

WHAT'S INSIDE

Mill Spring Court

Tackling loneliness
with art

Safeguarding

Keeping you safe

Looking ahead

Introducing The
Willows



If you need help understanding the information in
this document please contact us on **0300 365 1111**.

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Please note: Some of the stories and photos used in this edition of InVision were arranged before COVID-19 Government guidance.



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Front cover:
Tackling loneliness with creativity (pg8)



A Letter from One Vision Housing Managing Director, **IAN MITCHELL**

Dear Resident,

The coronavirus (COVID-19) outbreak and the lockdown measures have affected all of us in one way or another. We have all had to adjust our way of living and working in order to comply with Government guidance, and do our best to keep family and friends safe in these unprecedented times.

At One Vision Housing, we have adapted how and what we provide to our customers in terms of services, in order to protect you and our staff. I would encourage you to visit our website [ovh.org.uk](https://www.ovh.org.uk) where you will find the most up to date information on our current service offer along with a list of partner organisations who can provide you with additional support. If you are unable to access our website please contact our Customer Service team on **0300 365 1111** and they would be happy to provide you with information.

I would like to personally thank you for your continued understanding as we navigate these difficult times together. Please rest assured that One Vision Housing remains committed to providing safe and secure homes and, as ever, will work hard to ensure you receive our best possible service offer.

Stay safe and best wishes,
Ian Mitchell, Managing Director, One Vision Housing

Manage your tenancy with **MY ACCOUNT**



View your account and conveniently make payments online through My Account.

Signing up for My Account is easy! Here's how to do it:

1. Go to **ovh.org.uk/my-account** and click 'Create Account'
2. Enter the email address you use for OVH, if you have never registered one with us, please contact us on **0300 365 1111**
3. Choose a password and re-enter to confirm
4. Enter your OVH account number and your date of birth
5. Choose and enter your security details
6. Check your inbox, look for an OVH verification email and click the verify link
7. You can now sign in at **ovh.org.uk/my-account**

If you have any problems registering, logging in, or would like advice about how to use My Account, please call **0300 365 1111**.

Shaping our offer for **GROUND MAINTENANCE**



Recently our Involved Customers were asked to look at our grounds maintenance offer and provide helpful feedback on how we can improve our services.

As a result we've...

- Reviewed the communal spaces of 675 properties to establish if the work force appointed was sufficient. This resulted in two additional teams of gardeners being recruited to improve quality standards.
- Carried out extensive works over the winter months to make the landscape of a number of sites easier to maintain.
- Invested in staff training and equipment to increase our service offer.
- Appointed a new dedicated Grounds Maintenance Manager to ensure standards are improved and maintained in the future.

BECOME AN INVOLVED CUSTOMER



At OVH our customers are at the heart of everything we do. That's why we need your input in helping us to shape our services.

Contact our Customer Empowerment team for more information:

ann.owens@ovh.org.uk



Helping create thriving, inclusive **COMMUNITIES**



BOOTLE BASED 'BABY BANK' PROJECT LAUNCHED WITH £500 DONATION FROM OVH.

Organised in partnership with Sefton Council for Voluntary Services (CVS) 'Material Matters' project, the Kindfulness Coffee Club's Baby Bank initiative operates similarly to a food bank and provides starter packs for expectant parents in need.

OVH's donation has enabled the Baby Bank to purchase essential items in bulk at a discounted rate, giving them the opportunity to increase their service offer. Families can access the service from referrals by Health Visitors and local family centres.



Inspired by the housing organisation's contribution, employees of OVH and parent company, The Sovini Group, also held a donation drive for baby items which were recently given to the Baby Bank. Items included nappies, baby grows, bottles, a Moses basket and more.



Kindfulness Coffee Club Manager, Mandy Lewtas, said:

As a small organisation we often struggle to obtain enough funding to continue our work. One Vision Housing's generous donations have allowed us to continue delivering our services to families who need us the most.

OVH RESPOND TO COVID-19 BY INCREASING COMMUNITY SUPPORT



Over £16,000 of food and supplies has been donated by OVH to local organisations, including the NHS, in order to help tackle food poverty during these unprecedented times.

In addition, OVH also donated a bicycle to Litherland and Orrell Hey Ministry Team Vicar, Reverend Ravi Sangra, so he can continue to counsel parishioners, deliver prescriptions and provide funeral services.

"I would like to thank One Vision Housing for their generous donation. It's important for me to be visible in the community and with the donation of this bicycle I am now able to provide the essential services my parishioners need."

Reverend Ravi Sangra



Mill Spring Court tackle
**LONELINESS
 WITH CREATIVITY**



Customers at OVH's Retirement Housing scheme, Mill Spring Court, have been improving their art skills and combating loneliness by creating an in-house art group.

Meeting each Thursday, this group of enthusiasts use their love of art as an avenue to create social situations in their residential community.

"What they do is amazing, but it's not all about the art," says Independent Living Officer Jeanette Tinsley. *"By participating in this group they are giving themselves*

the opportunity to connect with one another and socialise in a safe environment every week."

From acrylics and water colours to intricate handmade greeting cards, it would seem that nothing is off limits for this group as each member chooses their own unique art medium.

OVH currently operate seven purpose-built Retirement Housing schemes. Each scheme is made up of self-contained flats which offer privacy and security, but customers can also benefit from communal lounges where group activities, such as this one, take place on a regular basis.

Suzanne Meylan, Independent Living Manager, said:

"As part of our Independent Living service offer we actively encourage customers to access hobbies and connect with their community in order to reduce social isolation wherever possible. Thanks to our creative customers and hardworking Independent Living Officers who continually promote customer engagement, this initiative has proven to be a massive success."



Protecting our **CUSTOMERS**

We are committed to keeping our customers safe and protected from any kind of abuse and neglect.

Whenever we suspect that abuse is taking place or we are informed about safeguarding concerns, we will work closely with other agencies to ensure victims are supported and appropriate action is taken against those responsible.

If you feel you are a victim of abuse or may know someone who is, don't hesitate to report it. You can report abuse or suspected abuse to:

- The police
- Health and social care professionals (e.g. a social worker, nurse or doctor)
- Your Neighbourhood Services Officer or a member of our staff by calling **0300 365 1111**



Fernley Grange gets **SPRUCED UP**

Retirement Housing scheme, Fernley Grange, has been transformed as part of our £1m plan to make all of our schemes more energy efficient and inclusive for people living with dementia.

Communal spaces in Fernley Grange, Southport were given a complete makeover with soft colour schemes and a luxury feel.

In order to make the scheme easier to navigate for those living with memory loss and visual impairments, Fernley Grange received feature walls, new carpets and different wallpaper throughout.

Customers were consulted through the whole of the refurbishment and we would like to extend our thanks to them for the patience and cooperation during this process.



THE WILLOWS

Introducing
**THE WILLOWS
 IN PENSBY**



OVH's latest development, The Willows, features a collection of two and three bedroom homes for sale and rent through our Shared Ownership, Rent to Buy and Affordable Rent options.

If you're interested in getting on the property ladder, Shared Ownership and Rent to Buy may be the answer you've been looking for.

Shared Ownership is perfect for home buyers with a small deposit as they can buy a share of a new home and pay a low rent on the remaining share (and buy more when they can afford to, eventually owning all of their home).



Rent to Buy allows prospective buyers to pay a low rent on a new home whilst they save for a deposit to buy a home in the future.

Situated in the popular area of Pensby on the beautiful Wirral Peninsula, The Willows offers stylish homes that are conveniently located within two miles of Junction 3 of the M53 motorway, providing easy access to Liverpool, Chester and North Wales.

HERE TO HELP

We've made a few changes to how we operate during this time to keep you and our staff safe. Our dedicated Sales team remain on hand to answer any Shared Ownership or Rent to Buy enquiries you may have. Contact sales@ovh.org.uk to find out more.

**Zero tolerance to
STAFF ABUSE**

Our staff have the right to carry out their work in a safe and healthy environment which is why OVH have zero tolerance when it comes to staff abuse.

Our dedicated Community Safety team take cases of anti-social behaviour very seriously and anyone found harassing, abusing or showing aggression towards OVH staff will risk emergency injunctions and may also lose their tenancy.



Get in touch

ovh.org.uk/my-account
Make payments, report (and book) repairs and view accounts online with My Account

ovh.org.uk

0300 365 1111 (24hr)

enquiries@ovh.org.uk

[@ovhousing](https://twitter.com/ovhousing)

facebook.com/ovhousing

Customer Access Centre

Coral Drive, Bootle,
Merseyside L20 3UG

OVH Head Office

Atlantic House,
Dunnings Bridge Road, Bootle,
Merseyside L30 4TH

In March our offices closed in line with Government guidance. We will notify our customers on ovh.org.uk when our offices have been reopened.

The information inside is correct at time of print. For the most up-to-date information please visit our website.



One Vision Housing is part of The Sovini Group



Certificate Number 2771
ISO 9001, ISO 14001, ISO 45001, ISO 27001, ISO 27701



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Chinese – 如果您需要幫助了解本文檔中的信息，請致電 0300 365 1111 與我們聯繫。

Lithuanian – Jei norite, kad Jums kas nors padėtų suprasti šiame dokumente pateiktą informaciją, prašome su mumis susisiekti tel **0300 365 1111**.

Polish – Jeśli potrzebujesz pomocy, by zrozumieć informacje zawarte w tym dokumencie, skontaktuj się z nami pod numerem **0300 365 1111**.

Portuguese – Caso necessite de assistência para compreender a informação constante neste documento, deverá contactar-nos através do **0300 365 1111**.

Russian – Если вам требуется разъяснение информации, содержащейся в данном документе, пожалуйста, свяжитесь с нами по телефону **0300 365 1111**.

Turkish – Bu belgede verilen bilgileri anlama konusunda desteğe ihtiyacınız olursa lütfen bize ulaşın **0300 365 1111**.



DEVELOPED IN PARTNERSHIP
WITH OUR CUSTOMERS