



# Newsletter

## Spring 2023



**Welcome to your new look newsletter. We have made the newsletter shorter and you will be getting a copy more regularly.**

## Together with Tenants

The Together with Tenants Charter was put together by the National Housing Federation in 2020 to help build stronger relationships between tenants and housing associations.

We asked the Fairoak Owls to choose one point from the Together with Tenants Charter for us to work on over the next year. They chose Communication.

Over the next year we will work together with all our tenants to make sure they are given clear information on the things that matter to them in a way that they understand.

If you have any ideas about how we can communicate with you better we would love you to hear from you.

Contact:

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## New Tenants



**Welcome to Alix and Pip in Bolton-le-Sands, Rebecca in Kendal and Ivan and Clive in Barrow.**





# Electrical Safety



In May, we continued our Theme of the Month with a session on Electrical Safety at Home.

Matthew and Lisa T led a session with the tenants at Abbot Hall Social Centre.

During the session we discussed what electricity is, how electricity can be dangerous, what electrical risks there are in your home and how best to avoid these.

We watched videos that explained how electricity worked which led to a challenging quiz where we had to try and identify all the hazards we were shown.

If you would like more information on electrical safety, please let one of the team know.



# Conferences

So far this year we have taken our tenants to three conferences:



**1** Gemma, Lily and Emma represented Fair oak at the Home Study Focus Group where we discussed improving housing for people with learning disabilities. We had a great day in Gateshead talking about barriers to housing and how these can be removed. They spoke about their experiences in supported housing and how Fair oak had helped them to live an independent life.



**2** Kirsty and Lily attended the Learning Disability 'Way Forward' conference in Carlisle. They had a really interesting day listening to

great talks and spending time thinking and talking about the challenges that people with a learning disability face. They also took the opportunity to share their experiences with everybody.

③ We were also lucky enough to take two tenants to the Learning Disability England annual conference in York.



'I really enjoyed my day with you all. I talked a lot and I felt that I got something out of the workshops we did. I enjoyed meeting new people and understanding different needs. The best thing I enjoyed of the day was the drive out.' **Rebecca Cook**



'It was the first time I've been to a big conference. We travelled to York from Kendal in the car and when I got there, I was excited and nervous. It was busy when we got in to the building but it felt OK. We signed in and decided what activities we would do. When it started a group of people talked about their lives and some of the struggles they had and how with help and support from different groups they were very happy now. In the first workshop we played a game a bit like snakes and ladders. I was a bit nervous at first but I was given a dice and landed on a square that asked 'What makes you happy.' I said art. My little group enjoyed my answer and deep inside I wanted to play again. After lunch, me and Alison went to a talk about employment. It was more for people who are employers. It was a little over my head but it was good. At the end of the day I spoke to one of the ladies who did the talk in the morning and she invited FairOak to meet their group in Ingleton in the future.' **Miguel Ramos**



# Alertacall

We have now installed Alertacall tablets in all our properties. This means that every tenant will now be able to send FairOak a message if they need a repair and get messages back from FairOak.

Tenants worked with staff from FairOak and Alertacall to learn how to use the new technology. Tenants at New Bowman Yard are testing the new Repairs App and had the opportunity to learn all about it with Katy from Alertacall.

Well done to Lisa Taylor who was awarded Housing Officer of the Month from our friends at Alertacall.



Lisa was awarded this because of all the work she has been doing to help get our tenants set up on the 'OK Each Day' Service. The award is given in recognition of a consistently proactive approach and 'can - do' attitude and is always awarded to someone who they feel goes the extra miles for their customers.

Well done Lisa, we're really proud of you!!

# You said/We did

*'We would like you to use technology to contact us.'*

We have put Alertacall tablets in all of your homes so we can send you important messages and you can contact us.



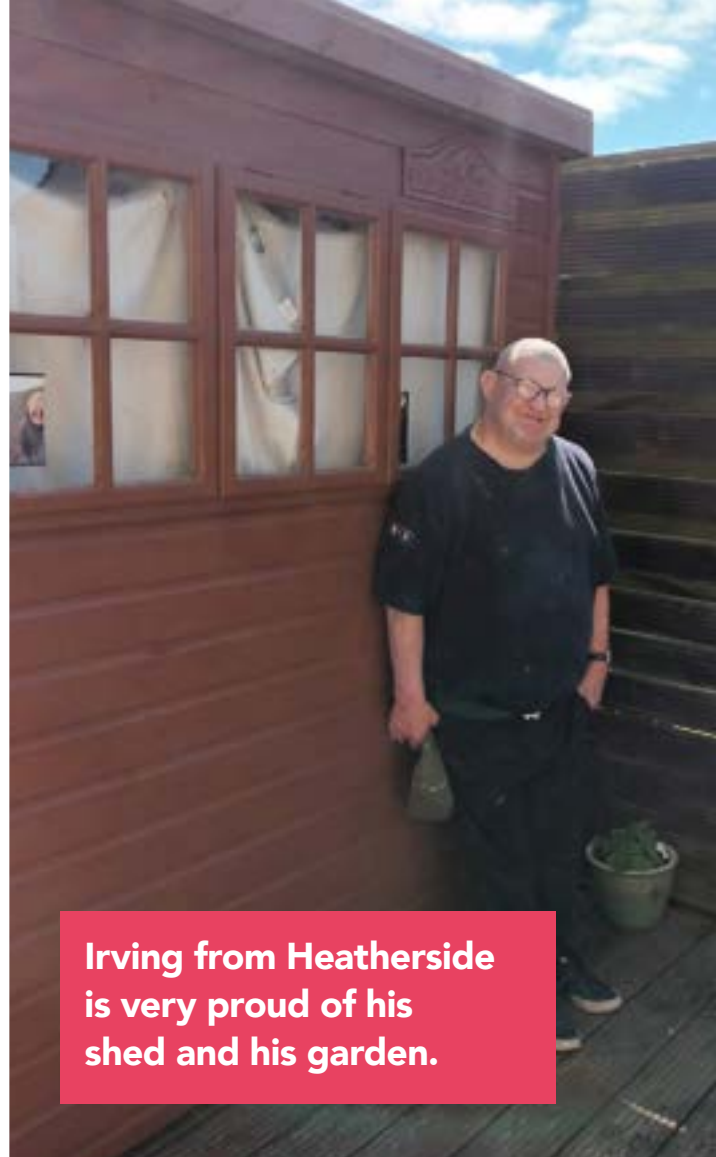
# Housing Heroes

The FairOak staff have been shortlisted as team of the year at the Women in Housing and Housing Heroes awards. We are all very excited to have been shortlisted and are looking forward to attending the award ceremony in Manchester in June.



**'We would like information sent to us to be easier to read.'**

Alison, Matthew and Lisa have completed their Easy Read training and have started to publish information in Easy Read.



**Irving from Heatherside is very proud of his shed and his garden.**

## Coniston to Barrow

On May 13th the staff team and some of the Board completed the Coniston to Barrow walk, a 21 mile sponsored walk, to raise money for Friends of Fair oak. They all made it to the end and despite blisters said they had a fantastic day and are looking forward to doing the same next year! They have raised almost £3000 that will go towards tenant activities over the next twelve months



# Photo Gallery



Fairoak tenants celebrated Easter in many ways. Tenants took part in egg decorating and egg rolling and ate plenty of Easter Eggs!



Tenants from Langdale visited the fire station in Barrow.

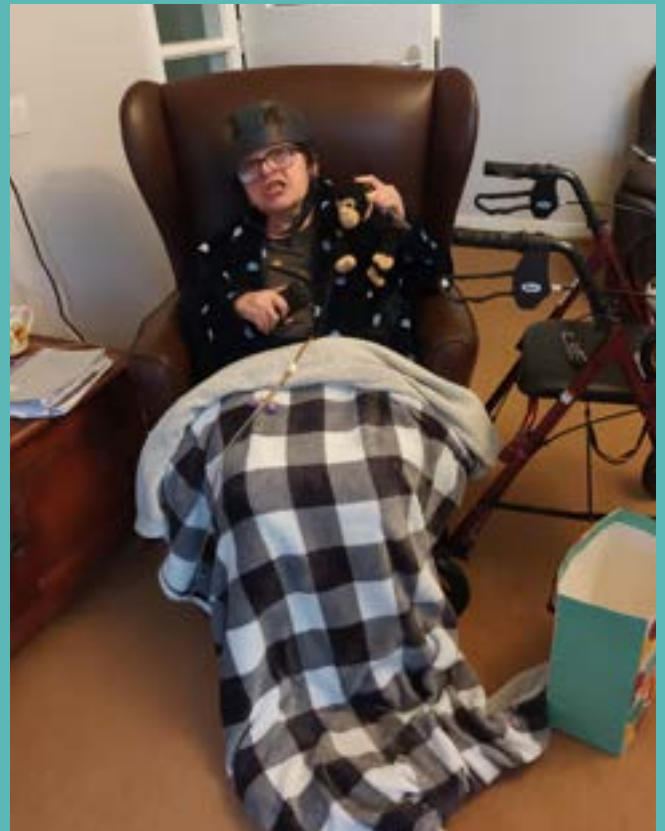




Craigmore customer Laura was involved in the recent bank holiday Barnard Castle town parade. She rode a bicycle with her mum dressed up as characters from 'Call the Midwife'. Other tenants made banners during the week and cheered Laura on during the ride through the town.



Andrew from Oaklea House and Kerstin from Sandy Lonning wanted to say hello!





# Wellbeing Walks

Once a month tenants from Kendal meet up for a wellbeing walk. The tenants have the chance to enjoy time outdoors and visit places they may not be able to get to on their own. This year we have walked along the river in Kendal, hiked up to Kendal Castle and visited Leighton Moss.



# Visual Impairment Talk

One of our Kendal tenants, Michael, gave a talk about his visual impairment. He told us about the problems he faces on a day-to-day basis and some of the things he uses to help him. At the end of the session, we were able to try using Michael's cane around an obstacle course.



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