

FAIROAK NEWSLETTER

T H E W I N T E R I S S U E

2024 - 2025



Fairoak

Providing the Keys
to Happy Healthy Homes

Hello!

We hope you are having a great new year and are looking forward to spring. You've all been involved in lots of activities and events since our last newsletter and we know there are many more exciting things coming up in 2025.

We look forward to visiting you all in the coming year and hearing about what you have been doing!

Tenant Involvement

In 2025, there will be plenty of opportunities for you to get involved in decisions at Fairoak. We're introducing Scrutiny Panels to help improve our services and ensure your voice is heard. We'll also be working with you on The Real Tenancy Test, this is a quick way to check if Fairoak is meeting your tenancy rights. Look out for more details in the next Newsletter. We're also creating a piece of art for the Fairoak Office in Kendal and want all tenants to participate in our workshops.

Share your ideas with us during January and February!

In this Newsletter you will find...

Halloween

Birthdays

Christmas

Tenant Updates

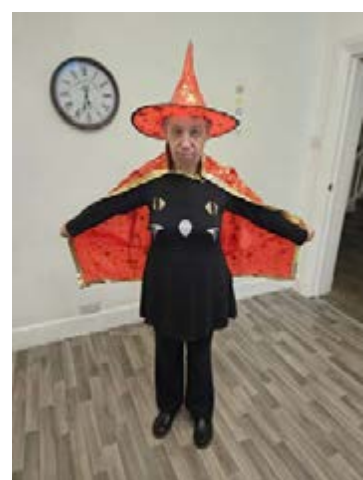
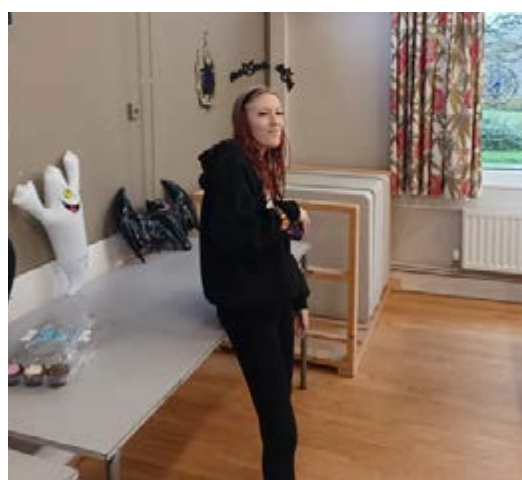
You Said
We Did

Theme of the
Month

5 Year Strategic
Plan



HALLOWEEN



Our tenants really embraced the spooky themes of Halloween this year. Tenants from Langdale, Craigmore and Kendal had a great time dressing up.

A very happy Fair oak

BIRTHDAY!



We celebrated two big birthdays. Janet, from Barrow, was 60 in September and celebrated with an afternoon tea with her friends.



Andrew, from Kendal, was 60 in November and celebrated with a Cowboy themed party.

Christmas

at Fairoak

Christmas Card Competition

We had lots of amazing designs for our Christmas Card Competition this year.



Katy, from Morpeth, was our overall winner and Kirsty, from Kendal, was runner up.



Tom and James had a really difficult time choosing the winners. Well done to all of you who took part.



Fairoak's Tom and James in the festive filled office.





Fairoak Christmas Party



This year we had lots of Christmas celebrations. We held a party in Kendal for all of the tenants and the staff and board went out for a meal.

We joined in a Christmas Tree festival and enjoyed visiting your homes and seeing your wonderful decorations!





Helen at work



Some of our Kendal tenants



Kelvin in his yard after helping renovate his home!



Rob serving Katie at the Bay Rescue Charity shop



Heather's artwork



Alice in Blackpool



You Said

We Did

Result

You said you needed help with your recycling bins.

We added labels to your recycling bins to help you put the right item in the right box.

You said this has made recycling easier and helped keep your bin areas tidy.

You said that you wanted the flat numbers on your letter boxes to be clearer.

We have replaced the labels with larger numbers and letters.

You have said that this has meant less mistakes with the post.

You said your drain was overflowing and could be a slip hazard in colder weather.

We made sure this was fixed the day after.

There is no risk of this becoming a slip hazard in the cold weather.

You said that the paving stones were slippery outside your front door.

We had the paving professionally cleaned and added non slip strips to your steps.

You said that you feel safer when you're leaving your flat as it isn't slippery anymore.

You said it was difficult to park behind your home during the winter months.

We ordered reflective strips and attached them to the wall to make the parking space clearer.

You and your visitors are more confident parking at night.

Theme of the Month

January was Wellbeing month. Here are a few ideas of how you can keep yourself well during the colder months.



Practice breathing



Deep breathing or mindfulness can help reduce stress. Try this – breathe in for a count of four, hold for a count of four, breathe out for a count of four, hold for a count of four. This is called box breathing and can really help when you are feeling anxious.

Do something you enjoy



Try to make time to do an activity you like regularly. This could be cooking a meal, getting in touch with a friend, watching a film or going for a walk.

Limit your time on your phone



It's easy to get too involved with your phone but this can be bad for you and make you feel stressed. Set times to use your screen and try not to use it before you go to bed.

Try doing something creative



Being creative can make you feel calm and happy. Try drawing, painting, photography, knitting, crafts or baking. There are loads of ways to be creative. Try one and show us your finished project. We'd love to see what you're up to.

Look after yourself



Give yourself time to do activities that make you happy. This could be reading a book, going for a walk in the woods or taking a bubble bath. Being kind to yourself is needed to look after your wellbeing.

Think about what you eat



What you eat can affect your mood and your energy levels. It's important to make sure you eat plenty of fresh ingredients like fruit and veg and drink plenty of water and have a hot meal everyday. You should also make sure you eat the things you enjoy. What works for you might not be the same as everyone else.

Make time for family and friends



Social activities and good relationships are brilliant for your wellbeing. This month you could spend time with your friends and family, join new groups and make sure you ask for help when you need it.

Be prepared for cold weather



Prepare for colder months by checking weather updates. Heat your house and keep your thermostat at 18°C. Close curtains, shut windows, use a hot water bottle and wear layers to stay cozy!

Do some exercise



Regular exercise is really good for your health and wellbeing. Exercise can release feel good hormones which can ease stress and anxiety and increase your mood. It also helps warm you up if you're feeling cold at home!

February is Tenant Engagement Month, a time to celebrate our tenants and their involvement in shaping Fairoak's work. Here are some photos of our tenants coming together, building connections, and making a difference in their communities.



Fairoak Owls

The Fairoak Owls meet monthly to provide feedback and advice on improving our services. Tenants from Cumbria and the North East discuss key topics like repairs, complaints, tenant satisfaction, Fairoak's performance, and available services. Tenants also attend meetings to share how they support others and amplify tenant voices.



Scrutiny Panels

In 2025 we will be introducing Scrutiny Panels to work with tenants to improve service standards and satisfaction. They provide a reality check on service quality, make sure tenant experiences are valued and help Fairoak deliver the services tenants want.



Consultation Panel

The consultation panel involves tenants in decisions about their homes and gathers feedback on policy and strategy changes. Tenants have also helped decide on home decorations and flooring. The panel ensures tenants have a voice in Fairoak's work, fostering collaboration among tenants from different areas to drive improvements.





Tenant Involvement Surveys

Tenant involvement surveys gather feedback to ensure services meet tenant needs and expectations. Feedback is reviewed and used to guide future decisions and improvements at Fairoak.



A wonderful wellbeing walk with some tenants led by Ali & James.

Some other winter Activities



Ali & board member Rebecca running the Kendal mountain festival 10k trail race during storm Bert!



Rebecca cooking lunch in the kitchen with Waste into Wellbeing.



Welcome

Welcome to our new tenants

A big FairOak welcome to Alex and Rebecca in Workington!



**Stay Healthy
Get some fresh
air. A quick
walk will help
to boost your
happiness and
increase your
fitness.**



FairOak

Providing the Keys
to Happy Healthy Homes

Strategic Plan 2025-2029



Our Strategic Plan

2025 - 2029

During 2024 the tenants, the staff team and the Board worked together to create our new strategic plan.

The plan sets out 4 key goals for the next five years and shows what FairOak wants to achieve for our tenants, our homes, the FairOak team and how we want to grow.

We're looking forward to working with you to achieve our goals!

You can find a copy of the Plan here:

<https://www.fairoakhousing.co.uk/strategic-plan-2025-2029/>