

Issue 12 – Articles

Contents and Welcome	Magazine Survey launch fresh new look Promote damp and mould kits
Tenants Talk (orange)	
Tenant Rep	What been involved with- Xmas thankyou C & C RANT tested mould kits TPAS training
Positive Feedback	Use a compliment or comment
Influence and Engagement (navy)	
Engagement Activities	Easy Read Tenancy Agreement Locality Event- summary include photos ILS Forums launched- meetings outcome widen out TPAS conference (photo Jane to provide) Meeting regulators expert on TE Policy Review meeting Check it Change it - New electric leaflet launched see safety and quality
Engagement calendar	List what's booked
You said we did	Service changes/improvements Use Janice comment re electric test not knowing changed letter
Above and Beyond	Done more for someone- DW speaking to team re providing info
Performance (green)	
Posters service performance	Q3 & Q4 Performance posters
Complaints and Compliments	From CCC report to HLB

Safety and Quality (red)	
Electric and Gas safety checks	Why need, safety for you and family/need to give access, legal action rework article from issue 10
SCS	
Fire Safety	Communal areas
E-bikes	Include poster from fire service
Spot the Hazard	Image of spot the hazard
Newsround (purple)	
LGR	Update, re-assure services unaffected
Policy Updates	Rent Collection Policy- renamed from rent arrears policy, improve profile of importance of paying rent, rent debt. Do we include communal areas and mobility scooter policy?
Food caddies	Small article
Engagement Hub	Bolsover Engagement Hub, small article
Team Spotlight (light blue)	
Meet your Repair Co-ordinators	2 long standing members retired, wish them will meet your 2 new RC. Who covers each area/ villages, what they do.
Supporting You (dark blue)	
All about you	Promote help us help you
Include case study	Positive outcome of support given by housing team
New sign-up procedure	
Lifeline	Accreditation of Team Promote service- include real life story where its been used/glad not opted out
ILS Schemes	Promote schemes/ benefits/ safety/low energy costs/activities
Property clearance	Ending tenancy remind property (including garden) needs to be cleared. Promote bulky collections, free re-cycling centres, charities, use charity leaflet for info (sent with termination letter)

	We will be working with tenants to draw up a moving checklist and will provide an update in a future issue
Gardens	Spring has sprung- keep tidy, trusted traders, promote assisted gardens. Broken strimmer/hedge cutters/lawn mower - promote Bolsover repair café
DD payments	Usual poster

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