

Wellbeing

News, information and advice for Oldham residents

Back in November, your Community Voice representatives joined us for an interactive, informative day at the Residents Conference!



WHAT'S INSIDE?

- News From Around the Schemes
- Resident Recipes
- Local Housing Manager Service
- Energy Competition - *with the chance to win exciting prizes!*

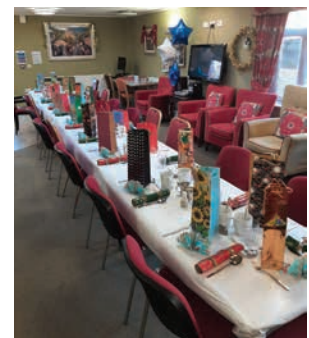
AROUND THE SCHEMES

All around Oldham, residents embraced the festive season with a range of different celebrations:



Residents at **Violet Hill Court** crafted a stunning display of wreaths and table decorations to add to the festive-feel around the scheme! They then enjoyed a lovely afternoon singing carols with the local school, eating mince pies, and drinking mulled wine, with the opportunity to win a number of fantastic prizes at the Christmas raffle! In combination with the stunning window art at the front of the scheme, Violet Hill Court definitely embraced the Christmas season!

Thank you to residents at **School House Flats, Chew Vale, and Lees House** for their generous donations to the Council's Operation Christmas Appeal! Along with the donations from staff, lots of children who would have otherwise gone without, were given a present to open over Christmas.



Springlees and Dunsford Court prepared for the holidays by decorating their communal areas and enjoying a delicious Christmas dinner at their Luncheon Club Christmas Party.

Old Mill House held a Christmas Fare where, with the support of friends, families, and the local community, they raised a very impressive £900! Well done to all who were involved!



Holland Close had great fun at their Christmas Party with a Stan & Laurel tribute act! They performed an hour of entertainment and happily stayed afterwards to socialise, take photos, and answer questions. The residents then each enjoyed a lovely individual buffet box from a local bakery to wrap up the fun!



In November, **Trinity House** resident Nigel celebrated his 80th Birthday with a trip to Old Trafford! He had a great day on the tour and is now looking forward to attending his first game in April!



Every other Friday, **Tandle View Court** enjoys a very popular quiz afternoon hosted by their Assistant Local Housing Manager. This usually consists of a picture quiz and a general knowledge round, and is a great way for residents to socialise, keep their brains active, and most importantly have fun!



Residents of **Aster House**, Ann, Helena, and Dorothy completed a sponsored walk around the scheme to raise money for Children in Need. They raised a very impressive total of £407 for their efforts!



In January, residents at **Millgate** were able to enjoy an Arts & Crafts session where they made their own gift bags. This was paid for through some funding from Action Together, as was a huge success amongst those who attended!

Trinity House 'Sunday Lunch Club'

Over the Winter months, the restaurant at Trinity House has hosted a subsidised Sunday Lunch for residents to get together and enjoy a delicious, hot meal. Residents raised money which was then match funded by the Housing 21 Community and Wellbeing Fund, which meant that residents were able to enjoy a meal for just £3 per person!

The Club has been a huge success - Thank you to Heather's Kitchen for the catering, Jodie (LHM) for helping to organise, and the residents for getting involved!

Happy 25 Years, Karen!



In February, Karen Simpson celebrated her 25 years of service as the Local Housing Manager at Cloughgate House. Emma, Neighbourhood Services Manager, presented Karen with a number of gifts and cake, as well as a beautiful bouquet of flowers to mark the occasion!

Residents gathered in the lounge for a coffee morning to celebrate Karen's achievements, and to show their appreciation for her dedication and kindness in the role. Karen is very highly thought of by all of her residents, and colleagues, which was reflected in the comments from residents on the day which included "Karen is always there for us when needed" and "I have been here 20 years and couldn't have asked for a better LHM".

Thank you, Karen, for your great service to Housing 21!



Tai Chi Classes

At the Resident's Conference in November, we were extremely lucky to have some residents, Lesley and Pam, from Violet Hill Court to come along and perform a Tai Chi demonstration. The sessions were a huge success amongst those who attended so additionally, Lesley and Pam agreed to lead on more classes around a number of the different schemes!



The classes have been running all through February at School House Flats, Throstle Court, Brownedge Road, Springlees Court, Cloughgate House and Victoria Gardens. Residents who attended have thoroughly enjoyed their sessions and are now looking to lead on their own classes in the communal lounge!

Thank you to Lesley and Pam for leading on this fun project!

Resident Conference 2023

The Housing 21 Oldham Resident Conference was held at St Herbert's Parish Centre, Chadderton in November last year. It was attended by your Community Voice representatives along with a number of other guests including the winners and runners up of the Garden Competition, the winners of the 'Fab Neighbour' competition, and those who were recognised in the RHS North West Britain in Bloom competition. It was a great event to celebrate resident's achievements in the last year and an opportunity to thank them for their contributions and support.

Representatives from Oldham Council, and Housing 21 staff, gave presentations on future plans as well as an overview from the previous year. Residents then took part in three breakout sessions; Tai Chi taster sessions with Lesley and Pam, a Nordic walking demonstration, and Andy's tech talk which involved a very interactive virtual reality presentation! There was also a very informative talk from Cam at the University of the Third Age, who specialise in member-led learning for those who are no longer in full time work. It was a very fun, and informative, day for all involved!



University of the Third Age

Across Oldham, the University of the Third Age has a number of informal groups who meet on either a weekly, fortnightly or monthly basis for a range of different activities. They hold regular social events and group outings which are open to all members, and offer a great opportunity for new experiences and to learn new skills.

Some of the courses that they offer include:

- Language classes like German, Spanish, Italian etc.
- Dance classes
- Both indoor and outdoor bowling
- Drawing and painting

Plus many more...

To sign up there is an annual subscription fee of £15, or alternatively 3 month and 7 month memberships are available. Members who are over the age of 90 are given the title of 'Honorary Members' which entitles them to a free membership.

Meetings are held usually on the 2nd Tuesday of each month, at 10:30am till about noon, at the Queen Elizabeth Hall, Oldham. The morning includes refreshments, usually a guest speaker and information on the various group activities you may enjoy.

When you are satisfied this U3A is for you, **you can join in two ways:**

- **At a Meeting**, either by cash or cheque.
- **By Post**, if you download a Membership Form from their website.

They can only accept payment by cash or cheque.

**Information taken from u3asites.org.uk*



Resident Recipes!

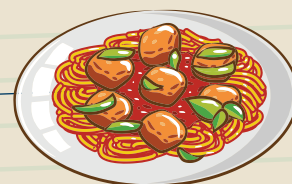
In the New Year, we asked if any of our residents had any recipes which they would be willing to share through the Wellbeing 21 newsletter. Thank you so much to Maria and Pat who both contributed a recipe, we hope you enjoy trying out their ideas!

Italian Meatballs

This recipe was sent in by Maria Antonelli at Springlees Court.

Ingredients	Cost per Item/Pack	Cost per Recipe Portion
1 chopped onion	£0.95	£0.32
2 chopped garlic cloves	£0.95	£0.12
350g/12oz mince meat	£3.29	£2.88
1 egg yolk	£1.65	£0.28
300ml passata	£0.55	£0.33
1 tbsp oregano	£0.55	£0.19
1 tbsp olive oil	£4.99	£0.07
2 tbsp chopped basil	£0.52	£0.04
Total cost for this recipe		£4.23

*Based on Aldi prices in February 2024



Method

1. Combine together the mince meat with the chopped onion and 1 chopped garlic clove. Mix until well blended.
2. Divide the mixture into around 20 pieces and shape into balls. Place on a baking sheet, cover with cling film and chill for 30 minutes.
3. In a pan, heat the oil and then add the meatballs. Fry for around 10 minutes or until browned.
4. Add the passata, basil, remainder of the garlic, and other seasonings into the pan and stir.
5. Cover and leave to simmer for 20 minutes, or until the meatballs are tender.

Tomato Soup

This recipe was sent in by Pat Newton, also a resident at Springlees Court.

Ingredients	Cost per Item/Pack	Cost per Recipe Portion
2 tins chopped tomatoes	£0.35	£0.70
1 tin baked beans	£0.28	£0.28
3 pickles	£1.25	£0.16
1 tin carrots	£0.45	£0.45
½ pint of stock	£0.65	£0.05
Total cost for this recipe		£1.64

*Based on Aldi prices in February 2024



Method

1. Add all of the above ingredients into a pot and leave to simmer for half an hour.
2. Blend until smooth and then serve!

If anybody else has a Resident Recipe which they would like to contribute, we would be glad to include it in the next quarterly newsletter! Please speak to your Local Housing Manager for more information.

Tenant Satisfaction Measures

– Prize Draw



In September last year, you were each sent a survey to complete by Oldham Council to provide your views and opinions on your home and the service that you receive from Housing 21. Each completed survey which was returned was entered into a prize draw, which the Council then picked 5 winners from; 4 of these winners were Housing 21 tenants!

The winners of the prize draw were each presented with a £50 Tesco voucher before Christmas, which they were very grateful to receive!

Amongst the winners were Margaret Whitehead at Chew Vale, Mr & Mrs Fenton at Lido House, and Jack Ryan at Hopwood Court. Congratulations to all who won and thank you to everyone who submitted a response!



Housing 21 Suggestions, Comments & Complaints (October – December 2023)

Over the last quarter we received two complaints, one relating to property and one in relation to staff. Both were resolved at the informal stage.

In the same period, we received two compliments, both relating to repairs contractors.

How to tell us what you think about the services we provide in Oldham

We genuinely welcome any feedback about our employees and services. In the first instance if you have feedback about our housing or care services you should contact your Local Housing Manager. You can write, telephone, email or speak in person to the Local Housing Manager; there is no requirement to fill in a form. More information on providing feedback and our complaints procedure is available by either speaking to your Local Housing Manager or contacting the Oldham office.

Our contact details are on the back page.



Local Housing Manager Service

Helping you to maintain your independence

Did You Know?

We ensure all new residents receive a copy of this information, so they are aware of what the Local Housing Manager Service offers:

Support Plans

When you first move in, your Local Housing Manager will meet with you to agree and provide you with your personal housing related support plan, also known as Outcome Star. This provides all the information needed to ensure the level of support provided is just right for you to retain your independence. Reviewed every 6 months it includes:

- Information about you.
- Your medical needs and medication.
- Details about next of kin, carers, advocates, key holders, doctors etc.
- Support services you receive.
- Services you would like to know more about, e.g. shopping, befriending etc.
- The frequency and method of Local Housing Manager contact e.g. daily, weekly, visit, intercom.

Money

When you first sign for your tenancy, **the Local Housing Manager will:**

- Confirm your rent and other charges and advise on payment methods.
- Advise you how to claim Housing Benefit and other benefits to help maximise your income.
- Explain your responsibility for council tax, water, gas and electricity supply.

Your Local Housing Manager will:

- Provide advice if you find yourself in financial difficulties.
- Assist with applications for welfare benefits.
- Refer or signpost you to other services.
- If required, help you gain access to specialist advice, e.g. Fairer Charging assessments.

Health

Your health and wellbeing is important to us. **Your Local Housing Manager will:**

- Encourage you to monitor your own health.
- Support you to gain access to social and specialist care.
- Enquire about your health and wellbeing and if required contact relevant support or health services on your behalf.
- Support and encourage you to establish safe routines that minimise risks and enable you to live safely and confidently in your home.
- Advise you how and when to use the Helpline service.
- Inform you of the emergency or evacuation plan.
- Inform you how to operate your heating system.
- Promote health awareness initiatives and activities.

Relationships

We want you to maintain a successful tenancy. **Your Local Housing Manager will be available to:**

- Explain the Tenancy Agreement and help you maintain your tenancy.
- Explain and encourage the use of communal facilities and equipment.
- Suggest ideas to enable you to feel part of the local community.
- Help manage tenancy related issues.
- Support tenants to respect the personal boundaries and living arrangements of others, and the professional boundaries of the Local Housing Manager.

Social activities

Social activities are actively encouraged, both on and off court. It is the role of the Local Housing Manager to support tenants wishing to organise social events or activities.

- The Local Housing Manager will arrange regular meetings open to all tenants, to plan and ascertain what social activities, entertainment, educational and community based activities residents would like. The Local Housing Manager will assist in the start up of activities, following which residents can assume responsibility to maintain the activity, where possible.
- The Local Housing Manager is not permitted to handle monies raised by tenants, but will actively support the formation of a social committee.

Please note, the support provided by the Housing 21 Local Housing Manager will not include care services such as assistance with washing and bathing, toilet needs, dressing/undressing, going to bed, preparation of meals, administering medication, shopping etc. If you require any of these, or similar support services, the LHM will help you to access them.

Hollinwood Walkers

This group meets every Thursday at 12.15pm at St Chad's Centre, Hollinwood.

Join them for an easy-paced, social walk which usually lasts around an hour!

This is a great way to meet new people whilst also finding time to enjoy the outdoors.

Activities in Hollinwood/Failsworth

Yoga for Wellness

This group is starting on Friday 5th April at 10am at Failsworth Town Hall.

This group is free to join and will be a great way to stay active and meet new people.

COMPETITION TIME!

ENTER OUR SPRING COMPETITION FOR A CHANCE TO WIN A £25 ONE4ALL GIFT CARD!

Simply enter your contact details below and post your answers to –
Niamh Johnston, Housing 21, 2.06F Hollinwood Business Centre, Albert Street,
Hollinwood, Oldham OL8 3QL

The closing date for entries is Friday 19th April 2024*

NAME:

ADDRESS:

TELEPHONE:

A SPRING WORDSEARCH

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APRIL
BLOSSOMS
BONNET
BRISK
BUNNY
DAFFODIL
EASTER
FLOWERS
FRAGRANT
LAMB
LAVENDER
MARCH
MAY
PICNICS
SEASON
SEEDS
SPRING
SUN
SUNLIGHT
TIME

**Only Housing 21 residents can submit entries for the competition*

WELL DONE TO JOHN MALCOLM MOTT WHO WON THE
PREVIOUS COMPETITION!





Special Feature: Warm Homes

**Based on information from the National Energy Action and Gov.uk*

In previous years, we have held Warm Homes events in a number of different locations for residents to come along to and gather information and tools to improve on energy efficiency. This year, we have decided instead to include this information in a special edition of the newsletter, along with the opportunity to win some **exciting prizes** – Including an air fryer, slow cooker, and energy efficient kettle!

Tips for Managing your Energy Bills

The below steps could help you to manage your energy bills and keep the temperature of your home warm and comfortable:

✓ Take regular meter readings

- Submitting regular meter readings to your energy supplier will enable you to keep an eye on your energy use and ensure that your bills are accurate.
- If you receive a bill with an 'E' marked against the reading, the reading has been estimated so therefore may not be accurate. Multiple estimated readings can potentially lead to large, unexpected bills so it is best to submit accurate readings as often as possible.
- When submitting a reading, don't include any numbers that are in red or in a red box.

✓ If you are in energy debt, contact your supplier

- If you are in debt with your supplier, contacting them as soon as possible can be the quickest way to find a solution.
- Ask them to set up a payment plan and be realistic about the amount you can afford to repay, ensuring that you don't leave yourself short for other essential bills.
- If you would like further advice, you can contact Citizens Advice for assistance on **0808 223 1133**.

✓ Maximising your income

- Ensuring that you are claiming the correct benefits could increase your income, while also making you eligible for other types of assistance.
- For advice on your benefits, you can contact Citizens Advice or speak to your Local Housing Manager.

✓ Sign up for the Priority Services Register

- You should be eligible for the Priority Services Register if you are of pensionable age, are disabled or chronically sick, have a long term medical condition, or have a hearing or visual impairment.
- Signing up for the register has a number of benefits including advanced notice of scheduled power cuts, priority support in an emergency, meter reading services, and arrangements to ensure that it is safe for the customer to use a prepayment meter.
- For more information, contact your supplier and distribution network operator (this can be found on your bill).
- Or, register yourself online at <https://www.thepsr.co.uk/>

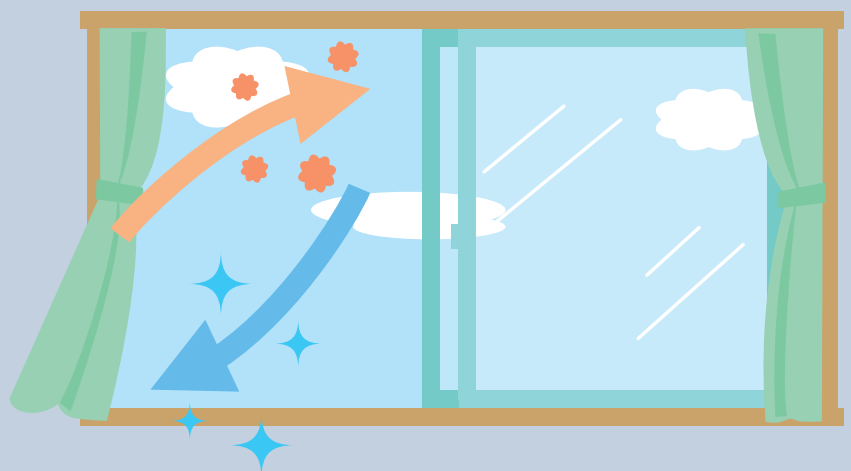
Top Tips from NEA Advisors

1. If you have your heating on in the evening, close the curtains to retain heat.
2. When heating a pan on the stove, use a lid to prevent the heat from escaping and reduce cooking time.
3. When boiling water, don't over fill the kettle. Boil just the amount of water as needed.
4. Place tin foil at the back of the radiator before turning on to help re-circulate heat.
5. Using an air fryer can be significantly cheaper to run, in comparison to an oven, due to the reduced cooking time involved.

When it is cold, condensation can be a big problem in many homes.

Why not try the following:

- Keep temperatures in all rooms above 18°C. This will reduce condensation forming on outside walls.
- Insulate your home.
- Keep your home ventilated. Make sure vents and air bricks are not covered or obstructed.
- Try not to dry washing in the house. If you do, use an airer and don't dry clothes on radiators. Opening windows slightly will allow moisture to escape but be aware of security.
- Open window trickle vents during the day or when going out.
- Wipe down windows/mirrors/tiles/shower with an absorbent cloth.
- Open windows after using the shower and leave them open for a short while to release steam if it is safe to do so.



Energy Conservation Tips

Taken from the Gov.uk website

Following the below steps to reduce energy consumption in your home can add up to create large savings on your energy bills:

1. Turn down the radiators in rooms you aren't using.

- When you're not using specific rooms, turn the radiator valves down to a lower setting but don't turn them off.
- Turning off radiators completely in rooms you are not using is less energy efficient as the boiler has to work harder to maintain temperature in rooms you are trying to heat.
- However, make sure that you have a minimum indoor temperature of 18°C (usually setting 2 or 3 on your radiator valves) to ensure you are still comfortable and not affected by cold temperatures.

2. Wash clothes at lower temperatures to save energy, and money!

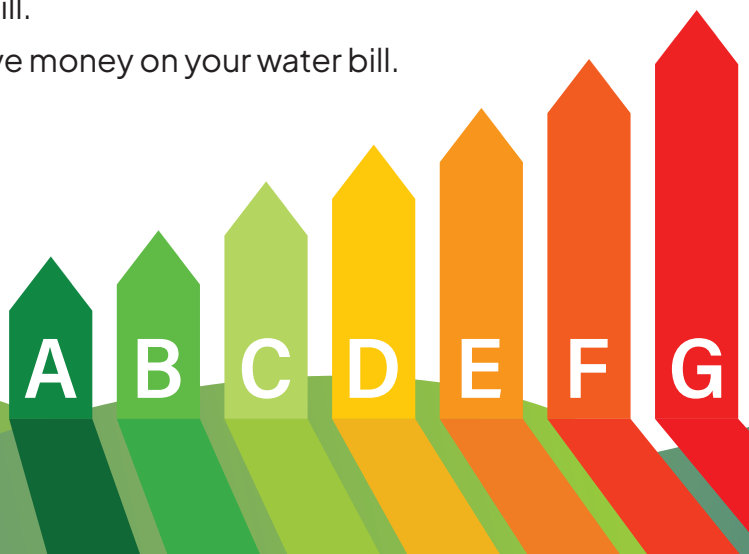
- Modern washing machines are able to clean clothes effectively at lower temperatures.
- Changing the settings from 40°C to 30°C means you could get 3 cycles instead of 2 without using anymore energy (depending on your washing machine).

3. Use your tumble dryer less.

- Tumble dryers are one of the most energy-intensive devices in the home, so it is best to ensure that you have a full load when using it. Around $\frac{3}{4}$ of the drum should be filled, overfilling the drum can lengthen the drying time.
- Alternatively, use a clothes airer to dry your clothes. If using inside, be sure to open a window for ventilation purposes.

4. Take shorter showers, where possible.

- Reducing the length of your showers to around 4 minutes will not only save water but will also save money on your energy bill.
- If your water is metered, it will also save money on your water bill.



COMPETITION TIME!

ENTER OUR ENERGY COMPETITION FOR A CHANCE TO WIN
UP TO £250 WORTH OF INCREDIBLE PRIZES INCLUDING AN
AIR FRYER AND SLOW COOKER!

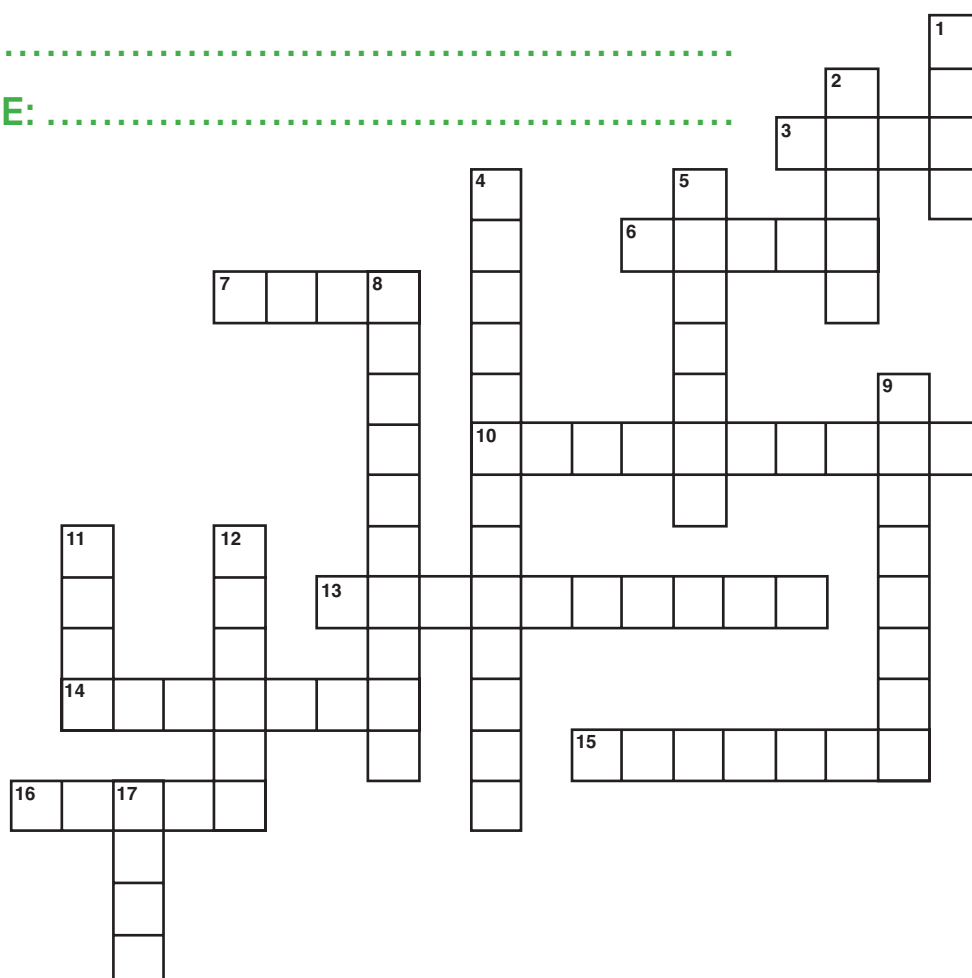
Simply enter your contact details below and post your completed
crossword to – Niamh Johnston, Housing 21, 2.06F Hollinwood Business Centre,
Albert Street, Hollinwood, Oldham OL8 3QL

The closing date for entries is Friday 19th April 2024*

NAME:

ADDRESS:

TELEPHONE:



Across

3. The unit of potential difference.
6. The unit of energy.
7. The brown coloured wire that carries that alternating current from the supply in a mains power supply, is the ____ wire.
10. A temperature dependent component, whose resistance increases as its temperature decreases.
13. A measure of the opposition to current flow.
14. The store of energy that all moving matter has.
15. The rate of flow of electrical charge.
16. An electrical component that only allows current to flow through the forward direction.

Down

1. A unit of power
2. The rate at which energy is transferred.
4. The store of energy that all raised matter has.
5. The unit of charge.
8. The ratio of useful output energy transfer to total energy input.
9. A measure of a spring's stiffness is the spring _____
11. The energy transferred when a force acts over a distance is ____ done.
12. The unit of current.
17. The unit of resistance.

*Only Housing 21 residents can submit entries for the competition



Housing 21

Our office address:

Housing 21
2.06F Hollinwood Business Centre
Albert Street
Hollinwood
Oldham
OL8 3QL

Email: OldhamEnquiries@housing21.org.uk
Customer Services Telephone: 0345 604 4447

OTHER USEFUL TELEPHONE NUMBERS:

Repairs Line (24 hours)
0800 032 1215

Oldham Council main switchboard
0161 770 3000
www.oldham.gov.uk

Council Tax
0161 770 6622
council.tax@oldham.gov.uk

Environmental Health
0161 770 2244
environmentalhealth@oldham.gov.uk

Housing Benefits and Council Tax Reduction Scheme
0161 770 6633
benefits@oldham.gov.uk

Payment line
0161 770 6611
24 hour automated payment service

Registrars
0161 770 8960

Waste and recycling
0161 770 6644
waste@oldham.gov.uk

Age UK Oldham
0161 633 0213
info@ageukoldham.org.uk

Ring & Ride
0161 200 6001

Dial-a-ride
0161 633 0097

Citizens Advice Bureau
0300 330 9073
(Adviceline)

Silverline
(confidential friendship support)
0800 470 8090

NHS Advice
111

Police non-emergency
101

Oldham Community Leisure
0161 207 7000

Action Together
0161 339 2345

Oldham Library
Greaves St
0161 770 8000

Making Space
Tandle View, Royton
0161 633 2403

Greater Manchester Fire & Rescue Service
Book a free Home Fire Safety Assessment
0800 555 815
www.manchesterfire.gov.uk/your-safety/hfsa/

MioCare Group
0161 770 8777
info@miocare.co.uk
www.miocare.co.uk