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

Thank you to everyone who has taken the time to share your views on our engagement platform Connect over the last few months - your feedback has been vital in helping us review and shape our services as one organisation.

Our repairs service

- You said: you are not aware of the repair standards unless you need to report a repair.
- We will: increase awareness of our repairs standards and make sure they are easy to access
- You said: language is not always clear, for example, words like “urgent” can create expectations that don’t match the current timescale of 20 working days
- We will: make timescales easier to understand, and give clearer expected completion dates when repairs are booked.

Read more about the improvements we’re making to repairs here: **https://bit.ly/SP-Repairs-Review**

Policy reviews

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**

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**

Help us to keep you safe at home

Visiting you at home

We may need to come in to your home to carry out important safety checks and inspections, including gas, electrical and energy assessments. We'll normally give you at least 24 hours' notice, although we may need quicker access in an emergency.

If you can't attend a scheduled appointment, please contact us on 0300 303 1010 to rearrange.

Emergency repairs

Some hazards, such as electrical faults, leaks, or structural issues, are not always easy to spot but could become dangerous if left untreated.

If we contact you about an emergency repair or need access to your home quickly, please work with us so we can do the repair as soon as possible.

Carrying out repairs quickly and safely

To help us complete repairs safely and as quickly as possible, please make sure the area needing repair is clear before your appointment, where you are able to do so. For example, if you have a leaking tap, please remove items from under the sink, or move furniture away from walls affected by damp and mould.

If you're unable to move items yourself, please let us know before your appointment so we can discuss how we can help.

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.

You can view the three competition categories on the next page!

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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