

Autumn 2025

My Home

Customer Magazine



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for the local community
Community Walkabouts
are back for 2025



Welcome



A warm welcome to our autumn edition

As we move into a new season, I'm delighted to welcome you to another edition of MyHome - your Aspire Housing customer magazine, filled with the latest updates, achievements, and stories from across our communities.

This year, we've been listening closely to your feedback and using it to shape the way we work. We're continuing to improve our repairs service and introducing new technology to tackle damp and mould, and supporting customers with their finances.

We're proud to share our most recent safety compliance results, showing our ongoing commitment to keeping your home safe, secure, and well maintained. We've also taken action to support you if you fall behind with your rent, making it easier than ever to get in touch and get the help you need.

This edition also celebrates the strength of our communities - from commemorating 80 years since the end of WWII with our Community Living customers, to the success of our Community Walkabouts, Civic Pride events, and the positive difference made by our Neighbourhood Coordinators. Your involvement and feedback are what make Aspire neighbourhoods such special places to live.

Thank you for being part of our journey. As always, if you need support - whether with your home, your finances, or your wellbeing - our teams are here for you. I hope you enjoy reading this edition, and I look forward to seeing what we achieve together in the months ahead.

Andrei Szatkowski
Executive Director of People

Repairs made easy

Improving our repairs service for you

We're always looking for ways to make your experience simpler, faster, and more convenient. Thanks to our Homes Transformation programme, we're excited to share some big improvements to the way you manage your repairs and appointments.

Smarter text messages for repairs

Whenever you book a repair, whether online through MyAccount or by speaking with our Customer Excellence team, you'll now receive a text message from **AH Repairs**. This message includes all the key details, including the main trade type (for example, plumbing or joinery) and a handy hyperlink.

What's new?

Clicking the link in your text takes you straight to our Total Mobile portal, where you can view all your upcoming repairs* and see job descriptions at a glance. If you need to rearrange your appointment, just tap **Manage**; no need to log in or call our Customer Excellence team. You'll instantly get a new text confirming your updated appointment, with the same easy link to keep managing your bookings.

*Self-service rescheduling isn't available for two-trade colleague appointments or any gas and electrical service or testing. For these, please contact our Customer Excellence team.

Making appointment times

more flexible to fit around your day

COMING
SOON

Listening to you and acting on your views

Over the past few months, we've listened to your feedback and are introducing new appointment time slots. This enhancement to our repairs service gives you better choices and less waiting around.

And there's more: we'll soon be launching a new feature, "We are on the way," to give you clearer arrival updates.

The new appointment slots are:

- **Morning:** 8am – 11am
- **Lunch:** 11am – 2pm
- **Afternoon:** 2pm – 4.30pm
- **All Day (new):** 8am – 4.30pm

For plumbing repairs, there's also:

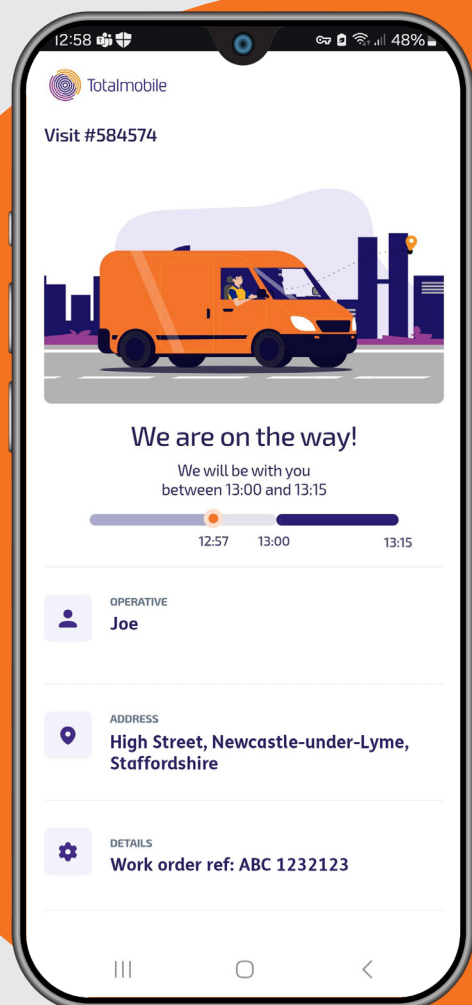
- **Early Morning:** 8am – 9am

We are on the way!

Once our trade colleague completes their previous job, you'll receive a text with a link to our "we are on the way" screen. This will show you an estimated time of arrival for your appointment, taking local traffic into account, so you'll know when to expect us. Please note, if the trade colleague is called away to an emergency, the estimated time won't update automatically.

The benefits:

- **Get a clearer idea** of when we'll arrive at your home.
- **Make it easier** to be in at the right time and reduce missed appointments.
- **No more waiting all morning or afternoon:** Choose a slot that works for you.
- **More choice:** Pick the time that best suits your schedule.



Tackling damp and mould:

Fast, safe, and effective solutions for your home

Keeping your home safe and well maintained

Fast, safe, and effective solutions for your home.

Your health and wellbeing are our top priority. We know how worrying it can be to spot damp, condensation, or mould in your home - which is why we're investing in additional methods and following strict new standards to keep your home safe, healthy, and comfortable.

An additional approach to tackling damp and mould

We've introduced innovative machines as part of our enhanced toolkit. They work in a similar way to a dehumidifier, but instead of removing moisture, they release a fine, dry fog that fills the room. This system has full safety accreditations. The fog kills mould spores and purifies the air, reaching every corner and surface - including fabrics, furniture, and even electrical appliances. There's no need to move your belongings - the treatment is touchless and safe for items in the room.

- **Whole-home treatment in just 90 minutes:** Treats an entire property with minimal disruption.
- **No furniture needs to be moved:** The fog reaches all areas - no heavy lifting required.
- **Recommendations report:** You'll receive a list of recommendations from the actual survey carried out.

Understanding damp, condensation, and mould

Damp, condensation and mould can appear for many reasons - sometimes from leaks, sometimes from everyday activities like cooking, showering, or drying clothes indoors. If left untreated, they can damage your home and affect your health, especially if you have allergies, asthma, or other respiratory conditions. We will complete a survey once we are aware of the damp and mould within 10 working days.

Common signs to look out for:

- Black, green, or white patches on walls, ceilings, or around windows
- Musty smells
- Peeling wallpaper or bubbling paint
- Excess moisture on windows or cold surfaces

If you notice any of these signs, it's important to let us know straight away.

Our commitment under Awaab's Law

In line with the new Awaab's Law requirements, we're committed to acting quickly and transparently when damp and mould is reported in your home. Awaab's Law sets out strict timescales for social landlords to investigate and resolve issues of damp and mould, ensuring your home is safe and healthy.





Our process

1 Report

If you spot damp, condensation, or mould, contact us immediately via MyAccount, live chat, or by speaking to our Customer Excellence team.

2 Survey and assessment

We will arrange a prompt visit to assess the cause and extent of the problem.

3 Treatment

Where needed, we'll arrange a mould wash, or our advanced fogging system to treat the affected area and remove harmful spores, often during the same visit.

4 Follow-up

We'll provide you with a report of recommendations and keep in touch to make sure the problem is fully resolved.

5 Advice

We'll offer guidance on how to reduce condensation and prevent future issues - such as ventilating rooms, using extractor fans, and drying clothes outdoors where possible.

Working together for a healthy home

Your safety and comfort are our priority. By acting quickly and using the latest technology, we're making sure you can feel confident in your home.

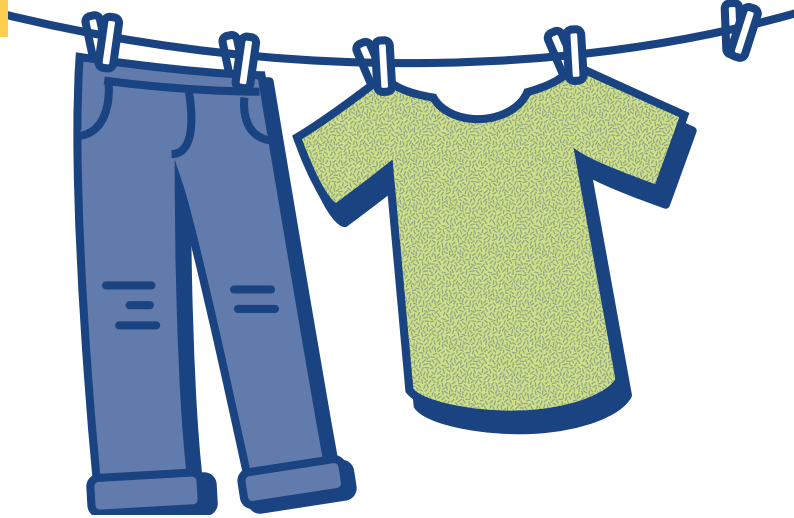
If you spot signs of damp or mould, don't wait - let us know straight away so we can help.

For more information, advice, and support, visit: aspirehousing.co.uk/dampandmould

Tips for preventing damp and mould

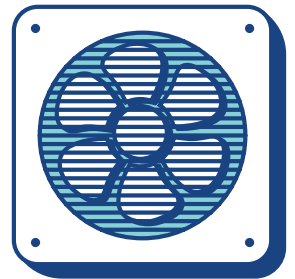
01.

Drying clothes releases moisture, so **drying clothes outdoors helps to prevent excess moisture** in your home.



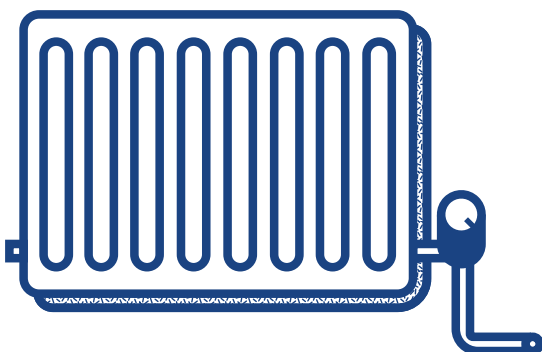
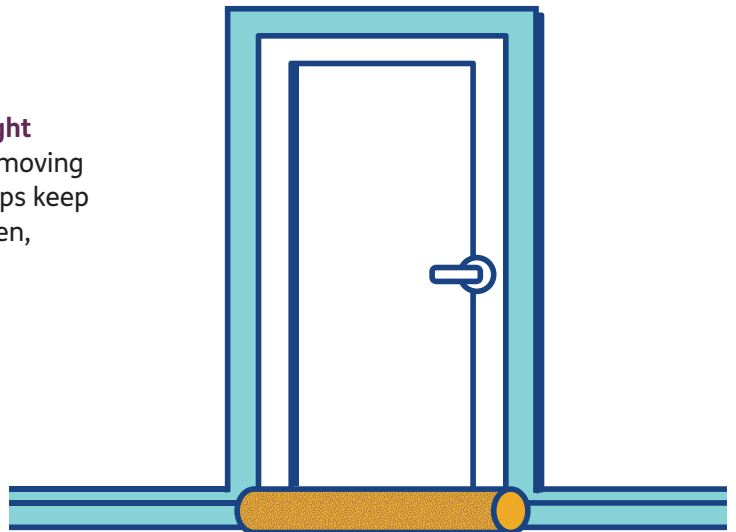
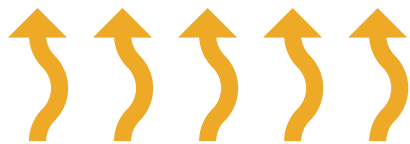
02.

Opening windows or turning on your extractor fan when cooking, showering, bathing and drying clothes on a drying rack indoors helps moist air escape.



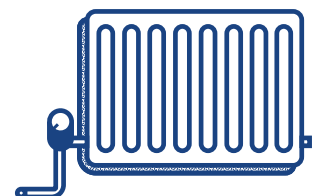
03.

Closing internal doors and using draught excluders reduces the amount of heat moving into colder areas of your home. This helps keep the heat in the rooms you use most often, making them feel more comfortable.



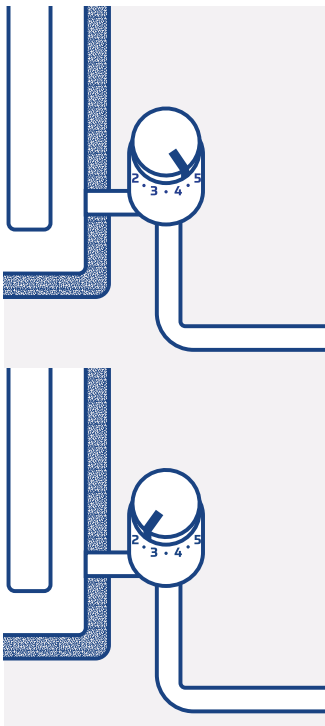
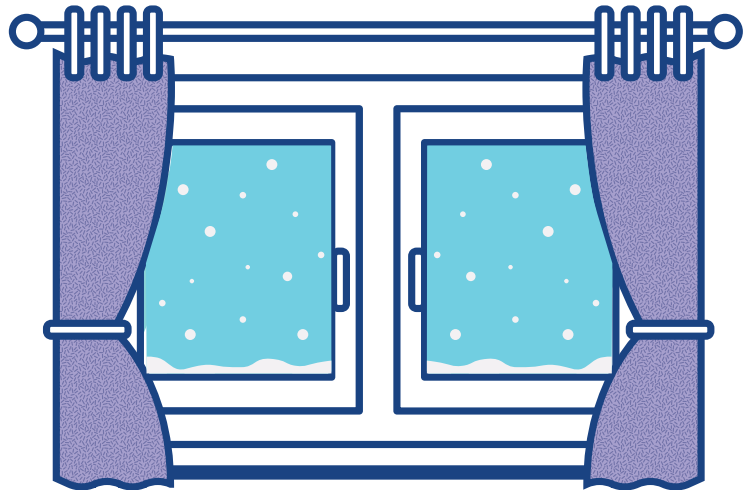
04.

Keeping your home heated helps to prevent condensation from forming on surfaces.



05.

Curtains and rugs help to keep your home warm. Curtains should stop between the edge of the windowsill and above radiators. Opening them in the morning and closing them at dusk helps to let warmth in and keep the cold out.

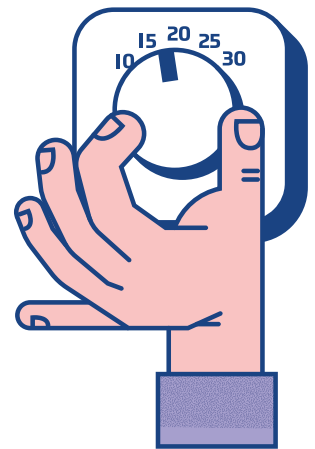


06.

Radiator valves control the temperature in each room. You can turn to a higher setting in rooms you want to be warmer and lower in rooms you don't use as often, using your energy more efficiently and cost-effectively. Typical settings are 4-5 in living areas and 2-3 in bedrooms.

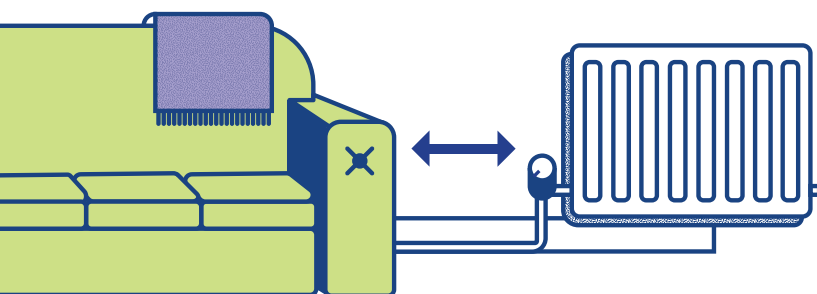
07.

If you can, **setting your thermostat to the lowest comfortable temperature** (recommended between 18 – 21°C) will help to keep you and your home healthy while keeping your energy bills down.



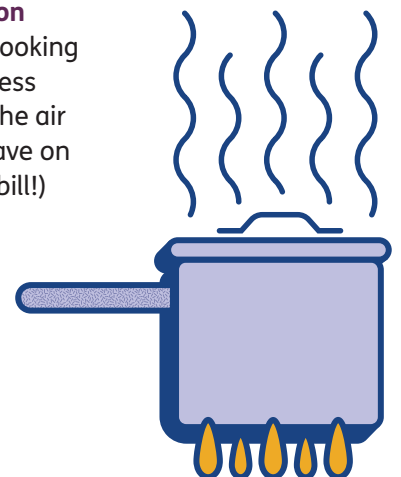
08.

Moving sofas and other furniture away from radiators or heaters helps the heat to travel more effectively around the rooms in your home.



09.

Putting lids on pans when cooking prevents excess moisture in the air (and helps save on your energy bill!)



Taking action together

Closure order brings relief for the local community

Our approach to ASB

We're committed to ensuring our neighbourhoods remain safe, welcoming, and supportive places to live. Sometimes, this means taking decisive action when anti-social behaviour (ASB) impacts our communities.

Earlier this year, a new customer moved into one of our homes. Not long after, we began receiving calls from local customers and neighbours, concerned about what was happening at the address. Reports included suspected drug use, frequent visitors at all hours, noise disturbances, and even damage to nearby homes and personal belongings. Some neighbours also experienced verbal abuse, leaving many in the community feeling alarmed and distressed.

We responded quickly, opening an ASB case and closely monitoring the situation in line with our policy and procedures. Working side by side with partner agencies, including the police and local council, we did everything possible to prevent escalation and avoid legal action.

Sadly, due to the severity and persistence of the issues, with the support of the police we were left with no alternative but to pursue a closure order. We fully supported the police's application, gathering evidence and following our ASB procedures to ensure the right legal steps were taken.

In July 2025, the closure order was granted, bringing much-needed peace and reassurance to the affected neighbours. The property will remain closed for three months, providing further respite for the local community.

Since then, we've been working with customers to rebuild trust and repair the damage caused. When the time comes to reopen the property, our lettings team will take a sensitive and careful approach to ensure the right outcome for everyone involved.

We'd like to thank all our customers who raised concerns and supported us throughout this process. Your willingness to speak up helps us tackle ASB and keep our neighbourhoods safe for everyone.

If you ever have concerns about anti-social behaviour in your area, please don't hesitate to let us know. Together, we can make a real difference. If you spot it, report it, we'll action it.

To find out more about ASB, visit:
aspirehousing.co.uk/asb

**SPOT IT,
REPORT IT,
WE'LL ACTION IT**

Taking pride in our gardens, why maintenance matters

Making a positive contribution to your neighbourhood

We know that gardens, whether private, shared, or communal, play a big part in making our neighbourhoods feel welcoming and cared for. As part of your tenancy, you may have a garden, patio, or shared green space to look after. Keeping these areas tidy isn't just about kerb appeal, it's an important part of your tenancy responsibilities and helps create a pleasant environment for everyone.

What's expected?

Customers are expected to maintain outdoor spaces to a reasonable standard. This means regular upkeep, making sure gardens aren't overgrown, and never using them for dumping waste or unwanted items.

We're proud that most of our customers already keep their gardens looking great, making a positive contribution to their neighbourhoods.

The benefits of a well-kept garden

- **Improves property appearance:** Keeps your home and street looking bright and welcoming.
- **Prevents pest infestations:** Tidy gardens are less likely to attract unwanted pests.
- **Encourages pride in your home:** A cared-for garden reflects pride and respect for your space.
- **Helps avoid disputes:** Reduces the risk of disagreements with neighbours.

Easy tips for garden maintenance

- **Set a monthly garden task calendar** to stay on top of jobs.
- **Choose low-maintenance plants** if you're short on time.
- **Keep pathways and access clear** for everyone's safety.
- **Dispose of garden waste properly;** don't leave rubbish in your garden.
- **Ask for help if you're struggling** – reach out to friends, family, or local support if you need a hand.

By working together and taking pride in our gardens, we can all help make our neighbourhoods greener, safer, and more welcoming for everyone.

What happens if gardens aren't maintained?

- **Breach of tenancy agreement:** Not looking after your garden can put your tenancy at risk.
- **Potential fines or charges:** We may need to recover costs for clearing neglected gardens.
- **Risk of losing your tenancy:** Persistent neglect could lead to further action.
- **Negative impact on neighbours:** Untidy spaces affect everyone's enjoyment of the community.



Meet your Neighbourhoods team

Listening to you and acting on your views

We know how important it is for you to have the right support in your neighbourhood. That's why we're always listening to your feedback and making changes that matter to you.

You told us the role of our locality coordinators wasn't always clear, and it could be confusing to know who to contact when you needed help or advice. We've taken your views on board and, to make things simpler, we're changing the name of our customer-facing locality coordinators to neighbourhood coordinators.

We hope this new name makes it easier to know your first point of contact for anything to do with your neighbourhood - whether it's Community Walkabouts, local issues, ASB, or support with your tenancy. Our neighbourhood coordinators are here to help you feel connected, supported, and informed about what's happening where you live.

How to get in touch: You can still send them a message through MyAccount, or chat with our Customer Excellence team via live chat on our website.

We've renamed the Caretaking team to the Neighbourhood Impact team to reflect their broader role beyond traditional caretaking. You'll continue to see them out and about tackling litter picks, fly-tipping, and environmental improvements, and helping to keep shared spaces clean, safe, and welcoming.

Our Allocations team will now be known as the Lettings team. The name is clearer and better reflects how we work to let homes fairly and sensitively, supporting new customers as they move into our communities.

Thank you for sharing your feedback and helping us improve how we support you. We'll keep listening, acting on your views, and making Aspire neighbourhoods even better places to live.



Making positive contributions to your neighbourhoods

We're committed to delivering excellent estate and neighbourhood services, because we know that thriving communities start with listening, partnership, and action.

That's why our dedicated neighbourhood coordinators and Neighbourhood Impact team are out on our estates every day, engaging with customers, identifying areas for improvement, and looking for new opportunities to make positive change. All year round, our teams respond to customer enquiries, working side by side with you and our community partners to benefit everyone who calls our neighbourhoods home.

What are Community Walkabouts?

Twice a year, we arrange dedicated Community Walkabouts and invite all customers to join us. These events are a chance for you to walk your neighbourhood with your Neighbourhood Coordinator, meet members of our wider team, and connect with partners such as the Council, Police, and local councillors.

Together, we:

- Identify opportunities to improve shared spaces
- Support environmental and sustainability goals
- Tackle anti-social behaviour and hate incidents
- Promote social, economic, and environmental wellbeing
- Ensure everyone feels safe and heard

We want you at the heart of these conversations – your feedback and ideas shape the actions we take and the priorities we set.

How to get involved

Community Walkabouts are held on pre-arranged dates with clear meeting points, and we rotate the areas we visit so every part of our community gets attention. It's a great opportunity to report issues, share your views, and help us make your neighbourhood the best it can be.

For more information and the latest updates, visit aspirehousing.co.uk/community-walkabouts.

Below are the dates for our next Community Walkabouts:

Area	Meeting Point	Date	Time
Bradwell	Hanbridge Avenue Shops	Monday 6th October 2025	2pm
Silverdale	CO-OP The Parade Silverdale	Monday 6th October 2025	2pm
Clayton North	Norwich Place & Rydal way	Friday 17th October 2025	10am
Crackley	Rosevale Court, Dragon Square	Tuesday 21st October 2025	10am

Commemorating 80 years

since the end of WWII

A Community Living Celebration

This summer, our Community Living customers and colleagues came together to mark a truly special milestone - 80 years since the end of the Second World War. Thanks to the support of National Lottery players, we were able to honour this historic occasion with a week-long programme of memorable events across our Community Living schemes.

Customers enjoyed a series of fabulous afternoon teas, each one filled with laughter, music, and plenty of reminiscing. These gatherings offered a chance to share stories, connect with friends old and new, and reflect on the courage and resilience shown by so many during wartime.

The celebrations built up to **'The Big Victory Celebration'** - our grand finale event. We were delighted to welcome special guests, The D-Day Darlings, whose stirring performances brought history to life and filled the room with the spirit of victory and hope. The event was a wonderful reminder of the importance of coming together as a community, cherishing our shared history, and creating new memories.

We're proud of the sense of togetherness that shines through at our Community Living schemes. Thank you to everyone who joined us, shared their stories, and helped make these celebrations so special. And a huge thank you to National Lottery players for making it all possible.



Supporting you -

a new way to stay in touch about your rent

Keeping you informed about what matters

We know that life can be unpredictable and, sometimes, keeping up with rent payments can be a challenge. That's why we're introducing a new way to support customers whose accounts are in rent arrears, making it easier for you to stay informed and get the help you need.

How it works

We've recently introduced new software that helps us quickly identify which customers we need to contact about their rent accounts. This means we can reach out sooner, giving you more time and support to manage your payments.

To make things even easier, we're now using the latest technology to stay in touch by phone. If we need to speak to you about your rent, you might receive a recorded message from us. Simply press 1 on your keypad and you'll be transferred straight through to speak to our team - free of charge.

Look out for our dedicated number we'll be calling from

The number we'll use for these calls is **01782 649 178**. We understand that you may be cautious about answering calls from unfamiliar numbers, so feel free to save this number in your phone. That way, you'll always know it's Aspire Housing calling.

If you miss our call, don't worry, we'll send you a text message with our contact details.

Why we're doing this

By using this new system, we can:

- Let you know quickly if your rent account needs attention
- Save you time and money when getting in touch
- Ensure our team has more time to support you when you need it



If you're struggling with your rent or have any questions about your account, please don't hesitate to get in touch. Our friendly team is here to help, and we can also connect you with our Money Advice team for extra support if you need it.

For more information about our Money Advice team, visit:
aspirehousing.co.uk/money-advice

Announcing a new partnership

with Just Credit Union

Keeping you informed about what matters

We're committed to putting people first and building strong, resilient communities. That's why we're excited to announce a new partnership with Just Credit Union, giving our customers access to ethical savings and affordable loans right here in our local area.

Who is Just Credit Union?

Just Credit Union is a not-for-profit savings and loans cooperative, owned by its members and run for their benefit. With over 20 years of experience in supporting communities, Just Credit Union has recently expanded the area it operates in, meaning all our customers, wherever you live, can now benefit.

How does it work

• Save and borrow locally:

Every pound saved with Just Credit Union is used to help local people, with no external shareholders - so all the money stays in the region, supporting our local economy.

• Flexible savings:

Save as much or as little as you like, with same-day access to your savings when you need it. All savings are protected under the Financial Services Compensation Scheme, just like with a bank.

• Affordable, ethical loans:

If you need to borrow, you can access ethical loans starting from just £300. Every loan is checked to make sure it's genuinely affordable, and interest rates are fair and transparent.

How to get started

We'll be working closely with Just Credit Union to deliver this service in our communities, and we'll keep you updated as things develop. In the meantime, you can already apply for a savings account or loan by visiting justcreditunion.org or calling **01743 252325**.

Need money advice?

Before taking out an emergency loan, we always recommend speaking to our Money Advice team. They may be able to help you find a solution without borrowing. You can contact them by email at moneyadviceteam@aspirehousing.co.uk or drop in to one of our sessions:

Monday 9.30am-1pm	The One Stop Shop, London Rd, Chesterton, ST5 7EA
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Monday 9.30am-1pm	The Kidsgrove Hub, Victoria Hall, Liverpool Road, Kidsgrove, ST7 4EL
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Tuesday 9.30am-1pm	The Guildhall, High St, Newcastle, ST5 1PW
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Wednesday 9.30am-1pm	The Kidsgrove Hub, Victoria Hall, Liverpool Road, Kidsgrove, ST7 4EL
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Thursday 9.30am-1pm	The Guildhall, High St, Newcastle, ST5 1PW
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Friday 9.30am-1pm	Ramsey Road Community Centre, Ramsey Road, Newcastle-under-Lyme, ST5 9BJ
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Together, we're supporting your financial wellbeing and helping to build a stronger community for everyone.



Your safety is our top priority

Keeping your home safe and well maintained

Your safety always comes first. We're proud to share our most recent compliance results, showing how we're keeping your home safe, secure, and well maintained.

Our latest compliance results

Fire Risk Assessment:

100% domestic properties completed, ensuring alarms and fire safety systems are fully functional.

Gas Safety Checks

100% compliance maintained across 8,290 properties, confirming every home has an **up-to-date certificate** and is protected from the risks of gas leaks or faulty appliances.

Electrical Safety checks

99.93% properties currently have electrical safety certification, ensuring your electrical systems are checked and safe to use.

Asbestos Safety checks:

100% compliance achieved across 8,665 properties. These surveys help us safely manage asbestos where it exists, reducing risk and meeting strict safety standards.

Communal Lifts Safety checks:

100% compliance across 283 inspections - meaning all lifts and lifting equipment have been thoroughly tested and certified as safe.

Water Safety Checks

100% properties completed, protecting you against risks such as legionella bacteria.

What this means for you

These results show our commitment to keeping your home safe. By carrying out regular checks, servicing, and inspections, we can prevent risks, respond quickly to issues, and give you peace of mind.

How we achieve this

Our dedicated compliance teams work closely with trusted contractors to plan, monitor, and complete inspections on time. We use internal systems to track every appointment and make sure nothing is missed.

To give you and our regulators complete confidence, we hold ISO 45001 - an internationally recognised standard for occupational health and safety management. We also operate under a robust external audit framework for the "Big 6" (electrical, fire, gas, asbestos, water, and lifts), providing independent assurance that our services are safe, effective, and legally compliant.

Improvements we've made

- Continuously reviewing and improving our scheduling tools, making appointments more convenient for you.
- Increasing staff training and awareness to deliver high-quality, consistent services.
- Strengthening partnerships with contractors for efficient inspections.
- Constantly improving customer communications so you always know when visits will take place.
- Achieving greater value for money and customer satisfaction with our in-house boiler installs - 166 completed in 2024/25, with 71 so far this year.

Looking ahead

We're always looking for ways to improve how we deliver compliance services. This includes investing in new technologies, listening to your feedback, and making our processes as simple and effective as possible.

Your safety will always come first, and we'll keep working hard to maintain these high standards.



Talk to us



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Please recycle me



Approved by our engaged customers



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