

Autumn 2025

Edition 17

doorstep

resident magazine

Guess who
was at our
latest Virtual
Residents
Meeting

Win a £100
Voucher for
the shop of
your choice

PA Housing



Welcome

Welcome to the latest edition of doorstep, our resident magazine, made just for you. I'd like to start by saying thank you to everybody who spoke to us during our annual Tenant Satisfaction Measures (TSM) survey, helping us to understand how you're feeling. Your views will determine our focus for the next 12 months and we'll publish the results on our website soon.

Another piece of good news is that we recently passed the Regulator for Social Housing's assessment of our viability, governance, and consumer standards which is an encouraging sign (full results on our website). Overall, the Regulator recognised the changes we've implemented during the past few years and that they were a positive step towards ensuring we're a resident focused organisation with things like this magazine, being praised.

Now, as the nights grow darker, many of us will be spending more of our

evenings at home. While some of us will turn on the telly or open a good book, these are things we can do on our own. At PA, we want to bring everybody together and really connect with the people behind the door. What better way to do that than a good, old-fashioned board game?

In this edition, the team wanted to evoke the communal experience of a games night by referencing some of our favourites as we share the stories that matter to you. In the spirit of friendly competition, there's also a chance for one lucky resident to win a £100 supermarket voucher (more details later on).

This edition is bursting with great stories about you, our residents, and events in your neighbourhoods. It's not all fun and games though as you can expect some helpful advice on home contents insurance, data security, and how to get involved so we can continue to

make improvements. I wanted to give you an insight into a day in my life too, so make sure you stay on board for that one. I hope you enjoy what the team have put together!

Michael McDonagh
Chief Executive

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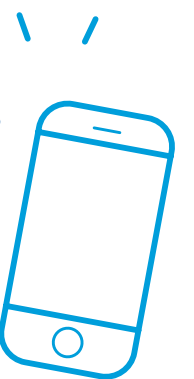
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Do you follow us on social media?

Our social media channels are a great source of information and a way of understanding some of the services we offer to you.

Take a look and follow us today.



@pahousing @PAHousingUK

Top of the table

Kids have a ball at Walton and Hersham FC event

Our Neighbourhoods and Resident Involvement Teams worked in partnership with Walton and Hersham FC to organise a football training event designed to engage and inspire our young residents. We were delighted to work alongside the club, known as ‘the Swans’, who kindly hosted the event at their ground, The Xcel Sports Hub, and provided the training session.

Led by the women’s first team, the training was aimed at young people aged 6-17. The event came about as one of our Resident Involvement Specialists currently plays for Walton and Hersham’s women’s team. As the event kicked off, the rainy weather wasn’t ideal, but once the skies cleared, everybody who took part was treated to an amazing day full of skills training, penalty shoot outs, and good fun.

Once they’d had their time on the pitch, the young residents were invited into the stands to hear from the Swans’ Chief Executive Officer, Joe Brine, who shared the story of the club. He then gave everyone

a tour of the club shop, the stadium (including the trophy room and locker room), before leading the children out through the tunnel, just like the team do on match days.

He said, “It’s important we act as the go-to for families and for kids. This is hopefully going to be a regular thing. Away from the football, this is also about a social and health programme for our future generation.”

The children then continued upstairs into the players’ lounge, where they got to meet the men’s first team. Each young resident received a Walton and Hersham scarf, collected autographs, and took photos with the players. Children commented that they were having fun and that they’d go to similar events in the future. One parent said, “It’s good to have these events happening as it’s hard to get kids into football clubs,” while another commented that it was “so nice to sit back and watch my kids having fun.”

Monica Harding, Member of Parliament for Esher



and Walton, also attended. She said that “Walton and Hersham are doing such a fantastic thing for the community, bringing these kids down and getting them to meet the players. There’s such an enthusiasm and everyone is so joyous about the event. Well done to everyone involved.”

We’d encourage anybody living locally to attend one of their future training events or just to go to a game to support their great work in the community. Find their fixture list, news, and more on their website by clicking or scanning the QR code.



How Michael’s day fits together

Ever been puzzled about what our Chief Executive, Michael McDonagh does in his role? Here’s a look at a day in his life.

“My alarm goes off at **4.45am** and I drag myself out of bed. The coffee machine goes on, and I pull my trainers on. It’s time for a 45-minute run before work. It’s dark and windy!

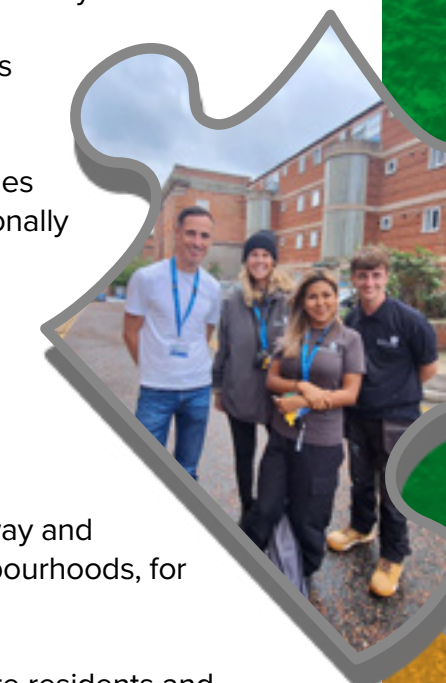
“**6.30am:** Showered, I head to St Pancras Station to get the train to Nottingham. The Tube is busy, but I get a seat and answer my overnight emails. This includes responding to every resident who personally emails me.

“**7.25am:** I grab a coffee and make the train for 7.30pm. I take 90 minutes to read Board Papers and prepare for future meetings.

“**9.00am:** I arrive at East Midlands Parkway and meet Sally-Anne, our Director of Neighbourhoods, for visits to our Nottingham homes.

“The Albany House visit is positive, where residents and the team are well supported, engaged, and upbeat. Derby Road and Hermon Street seem well maintained, despite some issues around car park access and problems with the lift (where a concierge service is now supporting affected residents). The grounds maintenance seems at a lower standard than expected at Churchside Gardens, due to a temporary contractor picking up for a previous provider. The next step is to find a contractor who can deliver a consistent service. I then move over to Wainwright, Beacon Hill, and Elliot Goodwin Houses, which are well looked after, but are now having issues with insufficient guttering and access issues. We’re working hard to resolve this.

“It’s now **6.00pm**, and after a productive day, it’s time to make the journey home.”



RAKES & LADDERS:

OUR GROUNDS MAINTENANCE AND CLEANING RESPONSIBILITIES

Keeping the communal areas where you live clean and well-maintained is an important step towards making you feel at home. You may be keeping your own home clean, but an untidy communal area can feel like you're sliding back to square one. Our cleaning and grounds

maintenance commitments may vary based on where you live, so check out our website to see what we're responsible for in your area. This way, if you know what is supposed to be done, you can inform your local Neighbourhood Coordinator and hold us to account.

Internal cleaning:

In shared internal areas including stairs, hallways, shared rooms, and lifts.

Frequency:

Visits will usually be carried out once every week, all year round.

Emergency cleaning:

This includes the removal of bodily fluids and drug paraphernalia. When needed, areas will be cleaned and disinfected. These should be completed within 24 hours.

Litter picking: Cleaning contractors will litter pick the area they're working in, including any hard standing areas close to the building.

Graffiti removal: Reported graffiti will be removed within 24-72 hours.

Animal fouling:

Any resident who owns a pet is responsible for the appropriate collection and disposal of any pet waste.

Fly tipping and bulk rubbish:

You are responsible for disposal of personal bulk items. Unauthorised dumped items should be reported to us so we can investigate and arrange a removal where necessary.

Bin areas and chutes:

Local authority refuse teams will empty bins. Residents should make sure they put rubbish into the correct bins - do not leave bags on the floor. Only appropriate items should be placed in the chute.

Car parks and pathways:

These will be swept and kept free of leaves and litter. During autumn, leaf fall will be high so some leaves will remain.

Grass cutting:

Between March and October grass will be cut. This will form part of the fortnightly grounds maintenance visit to your neighbourhood.

Hedges and shrubs:

They will be maintained on each visit as required. Contractors will make sure that they do not cover pathways, windows, or doors.

WHODUNNIT?

Who fixed these small repairs?

Ever find yourself with little jobs around your home that you have no clue how to resolve? Maybe you find yourself asking "Is this my responsibility or PA's?" We're here to help you get to the bottom of these mysteries. So, before you pick up the phone to ask us to resolve a minor repair, here are a few examples of things that fall under your responsibility.

Who changed the light bulb?

You with the New Bulb in the Dining Room

Make sure the power to the light is off before you attempt this and wait for the previous bulb to cool down. Then, get your ladder (or simply reach up if possible) to remove the bulb. If it's a screw end bulb, twist it anticlockwise until it comes free. If it's a bayonet bulb (with two prongs at opposite sides), gently push it upwards, then turn the bulb anticlockwise slightly before gently pulling it down. With your replacement bulb, do the reverse to install it. And that's it, you're ready to put the power back on.

Who unblocked the sink?

You with the Plunger in the Kitchen

Find yourself with a blocked sink? Make sure it's clear and empty first, then try using a plunger that covers the plughole and pumping it to see if anything comes up. Alternatively, you can put two teaspoons of baking soda down your sink, followed by 240ml of white vinegar. You should hear a fizzing sound. If all else fails, call a professional!

As you can see, you don't have to be a professor to do these simple tasks. There are more frequently requested repairs that fall under your responsibility too like cleaning trickle vents, fixing door hinges, unblocking toilets, repressuring boilers, and changing the batteries in thermostats. Some detective work to find online tutorials may help you to fix them yourselves or, if you're struggling, repair companies may help you close the case too.

For homeowners, please refer to your agreement or lease to see your repair responsibilities.

Who fixed the toilet seat?

You with the Screwdriver in the Bathroom

Unless stated in your tenancy agreement, replacing your toilet seat is also your responsibility. First, you'll need to measure the loo to make sure the seat you buy fits. Next, to remove the old one, you'll have to uncover the hinges that secure the seat to the toilet. Then, use your screwdriver to unscrew each side to remove it. At this point, it's best to disinfect the loo before your new seat goes on. Hopefully, your new seat will come with some helpful instructions to install it. Make sure to keep that trusty screwdriver handy!

Who did the painting?

You with the Paint Brush in the Lounge

Perhaps you want to spruce up your walls with a change of colour – whether that's plain white, green, scarlet, plum, or mustard yellow. Unless there's a specific reason, like damage to the paintwork caused by a repair, painting the walls is your responsibility. If painting isn't for you, you may be able to find a decorator for hire – or a friend or relative in need of some pocket money.

IT STARTS AT HOME!

PA COLLEAGUES GET BACK TO BASE AND STOP FOR A CHAT

Our Specialist Housing Teams in the Midlands, including Albany House in Nottingham, Eden Park in Corby, Abbey Mills and the Wolsey Extra Care Scheme in Leicester held events for the National Housing Federation's 'Starts at Home' campaign. These events also saw the launch of our 'Say Hello' benches at the

schemes, where residents and PA colleagues can sit and chat (and not just to vent their Troubles or Frustration!).

The focus of our 'Starts at Home Day' was tackling loneliness and social isolation. At PA, we know that a decent home is an essential part of a person's wellbeing, especially when

individuals need support to live independent and fulfilling lives.

The events were well attended and sparked some great conversations between residents and colleagues with residents chatting about hobbies, families, gardens, health, and – of course – the weather.

EDEN PARK, CORBY

Eden Park, our scheme for young parents and their children, celebrated 'Starts at Home Day' by having a community picnic and funday for current and past residents. Former residents discussed how they've been doing since moving into their forever homes. They shared how they were able to fulfil their dreams of an independent life, which may not have been possible without the support of the staff and their peers at Eden Park. This was very inspiring and encouraging for our current residents to see.



WOLSEY AND ABBEY MILLS

A group of PA colleagues from around the business joined the onsite team to sit on their new bench. There was a lot of interaction between residents and colleagues which provided a great opportunity for

office staff to get to know our residents and the scheme. Residents enjoyed refreshments, sharing stories, and meeting new people. There was even a residents versus colleagues darts challenge. It's amazing how simple conversations can make a difference.

ALBANY HOUSE

We had the pleasure of welcoming local Cllr Corall Jenkins to Albany House to sit on our bench and chat to residents alongside our group of colleagues.

Sitting on the bench was actually a life-changing experience for one resident as they felt comfortable enough to share their concerns about the external care service they receive. These issues were resolved immediately, but without that conversation, we would've been none the wiser.

Taking the time to chat and listen is so important, especially for our most vulnerable residents. We want this to be ongoing because you never know the difference a good chat can make.



One resident said:

"I had a lovely chat with Guprit (PA's Director of Technology). We talked about how well I'm being cared for at The Wolsey and discussed the positive changes that have been made for us. We even discovered a mutual connection from another country — such a small world! It was a really nice conversation, and he was very friendly."

Shereen, Extra Care Scheme Manager said:

"We were delighted with the turnout for this event. Our residents thoroughly enjoyed tea, cake, and wonderful conversations with each other and our dedicated colleagues. A big thank you for the lovely new benches, which our residents are already enjoying regularly."

Competition time:

SCRABBLING

FOR THE ANSWER

As you've likely noticed, this magazine is full of wordplay, trying to capture the fun of our favourite board games. Now, it's time to play with words some more because there's a great prize for one lucky person who can spell out our hidden code word.

With a **£100 voucher** for the supermarket of your choice up for grabs, it's time to let the games begin!

How to play:

Players

1 entrant, aged 18 or over, per PA Housing household. Children will have to ask a parent or guardian for permission to take part.

Contents

Hidden throughout this magazine, you can find beige tiles with letters on them, as you might use in popular games like Scrabble or Words with Friends.

Object of the game

Each player's aim is to hunt through the pages to find all the letter tiles. If you find them in the right order, working from the front to the back of this magazine, they should spell out our secret code word. Once you've found it, send us an email with the code word in it to doorstep@pahousing.co.uk by **12 noon on Friday 28 November** and you'll be in with a chance to win a supermarket voucher of your choice. Any entries after this time will not be accepted.

Winning the game

Once the deadline has passed, we'll be drawing one entrant who submitted the correct response at random from our little green bag of letters (or in this case, emails). We'll ask for a preferred supermarket and get the voucher out to the lucky winner as soon as we can.

Why not give it a go? It's as easy as ABC!

PA on Tour at Pendlebury Drive draws the neighbourhood together

On Wednesday 20 August, one of our PA on Tour events was held in the communal gardens at Pendlebury Drive in Leicester – and it was a super fun and enriching day for the local residents.

The event was planned by Laura, the Neighbourhood Coordinator (NC) for the area, and some of our other teams also came along to offer their support.

We had lots to do for all the little ones that came along on the day, with a bouncy castle and candyfloss machine just for starters.

We had the idea to hold a drawing competition for any of our residents under the age of 18. The prize was a Lenovo tablet, kindly provided by PiLON, one of our contractors. For the competition theme, we wanted to know: “What does community mean to you?”

The entries were all so incredibly creative and heartwarming, it was so tough to choose just one! Congratulations to Laila, aged 7, who took the prize. It wasn't just a beautiful drawing, it also listed the ways Pendlebury Drive shows their community: looking after each other, helping disabled people, cleaning rubbish and more.

It's so lovely to see younger members of PA's communities recognising the things that make them welcoming and great. We hope to hold more events and competitions like this in the future, so stay tuned!



Making the game of



easier for vulnerable residents

Our Resident Involvement Team is always looking for ways to make sure they offer residents various opportunities to feed back on and influence our services.

The Disability and Vulnerability Working Group (which is made up of residents like you) chose to research how we adapt your homes to meet your specific requirements. This may include stair lifts, hand rails, through-floor lifts, ramps, and more.

The group reviewed our services by putting themselves in hypothetical scenarios where we would need to adapt homes. With some training from the

Resident Involvement Team, the aim was to use a resident-led approach to discover how we're doing. They also came up with suggestions on how we can improve our policies and procedures around aids and adaptations.

Our working group drew up 13 recommendations for us, which our Resident Assembly will oversee and monitor the progress of each month. We will be publishing an article on our website which outlines the recommendations and provides further details on how we aim to meet them!

If you fancy getting involved in something like this, which will help to shape our services, turn to page 18 to find out how.



Building relationships On the block

As well as our events in the Midlands over the summer, PA on Tour also brought staff and residents together across London. These visits were all about being visible in your neighbourhoods, listening to what matters most, and working together to find solutions. Here's what we achieved together:



Honeysuckle Court – 17 July

Residents joined representatives from our Neighbourhoods and Antisocial Behaviour (ASB) Teams for a day of connection. Productive conversations about ASB, the use of communal spaces, and parking were had. Meanwhile, local children enjoyed face painting at the event. Residents told us how much they valued the chance to engage directly, showing how important these events are for building stronger communities.

Hanley Road – 7 August

Hanley Road residents enjoyed an afternoon of chair-based exercise, laughter, and community spirit. Some of our

Neighbourhoods Team joined in, while a Repairs Surveyor inspected a basement leak affecting the lift. Residents raised concerns around safety, repairs, and service charges. However, they praised recent improvements. In response, the local Neighbourhood Coordinator (NC) will now host monthly coffee afternoons to keep conversations going and make sure residents stay updated.

Pearce House – 14 August

The back garden of Pearce House was buzzing with activity, from face painting and sweet treats to open conversations about housing issues. Colleagues from our Neighbourhoods, Safeguarding, Tenancy

Sustainment, and ASB Teams listened carefully to resident feedback. The team acted quickly when residents raised their concerns, arranging repairs and additional support for vulnerable residents. Outdoor spaces will also be improved, making Pearce House safer and more welcoming.

Arlington House – 20 August

The communal garden at Arlington House became a hub of activity with face painting, a board game survey and even some goodies. The team were receptive to feedback. Residents raised concerns around repairs and grounds maintenance. Other issues are being followed up too which shows the positive impact of in-person events.

To build and stack up your knowledge of events and activities in your area, put your postcode into the Your Neighbourhood page on our website - please scan or click the QR code.



Don't let your home become a

House Trap

Understanding hoarding and how we can help

Hoarding disorder is a recognised mental health condition where people find it extremely difficult to let go of possessions, regardless of their value. Over time, this can create unsafe living spaces, health risks, social isolation, and a higher risk of pest infestation.

Our Safeguarding Officers (SGOs) protect and support vulnerable residents. They're compassionate, non-judgemental, and focused on keeping people safe from harm or neglect. They also work cooperatively with other teams around the business and external agencies like social services, health providers, and the police. This ensures residents with complex needs receive the right support.

Recognising the signs

Hoarding can sometimes lead to a build-up of clutter that prevents the safe use of rooms, which can in turn have an impact on relationships. It is often caused by a strong emotional attachment to possessions

and a feeling of stress when parting with them.

Crowded and cluttered rooms can increase the risk of accidents, fires, and health issues.

Building trust and support

Shame or fear of judgement can prevent people from seeking help. That's why SGOs focus on trust and creating a safe space for residents to share concerns. In serious cases of self-neglect, we may intervene to make sure living conditions are safe – but always with patience and empathy.

Working together

Safeguarding is about protecting dignity and promoting safety. By working with residents, families, and local partners, we want to ensure that no one struggles alone.

If you or someone you know is affected by hoarding, remember – seeking help is a sign of strength, and support is always available.

RESIDENT CHAMPIONS START THE DOMINO EFFECT TOWARD POSITIVE CHANGE

Over the past three months, Involved Residents – known as Resident Champions – have been working closely with us to strengthen communities, resolve local issues, and bring neighbours together. Their contributions go far beyond reporting repairs – they’re creating welcoming spaces, supporting neighbours, and inspiring change. Here are some of our highlights from the South East:

In Cobham, one Resident Champion has been helping her local Neighbourhood Coordinator (NC) to inspect grounds and spot repairs early. She has also been warmly welcoming new residents, making sure they feel part of the community from the very start.

In Sunbury, another Champion has become a reliable point of contact for neighbours, helping them report issues such as a bees' nest and keeping everybody informed about bin lock changes. She highlighted the importance of residents checking their Neighbourhood Action Plan online to stay updated about local improvements.

In Claygate, Resident Champion, Geoff has teamed up with his NC and neighbours

to address local concerns. Their teamwork resulted in the quick repair of a broken bench on the village green. Geoff also raised issues about empty homes, garden fencing, and antisocial behaviour near garages – all now under investigation.

Kerry, another Resident Champion, turned her ideas into action. Working with her NC, she has cleared and secured a shared drying area, with plans in place to remove graffiti. Kerry is exploring options for the space – either keeping it as a communal drying area or transforming it into a recycling hub to benefit all residents.

These stories highlight how Resident Champions are listening, supporting, and acting to improve neighbourhoods. Their work makes a real difference, from tidier spaces to stronger communities.

Thank you to all of them for their dedication and passion. Their efforts are helping to create stronger, safer, and more connected neighbourhoods. We’re always looking for more involved residents. Find out how you could become a Resident Champion on page 18.



Celebrating Chess-ington and other checks... mate

We like to check in on you and hear what you have to say, and a great way of doing that is engaging with you in our communities. A fantastic example of this in the South East was the ‘Celebrate Chessington’ event at Churchfield Recreation Grounds. It was packed with friendly faces, live entertainment, and plenty of opportunities to find support and advice in the local neighbourhood.

The day was about more than just celebrating, it was a chance to be visible in the neighbourhood, answer questions in person, and hear about the things that matter most. We received feedback on repairs, bin areas, and antisocial behaviour which we were able to report there and then.

The Mayor of Kingston was also in attendance and praised the positive changes that have been happening in the area as well as Neighbourhood Coordinator (NC) Billy’s dedication to the community. Local partners, including New Era Community Project and Chessington Library, also chimed in and showed valuable community support.

But that’s not the only move to engage the community at Churchfield House. Every Friday, residents gather there for bingo, laughter, and prizes thanks to Marcelle, a dedicated carer and community champion. Supported by their NC, she has turned her idea into a regular event that has brought joy and connection back after the pandemic. And that was just our opening gambit. Residents are already asking for more activities to continue rebuilding community spirit. We’re looking ahead to our next move...

**Guess who was at
our latest Virtual
Residents' Meeting?**



Linda Gray, Chair of our Resident Assembly

A few times a year, we host a Virtual Residents Meeting, where we invite you all to listen in to an update from our Chief Executive, Michael McDonagh and our leadership team. You also had the opportunity to submit your questions for them. In September, we decided to change our usual format by hosting one at lunchtime, so a different audience could tune in. It was great to have residents physically in the room too which allowed us to listen to their voices and insights.

During the call, we heard from Linda Gray, Chair of our Resident Assembly, who provided an update on the work the group are doing to improve our services. Here's a sample of what she had to say.

"The Resident Assembly is just a small group of residents like you, and we look closely at the services PA provide. Whether you're living in London, the Midlands, or the South East, we've got members who live near you, and help guide PA to make improvements with a strong focus on resident satisfaction.

"Michael [McDonagh] is very passionate about putting residents first and with spiralling cost of living increases, it's important that residents have a say in where their money is spent. So, we lobby for positive change right across the board. We're trying to rebuild trust and show that there's a better way forward.

"We've already had a big impact. PA has been helpful and forthcoming in providing us with information, and it helps that we can interview staff to make sensible, common-sense recommendations.

"During our time looking into repairs, we ended up with 32 recommendations that we felt would improve the service. Michael agreed to sit down with me in April, and there were just 2 recommendations that couldn't be implemented – one of those, we might look at next year. It's been so rewarding to be able to get answers and to know that they're acting on our recommendations.

"I'm not saying that everything's perfect because obviously there's always room for improvement and we're here to hold PA accountable. I'm a resident from a council estate in London. I know what a lot of you go through. I've seen the antisocial behaviour, I know how it affects people. But the answer's simple; get involved and be part of the change. If we can help the lives of just a few residents, or even one resident with our suggestions, that's a win.

"We also have oversight over Service Improvement Panels (SIPs) and working groups which are made up of other involved residents. Recently, we've had Disability and Vulnerability, Digital, and Value for Money groups. We normally have a member of the assembly sitting on those panels, and we monitor how the recommendations are being implemented.

"I can't emphasise it enough. We need more involved residents, people who are willing to give up their time to review vital service areas. It doesn't matter what your background is, what your skillset is, you can make a difference."

If you'd like to watch the full meeting, follow the QR code or visit pahousing.co.uk/virtualresidentsmeeting



Getting Involved:

IT'S NEVER A TRIVIAL PURSUIT

You don't have to think you're the 'big cheese' to have a say in how your neighbourhood is run. All you need is a passion for where you live and a will to make improvements for everyone.

We'd love to have your help in making decisions about the services we provide because you know where you live better than anyone else.

There are many ways that you can volunteer and really make a difference in your community – whether that's our Resident Assembly, who

work to improve the services we deliver to all residents, or a group with a more specific focus like youth, disabilities and vulnerabilities, our My PA app, or value for money.

That's not all though. You could also find yourself helping our Neighbourhood Coordinators (NCs) to host surgeries and coffee mornings in our communities, reviewing processes in our Service Improvement Panels, or becoming a Resident Champion doing inspections and reporting issues to your NC.



If you're interested in getting involved with one or more of these activities, you can complete the form online by clicking or scanning the QR Code here. You can also call us on **0300 123 2221** to express your interest.

WHY LEAVE IT TO CHANCE?

Protect your property with home contents insurance

In the unthinkable event that items are stolen from your home – your favourite top hat, your model race cars, vintage thimble collection, whatever it may be – there's no guarantee that the culprit will be caught, 'go straight to jail', and all your property will be returned.

The same goes for water or fire damage to your household items – for those things that can't be repaired or replaced by the water works or the electric company. Nobody wants to lose the things that are precious to them. However, you 'may fare' better in the knowledge that those items are insured, and you'll be compensated for their loss.

While our partners at Thistle Tenant Risks and Royal and Sun Alliance by no means have a monopoly on home contents insurance, we recommend their Crystal Insurance Scheme as it provides specialist home contents insurance for social housing residents.

What's the deal with contents insurance?

No matter how careful you are, there's always a risk that your belongings could be broken, damaged, or stolen so it's a good way of getting some peace of mind – just like landing yourself on that free parking space. Phew! You can rest at ease.

The Crystal Insurance Scheme can cover the contents of your home, including your furniture, carpets, curtains, clothes, locks, the food in your fridge, bedding, electrical items, jewellery, pictures, ornaments, and much more! It also offers flexible regular payment options and additional cover, for things like accidental damage, if you want it.

It's not taxing to get your home contents insurance set up and ready to Go. So, whether you want to sign up for the Crystal Insurance Scheme or you're just visiting, you can find more information on their website or by calling them.



OR CALL

0345 450 7286

TO START



A WEBCHAT

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TO THEIR WEBSITE AT
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CRYSTAL



INSURANCE

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YOUR HOME

FROM



DAMAGE

BEDE ISLAND

LEICESTER

OR




THEFT

CASE HOUSE

SURREY

Need to throw us a line?

You've landed in the right place



Got a query? Call us on
0300 123 2221 between
8.00am and 6.00pm
Monday to Friday,
between 9.00am and
12.00pm on Saturdays,
or at any time out of
hours if you're experiencing
an emergency.

If you'd rather
write it out, you
can email us at:
hello@pahousing.co.uk or
make a request through
our My PA app at any
time of day you like and
we'll get back to you.

If we're not meeting
our targets and you're
unhappy with the service
you're receiving, you can
find all the ways to make
an official complaint to
us (including our
complaints form) at
pahousing.co.uk/complaints

HOW WE MAKE HOME SURVEYS A SMOOTH OPERATION

We carry out a home survey (sometimes called a stock condition survey) every 5 years to see if we need to carry out improvements to your home in the future. But what can you expect from our Surveyors when they visit?

EAGLE EYE

Our Surveyor will assess the condition of each room and also check the external areas of your home – including the roof, windows, kitchen, bathroom and boiler – so the information we hold is up to date. This can help us to decide when things like your kitchen or bathroom may need to be replaced in the future.

BODY CLOCK

Our Surveyor won't take too much time out of your day. The entire process usually only takes around 30 minutes – unless you have any questions about your home. In which case, it may take a little bit longer.

SAFE HANDS

You don't need to book this yourself. We do 4,000 home surveys a year and we won't buzz or knock your door unexpectedly; we'll contact you to arrange an appointment that suits you. Don't worry if the main tenant can't be at home for the visit, our Surveyors know what they're doing. As long as there's somebody over the age of 18 at home to let us in and answer any questions, we're good to go.

THINKING ON THEIR FEET

Depending on the outcome, your home will be placed on a list showing what year the improvements will be done. You won't receive a copy of the results but if we find something that needs doing, our Planned Works Team will get in touch.

In the meantime, if you need any repairs to your home, please report these to us as normal by calling us, emailing us, or through our app.



NEED TO REVERSE THOSE FINANCIAL BLUES? You know what to try



Sometimes it can feel like the cards just aren't in your favour and the bills continue to stack up. That's where our partners at Lightning Reach come in, who can check if you're eligible for a wide range of grants and schemes from various charities and providers. While the results and amounts you can receive will vary from person to person, it's free, simple, and there's no magic code word you have to shout out to win. So, what have you got to lose?



Lightning Reach are not here to judge – ooh no – only to give you a helping hand. Simply follow the QR code, fill out a form, and they'll do the rest.

YOUR HOME. IN YOUR TIME. IN YOUR POCKET.

Download **MyPA** today.



How we reduce the **Risk** to your data

Online scammers are out to raid your personal data and use it for their own criminal purposes. But we're on your side, like your own data security army, reinforcing your online safety and stopping the scammers from gaining any more ground. Here are some of the things we do to conquer your fears about internet security and protect what's yours.



Technical and security defences

- **Encryption:** We use encryption for data to make data unreadable to unauthorised data invaders.
- **Access control:** We only grant access to authorised people on a strictly need-to-know basis and monitor access to sensitive data.
- **Cybersecurity tools:** We use tools like firewalls, antivirus software, and Virtual Private Networks (VPNs) to protect against cyber threats.
- **Data backups:** We maintain backups of essential data in different locations to ensure a swift recovery after a cyber incident.



Fortifying our castle

- **Data Privacy Policy:** We publish a transparent data privacy policy to let you know about how your data is collected and used.
- **Staff training:** We provide regular training to staff on data protection and the secure handling of information.
- **Incident response plan:** We have a plan to quickly respond to and manage data breaches, including notifying affected individuals and the relevant authorities.
- **Audits and assessments:** We carry out regular data protection audits to identify weak spots in our defences and to comply with the law.



Seize control of your data

- **Transparency:** We clearly communicate what data is collected from you, why it's collected, and how it's used.
- **Options:** We provide ways for you to opt-out of certain data uses if they become uncomfortable.
- **Subject Access Requests:** We're prepared to handle your requests to access your own data.

Staying informed is half the battle. Keep up to date with the latest cybersecurity threats and best practices by consulting resources like the National Cyber Security Centre at www.NCSC.gov.uk



Articulating Your Views:

Thank you for taking part in
our TSM Surveys!

Back in September, colleagues from across the business – including many who don't usually speak to residents in their day-to-day roles – took the time to go out, knock on your doors and meet you.

This was part of our annual Tenant Satisfaction Measures (TSM) survey, which was introduced in 2023 by The Regulator for Social Housing as a way for all housing

associations to check how residents are feeling about their landlord. However, we think it's a great opportunity for us to chat to you, understand where you live, and listen to your honest feedback so we can improve and reshape our services.

Thank you to everyone who took the time to chat with us – we always value the opportunity to hear what you have to say.