Paradigm news

Welcome to your latest newsletter from Paradigm!



From top tips to help you stay safe during BBQ season to important information about upcoming landline changes, this month's newsletter is packed with helpful advice, updates and ways to get involved with our services.

We're also sharing how your feedback is helping to shape the future of SettleParadigm, and we'd love to hear more from you about how we should show up in your neighbourhoods.

And finally... our annual gardening competition is back! Whether you've got blooming baskets, colourful borders or a thriving veg patch, we can't wait to see what you've been growing this year.

We hope you enjoy this edition of our newsletter. If you've got any feedback, we'd love to hear from you - email us at Communications@ParadigmHousing.co.uk.

Best wishes,
Hannah Manyewu – Interim Executive Director, Customer Services

We're improving our estates services

From June, Paradigm colleagues will be removing fly-tipping from estates instead of contractors.

This means we'll be able to respond more quickly - and over time we hope it will lead to a drop in your service charges.



Find out what other services are improving and more about what this means for you here: **https://bit.ly/phg-estates**

Get involved and have your say



How we show up in your neighbourhood

We're looking at what it means to be more visible and present in your neighbourhood. What does being visible look like to you? Take a 10-minute survey to let us know!

Your feedback will help shape how we respond to local issues and prioritise improvements.

Let us know how we can show up here: **https://bit.ly/SPShowingUp**

Help us develop our Resident Experience Strategy

Using your feedback, we've developed four commitments that set out how we work and how you experience our services - we'd love to know what you think!

Take five minutes to tell us your views, and be in with the chance of winning a £25 voucher here: **https://bit.ly/SP-RES-Survey**



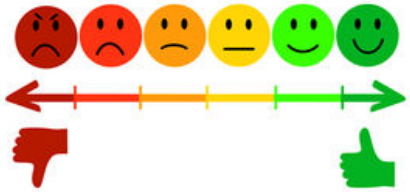
How your views are shaping the future of SettleParadigm

As part of our recent merger, we've been reviewing our policies. Five new policies have already been updated based on your feedback and three more are now available on Connect, our engagement platform - Neighbourhood Management, Noise Management and Section 20 Consultation.

Find out more and view the final policies here: **https://bit.ly/SP-Policies**

We're here to put things right

We welcome your feedback, both good and not so good! We have a specialist Customer Resolutions team who make sure your comments are dealt with efficiently and that we learn from your experience.

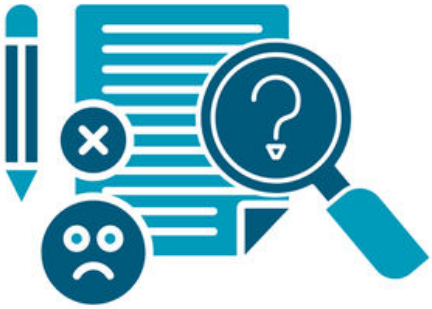


Make a complaint by:

- Calling us on 0300 303 1010
- Emailing us on ContactUs@ParadigmHousing.co.uk,
- Use our online complaint form here: **https://bit.ly/PHGComplaint**

If you're not happy with the outcome, you can contact the Housing Ombudsman for an independent review.

The Housing Ombudsman



The Housing Ombudsman Service has been set up to look at complaints about housing organisations. Their service is independent and impartial.

They will only consider formal investigations once our internal complaints process has been completed.

You can let the Housing Ombudsman know if you're unhappy with the outcome of your compalint using their online complaint form here: **https://bit.ly/HousingOmbudsmanComplaints**

Moving landline phones to digital technology: what you need to know



In January 2027, the old landline phone network will be switched off, to be replaced by a digital network that uses the internet to make phone calls. You don't need to do anything until your landline provider contacts you to tell you your service is changing.

If you have a care alarm or security alarm at home, this may need to be replaced. Your provider should tell you what you need to do if you have one of these devices. Your home phone provider will never ask you to pay to switch to a digital phone line. If you are told you need to pay, it's a scam.

Find out what this may mean for you here: **https://bit.ly/landline-changes**

Enjoying BBQ season safely

We know many residents enjoy making the most of the warmer weather with a BBQ. If you're planning one, please help keep everyone safe by following these tips:

- Set up your BBQ on a flat surface, well away from bushes, fences, or garden furniture
- Only use firelighters or BBQ fuel - never petrol or other flammable liquids
- Avoid distractions from people around you and never leave a BBQ unattended
- Always keep your BBQ at least 10m away from buildings, in an open space
- Once you're done, let it cool and make sure it is properly out before leaving

Please remember, for safety reasons, BBQs are not allowed on balconies.

Find more tips on how to stay safe with BBQs here: **https://bit.ly/PHG-BBQ-Safety**

Capture your corner of nature for our competition!



It's time for our annual gardening competition, which means you could be in with a chance to win a £30 voucher!

Whether you have a gorgeous back garden, a beautiful balcony or a wonderful window planter, we want to see how your gardens (or planters, or hedges, or veg patch!) are blooming.

To enter the competition, simply send a photo of your garden or balcony to Communications@ParadigmHousing.co.uk by Friday 28 August. Please include your name, address, and the category you are entering.

Competition categories:

- **Best front garden:** we're looking for the most inviting and well-kept front gardens that brighten up the neighbourhood.
- **Best back garden:** whether it's a lush vegetable patch, a vibrant flower garden, or a serene retreat, why not share some pictures with us?
- **Best balcony*:** even small spaces can be transformed into a gardener's dream. We're excited to see how you've turned your balconies into green sanctuaries. (*If you don't have a balcony, but do have a window planter or something similar, this is the category for you!)

Who will you be cheering on?



With the World Cup just around the corner, we know many of you will want to show your support for your team.

You're welcome to display flags from your windows or balconies. However, for fire safety reasons, any flags placed in stairwells, corridors or other shared spaces will need to be removed.

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