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Issue 13 – Article Ideas

Article	About	Photo ideas/graphics	Lead officer	Sent for approval	Sent to Charlotte
Cover ideas					
Page 2 Inside cover					
Contents					
Welcome	Include tenant joined working group, new puzzle section				
Tenants Talk (orange)					
Tenant interview	Ask tenant to feature - getting involved and presenting C & C report. Shows How a tenant has been involved all the way through a scrutiny review.	Picture of AW presenting report at CSSC	JC		
Tenants Make Changes	e.g. New build design changed with tenant feedback- before and after floor plans. Visits to new builds to get feedback on current design, build quality, support Any other examples.	Tenant in new build house	JC		
Influence and Engagement (navy)					
Challenge and Change update	Completed ASB review Current review, Update on GM review		JC		
New Service Standards	Launched, link, leaflets available	Photo of leaflet	JC		
Rent Statements	Tenants met to influence the design When tenants will see the new design	Photo of meeting	JC		

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Recycling sessions at ILS	Why held sessions (tenant feedback), arrangements made, outcomes, include tenant quotes	Photos of sessions	JC		
Tenant Conference	Include survey to tenants, and the event itself.	Photos from session	JC		
Tenant Engagement Calendar	Next 6 months		JC		
You said We Did		None /use graphics	JC		
Service Performance (green)					
Posters service performance	2 quarters	Graphics	JW		
Complaints V service requests	Promote right to make a complaint versus service request, ways to make a complaint, stages, ombudsman info		JK		
Complaints and Compliments	From CCC report to HLB		JW		
TSM	Survey 2025/26 results		JW		
Annual Report	Include links etc if published in a separate document		JK		
Jane's Journal	Job shadow grounds maintenance to see how they work/deliver service to link in and investigate complaints	Jane out with the team	JC		
Safety and Quality (red)					

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Reminder order your repairs before Christmas			BP		
Damp and mould					
Gas Service Injunctions	Action taken, costs, importance of giving access for essential safety checks				
Christmas include Electrical safety	Mention New Bolsover restrictions				
Cold weather Advice	Burst pipes, advice is you are going away over the Christmas period				
Newsround (purple)					
Partnership Day	About the day, include inviting a tenant representative	Photos from the day	EB with JC		
Warm spaces available					
Policy Updates	Approval of Communal areas and Mobility scooter policy				
Recycle at Christmas	Food recycling in brown caddy's, real trees, bin collection calendar, recycling do and don'ts, donate to charities Mention next time will do clinical waste		JC		
Team Spotlight (light blue)	Asset Management The Team/the work they do/ how Plans from SCS for 26/27	The team- BP sorting photo			

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Supporting You (dark blue)					
Tenant Census Outcomes	Analysis of information obtained from census, how we have used		JK		
Domestic Abuse	Relate to consumer standards, policy and service to tenants, services available, info on who provided support in high risk cases		SR		
ILS survey results			AC & JW		
Welfare Adapts	Policy reviewed, how to apply, link to DCC		LE		
If completed moving out checklist					
Community rooms	Program of what's on, who can use/catchment area		AC		
Rent Article	Pay your rent at Christmas, no rent free weeks, include increase in court costs				
New Bolsover	Garden Amnesty day - joint with town council		TG & JC		
Puzzle Page					
Word search	Words highlighted from an article to find		BP		
Crossword	Answers are in the articles				
Anagram					