

## WHAT'S INSIDE

### *Rent to Buy*

Take the first step to home ownership

### *Make a difference*

Become a foster carer

### *Safety first*

Top tips for electrical safety



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

# Contents



- 3** The new One Vision Housing website is here
- 4** My Account! How it's improving our Customer Service offer
- 5** Solid advice for your solid fuel device
- 6** Anti-Scrambler Bike Activity Project
- 8** Take a trip aboard the Pride of Sefton



- 10** Fire safety at Irlam House
- 12** Discover Rent to Buy at Church View
- 14** International Older Person's Day
- 16** Top tips for electrical safety
- 18** Help us to help you
- 19** Rechargeable repairs
- 20** Have your say
- 21** Richard Crossley award



- 22** STAR survey results
- 24** Become a foster carer
- 25** One Vision Housing is changing its Home insurance
- 26** Closing dates for Christmas
- 26** Christmas rent payments



## Front cover:

International Older Person's Day (pg14)



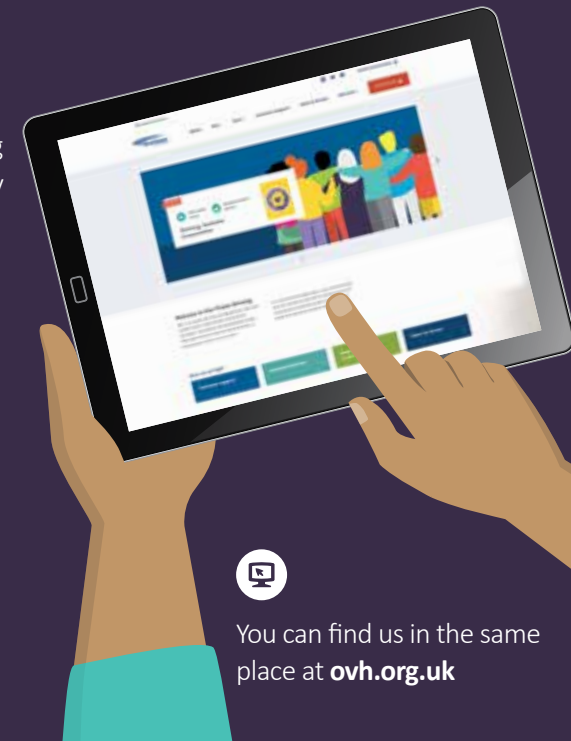
## The new One Vision Housing website has **LAUNCHED**

We've updated our website to make finding information on your tenancy simple and convenient.

Our new website has been designed with you in mind. Not only is it easier to navigate, but we've improved our customer support section by providing more information to help you with any queries you may have.

### With our new website you can easily access...

- My Account
- Bespoke customer support information based on your tenancy type
- Available Shared Ownership and rental properties
- News, policies and much more!



You can find us in the same place at **ovh.org.uk**

## My Account! How it's improving our **CUSTOMER SERVICE OFFER**

Customers are finding it easier than ever to report repairs and manage their tenancies online thanks to My Account.

Over 90% of customers who have reported repairs with My Account found the service easy to use and would recommend it to other customers.

*Here's what our customers have to say...*

"I'm so glad to have My Account as I can pay my rent direct to you online."

"My Account was very easy to set up and use. I can now keep an eye on my rent payments."

### 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**.



## *Solid advice for your* **SOLID FUEL DEVICE**

**Did you know your solid fuel device needs to be serviced every six months?**

It's true, and what's more we can service your device free of charge regardless of whether you or OVH installed it.

It's important to maintain your device to help keep your home safe and as your landlord we have a responsibility to help you with this.

### *What's a solid fuel device?*

This refers to any device (i.e. fireplace, log burner etc.) which burns solid material such as wood, charcoal, peat, coal and more.



If your device has not been serviced in the last six months please contact our Customer Service team on **0300 365 1111** as soon as possible to arrange a service appointment.





## Anti-Scrambler Bike ACTIVITY PROJECT

One Vision Housing are supporting an initiative to deter young people from using scrambler bikes in Sefton.



Staff from One Vision Housing have been leading the 'Anti Scrambler Bike Activity Project' in partnership with Merseyside Police and Sefton Council.

The project involves children from five primary schools in Bootle and Litherland taking part in a range of fun activities while learning about the dangers of scrambler bikes.



Together with classroom presentations the children took part in a range of team building activities at Crosby Lakeside and also attended a realistic scrambler bike re-enactment involving the emergency services. Former Liverpool and England footballer Jamie Carragher spoke to children about the dangers of scrambler bikes.

Since the project was launched five years ago there has been a recorded decrease in the number of scrambler bike incidents in Sefton.

In February 2020 a presentation evening will be held for the children taking part, featuring local celebrities including Jamie Carragher and boxing champion Tony Bellew.

*It's important we engage with children from an early age about the dangers of scrambler bikes. We want our customers to feel safe and enjoy living in the communities we serve. Since the project was launched five years ago there has been a notable decrease in the number of scrambler bike incidents and we are delighted to continue to support the police and other local partners in raising awareness on this issue.*

Neil Kenwright, Neighbourhood Services Manager





# Take a trip aboard the **PRIDE OF SEFTON**



**FOR MORE INFORMATION OR TO BOOK A TRIP**

Visit the website [prideofseftonboats.co.uk](http://prideofseftonboats.co.uk)

Pride of Sefton is a wide beam canal boat, operated by Sovini Charities, located at Collingwood Dock, Liverpool.

Available for private hire for a maximum of 12 people, the Pride of Sefton is a unique venue for intimate events including wedding anniversaries, baby showers and even wedding celebrations! We also offer concessionary trips to local charitable and community groups (eligibility criteria applies).

A half day leisure trip on-board will see you travel the hidden waterways of Liverpool, taking in beautiful countryside and urban landscapes between the historic Collingwood and Brunswick Docks. Savour the breath-taking sights of the majestic Three Graces and the Royal Albert Dock from your vantage point sailing through Mann Island, before disembarking to enjoy a relaxing drink.







## Fire safety at **IRLAM HOUSE**

We teamed up with Merseyside Fire & Rescue Service over the summer to improve high-rise fire procedures.

In June, Merseyside Fire & Rescue Service tackled a simulated fire at Irlam House on Church Walk in Bootle. As it's uninhabited, Irlam House provided a unique opportunity for the fire service to carry out such a major exercise.

In addition to nearly two dozen fire and support vehicles, and around 200 participants taking part, TV and media representatives were also in

attendance as this proved to be quite a high profile training opportunity.

During the exercise a small amount of fake smoke appeared on an upper floor for visual effect, but thankfully no actual fire made an appearance on the day.

"This was a great opportunity for us to carry out a large exercise in a realistic setting. While the risk of a serious fire in a high-rise building in Merseyside is low

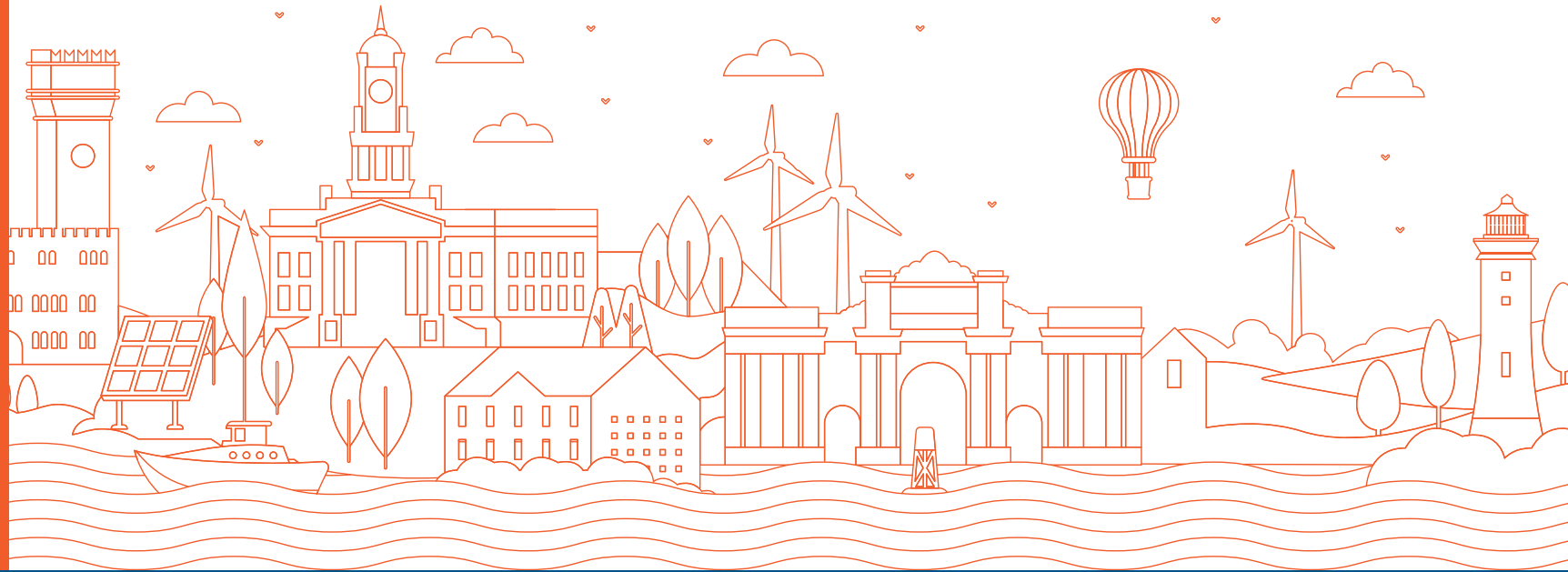
thanks in large part to our preventative work in the community, the Grenfell Tower tragedy is a constant reminder of what can happen when those risks become real.

With this exercise we aim to test current procedures and national guidance, ensuring that they are robust, effective

and fit for the future. We would like to thank the local community and One Vision Housing for giving us the opportunity to carry out this exercise which will ultimately keep everyone in Merseyside safer."

**Group Manager for Merseyside Fire & Rescue Service,  
Gary Oakford**

Merseyside Fire & Rescue Service provides free smoke alarms for Merseyside residents aged 65 or over or those referred by partner agencies. In addition, they also offer free fire safety advice and can provide home safety checks. Please call them at **0800 731 5958** for more information.



## Rent to buy at **CHURCH VIEW**

Rental prices £480 per month

**REGISTER YOUR INTEREST TODAY: [OVH.ORG.UK](https://ovh.org.uk)**

Rent to Buy is a Government backed scheme designed for those who wish to buy a home in the future, but can't afford to now.

With Rent to Buy, you can live in a quality new build home and pay a low rent for a minimum of five years. During that time, you will save towards a deposit and may have the option to buy your home through Shared Ownership. After five years you may be able to purchase your home outright.

In 2020 we'll be launching 'Church View', a new development of 47 two bedroom apartments, close to Birkenhead Park and with easy access to Liverpool city centre.

These well designed apartments have open plan living areas, contemporary kitchens, two bedrooms and two bathrooms.

### *Key Features:*

- Spacious two bedroom apartments
- Close to Birkenhead Park railway station; less than 10 minutes journey time to Liverpool city centre!
- Two bathrooms
- Open plan kitchen/living room
- Integrated oven, hob and cooker hood
- Floorcoverings to kitchen and bathrooms
- Spotlights to kitchen, living room and hall

\*Rent calculated at 80% of current market value of £600 per calendar month

\*\*For further information about eligibility criteria, telephone our Sales Team on **0333 733 8888** or email us at: [sales@ovh.org.uk](mailto:sales@ovh.org.uk)





## International OLDER PERSON'S DAY

One Vision Housing customers pull together to raise valuable funds for Macmillan Cancer Support.

1st October marked International Older Person's Day which works to bring our older community together and highlight everything they have done and continue to do for us.

In celebration of the day we hosted a number of Coffee Mornings across our

Retirement Housing schemes to raise money for Macmillan Cancer Support.

Customers did their bit by donating yummy home-baked treats, playing games, holding raffles and contributing to jumble sales. But, most importantly, everyone had a laugh!

**With the wonderful help from our customers and staff we were able to raise an amazing £2,663.65 for Macmillan Cancer Support.**

Suzanne Meylan, Independent Living Manager had this to say:

"I'm so very proud of the Independent Living Team, our customers, friends and family in our seven Retirement Housing Schemes who have raised a fabulous £2,663.65 for Macmillan over the last few weeks.

Every year the team and customers work hard together to put on a celebration to acknowledge International Older Peoples Day and raise much needed funds for Macmillan. Each year the generosity of people who make up our communities never fails to disappoint.

**A huge thank you to all involved!"**





# Keep your home safe from **ELECTRICAL FIRES**

45% of home fires are caused by electrical faults. From overloaded extension leads and cheap counterfeit chargers to faulty and poorly maintained white goods there is an endless range of electrical faults which could cause a fire in your home.

We know nothing's more important than keeping you and your family safe which is why we have come up with some top electrical safety tips for you to follow.



## MUST-KNOWS FOR ELECTRICAL DEVICE SAFETY

- Double check your electrical appliances have British or European safety marks.
- Check the condition of your electrical appliances. Items such as festive lights should be checked for their condition and age. If you have any doubts, don't risk it.
- Avoid cheap counterfeit chargers, especially for items that use lithium batteries. Also, make sure to never leave phones or laptops plugged in overnight.
- Read your tumble dryer instructions and regularly empty fluff and lint.
- Ensure hair dryers and hair straighteners are switched off and left on a heatproof surface after use.
- One plug per socket is ideal, especially for high powered appliances.
- Check you're using the right fuse – if you're not sure check the plug head to see what size fuse it requires.
- Be lead safety savvy – cable drum extension leads should be completely unwound to avoid overheating, and be careful not to overload extension leads or attach a multi-socket to another multi-socket.
- Register your white goods. Recalling products for safety reasons could save your life. Serious fires are often a result of defective tumble dryers and washing machines so contact the manufacturer to see if your model is affected.

*Do you know what the signs of a potential electrical problem are?*

Look out for scorch marks, flickering lights, hot plugs and sockets, fuses that blow or circuit-breakers that trip for no obvious reason. If there are signs of loose wiring or if you have any electrical safety concerns you should report this to us immediately on

**0300 365 1111.**

Help us to  
**HELP YOU!**



We require regular access to your home to keep you and your neighbours safe.

This may be to undertake essential gas and electrical testing or to complete a repair. It's important for us to carry out these works in order to keep you and your neighbours safe.

Under the terms of your tenancy agreement you must allow us access to your home. We will always let you know when we are coming and we can work with you to find a date and time that is convenient for you.

What will happen if you do not give us access to your home? Failure to allow access could result in us applying to court for an access injunction. If we do, we will recharge you for the court costs which are typically around £1,500.

*Remember, any individual acting for or on behalf of One Vision Housing will be able to provide you with ID, if you're unsure check with us.*



Don't get caught unawares of  
**RECHARGEABLE REPAIRS**



### **TYPICAL COSTS FOR RECHARGEABLE REPAIRS ARE:**

**Internal doors £175**

**Windows £100 (small) £150 (medium)**

**Lock changes and key replacement £60 or £100 (out of hours)**

These are typical costs and may not reflect the actual cost based on the specifics of an individual repair.

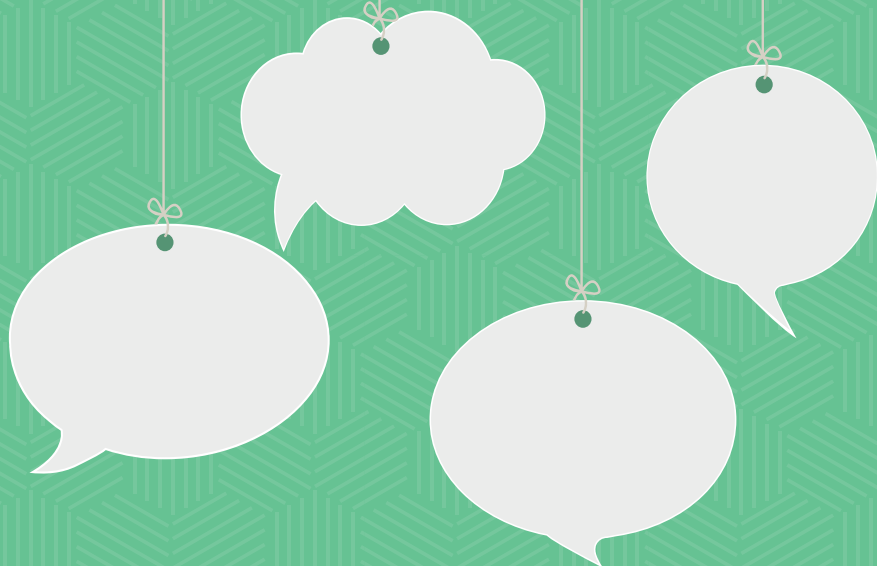
Please keep in mind, we will not complete a repair or lock change/key replacement without payment. More information on rechargeable repairs can be found in our Recharge Policy available on our website.

**If you need to discuss any of this with us, please get in touch.**

We understand that living in your home will cause wear and tear on the property and we're responsible for any repairs in your home which are caused by 'fair wear and tear'.

However, there are repairs that can take place in your home which you may be responsible for. If you, or a guest of yours, causes damage to your home you are responsible for the cost of this repair.





# HAVE YOUR SAY



We are looking to recruit members for our One Vision Housing Involved Tenant Groups.

Do you have an interest in your neighbourhood, community or repairs?

Why not join One Vision Housing and contribute to improving your neighbourhood and environment.

*Please contact our Customer Empowerment team for more information:*

**melissa.conlan@ovh.org.uk** or  
**tracy.newman@ovh.org.uk**



# What an ACHIEVEMENT

One Vision Housing win award for tackling social isolation and loneliness within the community.

Our efforts to tackle loneliness and social isolation within our community have been recognised with The Richard Crossley Excellence in Community Action Award for our 'Celebrate the Good Times' events at the TPAS Awards 2019!

After receiving Big Lottery funding last year, OVH were able to host a variety of

great community events which helped to improve the mental and emotional wellbeing of our customers.

Events included our Great Get Together, an Older Person's Day celebration, a WWI centenary event and a Christmas Day Lunch. All together these events contributed to a massive £24 million in social value which was generated over the course of 2018/2019.

**WELL DONE EVERYONE!**

# HOW DID WE DO?

Around 1,500 customers participated in our annual STAR (Survey of Tenants and Residents) Survey where we find out what we are doing well, and where you think we can improve.

In addition to telephone calls, we also visited some of our Retirement Schemes, to ask customers for their opinions face-to-face. This is something we will continue to do for future STAR Surveys, to ensure as many can participate as possible.

*Some of the key results from this survey are included on these pages.*



## CUSTOMER SATISFACTION

**96%** of OVH customers were satisfied with services we provide. Up 1% from previous year putting OVH as a top performer when compared to other housing associations.

**99%** of our Housing for Older People customers were satisfied with the quality of their home.

**93%** of our Supported Housing customers agreed that OVH listens to and acts on their views.

**95%** of our Housing for Older People customers were satisfied with the OVH repairs service.



## VALUE FOR MONEY

**95%** of customers believe their rent offers Value for Money

This puts OVH as a top performer in this area when compared to similar housing associations.

*We would like to thank all those who participated in the 2019/20 STAR Survey. The full results are available to download on our website.*



## ANNUAL REPORT

Your One Vision Housing Annual Report 2018/19 is now available online.

You can read about key stories from the last year and find out how OVH is creating thriving, inclusive communities.





## Become a **FOSTER CARER**



Rewrite a child's story towards a better future.

All children are unique which means there are lots of different reasons why a child may need to be placed with foster carers.

Local fostering campaigns in Liverpool, Sefton and Cheshire can provide you with all the necessary training, specialist support and guidance you need to become the best carer possible.

### *Is fostering right for me?*

There is no such thing as a typical child, and no such thing as a typical foster carer.

Foster carers come from various backgrounds and their diversity provides opportunities to share skills and life experiences which will help meet the needs of children in foster care.

*In order to qualify you need to make sure you:*

- Are at least 21 years of age
- Have at least one spare bedroom for a child or young person to live in
- Are a full time resident in the UK
- Can devote the time to care for a child

This is your chance to make lasting changes to a young child's life by providing a supportive and compassionate home for them to live in.

### **FIND OUT MORE ABOUT FOSTERING IN YOUR LOCAL AREA...**

Liverpool – [fostering.liverpool.gov.uk](http://fostering.liverpool.gov.uk)

Sefton – [seftonfostering.co.uk](http://seftonfostering.co.uk)

Cheshire – [foster4.co.uk](http://foster4.co.uk)

Wirral – [wirralfostering.co](http://wirralfostering.co)

## *One Vision Housing is changing its* **HOME INSURANCE**

We're delighted to now offer our tenants a more cost effective home contents insurance plan through our new partner Marsh Insurance (underwritten by Royal & Sun Alliance PLC).

If you previously had home insurance with us you should have been contacted by a member of staff to let you know how this change will affect you. If you've never had home contents insurance with us before, now is the perfect time to sign up!

With our home insurance plan you'll be protected against theft, loss of keys, fire damage, water damage and more.

### **WHAT YOU NEED TO KNOW:**

- Cover starts from 56p per week
- 'New for old' cover as standard
- No excess to pay in the event of a claim
- No compulsory security requirements
- Pay weekly, monthly, quarterly or annually either by Direct Debit or debit/credit card

**You can also add optional extras for an additional cost including personal belongings, wheelchairs, hearing aids & pedal cycles.**

**CONTACT US TODAY TO GET STARTED**  
**0300 365 1111**

# Closing dates for CHRISTMAS

We will be closed on the following:

Tuesday 24th December  
Wednesday 25th December  
Thursday 26th December  
Friday 27th December  
Monday 28th December  
Tuesday 31st December  
Wednesday 1st January

Customers can still report emergency repairs and anti-social behaviour during this time on **0300 365 1111**.

*From everyone at One Vision Housing, we wish all our customers a very Merry Christmas!*

We will be back open as normal from Thursday 2nd January 2020.

## Christmas RENT PAYMENTS

Do you live in Sefton and pay your rent weekly over 48 weeks during the year? Then please be aware the two non-debit weeks during the Christmas period are the 24th and 31st of December (if you do not have rent arrears).

If we collect your rent arrears repayments by direct debit we will continue to collect this each week during the Christmas period.

If you pay monthly or you do not live in Sefton you must continue to pay as you normally do.

If you have rent arrears and have arranged a repayment agreement you must continue to pay your weekly or monthly repayments as you normally do.

**Contact us if you have any questions or concerns about Christmas rent payments.**

# Get in touch



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



[ovh.org.uk](https://ovh.org.uk)



0300 365 1111 (24hr)



[enquiries@ovh.org.uk](mailto:enquiries@ovh.org.uk)



@ovhousing



[facebook.com/ovhousing](https://facebook.com/ovhousing)

### Customer Access Centre

Coral Drive, Bootle,  
Merseyside L20 3UG

**Open:** Mon to Fri, 9am to 5pm

### OVH Head Office

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



One Vision Housing is part of The Sovini Group

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



INVESTORS  
IN PEOPLE | Platinum  
Until 2022



Health &  
Wellbeing  
Award



Certificate Number 2771  
ISO 9001, ISO 14001, ISO 27001, CHAS 18001





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

**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