like to go next time- hopefully on "a trip to Butlins or to Ireland with his family."

Gerrard supports Watford FC and likes to watch football on TV. Sometimes his sister takes him to watch a game.

Gerrard also does voluntary work at a garden activity centre, and at the weekends he likes to go and visit his family or go to the cinema or theatre.

Tanya and Shakhil find friendship at Leith Close

Shakhil and Tanya became friends at the Leith Close Service and then started dating...

Ability support staff said: "Shakhil and Tanya have learning disabilities, so we worked with them following their request to find a relationship."

We were careful that safeguarding was in place, and that they both had the capacity to understand what a relationship meant, and what it would mean emotionally. We also had a nurse visit to talk to them about being in a relationship."

The couple live separately and do activities with other people.

Shakhil says:

"Staff help me do my shopping list, and I go to work." Tanya regularly goes to a local day centre and says: "I go to drama and I get to meet people."

Tanya is very sociable and has helped Shakhil socialise with others. They enjoy being friends and getting to know each other better. Shakhil and Tanya have some similar interests. Shakhil says: "We both like music and the film Mama Mia."



Shakhil and Tanya at Leith Close

Now I have a girlfriend. She's my best friend. When I saw her, I was happy. Life is nicer, I have someone to share things with."

Vinoth: Moving On To Pastures New

"My Name is Vinoth..."

I have been with Ability for two years. I am now moving into an independent flat in Mitcham.

Layton Court staff are great and have motivated me in different ways. Staff have helped me to fill my application forms for benefits and supported me on my statement for university.

"Staff arranged a trip to Brighton, which was memorable. I had a wonderful time and got to meet other customers in the same building. "I am a full-time worker at New Modern Property Management. This job has motivated me to go and

do an MSc in Finance and Business Management. I have also been accepted at university this year.

"Ability staff have been advising me on the way forward with my life, including how to manage my rent so I will not be in arrears and helping me set a direct debit. I am now able to manage my finances through the help of Layton Court staff.

"Layton Court staff helped me change my address. They are very helpful and professional. When I have problems I always go to the office and speak to them. This has helped me greatly."



Fiddlers Green Customers



Fiddlers Green customers busy social calendar:

Our customers at the Fiddlers Green service in Surrey enjoyed a busy year of activities and social events including; a barbeque, karaoke, trips out to museums, attractions and discos. Some also went on a camping holiday.

Customer Jim shared his birthday cheer with everyone this year and asked staff to lay on a cake and sandwiches on his behalf.

Rosedene Customer Theatre Group...

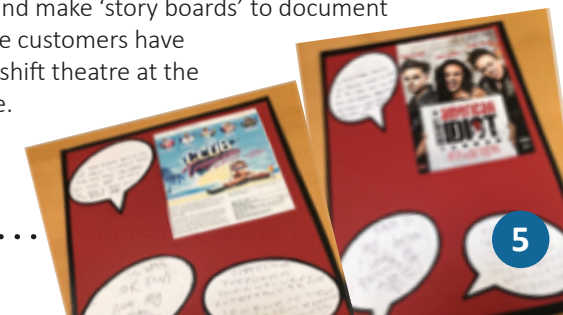
Customers in the Surrey services have formed a social group, and they regularly attend performances at the Ambassadors Theatre in Woking, Surrey.



The customers decide themselves which performances they want to see. The group obtains reduced priced tickets at £20 each, which means that it is reasonably priced allowing care and support staff to attend as required.

Customers have described their experience of one of the shows as; the "best musical," they had seen. Others said of different shows that "I liked all the songs the cast sang," and "great show and great costumes."

The group allows the customers to feel comfortable with each other and to make friends. They also give their feedback on the shows they see and make 'story boards' to document their feelings. The customers have also built a makeshift theatre at the Rosedene service.



The Greatest Wealth Is Health

Ability customers at our Sir Robert Mews and Leith Close services have been working with staff to improve their health and fitness by eating well and exercising.

Both customers and staff have enjoyed using an outside gym, where customers learned how to use the equipment and had fun exercising in fresh air.

They also held a customer meeting to discuss health awareness and displayed posters with pictures about healthy eating habits.

Customers at open air gym

Last year our customers also attended a sports day activity with plenty of games, such as table tennis, archery, discus, pool, javelin and balls.

Our customers were very excited about the games and they returned home in a very happy mood.

Budding artists at the Slough services

Also, last year customers at the Slough services held an art show.

The show was filled with joy, music and dance; and cookery, photography, sculpture and knitting exhibits.



Richard's Hints and Tips

Property Services Manager

Boiler Repairs

If your boiler has stopped working, it may require two or three visits to your home by our contractors before it is repaired as follows:

First visit: The contractor needs to make an initial visit to check what is wrong with your boiler. If they cannot repair it on the first visit, they will make it safe and return at a later date. The contractor should tell you when they will return.

Second visit: The contractor will return with any necessary parts to carry out the repair. This may be a few weeks after the first visit as the contractor has to order parts for some boilers.

Third visit: Sometimes three or more visits may be required, as changing a part may not solve the issue.

So the whole process may take a few weeks to finish.

We will always try our best to remedy a situation like this for you as soon as possible. But sometimes it may take longer than we had hoped.

During the colder months (particularly October to March), our gas contractors will leave temporary heaters if the heating element of your boiler could not be fixed on the first visit.

Our customers have different types of boilers in their homes, so we order the parts as needed. Boilers will not automatically be replaced if they break down.



Keeping Warm This Winter

Each year you should switch on your gas central heating to check that it is working before the winter months start.

*If you are over 65 years old or have had a recent illness, the NHS advises that you keep your central heating on at around 18C (especially in your main living room and bedrooms) so that you stay warm.

Please do not forget to ventilate your rooms to prevent condensation build up .

Double check that you are on the best tariff from your energy suppliers so you can save money. Ability staff or family members or friends can help you.

- Wear thin layers of clothing so that you keep warm. You can remove layers when you are inside if you get too warm.
- Put on warm clothes when you go out at night. Wear your hat, gloves, thermals, scarf and a warm coat, for example.
- Wear warm clothes, bed socks and thermals at night.
- Close your curtains in the evenings to stop draughts.

- Have hot drinks regularly to keep yourself warm and hydrated. Try to eat at least one hot meal a day.

- **If you are aged over 65, have underlying health conditions (such as long-term heart or respiratory disease), or have a weakened immune system, you may need to take extra care with your health to prevent catching the flu (which is more severe than a cold).

- **If you are 65 and over and are suffering from certain medical conditions you should speak to your doctor about having an NHS flu vaccination.

- Double check with your Housing and Support Officer or Care and Support staff, to make sure that you have claimed any financial help – such as the **Winter Fuel Payment** or the **Cold Weather payment** - if you are struggling to pay your heating bills.

*www.nhs.uk/live-well/healthy-body/keep-warm-keep-well/

** www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/



Emergency Repairs

Examples of severe emergency repairs (response within 4 hours)

- A serious leak such as a burst pipe which cannot be contained (e.g. in a bucket), or the water cannot be turned off, and which is causing serious damage to your home or to another property.
- A blockage where raw sewage is overflowing into a home.
- A dangerous structure, which could collapse.
- Your home is insecure e.g. following a break-in, your front door cannot be locked, or there is broken glass that is a danger to anyone's health or safety.

Gas leaks

If you smell gas, or think you have a gas leak or are worried that carbon monoxide fumes are escaping from a gas appliance, call:

National Gas Emergency number 0800 111 999 (24-hour freephone number).

Electricity

If you have no electricity (a power cut or outage) call **0800 3163 105** to be put through to your local electricity network operator.

Ability's out of hours repairs service operates between **17:00pm to 09:00am** during evenings, weekends and bank holidays.



Examples of other emergency repairs (response within 24 hours)

- A toilet, which is blocked or cannot be used, where this is the only toilet in your property.
- Total loss of electricity supply.
- Unsafe electrical fitting, or bare wiring.
- Complete loss of cold drinking water.
- No hot water.
- No heating during the cold winter weather, where there are vulnerable customers. (Otherwise, this will be treated as an urgent repair).
- Fire damage (will be inspected and made safe).
- Offensive or racist graffiti.

If your repair is not an emergency, please call us on the repair hotline during normal working hours.

Out of hours repairs service telephone number:
0808 164 7474

Waste Disposal

To help stop blockages in the plumbing system in your home, please throw wet wipes into rubbish bins and not down your toilet(s).

This will help prevent blockages in the u bend of your toilet.

This also helps the environment as wet wipes can take weeks or months to disintegrate.

Even if your wet wipes or other hygiene products (except for toilet paper) are flushable, they can still clog your toilets when they get tangled with other wipes. We really appreciate your help in this matter.

Please remember that you may be charged for the cost of clearing wet wipe blockages.

Repairs - Tenants' Responsibilities:

Our housing team are often asked by tenants to clarify what repairs Ability carries out and what the tenant is responsible for. We hope that the following information will help:

Damage:

- Any damage to your contents including carpets and decorations.
- Repairs to any of your own home improvements (unless otherwise agreed).
- Re-glazing or replacement glass in windows as a result of accidental damage.

Decoration:

- Decorating and filling in small gaps or cracks.
- Decorating inside your home (unless included in your tenancy agreement).

Electrical etc:

- Repairing any electrical fault on appliances you own or lease directly from another supplier.
- Renewing smoke alarm or carbon monoxide detector batteries.
- Replacing blown fuses and resetting trip switches.
- Telephone wires and telephone sockets.
- Your own aerials and satellite dishes.
- Setting heating controls.
- Replacement light bulbs, fluorescent tubes, starters and pull cords.

Bathroom/Kitchen:

- New sink and bath plugs /chains.
- Replacing toilet seats.
- Minor clearing of blocked sink, bath, basin or shower and toilet(s).

Others:

- Maintaining washing lines or individual rotary dryers.
- Fitting extra locks or safety catches, replacing lost keys or changing locks.
- Draught proofing.
- Your individual garden.

Please contact your Housing and Support Officer or Care and Support staff if you need advice on how to complete these repairs.

How can you help?

So that we are able to carry out repairs to your property, you are required to give contractors access to your property to complete repairs and inspections.

- Our repair hotline will arrange these appointments for you.
- You should also receive confirmation by phone of the date, the approximate time this will take place, and the name of the company who will be carrying out these repairs.
- All contractors should have either a company identification card (ID Card) or other business identification to prove who they are.
- If you are in any doubt about allowing a contractor into your home please ask them to wait outside, then phone the repair hotline to check their credentials.
- Contractors should be wearing their company uniform such as a sweatshirt or t-shirt with a logo on it.



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Managing Your Money

Service Charges

Once a year, at the same time each year, we review your rent and at the same time we review your service charges.

Service charges are to cover the cost of providing additional services to you as part of your tenancy.

Here are some facts about service charges that you may not know:

- At Ability, the only costs included in the calculation of service charges are those that we have paid on your behalf. We do not charge based on estimates or budgets, only on invoices received and paid.
- Your service charges cover only the services that you have received- and this is why your service charges may well be different to your neighbours'. If you live in a flat, there will be costs incurred for shared areas, and these are divided between all of the flats equally.
- Ability regularly checks to make sure that services are the best value for money. This ensures you are not paying too much for services received.
- Your Housing and Support Officer is always on hand to answer queries that you may have with your service charge statement, and to help you make sure that your benefits have been



updated to reflect your latest rent and service charges. If they cannot answer your query, we have staff in the Coach House to answer your questions.

- No-one is right 100% of the time, but we put our best efforts into making sure that your charges are correct. If you need to query your charges, we are happy to hear from you, and we will work with you to make sure your service charges are correct.
- What is and is not included in service charges is set out and defined by your tenancy agreement and Service Charge law. These rules are very strict, and we will always work within them.

Please call us on **01784 490910** if you would like your charges explained to you.

Universal Credit

As you may be aware, the Government is making changes to the way it makes housing payments to some tenants. Some of our tenants may now be receiving Universal Credit instead of Housing Benefit.

Usually, Universal Credit will be a single, monthly payment, paid up to eight weeks in arrears directly into your bank account.

Whether you are moved on to Universal Credit depends on which postcode you live in, your personal situation and whether you qualify to stay on Housing Benefit.

Universal Credit will not cover your utility bills (such as water or gas), but may cover your service charges under

the 'Universal Credit additional amount for housing costs'.

UK citizens who already claim Universal Credit should not have any changes made to their payments after Brexit (UK exit from the EU).

Please contact the Housing Revenue team at: **HousingRevenue@ability-housing.co.uk** or speak to your Housing and Support Officer or Care and Support staff for more advice.



Anti-social Behaviour

At Ability we want all of our tenants to enjoy living in their homes. Unfortunately, sometimes disputes occur between Ability neighbours - or with non- Ability residents.

What is Anti-social Behaviour?

Anti-social behaviour is where another person is capable of causing a nuisance or annoyance to anyone living nearby due to their behaviour.



Types of Anti-social behaviour

Anti-social behaviour comes in many different forms from aggressive and abusive behaviour to other residents; to the misuse of communal areas or vandalism to property.

- Resolving anti-social behaviour is not always an easy process- because sometimes other people's lifestyle choices may impact harmfully on yours. It may be necessary to involve third parties such as the police.

What Ability will do to resolve it:

- Investigate the complaint to see whether the behaviour is a breach of a tenant's agreement.
- Explore if necessary legal remedies, additional security measures to tackle anti-social behaviour including liaising with other agencies such as the police to resolve the matter.

Advice on what you can do:

- Inform your Housing and Support Officer or Care and Support staff.
- Keep an anti-social behaviour diary sheet (this can be obtained from your Housing and Support Officer or Ability Housing team).
- Mediation.
- Make a complaint via our complaints process at: **complaints@ability-housing.co.uk**

Housing Management

This year we have turned our attention to housing management, putting the new team structure in place over the year.

Our new Housing and Support Officers have prioritised home visits and estate inspections, getting to know their tenants and properties.

The team has also completed tenancy audits and property MOTs for 98% of our stock, with the aim of ensuring properties continue to meet your needs.

Also, we have been working to continually improve our results with responsive repairs, void management, property compliance and planned maintenance.

In order to have better oversight of our activity and accurate data to drive further improvements for



our tenants, we have begun a project to implement a new housing management IT system. This digital transformation project will continue next year.

A Day in the Life of Housing and Support Officers



Hannah-Kate Lampard

• How long have you worked at Ability?

5 years.

• Which regional areas do you cover?

East Sussex, West Sussex and East Hampshire.

• What do you like about being a Housing and Support Officer?

Every day is different. As someone who doesn't like sitting behind a desk all day, I enjoy being on the road and doing face-to-face visits with tenants. It's a very busy role – there is always something to do and a number of surprises to get your teeth stuck into. I enjoy the challenge!

• What types of tenant issues do you deal with on a daily basis?

Repairs is a big issue that tenants often approach me with. I am always happy to chase up repairs they are waiting on. Other issues can include dealing with anti-social behaviour concerns, supporting tenants to liaise with the benefits teams about claim issues, answering queries about rent arrears and handling breaches of tenancy agreements, to name a few.

• What are the difficulties you encounter being a Housing and Support Officer?

I think the most difficult thing is when you can't fix things straight away. I like things to be resolved quickly, especially as we are always busy. Being a Housing and Support Officer has taught me that I need to have patience and accept that not everything can be resolved straight away.

Another, more personal difficulty that I encounter is that it can be quite a challenge lone working all the time. There is a bit of isolation when you don't have people in an office to go back to.

• Is there anything that you would like to do more of in your job that time doesn't allow?

I've recently set up an 'ask me anything' session for tenants. The idea is that I create a regular time every couple of months, where I can be at a scheme and tenants can drop in to discuss any concerns they have, whether that be around their tenancy, rent arrears, repairs or wishing to move on etc. Having more opportunities for tenants to feel they can approach us is something that I think would benefit both Housing and Support Officers and the tenants.

• Do you have any hobbies or interests that you wish to share?

Outside of work, my life is pretty much filled with music. With two friends, I co-run a local community choir, of which I am a choir director. Our choir is twinned with a choir in Uganda, and all the money we make gets sent over to support them in their local community. A few nights a week, I also teach individual vocal and piano lessons.

• Is there anything else that you would like to tell your tenants?

I'd really like to be able to tell my tenants that I really do care. I care about making a difference, no matter how big or small it is. I would also like to thank our tenants.



Sarah Yeo

• How long have you worked at Ability?

Seven months.

• Which regional areas do you cover?

Bracknell, Reading, Newbury, Thatcham and Basingstoke (Berkshire patch).

• What do you like about being a Housing and Support Officer?

Every day is different, and I enjoy going about meeting residents. It's a job where you feel you can make a difference

• What types of tenant issues do you deal with on a daily basis?

Sorting out repairs that have not been completed or trying to arrange access for work to be done, tenancy management issues and making sure residents are doing what they should be, discussing rent arrears and low-level anti-social behaviour issues.

• What are the difficulties you encounter being a Housing and Support Officer?

Managing residents' expectations so they understand that not everything can happen straight away. Dealing with neighbour disputes and trying to find a solution that 'keeps the peace'.

• Is there anything that you would like to do more of in your job that time doesn't allow?

Some of my residents have no or little support in place, and I would like to spend a bit more time with them helping with any issues they may have around their benefits, finances and even advice on where to go to participate in social activities.

• Do you have any hobbies or interests that you wish to share?

I enjoy running and am training for my first half marathon next year.

• Is there anything else that you would like to tell your tenants?

I hope now I have met all my residents and that they will see I am approachable, and happy to help with their housing issues where I can.

Q Team Visits

This year the Q Team visited Loddon Court, Yew Tree Lodge, Rosedene and Waterlooville services, and interviewed customers to find out how happy they were with Ability's care and support service delivery.



We currently have four active members on the Q-Team and we are always interested in hearing from customers who may wish to become a Q Team member.

Please contact us if you receive care and support from Ability at Feedback@ability-housing.co.uk to find out more about this voluntary role.



Rosedene Q Team visit

Loddon Court - 15 years Anniversary

Congratulations to staff and customers at the Loddon Court service in Berkshire for reaching its 15 years anniversary this year.

The Loddon Court service has a long history of staff and customers working together to improve their lives. Here are a few facts:

- All of the current care and support staff team have worked with Ability for more than 10 years.
- Six of the nine customers have lived in Loddon Court from the beginning.
- One customer is a member of the Q team and another works within 'quality' elsewhere.
- Two staff members have overcome their fear of flying in the last year.
- A member of staff has recently supported an Ability customer to visit her sister in Australia.
- A customer has recently been recognised for his 10 years' service at Ravenshood.

Loddon Court has accommodation for people with learning disabilities and aims to help customers to live as independently as possible.

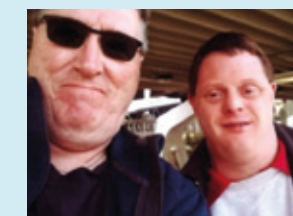
The service has nine flats over two floors and each flat has one bedroom, a bathroom and its own lounge and built-in kitchen, which includes a cooker, hob and fridge/freezer. Customers also share a communal garden.

Staff are on site 24 hours a day, seven days a week to provide individually tailored support to the customers.



Loddon Court

Customer Paul and staff on a day trip to Greenwich



"Sometimes me and the other Paul go in to London. I love my one-to-one time.

In this photo we went on the boat to Greenwich.

We always have a great time. I enjoy the one to one because in a group it can be a bit stressful."



Loddon Court customer Paul with his care and support worker

Loddon Court Customers

Mark enjoys volunteering

Mark has been a customer at Loddon Court for around 14 years, and during this time his anxiety levels have really improved. "I've made friends here, and I've been encouraged to eat healthily and do my own cooking and shopping. I also go to the gym and I've lost weight."

Mark is also actively involved in voluntary work. He says, "I volunteer with The Jumbulance Trust. Jumbulance makes it possible for disabled people to go on holiday on easy-to-use coaches and with volunteer helpers."

Mark has also recently become an Ability Q Team member. Mark was part of the Q Team visit to another service at Yew Tree Lodge, to talk to customers about their views on the care and support they receive from Ability.

The Q Team staff said "Mark is really enthusiastic, and willing to help out with customers and he listens to them."

Mark has also gained more confidence through the care and



support that he has received over the years from Loddon Court staff.

He says, "I like to go to the local pub and listen to bands playing. Eventually I want to move out, live with my girlfriend, and become more independent. Being here has helped me to do this."



Ian loves doing sports

Ian enjoys living at Loddon Court and has made friends. He says, "I like to go bowling, play badminton and watch the soaps on TV." Sometimes, Ian also likes going to the cinema or theatre.

He says, "I saw the Lion King, it was good."

One of Ian's prized possessions is his signed autograph from an actor on the TV soap Neighbours. "Mum and I are fans of Neighbours. I was really excited to get it."

Ian also works as a volunteer at a cancer research charity and receives help from a job coach via Wokingham Social Care.

Ian also took part in the Paralympics around 20 years ago in the swimming category. Ian says, "I loved swimming and liked doing breaststroke and free style." To help himself keep fit staff at Loddon Court have helped Ian with understanding healthy eating. Ian says, "It helps me have more energy."

Annual Customer Care and Support and Housing Surveys

Our annual Customer Care and Support and Housing Surveys were distributed in autumn 2019.

We look forward to receiving your feedback and views on the housing and support services we provide to you.

We will publish the outcome of these surveys on our website and in the next edition of **Window** magazine.



Photo Competition - 'Where I Live'

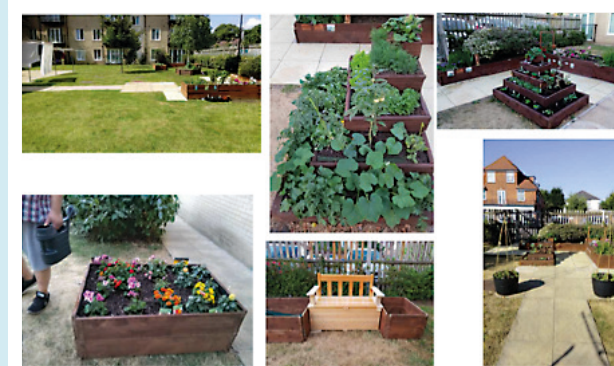
To enter the competition...

Please take a photograph of where you live and highlight the positives such as; a communal, charity or sports projects that you have been involved in and or, any activity you have organised or volunteered for recently, that has helped your local community.

The winning photo will feature in next year's summer edition of **Window** magazine, and the winner will receive a **£50 M&S voucher**.

For inspiration see some of our customers below who are active in doing charity work for other members of the community. For example, Ability customer Gemma, who won the BBC South Sports Personality Unsung Hero Award in 2018, or the Oakfield Resident's Garden Club in Southampton, who consist of Ability and other tenants, who have transformed their local gardens and improved the environment for their community.

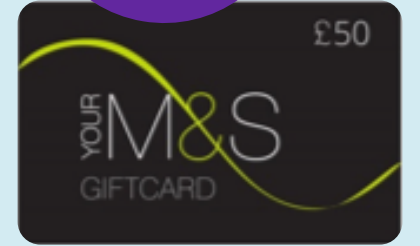
The group recently won silver in the Southampton Bloom Awards competition in the Communal Gardens Category. The group are aiming for gold in 2020.



Oakfield Gardens

GOOD LUCK!

WIN
A £50 M&S VOUCHER!



Gemma, BBC South Sports Personality Unsung Hero Award winner



Ability Housing Association wishes everyone a

Happy Christmas and New Year!



How To Get in Touch



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