

Welcome to your latest newsletter from Paradigm!

In this edition, you'll find out how residents are helping shape the future of our new organisation. We're also looking to hear from LGBTQ+ residents and allies – find out how you can get involved below.

You can also find information about our new Estates Standards Handbook, how we're making it easier to access our services, and how Paradigm on Track can help make repair appointments more convenient.

And finally... don't forget about our annual gardening competition - with bigger prizes than ever!

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



How are we doing?

Are you happy with the services we provide? Do you feel we listen to your views and take action? And, overall, do you think SettleParadigm is a good landlord?

Your feedback is really important to us. It helps us understand what's working well and where we need to improve, so we can provide a better service for all our residents.

In April 2023, the Regulator of Social Housing introduced Tenant Satisfaction Measures (TSMs). These are a set of measures that help residents compare how well social landlords are performing.

Following the merger of Settle and Paradigm in October 2025, we now report our Tenant Satisfaction Measures as one Group.

You can view our latest Group results for April 2025 to March 2025 here:

<https://tinyurl.com/5cnfymttd>

settle.Paradigm



Joint Steering Group shaping the future of SettleParadigm



Residents are helping shape the future of our new organisation through a resident steering group - and it is already having a huge impact!

The group has played a key role in helping us develop our Corporate Plan, new brand and service standards.

Find out what else residents have been telling us and how we're responding to their feedback here:

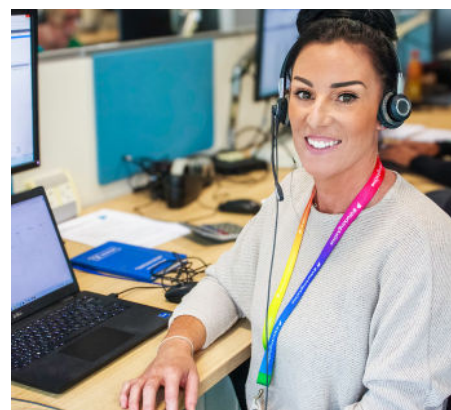
<https://bit.ly/4g7VGMU>

Join our resident-led group to help make our services and communities more inclusive

As Pride Month comes to a close, we're looking for residents who would like to share their experiences, ideas and feedback, helping us understand different perspectives and improve how our services work for the people who use them.

Whether you identify as LGBTQ+ or simply care about equality, diversity and inclusion, we'd love to hear from you.

Register your interest in the group and tell us what matters to you here: <https://bit.ly/4eCuYuO>



What you can expect from our Estates services



Earlier this year, we invited you to review a draft of our new handbook and share your feedback. We've listened to what you told us and made some changes, and now we're ready to share the final version.

This handbook will provide a clearer picture of the standards you can expect from communal cleaning and grounds maintenance services. It includes a new A-D grading system with photo examples, making it easier to understand how communal areas are assessed and what happens when standards aren't met.

You can view the handbook here: <https://bit.ly/4b1Vxan>

Support available to you

Looking for financial support?

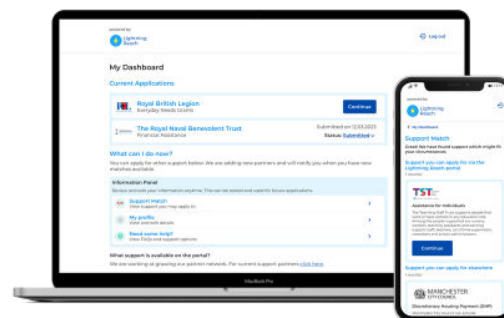
We know that covering everyday costs can be challenging, especially with rising bills and household expenses.

Lightning Reach can connect you to more than 2,500 schemes from charities, organisations and councils.

Support available includes help with energy bills, rent and household costs, essential items, debt advice and more.

Creating an account is free and only takes a few minutes. Once you've answered a few questions, you'll be matched to support that could help you.

Sign up for free here: <https://bit.ly/LightningReachPHG>



How your views are shaping the future of SettleParadigm



Support tailored to your needs

We know that everyone's needs are different. Our Customer Care and Reasonable Adjustments Policy sets out how we can provide additional support to help residents access our services and manage their tenancy.

This includes making reasonable adjustments, such as:

- providing translated information
- communicating in a different format
- arranging face-to-face appointments where needed.

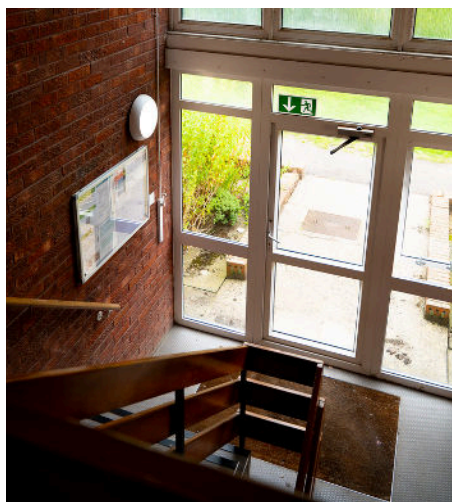
To learn more about the help available and how to let us know if you need a reasonable adjustment, read the full policy here: <https://bit.ly/3QwqcWu>

Tools to help you use our website

Did you know our website includes a range of accessibility tools? Simply click the accessibility button in the bottom-left corner of the website to access features such as text-to-speech, translation, text size changes, and more!



Could you leave your home safely in an emergency?



Did you know you can ask for a personal emergency evacuation plan if you need extra help leaving your home during an emergency?

Who might need help to evacuate?

You or someone you live with may need extra support during an emergency for many reasons, including:

- Mobility difficulties
- Visual or hearing impairments
- Recovering from an injury, such as a break or fracture
- Using medical equipment or mobility aids.

Let us know if you need an evacuation plan here: <https://bit.ly/PHGEvacuationPlans>

Making repairs appointments easier with Paradigm on Track

Got a repair booked but need to give our engineer specific instructions for their arrival? Use Paradigm On Track!

Once your repair is booked, you'll receive a text message to confirm the appointment and then a reminder message 24 hours before the booking.



As soon as our technician is on their way to your home, you'll receive a text with an expected arrival time and a link to view their position on a map. You can also use this link to message them.

Haven't received text messages for previous appointments? Add your phone number or check it's correct on MyParadigm here: <https://bit.ly/MyParadigm>

Children playing or anti-social behaviour? Know the difference this summer



We know that summer can be a busy (and sometimes noisy!) time in our communities, and some of this is to be expected. Children playing outside, riding bikes or enjoying the sunshine with friends is not considered anti-social behaviour (ASB).

However, behaviour that causes harm, alarm or distress to others - such as persistent noise late at night, verbal abuse, or drug-related activity is likely to be classed as ASB.

If you are experiencing ASB, please report it to us. You can do this by calling us on 0300 303 1010, or emailing ContactUs@ParadigmHousing.co.uk

Support for domestic abuse

World Cup fever is here, and for many, football brings excitement and celebration - but for some, it can also bring increased risk at home.

If you or someone you know is experiencing domestic abuse, help is available.

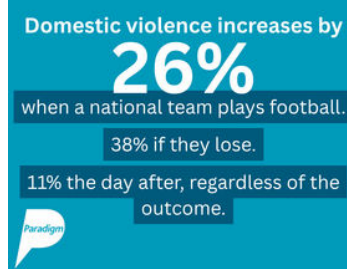
Refuge's National Domestic Abuse Helpline:

- 0808 2000 247
- Online live chat here: <https://bit.ly/4vgqUGe>

In an emergency, always call 999. If you can't speak when calling, you can use the Silent Solution by pressing 55 after dialling 999.

We have colleagues who can offer confidential support and talk you through your options. Contact us on 0300 303 1010 or take a look at our support hub here:

<https://bit.ly/PHGSupport>



Share your garden with us - with increased prize money!



It's time for our annual gardening competition, which means you could be in with a chance to win a £50 voucher!

Those with eagle eyes will spot the money has gone from £30 to £50, the sun is out - so we're feeling generous!

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.

'Good to know' and local events

- Struggling with weekly meal planning? Hertfordshire residents can get free access to personalised weekly meal plans, based on your chosen preferences and dietary requirements. Sign up here, and enter your full postcode into the box under Hertfordshire: <https://tinyurl.com/2hfsm5tb>
- Join a free coffee morning at the Stage Door Cafe at the Elgiva Theatre in Chesham from 10am-12pm on the last Thursday of each month. No need to book, just turn up on the day.
- Looking for advice, support or a chance to meet others in your community? Drop in to Hope Church, Chesham, from 2:30pm to 4:30pm on the first Wednesday of every month. You can get help with housing, employment, money management, debt, health and wellbeing for free.
- Did you know contents insurance is your responsibility? For example, if there was a leak, we would repair any damage to the structure of your home, but you would need contents insurance to replace items such as carpets, furniture, or personal belongings. You can find out more about home contents insurance here: <https://tinyurl.com/6kz6wuk4>



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