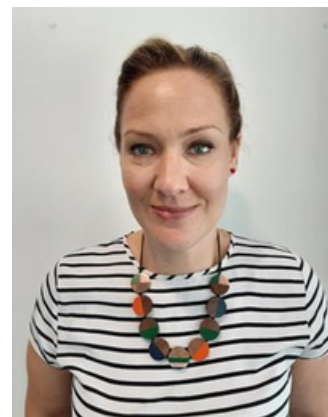


Welcome to your latest newsletter from Paradigm!

In this edition, we're sharing more opportunities to get involved and have your say, including two resident groups looking for new members. We'd love you to take a look.

We're also sharing important advice on keeping your home and building safe, including how you can help keep communal areas clear, as well as a warning about disrepair claims companies and how to protect yourself from them.



You can also find information about updating your personal details through MyParadigm, support available this summer, and other useful updates.

And finally... there's still time to enter our annual gardening competition, but don't wait too long - entries close on Friday 28 August!

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

New ways to help shape our services

We're keen for our residents to be involved in the key decisions we make. Whether you have a few minutes to complete a survey or want to take on a more active role in one of our resident groups, there are lots of ways to get involved. By sharing your views, experiences and ideas, you can help influence decisions, drive improvements and make a real difference to the services we provide. This summer, we're looking for residents to help us in three areas:

- Resident Scrutiny Pool
- Communications Review Pool
- Policy reviews

Keep reading for more information about each area!

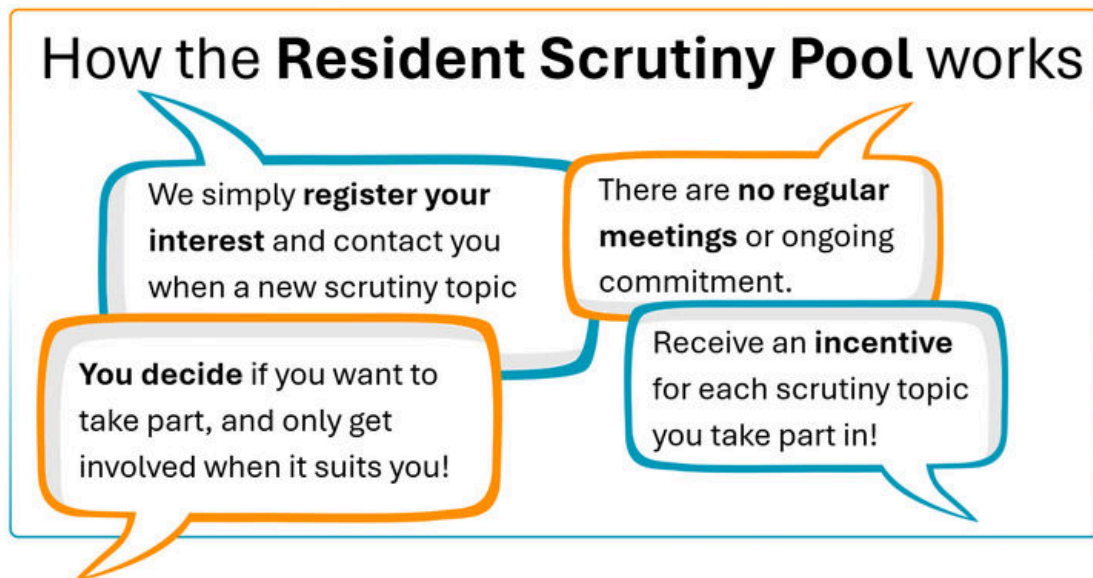


Resident Scrutiny Pool

Join our Resident Scrutiny Pool and help review our services, suggest improvements and hold us to account. There are no regular meetings – we'll only contact you when opportunities come up. When you participate in a scrutiny review, you'll receive a minimum of a £50 voucher as a thank you. Our first opportunity will be shared in August, so make sure to express your interest as soon as possible.

Hear why you should get involved, directly from residents here:

<https://tinyurl.com/mmd3njyx>



Communications Review Pool

We're also looking for residents to help us make our letters, emails and other communications clearer, more accessible, and easier to understand. Each month, residents who take part will be entered into a prize draw to win a £25 voucher.



To find out more about these opportunities and to sign up: <https://tinyurl.com/ymrjk6zs>



Policy reviews

We also have a variety of drafted policies for you to review on Connect, with topics such as responsive repairs, service charges, lettings and mutual exchanges, and more.

Visit the Policy Hub and share your views: <https://bit.ly/SP-Policies>

As a thank you for your time, each review will give you an entry into the monthly prize draw to win a £25 voucher.

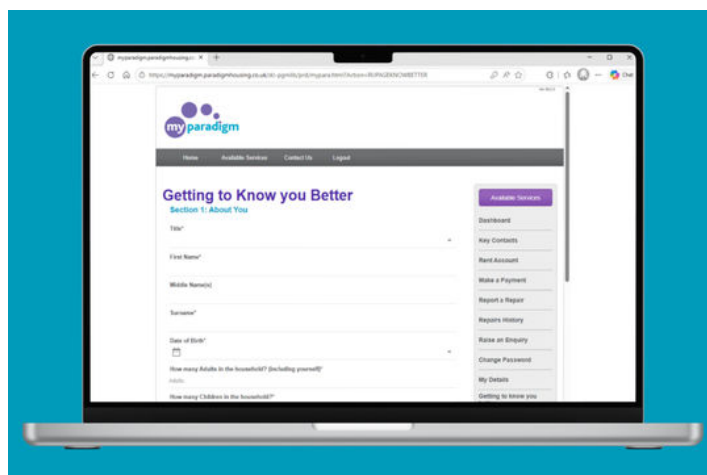
Update us on any changes through MyParadigm

You can now update your personal and household information through the MyParadigm portal. For example, you can tell us about a new medical condition, or you can add or remove people from your household.

Keeping your details up to date helps us understand if you or anyone in your household may need extra support to live safely in your home, for example if you need help evacuating in an emergency.

You can also quickly check and update your contact details, including your email address and phone number.

Log in today to check and update your details: <https://bit.ly/MyParadigm>



In case you missed it: our new Estates services handbook



Last month, we launched our new Estates services handbook, which explains the standards you can expect for communal cleaning and grounds maintenance.

The handbook includes our new A–D grading system, with photo examples to show how communal areas are assessed and what happens if standards aren't met.

If you haven't had a chance to read it yet, you can view the handbook here: <https://bit.ly/4b1Vxan>

In case you missed it: our new Estates services handbook

Communal hallways, stairwells and shared outdoor spaces are there for everyone to use safely.

To help keep our communal gardens safe and well-maintained for everyone, large inflatable pools should not be used in these shared spaces.

Small toddler-sized paddling pools can be used, but please make sure they're emptied and removed as soon as you're done.

With hosepipe bans in place across the South East due to the recent heatwaves, please check the current rules with your water supplier before filling any paddling pools.

You can also help keep your neighbourhood safe by:



Keeping bikes, buggies and personal belongings out of communal corridors and shared hallways.



Disposing of rubbish correctly using the bins provided or taking litter home if the bins are full.



Being considerate when spending time in shared outdoor areas, particularly during the evenings.



Reporting anything that could make shared areas unsafe, such as damaged lighting or trip hazards.

Fire doors

Fire doors help stop fire and smoke from spreading, giving everyone more time to get to safety. We inspect the fire doors in your building regularly, but you can help by letting us know if you spot a problem.

Here are a few things to look out for:

- The door should close fully on its own and should never be wedged or propped open
- The door shouldn't have any damage, such as holes, large cracks or missing parts
- The strips around the edge of the door should be in place and not damaged
- The gaps around the top and sides of the door should be small and even
- The hinges should be secure, with no loose or missing screws.

If you notice anything that doesn't look right, please report it to us as soon as possible so we can put it right.

Balconies

If you have a balcony, there are some important steps you can take to help keep yourself and your neighbours safe.

- Don't use BBQs or fire pits on balconies
- Keep furniture and plant pots secure, especially if they're near the edge or could be blown over in windy weather
- Avoid storing large items that could block access or create a fire hazard
- Never throw anything from your balcony, including cigarette ends.

Wrapping up our Big Door Knocks!

Over the past six months, our teams have been out and about across your communities, door-knocking, introducing ourselves to new residents, and getting to know you better.

We've spoken to over 900 residents in person, completed multiple repairs, and learnt more about you, your households and your area.



Thank you to everyone who took the time to chat with us and shared your views on how we can improve your neighbourhoods!

Missed us when we were in your area? You can still have your say! Find the online forum for your area and complete the survey here: <https://bit.ly/phgsouth>

Important warning about disrepair claims companies



We are aware of companies contacting residents about making a disrepair claim against Paradigm. They may wrongly say they work with us or ask to visit your home. These companies are not connected to Paradigm, and using their services could put you at financial risk.

Remember:

- We never work with disrepair claims companies
- We will never contact you through WhatsApp
- Always ask to see Paradigm ID if someone asks to come into your home
- If you're unsure, don't share personal information or let anyone into your home. Call 0300 303 1010 to check they are genuine.

If you're unhappy with our service, please raise a formal complaint with us instead of using a claims company. This gives us the opportunity to investigate and put things right. You can raise a formal complaint here: <https://bit.ly/PHGComplaint>

To find out more about disrepair claims companies, visit: <https://tinyurl.com/yc6u8etd>

Support available to you this summer

Summer should be a time to enjoy longer days and warmer weather, but we know it can also bring extra pressure, especially with rising costs and children off school. That's why we work with local and national partners to offer support when you need it most.

Whether you're struggling with household bills, looking for wellbeing advice, or just need a bit of help to get through the school holidays, our Support Hub is the best place to start.

How our partners can help you

We work with a range of brilliant organisations that offer free and confidential support:

- **Citizens Advice** – for advice on budgeting, debt, benefits, and more
 - Visit: <https://www.citizensadvice.org.uk/>
- **Your local foodbank** – offering emergency food and essentials when money is tight
 - Visit: <https://foodbanks.co.uk/>
- **Family support services** - providing support with childcare costs, mental health, and more
 - Visit: <https://bit.ly/PHGSupport>
- **Lightning Reach** – apply for grants, financial support and benefits checks all in one place
 - Visit: <https://bit.ly/LightningReachPHG>
- **Cognitive Behavioural Therapy** - a practical talking therapy that helps you understand how your thoughts, feelings and behaviours are connected, and gives you tools to manage them more positively
 - Visit: <https://bit.ly/PHGCBT>
- **Employment and training support** – for residents looking for work, training, or a career change
 - Visit: <https://bit.ly/PHGEmploymentSupport>

We're also connected to charities and community groups offering school uniform banks, holiday clubs, and wellbeing support for both adults and children. Find out more on our Support Hub: <https://bit.ly/PHGSupport>

Kids eat free (or for £1)

Planning days out over the school holidays? This handy guide highlights restaurants and cafés where children can eat free or for £1 during the summer.

Visit: <https://moneysavingcentral.co.uk/kids-eat-free>

Offers vary by venue, so always check the terms before you visit.

Share your garden with us - with increased prize money!



It's the last month to enter our annual gardening competition, with the prize now increased to a £50 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.

'Good to know' and local events

- **Give your boiler a summer health check** - It might be the last thing on your mind, but now's the perfect time to test your heating. Switch it on for a few minutes to make sure everything's working. If you spot a problem, tell us now and beat the autumn rush.
- **Stay connected** - follow our Facebook! If you haven't already, follow us on Facebook to stay up to date with the latest news, service updates, events and opportunities in your community. You can also send a message to our Contact Centre through Facebook Messenger if you have a question or need support. Find us here: <https://tinyurl.com/2dzy9mhr>
- **Free community buggy walks for mums** - Get some fresh air, meet other mums and enjoy a relaxed walk in Pymmes Park this August. Community buggy walks are a great way to connect with other parents while supporting your mental health and wellbeing. Find out more and sign up here: <https://tinyurl.com/2ntuwx98>