

Golden Gates
Housing Trust

News and Views

Issue 32 Winter 2011

Happy first Birthday GGHT!

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Love Longford project
– page 20



Get Britain working
– page 21



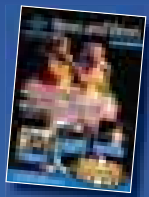
Warrington's Got Talent
final 2011 – page 25

Season's greetings

www.gght.org.uk
Free phone 0800 25 26 27

Editorial

In this issue you can find out about the winners of Warrington's Got Talent, join us in celebrating our one year anniversary, get advice on dealing with cold weather and on your finances and much more...



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Front cover image:

Thanks to KT8 photography for the front cover picture, taken at the 2011 Warrington's Got Talent Final.
www.kt8photography.co.uk

GGHT E-Bulletin...

GGHT has introduced a new 'email bulletin' to let people know what is going on at GGHT and other local organisations, including training, events and much more. If you would like to receive this please email communications@gght.org.uk

GGHT Contact details

Telephone: 0800 25 26 27 (free)
(Mon to Fri, 8am – 6.30pm)

Mobile phone users:
01925 452452 (standard rate)

Textphone: 18001 0800 25 26 27
(standard rate)

Emergency out of hour's service:
Free: 0800 25 26 27

Website: www.gght.org.uk

Email: info@gght.org.uk

Post: GGHT, PO Box 1181,
Warrington, WA1 9FB

Word from the Chair



I am delighted to have been elected by my fellow Board Members as Chair of GGHT at a time when the organisation is about to reflect on its first year as a Housing Trust.

The last few months have seen a few changes on the GGHT Board of Directors with the retirement of Jim Stockton and the appointment of three new Board Members. Jim retired at the Annual General Meeting after 2 years of committed service.

Board Members were taken on a tour of GGHT's investment works in September to see, first hand, the new kitchens and security packages (doors and windows) that are being installed as part of GGHT's Capital Investment Programme. The tour was an excellent opportunity to meet tenants and gain some valuable feedback on the issues that are most important to them.

The Board also visited Eagle Park where work is in progress to build a new depot for GGHT's repair and maintenance staff. Once complete, the site will be vital in the organisation's delivery of its promises to tenants as set out in the Stock Transfer offer document.

The Board is working closely with the management team to develop the organisation's Business Plan for the next few years. Consultation on GGHT's Business Plan has taken place with both tenants, via Customer Consultation Panel (CCP) and Scrutiny Panel, and Board Members at the Board Away Day.

There is plenty of work still to be done and I look forward building upon the successes and achievements of GGHT over the next 12 months.

Roy Smith
Chair of GGHT



Don't forget to return your signed tenancy agreement....

If you were a Secure Tenant of Warrington Borough Council before the transfer of homes to GGHT you will have received a new GGHT Assured Tenancy Agreement (with protected rights) from us. If you have not already done so it is important that you complete and return it as soon as possible. The letter you received with your Tenancy Agreement explained more about what you need to do. If you have not had your agreement please contact us free on **0800 25 26 27** or email info@gght.org.uk



Access our Services from the Comfort of Your Armchair

We have launched a brand new digital television and Smartphone site on Looking Local!

The site went live on our first birthday and is available completely free of charge to all Sky and Virgin Media users. It can also be accessed on Smartphones and computers that can connect to the internet.

Looking Local provides tenants with a simple and convenient way to stay connected. You can report repairs or anti-social behaviour, view the latest properties available through CHOOSEaHOME, share your comments on our services – good or bad - and even catch up on the latest **GGHT** news and events, all without leaving your armchair.

With Looking Local, there's no need to pick up a pen or phone to get in contact, just wait for the ad break of your favourite programme. At the push of a button, you will be able to find out your nearest neighbourhood office, complete an on-screen form to report a repair or request a leaflet, or clue up on **GGHT**'s new developments and events listing - it's as simple as that.

Gaming fans can even access the channel through their Nintendo Wii consoles to keep up to date with the latest from **GGHT**.

And there is no need to look anywhere else for information - with Looking Local you can also search for jobs, get up-to-date public transport times and even access health advice from NHS Choices.

Neil Martin, Communications and Customer Involvement Manager at **GGHT**, added: "We're delighted to have been able to launch our new TV site on our first birthday. We continue to broaden access for our customers and look forward to bringing information and services direct into even more of our customers homes."

If you have any questions about Looking Local, or any suggestions for useful information we could include, please email communications@gght.org.uk



Sky

- Go to the **Community Channel (539)**
- Press Red



Virgin

- Press the **Home button**
- Choose **Interactive - number 7 button**
- Select **News & Info**
- Select **Looking Local - number 6 button**
- or**
- Go to the **Community Channel (233)**
- Press Red



Mobile

- Via any web enabled phone
lookinglocal.gov.uk/goldengates/



Smartphone

- Go to the Android Market or iTunes App Store and search lookinglocal
- or**
- Use the GGHT Quick Response (QR) code (QR Code readers can be downloaded to smartphones for free).



Wii & PC

- Insert the following url into your browser:
lookinglocal.gov.uk/goldengates/



Happy first Birth

On the 29 November 2010 we became a Housing Trust, following a successful ballot of all our tenants. Below is a snap shot of what has been achieved since then...

November 2010 – January 2011

Golden Gates Housing Trust is launched and work starts immediately – with windows and doors (security package) in Latchford.

New GGHT Tenants Scrutiny Panel is launched, allowing tenants to scrutinise GGHT and ensure that we do what we promise.

Local Jobs - Since becoming a Trust we have filled 26 jobs with local people.



May – July 2011

Winners of the 2011 Garden Competition announced.

Achieve reaccreditation of the customer service excellence award, which recognises **GGHT** delivering excellent services to its customers.

Partner in the summer Mela celebration – which celebrated the many cultures in Warrington.

Form a partnership with Warrington Wolves Foundation, to provide additional services and activities on **GGHT** estates, including activities for kids.



Year 1... As

Works
Security – doors, windows, & lights
Bathrooms
Kitchens
Fencing
Central Heating
Castle Walls



day – GGHT!!



February – April 2011

Launch new **GGHT** Handyerson service, see page 6.

Double the amount of estate inspections to 70 per year.

Hold a series of 'Make Difference Weeks' in a number of areas in Warrington, to take our services out to local residents and promote opportunities in their own area.

Hold an 'Easter Community Fun Day' in Bewsey, following on from local consultation which identified the need for half term activities for kids in the area.

Introduce new and improved repair response times.

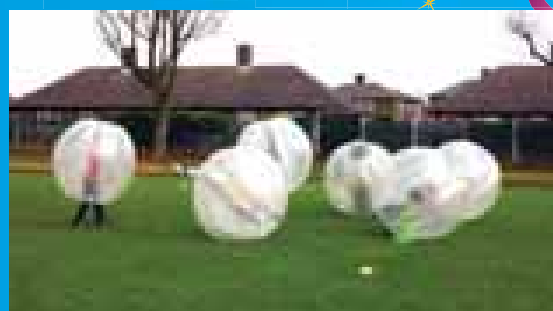
GGHT become a hate crime reporting centre, working in partnership with Cheshire Police.



of September 2011 we have...

Units Completed	Customer Satisfaction	Where we are up to...
1420	96%	Work completed in Latchford East & West. The work has now moved on to Bewsey, Whitecross and Dallam.
136	98%	Installing bathrooms in Fairfield and Howley. Installing a number of Aids & Adaptations works throughout Warrington.
223	99%	The back log of kitchens, which is an offer document promise, was completed in November. Introduced full decoration package giving tenant choice of wall colour finishes.
124	97%	Work completed in Croft. Working in Culcheth and Burtonwood.
116	95%	The work started on site in August and is progressing well.

The start date is planned for January 2012 and the project is expected to run for 12-16 months on Longford and Old Orford.



August – October 2011

Take on 10 apprentices to work in all areas of the business, including plumbing, plastering and housing management.

Hold the 2011 Warrington's Got Talent Final, see page 25.

Launch the Longford Quality of Life Project, see page 20.

Launch new Community Fund – allowing local community groups to access a pot of money worth £5,000, for more information call **GGHT** Tenant Participation Team free on **0800 25 26 27**.



News in brief...

Customers learn how to do it for themselves!

In September we held an informative training session for customers to be shown demonstrations on how to carry out basic DIY jobs around their homes. Demonstrations included putting together a flat pack, effective ventilating, refixing sink plugs, easing and adjusting doors as well as giving the attendees the skills to use tools safely. The informative session was facilitated by Steve Frost who is a joiner with **GGHT**.



Take advantage... GGHT FREE Handyperson Scheme



Don't forget we have 2 handypersons (Karl & Neil) who are helping **GGHT** tenants with minor home repairs and small jobs. Service available for:

- ❖ All new tenants within the first 12 weeks of their tenancy
- ❖ Customers who are registered and receive tenancy support through **GGHT**
- ❖ Customers with a disability
- ❖ Customers who are aged over 65.

The scheme is aimed at small jobs that take less than 2 hours and can be completed by one person safely and no reasonable request will be refused. **GGHT** will not provide the materials but we will provide the handyperson and tools to carry out the job. This service may only be used once in a 12 month period. For more information contact us free on **0800 25 26 27** or check out www.gght.org.uk



Police – NEW non-emergency number

Everyone knows that in an emergency, the number to dial is 999. But what if you want to speak to the police, but it isn't vital that you receive an instant response? From November you can dial 101, it will take you straight through to an operator who will take your details. Keep your eye on local press for details of when it will be introduced!

Update on the Scrutiny Panel

The panel have examined the improvement programme that is being delivered to tenants as part of our stock transfer promises. They were impressed with the high levels of satisfaction from tenants that had received work and how **GGHT** staff were managing and monitoring the contracts to ensure any issues that had been raised by tenants were being addressed.

Gas safety has been a key area for the panel and they were pleased to see that **GGHT** strive to improve performance and hopefully reach the 100% target. The panel wanted to ensure that **GGHT** continue to remind tenants how important gas servicing is and that tenants arrange their service.

The panel also signed off the 2011 Annual Report to Tenants. This report is available on the website, in local offices or a hard copy can be sent to you on request.

There have been a few changes in the Scrutiny Panel membership, make sure you look out for the next edition to find out who the new panel members are!

If you think there is an area of **GGHT** business that the panel should look at or if you would like details of future vacancies, please contact **Charlie Martin** free on **0800 25 26 27** or email Charlie.martin@gght.org.uk

Follow GGHT on Facebook...



Why not follow us on Facebook? Following on from the success of using Facebook to promote our Apprentice and employment opportunities, **GGHT** have launched a new Facebook page:

www.facebook.com/goldengateshousingtrust

Tenants and residents who use Facebook and 'like' our page will be kept informed about local news, events and employment opportunities. They will also get the chance to get involved by giving us their views on our services and our policies. We look forward to seeing you on our page!



Supporter to reporter...

GGHT junior reporter Rhys Jones spent a day at the Wolves Stadium recently, where he got to learn all about what goes on behind the scenes and worked with the press team to produce a match report on the game against Wakefield. Rhys also found more information on the **GGHT** and Wolves partnership and wrote: "the partnership will benefit the local community. They are hoping to work together to provide activities for young people in the town. Some of the **GGHT** staff will be based at Halliwell Jones stadium and will be offering courses to improve young people's lifestyles and will be promoting volunteering in Longford."

Can do clubs...

Warrington Disability Partnership and WBC are launching their new 'Can do Clubs' across Warrington to support local Unemployed people with a range of issues and help them to take positive steps towards changing their lives by -



- ❖ Identifying problems and planing how to tackle them
- ❖ Finding learning to suit them
- ❖ Improving wellbeing
- ❖ Listening to ideas and experiences from others
- ❖ Connecting to local training and placements
- ❖ Learning new skills

Venues:

- ❖ Monday - Orford Library 11am-12noon
- ❖ Tuesday - Whitecross Community Centre 2-4pm / Longford Neighbourhood café 10am-12noon
- ❖ Wednesday - Bewsey Park Community Centre 11am-12noon / Fearnhead Community Centre 10am-12noon
- ❖ Thursday - Fairfield and Howley Community Hub 1-3pm / Burtonwood Library 2.30-3.30pm

Leaflets are available from our Local Housing Offices. The sessions are totally free and operate on a relaxed 'drop in basis'. For more information contact Karen Mackie free on **0800 25 26 27**.

GGHT celebrate Older People...



Representatives from our Energy Efficiency, Support for All, Income Maximisation and Older Persons Services teams all attended the 'Older Persons Celebration Day' in September to promote their services and **GGHT**.

The event was full of music, entertainment and activities.

Lollipop Man's book success...

Steve Allsopp, a **GGHT** tenant from Latchford has written a children's book called 'Steve the Lollipop Man and the Adventures of the Greenfly Villagers'.



Steve has been helping children cross the road safely for two years and it was this experience as a Lollipop Man that inspired him to write the book. The book is about road safety and is filled with lots of adventures.

Steve launched the book at a ceremony at Cobbs Infant School, which was attended by the Mayor of Warrington, Cllr Mike Biggin. All proceeds raised from the sale of the book will go towards **GGHT's** Broomfield's Sheltered Scheme social fund and Cobbs Infant School in Appleton. Books can be bought from the infant school, Broomfield's Sheltered Scheme or by emailing steve.allsopp@hotmail.co.uk

Bogus callers – help stop them!!



Bogus caller burglars target elderly and vulnerable people. They con their way into their victims' homes. They steal as much as time allows. Some people have lost their life-savings and possessions which had great sentimental value.

With your help, bogus-callers can be beaten.

If they are not allowed in, they will go away.

A quick call to Cheshire Police can result in their arrest.

They come in different shapes and disguises.

The criminal who knocks on the door may pretend to be a workman or an engineer. He may say he needs to check the water or electricity supply. He may offer to do work on the house or the garden. He may be smartly dressed and say he is carrying out a survey or selling something. "He" may be a woman, or a child. Teenagers have gained entry to a house claiming they were searching for a lost dog. **The one feature bogus-callers have in common is that they are totally unscrupulous.**

How to deal with the knock at the door:

- ❖ Ask yourself if you were expecting someone to call
- ❖ If you do not want to answer the door, leave it locked.
- ❖ If you answer the door, keep the chain in place.
- ❖ Make sure the caller is genuine.

- ❖ Don't take an "identity card" at face value. They are easily faked.
- ❖ Call the utility company or the business the caller is supposed to represent. Check if they have sent someone round.
- ❖ Do not let anyone into your home unless you are one hundred per cent certain you know who they are.

Tips for friends, relatives and neighbours:

- ❖ Remind elderly and vulnerable people about the bogus caller danger.
- ❖ Encourage them to enrol on the password schemes offered by public utility companies.
- ❖ Be a good neighbour; Let the elderly person call you if they have someone at the door they are worried about.
- ❖ Keep an eye on them and their house.
- ❖ If you see anyone acting suspiciously near their home, call us.

Remember: **GGHT** staff who visit your properties will always have a **GGHT** ID badge – if you are still unsure, call us free on **0800 25 26 27!!**

Help Cheshire Police Lock Up Distraction Burglars Call the Cheshire Police Information line 0845 458 0000



Warrington LINKs – have Your Say on Health and Social Care Services in Warrington:

The Warrington LINK is a network bringing together local people, organisations and groups who want to improve health and social care services in the borough.

They need your experiences, good and bad, of using local health and social care services so we can try and improve services.

For more information on LINKs/ HealthWatch, to join the LINK or feed in your views and experiences contact: Warrington LINK, BHA, The Gateway, 89 Sankey Street, Warrington, WA1 1SR, call them on Tel: **01925 246892/3**, email: warringtonlink@thebha.org.uk or check out www.warringtonlink.org.uk



FREE LEISURE COURSES*

Would you like to learn a new skill or simply find out more about a subject that you are interested in?

Why not enrol on a FREE* Leisure course at Warrington Collegiate?

A number of short courses are available throughout the year in a variety of subjects, from jewellery making, sewing and cooking for dinner parties to beginners IT, guitar and photography. Leisure courses are in abundance at Warrington Collegiate, taking place throughout the year, lasting approximately 5 weeks at college and local community venues. These courses cater for all levels and age groups.

For more information on courses please contact Learner Services on **01925 494494** or e-mail

learner.services@warrington.ac.uk or search the course information on the website **www.warrington.ac.uk**

*Terms and Conditions: To claim your free leisure course you need to be aged 19 or over. Learners are entitled to claim one free leisure course per academic year. Please note: Depending on the particular course, a fee of £10 may be payable to cover the cost of resources.



Five Ways to Wellbeing

The Five Ways to Wellbeing are simple everyday actions that we can all take to make us feel happier and better about ourselves. They are:

Connect: Make time for the people around you, such as family, friends and neighbours.

Be Active: Go for a walk, or cycle, do some gardening, or maybe even have a dance! Being more active can make you feel good.

Take Notice: Become more aware of the world around you, notice the changing seasons and the differences they bring. Consider what's important to you and make more time for it in your life.

Keep Learning: Learning new things can make you feel more confident, as well as being fun. Try something new, such as learning how to cook your favourite food.

Give: Do something nice for a friend, or a stranger. Volunteer your time, or offer to help out at a local community group.



NHS
Warrington

If you need a little help to get started on the Five Ways to Wellbeing then your local Wellbeing Mentor can offer support and guidance on how you can make lifestyle changes that will make you feel more positive. Call **01925 406 070** or **01925 815 468**, or visit: **www.turnoveranewleaf.nhs.uk** and complete the contact form on the website.

A free Wellbeing Events Resource Pack is available from NHS Warrington. The pack contains campaign materials; information about local services; and ideas for Five Ways to Wellbeing activities. If you are organising a local community event and would like a Five Ways to Wellbeing Resource Pack please contact Caroline Jenkins on **01925 406 071** or **caroline.jenkins@warrington-pct.nhs.uk**

Neighbourhood News



Estate Inspection & clean up days schedules –

Estate inspections...

There will be no estate inspections from the end of November 2011 until February 2012.

This is because of the number of cancellations over the previous years due to adverse weather conditions. By avoiding these months this means that the Neighbourhood Housing Officers (NHOs) can make better use of their time, instead of having to keep moving estate inspections to avoid the bad weather.

Please note that we have not reduced the number of estate inspections that we carry out, they have just been scheduled in a shorter time scale. Also even though estate inspections do not take place

during the winter season – Estate Checks by the NHOs do still take place, so you can rest assured that checks will still take place on a monthly basis.

The estate inspections will start again in February 2012. The schedule will be on the website and in housing offices. You can also request a copy of the schedule by contacting us.

For more information or to report anything you may see on your estate please contact the **GGHT** Neighbourhood Service Team free on **0800 25 26 27** or email info@gght.org.uk

Estate inspections can now be viewed on www.gght.org.uk

Clean up days December 2011 – March 2012

Over the next few months we will be holding clean up days in Alder Lane, Bewsey, Mid Orford, Grasmere & Greenwood, Howley, Longford, Whitecross, Burtonwood, Dallam, Latchford, Padgate and Cabul/Quebec. Each area will receive a flyer prior to the clean up day to let them know about times, dates and locations.

Not all areas in the borough that we manage have a skip/clean day. The skip areas are developed from the amount of environmental works that are requested within that area – aiming to reduce the amount of requests received and fly tipping.

The full schedule is on www.gght.org.uk or call us free on 0800 25 26 27

Court corner...

In September **GGHT** were successful in securing an emergency injunction against two men. The injunction against the men was granted by Warrington County Court and excluded them from entering Gerrard Avenue in Bewsey until the 14 December 2011.

The injunction was granted to protect a vulnerable **GGHT** tenant who lives in the Bewsey area and follows a previous injunction that had been granted against Robert Saxon for targeting vulnerable tenants in the area.

The Injunction granted contained a power of arrest, which meant that if they breached this they would

have been immediately arrested.

GGHT tenants who have any concerns about anti-social behaviour should contact the Trust free on **0800 25 26 27**.

Speaking after the injunction was granted, a spokesperson for **GGHT** said: "We will not tolerate anyone targeting our tenants and have taken this action to protect all of the residents in this area. We are committed to working in partnership with the Police and other partners to tackle local issues and improve our communities".





Below are some frequently asked questions about when people will be getting work done on their homes...

Q. When will I be getting the work done on my home?

A. We will be sticking to the council ward programme that we agreed with customers as part of our transfer. It is important to note that only the Security Package will be given to every home.

Q. I think my kitchen/bathroom/central heating system is older/worse condition than my neighbour and they are getting the improvement, why can't mine be replaced?

A. Our asset database holds a 'date' when each component is due to be replaced. This is based upon validated survey information collected over the last 5 – 10 years. We will not carry out improvement work outside of our planned programme; therefore we will only carry out your improvements when they are due

to be replaced after 2016.

Q. What items will be replaced ?

A. We will only be replacing items such as bathrooms, kitchens and central heating that are classed as failing by government standards – which means they are old and failing. Failing items are either older than their life expectancy, beyond economical repair or a risk to health and safety.

Q. Will anybody get their work done who isn't on the list?

A. Only if for example the kitchen, bathroom or central heating has completely failed and can no longer be repaired, or in some instances when the property becomes empty. For example if a door has been damaged beyond repair or if a central heating system cannot be repaired. Furthermore if there is a health and safety issue then we will look to carry out the work to

remove the risk.

Q. What if I am not happy with the work that has been completed at my home what should I do?

A. On each of the programmes of work there is a team of Tenant Liaison Officers (TLOs). It is their role to make sure that any complaints or issues with your work is dealt with. If you do have an issue you can ring GGDirect free on 0800 25 26 27, and they will make sure that your concern is passed onto the right TLO.

Q. What happens if something has gone wrong with the work, e.g. there is a leak in the kitchen after the workmen have left?

A. GGHT has made an arrangement with each of its partners to carry out any out of hours recalls to works; so that your inconvenience is kept to a minimum.

IMPORTANT!

Q. What if I don't let you into my home or I forget to tell you when I'm not in?

A. If you don't respond to any letters or calls that you receive in connection with the improvement programme or we can't get into your property to do the work, we will **NOT** carry out the improvements. It is important that you keep in touch and let us know when you are in. You can ring GGDirect on **0800 25 26 27** if you have any access problems.

Q. What if I am in arrears or having difficulty with my rent?

A. We will be checking all customers rent accounts prior to starting any work. It is important that you make sure that your rent account is kept clear or that you make and keep to any payment agreement so as not to run the risk of being removed from the investment programme. If you have any concerns about paying your rent you can ring us free on 0800 25 26 27 and ask to speak to our Income Management team.



Having your say... complaints

Complaints July – September 2011	
Number of complaints responded to within 10 working days	109
Number of complaints responded to outside of 10 working days	10
Progress towards target of 90%	87%
Monetary award	£377 (16 incidents)

What did we find?

Various complaints this quarter including unsatisfactory workmanship and outstanding work.

What lessons did we learn?

- ❖ Implement staff refresher training around raising repairs orders on correct priorities.
- ❖ Refresher training for repairs operatives on correct procedures to follow when in customers home.

GGHT Board what have they been up to?



Board Tour:



Members of the **GGHT** Board of Directors were given a tour of **GGHT** properties and estates on Friday 9 September. The aim of the tour was to provide **GGHT**'s new and existing Board Members with an overview of the work that has been carried out under the Capital Investment Programme. Directors visited the Bewsey Estate, Longford Estate, Longford Neighbourhood Service Centre, empty properties, new build Bungalows in Latchford, and our assisted living and extra care housing scheme at Sankey Manor.

During the Tour **GGHT** Staff received excellent feedback from tenants on the new kitchens and security packages that had

been installed under the Investment Programme. Roy Smith, **GGHT** Chairman, said that "The Tour gave Board Members the chance to see first hand the standard of work that has been carried out and to gain a greater appreciation of the needs and expectations of **GGHT** Customers."

GGHT is committed to ensuring that it delivers the promises set out in the Offer Document. Updates on the Capital Investment Programme are taken to the Customer Consultation Panel.

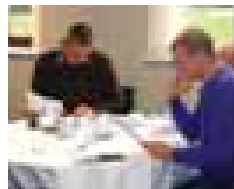


Board Away Day:

The October Board Away Day was a key event in the Board calendar.

Members of **GGHT** Board met to discuss the organisation's

Business Plan with a strong focus on the impact that the changing regulatory and economic environment will have on **GGHT** tenants. The event included presentations by Derek Long, Assistant Director of National Housing Federation (NHF) and Nick Atkin Chief Executive of Halton Housing Trust.



For more information on the **GGHT** Board please contact Charlie Martin, **GGHT** Board Support and Development Officer free on **0800 25 26 27** or email charlie.martin@gght.org.uk

Puzzle solution

Train, Trait, Tract, Trace, Trice, Trite, Write, Writs, Waits, Wants, Waness, Wines, Lines, Likes, Bikes

We all know how cold it has been over the last couple of winters; with this in mind **GGHT** is keen to ensure that both people and their homes are prepared to tackle any severe weather this year. Below is some information that hopefully will help...



Protecting your home and possessions:

With all the problems of the snow and ice, the last thing you want is the additional problem of burst or frozen water pipes. Check out our quick tips guide below to help prevent burst or frozen water pipes.

- ❖ Ensure you have your central heating system serviced annually. This is a legal requirement for landlords and a condition of your tenancy with **GGHT**. A leaking radiator valve can also cause water and damp problems.
- ❖ In cold weather, check all your taps from time to time. If little or no water flows there may be frozen water in the pipes.
- ❖ Know where to find your stop tap! Then you can cut off the flow of water if a pipe starts leaking.
- ❖ If you go away, leave the central heating on 'constant' (set your thermostat to low) to prevent freezing. Whatever you do - do not turn it off.
- ❖ Ask a friend, neighbour or relative to check your home while you are away. This will ensure burst pipes are spotted early and damp and water damage is minimized.
- ❖ Turn off any indoor valves on pipes that lead to taps outside your home. Then open the outside

tap and leave it open to let any water drain. This ensures there is no water in the pipes to freeze.

- ❖ Ensure you have adequate content insurance to cover the event of a flood or burst pipe. For further information on **GGHT** Tenants content insurance scheme, please contact us free on **0800 25 26 27** or visit our website **www.gght.org.uk**

If you have the unfortunate experience of waking up to frozen pipes you should turn on your taps, as this will relieve the pressure as the ice melts inside the pipes. You can use appliances such as a blow dryer or a heat lamp to defrost the pipe. Under no circumstances should you use a blow torch or candle. In addition, you can leave your water running a very small, slow trickle through the pipes to prevent them from freezing again. If you have tried to defrost the pipe yourself, or are unsure what to do please call us free on **0800 25 26 27**.



There will also be regular cold weather update information and advice on our website **www.gght.org.uk** and on **www.facebook.com/goldengateshousingtrust**

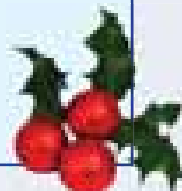


GGHT Christmas closedown and services:

GGHT will close for the Christmas holidays from 6.30pm on Friday 23 December 2011. The out of hour's service offering urgent repair and anti-social behaviour issues will operate until 8am on Wednesday 28 December 2011.

Some examples of urgent repairs are listed below.

- ❖ Loss of heating
- ❖ Blocked drain
- ❖ Lost keys – you may be charged for this repair
- ❖ Broken/insecure external doors
- ❖ Loss of hot water
- ❖ Roof leak
- ❖ Broken glass to windows/doors
- ❖ Faulty smoke alarm
- ❖ Uncontrolled water leak
- ❖ Electrical faults
- ❖ Faulty communal door entry system



If you need to contact us during this period please call us free **0800 25 26 27** or **01925 452452** (mobile phone users).

Following a particularly cold Christmas period last year which placed high demand on services GGHT will be making the key services listed below available between 8am and 4pm on the 28, 29 and 30 December.

- ❖ Our service centre will be open between 8am and 4pm
- ❖ Our emergency repair service will remain in operation
- ❖ Appointments will be available for urgent repairs
- ❖ We will be able to deal with any enquiries you may have. If we are unable to answer you

enquiry we will arrange a call back when normal business starts again on Tuesday 3 January 2012.

Outside these times our telephone lines will divert to out of hours service who will continue to provide an emergency service.

Remember if you smell gas you must phone **0800 111 999 AND**

- ❖ Turn off the gas supply at the meter
- ❖ Open all windows and doors
- ❖ Do not turn anything electrical on or off including lights as this may cause an explosion
- ❖ Do not smoke or light matches or candles
- ❖ Do not use a lighter

Winter health & safety tips:

Walking in snow and ice:

Always wear appropriate footwear and with good soles. Avoid paths that are in the shade, if possible, delay your journey until the sun has had a chance to melt the icy areas.

Handy tip: A pair of old socks worn over your shoes will help increase their grip on snow and ice.

Driving in snow and ice:

Don't assume that salted roads offer the same level of safety as those that are dry. Leave plenty of time for your journey. Try to avoid using minor roads wherever possible. Reduce speed when driving in ice or

snow and do not drive too close to the car in front. Always drive smoothly and keep in the highest possible gear.

Handy tip: If you're stuck on ice, put your car mats under the wheels. The mats will most likely get destroyed, but it almost always works to get you out.

Keeping warm, staying safe & preventing illness

In a typical winter, temperatures are low enough to affect the health of vulnerable people. Cold snaps can



happen suddenly, and rapid drops in temperature quickly affect vulnerable people. So it is best to be prepared before cold temperatures are forecast – ideally by the beginning of November. Follow these tips to keep your family warm and well during cold weather

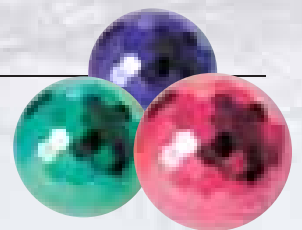
- ❖ Have regular hot drinks and at least one hot meal a day if possible. Eating regularly helps keep energy levels up during winter.
- ❖ Wear several light layers of warm clothes (rather than one chunky layer).
- ❖ Keep as active as possible.
- ❖ Use only portable heating equipment that is approved for indoor use.
- ❖ Keep your main living room at around 18-21C (64-70F), and the rest of the house at least 16C (61F). If you can't heat all the rooms you use, heat the livingroom during the day and the bedroom just before you go to sleep.
- ❖ Keep combustible materials, including furniture and curtains at least three feet away from the heat source. NEVER drape clothes over a space heater to dry.
- ❖ Always keep an eye on heating equipment. Never leave children alone in the room where a

space heater is running. Turn it off when you are unable to closely monitor it.

- ❖ Be careful not to overload electrical circuits.
- ❖ Make sure you have a working smoke detector in every room. Check and change batteries often.
- ❖ Close curtains as soon as it starts to go dark.
- ❖ Cover yourself with a blanket when watching television
- ❖ Invest in a hot water bottle or electric blanket. But do not use them at the same time.
- ❖ Stock up on tinned and frozen foods to reduce the need to go out during extreme cold weather
- ❖ Ensure that you keep an adequate supply of any prescribed medication.
- ❖ If you have a pre payment meter for gas or electricity, ensure that you keep as much credit on the metre as your budget allows.
- ❖ Where possible keep a watchful eye on your neighbours and if you have any concerns contact **GGHT** free on **0800 25 26 27**.
- ❖ Make sure you are maximising your income, for a free benefits check call our money advice team free on **0800 25 26 27**.



Decoration Safety Tips:



Trees

- ❖ When purchasing an artificial tree, look for a "Fire Resistant" label.
- ❖ When purchasing a live tree, check for freshness. Make sure the needles are soft and don't fall off.
- ❖ Live trees need water, and lots of it. Cut about one inch off the bottom of the trunk before putting the tree in the stand. Add water and check the tree daily. Dry trees can catch fire and burn in seconds.
- ❖ Do not block your exit door with your tree.
- ❖ Remove live trees from your home as soon as possible. Most Christmas tree fires occur on or after New Year's Day.

Lights

- ❖ Check each light set for damaged sockets or wires. Discard light sets and extension cords that are worn or cracked.
- ❖ Follow the manufacturer's recommendations concerning the maximum number of light sets that can be connected together.
- ❖ Replace burnt out bulbs with bulbs of the same wattage as indicated on the tag attached to the light set.
- ❖ Turn off all lights when you go to bed or leave the home.
- ❖ Use only light sets and extension cords marked "For Outdoor Use" outside your home.
- ❖ Fasten outdoor lights securely with insulated clips or hooks. Use circuits protected by a Residual Current Device (RCD).



Warrington Borough Council (WBC):

Below is some information on what WBC is doing this winter...



WBC severe weather winter helpline – stay at home and stay safe

If the weather conditions become dangerous again this winter, **WBC** will be operating the severe weather helpline to provide essential assistance to those who need it most, particularly older people and those with poor mobility.

We can help with:

- ❖ Shopping delivery
- ❖ Pension collection and payment of bills
- ❖ Prescription collection and delivery

Unfortunately we're not able to help with:

- ❖ Boiler and water supply problems
- ❖ Clearing paths and driveways
- ❖ Support to leave your home

The helpline will remain open during normal office hours whilst the weather is severe. So stay at home, stay safe and call the helpline if you need to on **01925 442244**.

An out of hours service will also operate in the evenings, weekends and on bank holidays, but this will be restricted to emergencies only. Telephone: **01925 444400**.

Gritting Info -

GGHT is not responsible for gritting, this is the responsibility of **WBC**. Here is some information that may answer your questions...

How and when?

WBC aim to ensure that salt is spread on the highway before ice forms. They achieve this by dividing the borough into five routes and use a fleet of five gritters to cover the pre-identified routes.

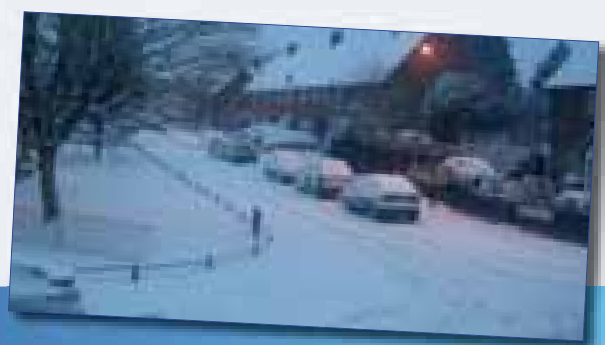
Which roads are gritted?

In determining which roads are gritted, there are two types of gritting routes - primary and secondary. When the road surface temperatures are forecast to go below freezing with ice or frost expected, the primary routes would be treated.

Bin collections throughout the Christmas 2011 period -

Over this year's festive period black and blue bin collection services will continue to operate during the week Tuesday 27 December to Friday 31 December, this will mean residents don't miss a collection, as bins will be emptied on their usual collection day. Collection dates in your area are detailed on stickers on your bins.

For more information on **WBC** services check out www.warrington.gov.uk or call the **WBC** contact centre on **01925 443322**.



Gas servicing – help us to help you be safe!!

Let us in on the first visit and you could win £100...

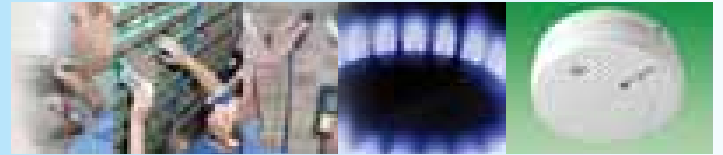
We are legally responsible for making sure your gas appliances, gas piping and flues in your home are well maintained and safe this is why we do a gas safety check, service and smoke alarm check every **12 months**.

You will receive a letter from PH Jones or Sure to let you know that your service is due and appointments can be made in a variety of ways at a time to suit you.

Even if you **do not** have a gas supply or any appliances we still have to visit your property to check your home is safe.

Monitoring our gas service...

A company called Morgan and Lambert have been appointed to carry out some quality inspections on our gas contractors PH Jones and Sure. This is to ensure that any gas work carried out as part of the annual gas service is completed to the highest standard. They will be contacting customers direct to arrange an inspection following the completion of the annual service. Morgan and Lambert will also be carrying out a 10% audit of all new installations as part of **GGHT** investment program.



Did you know?

As part of the gas service, we have arranged for the Gas Contractors to also check the operation of your smoke alarms. These details are logged, and any defects or failures found are then reported back to **GGHT** for a repair or replacement.

The prize draw takes place every 4 months, so to be in with a chance of winning £100 make sure you allow us access on our first visit!!



Supporting our tenants...

Our Support for All (SFA) service helps customers to maintain their homes in the most positive way possible and promote their independence by offering practical support.

The team will work with you to build up the skills needed to live independently.

Who can use Housing Support?

If you live in the Warrington area and need housing related support you can use the Support for All Service to help with difficulties maintaining your home. In general, the service will support the following groups of vulnerable people.

- ❖ Elderly people
- ❖ Anti Social Behaviour, victims and perpetrators
- ❖ Offenders or at risk of offending
- ❖ Families
- ❖ Low level neighbourhood nuisance
- ❖ Young people and people leaving care
- ❖ Minorities
- ❖ Homeless
- ❖ Rough Sleepers

The Service has helped hundreds of people to improve their quality of life. Call us free on **0800 25 26 27** for more information, email info@gght.org.uk, pick a leaflet up at a housing office or go to www.gght.org.uk (under Advice & Support)

You can also read some recent case studies on our website.

Money saving advice



Energy saving tips – saving water and money:

- ❖ When running a bath, put a small amount of cold water in before turning on the hot tap. As well as reducing the amount of steam produced, it is always safer if you have small children in the house, who could be scalded by hot water on its own.
- ❖ It's cheaper to shower than to have a bath. You can have six showers for the same amount of water in one bath. It is also quicker, making more time for a family to use the bathroom.
- ❖ Always use the plug in the bathroom sink. Don't wash or shave under a running hot tap.

Warm homes discount scheme – for fuel poor households

Are you in receipt of pension credit? If so, you should be entitled to a discount of £120 on your winter fuel bills. Earlier this year the Government introduced the Warm Home Discount Scheme which will provide an initial discount of £120 to

everyone in receipt of the guaranteed element of pension credit.

The payment will help to pay the winter fuel bill and will be applied to eligible customer's electricity bills by the end of March 2012.

The discount should be made to your account automatically, however look out for the letter from your electricity provider confirming your entitlement. If you have not received a letter by the end of December and you think you are eligible, contact your electricity company direct to make sure you're not missing out.

- ❖ Scottish Power **0845 2700700**
- ❖ British Gas **0800 0725230**
- ❖ Npower **0808 1726999**
- ❖ EDF **01733 421060**
- ❖ E.ON **0800 4046287**
- ❖ Southern Electric **0800 300111**
- ❖ Ebico **0800 4587689**

Stop Loan Sharks

Help us stop loan sharks now

With an estimated 310,000 households in the UK borrowing from unlicensed lenders or loan sharks as they are more commonly known, illegal money lending is a problem across the country. Anyone who operates a money lending business without a licence from the Office of Fair Trading is acting illegally. The England Illegal Money Lending Team are cracking down on unlicensed lenders who...

- ❖ Rarely offer paperwork so those who borrow from them are kept in the dark about how much they still owe.

- ❖ Can charge extortionate rates of interest- rates of 131,000% APR have been seen.
- ❖ Add additional amounts to the debt so the borrowers struggle to repay.
- ❖ Take items as security. These items could even include passports and bank cards.
- ❖ Resort to extreme methods to reclaim their debts. This could mean threats, intimidation, violence or worse.

One victim spoke out “I couldn’t afford to pay my bills and the rent as I had to pay the loan shark so life was getting pretty desperate. He said ‘pay me don’t feed the children.’ The kids have been subjected to a hostel and attended five schools. It nearly cost me my marriage”

Loan sharks are not a community service and should never be used under any circumstances. Many loan sharks start out as a friend to their borrower but quickly change.

If you have borrowed from an unlicensed lender you have not broken the law, they have. Speak to us in confidence.

To report a loan shark:

Call the 24/7 confidential hotline **0300 555 2222**

Text ‘loan shark + your message’ to **60003**

E-mail reportaloanshark@stoploansharks.gov.uk

Log-on to www.direct.gov.uk/stoploansharks



Moneyline – borrow money safely...



About Moneyline...

Moneyline’s aim is to provide an affordable credit service for people who are financially excluded from mainstream banks. They are a not for profit organisation – however they do need to ensure that the money they lend out is repaid back to ensure the continuation of the service.

People need to have a bank account to apply for a loan with Moneyline – they keep interest charges down due to collecting payments by direct debit.

Their main product is an affordable loan – the loans are very flexible and they look to match the weekly payment and loan term to the individual customer. Our customers can pay weekly, 2 weekly, 4 weekly or monthly.

Moneyline also encourages customers to save with their specially designed current account provided by the Bank of Scotland & specifically designed for Moneyline customers.

If a loan isn’t the best option for the customer they will signpost them to CAB, benefits advice etc.

They do not approve loans for rent arrears or paying bills when an arrangement can be reached with the current service provider.

Due to the average first time loan being £250-£300 it is highly unlikely that we will/can approve a loan

for a bond or advanced rent.

Frequently asked questions...

Q. How much on average can I borrow and what would I repay?

A. An average 1st time loan is £300.00 (depending on weekly income) which could be paid back over 45 weeks with a weekly payment of £8.16 and total interest of £85.20

Q. What paperwork or proof would I need to provide to get a loan?

A. They would need to see your last 2 months bank statements and another form of identification e.g. passport or tenancy agreement.

Q. Can anybody apply for a Moneyline loan?

A. You need to be over 18 and receiving a regular income from either salary or benefits.

A. How do I get an appointment to discuss a loan?

Q. You can ring Contact Warrington on **01925 443322** or call into Contact Warrington and complete an enquiry form. Then Moneyline will ring and arrange and discuss your application further.

GGHT money advice service...

Don’t forget that **GGHT** has its very own money advice service for tenants, so if you need free, confidential help or advice about arrears, budgeting and debts contact **GGHT** free on **0800 25 26 27** for an appointment.



Love Longford: Quality of Life (QoL) project...

October saw **GGHT** introduce 'The Longford Quality of Life Project'. Over the next 12 months we will be doing this in a number of ways such as replacing the castle walls, creating job and training opportunities, installing loft insulation and renewable energy (PV) units, tackling anti-social behaviour and helping to maximise income and deal with debt.

There will be a team based in Longford consisting of the Neighbourhood Coordinator Jane Lauchlan, along with Daniel Richardson - Neighbourhood Housing Officer, Stacy Clarke – Energy Advisor, Stacy Foster – Money Advice

Working and Stan Lewandowski – Income Management Officer. For further information please contact Jane Lauchlan free on **0800 25 26 27** or email jane.lauchlan@gght.org.uk.

Longford Community Day... launches Quality of Life project

GGHT held a community day in Longford which included a range of free activities for residents with the purpose of informing the community about the up and coming regeneration of the area.

The event involved free dog chipping from the Dogs Trust, colouring competition and kids disco from Sure, performances from the Warrington's Got Talent finalists, an inflatable bungee-run from The Wolves and loads more!!

During the event we had staff present who are involved with the replacement of the castle walls providing information and advice. We also had staff present to give advice on debt, worklessness, tenancy support, energy and becoming involved with your community.





Let it grow...

A group of residents in the Longford area have been busy transforming a neighbour's garden whilst learning simple gardening techniques in the process. The group are part way through a six week community gardening project called 'Let's Grow'.

Each short course will involve a Longford resident and a number of friends and neighbours from the same location to participate by helping to transform a garden. The primary member's garden will be the focus and the garden used to learn:

- ❖ Gardening techniques
- ❖ Focus on urban vegetable growing using unusual, free and recycled containers
- ❖ Cheap and healthy eating, using own produce when the lunchtime meal is prepared
- ❖ Propagation and seed sowing
- ❖ Maintenance of the garden and vegetable plot
- ❖ Woodwork and landscaping – building raised beds and other simple garden techniques

The course is delivered free by workers from the Walton Lea Project and Long Lane Garden Centre and includes free lunches and plants for the garden. It is funded by Lifelong Learning and **GGHT**. If you are interested in signing up for the course please contact Jane Lauchlan at **GGHT** free on **0800 25 26 27**.

Get Britain Working...the 'big tidy up'

We are working with Stronger Together in Warrington (STIW) and WBC Street Scene to manage a group of 8 volunteers who are working on the Longford estate.

These volunteers have been working really hard with the STIW Wardens by clearing gardens in preparation for the new walls to be installed.

The Volunteers and Wardens have been knocking on doors to assist with anything that needs removing from gardens. During the clearance work they have collected information on what items have been removed from each garden and taken photographs to ensure that these gardens are kept tidy in the future.



GGHT rents – delivering value for money...



At GGHT we constantly look at the way in which we are delivering our services and the rents we charge to make sure we are providing you with the best possible value for money.

So what do you get for your rent?

In 2010/11 we spent over £38m on services, of which almost 70% was spent on improving your homes and carrying out repairs and maintenance. This included carrying out 38,759 repairs, with 95% of customers telling us they were satisfied with this service.

We are also currently undertaking our biggest ever improvements programme and are spending £105m over the first five years since we transferred at the end of 2010 to improve our homes and neighbourhoods to the Warrington Standard.

Since transfer we have already fitted 1420 new energy efficient doors and windows to our properties and installed 223 new kitchens and 136 new bathrooms. We have also started to install new energy efficient boilers and have been fitting cavity

wall and loft insulation in our tenants homes to help them save money on their energy bills. In the next few months we will be starting to install solar panels to 600 of our properties, saving customers up to £112 per year on their energy bills and reducing the impact of fuel poverty.

We have also expanded our money advice team, generating an extra £460,000 of income for tenants and have recruited two handypersons to help our new and older customers look after and improve their homes.

How do we compare?

We use data provided by the Tenant Services Authority to check our rents against those charged by other Housing Associations in Warrington.

As you will see from the table below, our rents continue to compare extremely favourable against those charged by other providers.

Association	No of Homes in Area	Average Rent 2011/12 (52 weeks)
GGHT	8,689	£66.93
Arena Housing	914	£73.66
Frontis Homes	1,064	£67.99
Manchester and District	132	£91.68
Muir Group	324	£75.37
William Sutton	475	£66.81
Warrington Housing	918	£70.33

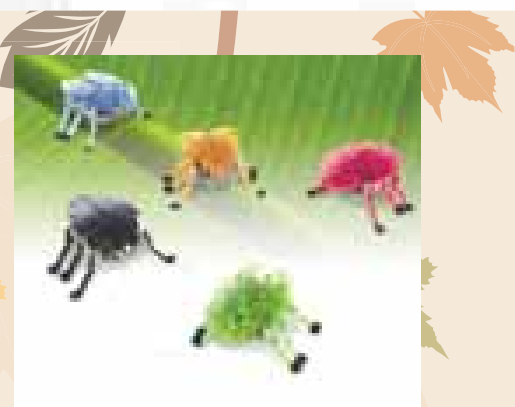
Chief Executive Peter Mercer commented: “We recognise that times are hard for many of our tenants and will continue to work hard to make sure that our rents offer excellent value for money. The improvement works that we are undertaking will help our customers to save money on their energy bills and we will be working with our customers over the next 12 months to help them deal with the impact of the welfare benefit reforms”.

Competition Winner

Autumn News & Views Competition

Congratulations to Dylan Munday, aged 9 from Rixton, who won some Hex bugs.

Answer was: The clocks go back an hour in October.



Recharging tenants and leaseholders – our new policy...

GGHT has had a policy of recharging tenants for several years. We have recently revised the policy to make it simpler and clearer for all. Our new policy is now called the ‘Tenancy Recharge Policy’.

How will it work/what will we charge for?

Clearly defined costs and legal fees, within the terms of the tenancy or lease agreement will be charged, for example:

- ❖ Wilful damage – breaking something on purpose
- ❖ Neglect – failing to look after the home or its surroundings
- ❖ Misuse – using the home or components in the home in an inappropriate way
- ❖ Abuse – not preventing the home from being damaged by family, friends, visitors, pets etc
- ❖ All legal fees incurred when taking court action for arrears or tenancy management issues
- ❖ Caretaker void property clearance costs
- ❖ Former tenant rent arrears
- ❖ Missed appointments
- ❖ Gas injunctions
- ❖ Clearance and decoration of the property.

Payments and Appeal Process

All charges must be paid when invoiced. Discretionary appeals will only be considered when the payment has been made in full. In some circumstances where repayment of charges in full would cause excessive financial problems for the tenant or leaseholder a

reasonable and affordable payment of the debt will be acceptable. The tenant / leaseholder will be given the opportunity to pay the charge up front and as a result will receive a £20 discount on the cost and administration of the work.

Non payment would result in:

- ❖ Recovery of money by the Debt Recovery Agency which may affect the ability to access credit
- ❖ Recovery of property
- ❖ Delays to improvement works
- ❖ No access to transfer opportunities
- ❖ No rent free weeks
- ❖ No access to further housing opportunities with **GGHT**.

Staff will be made aware of the revised policy. It has also been discussed at the Customer Consultation Panel (CCP) on 29 November and is expected to go live in January 2012.



Youth update...what's going on?

Youth Café – town centre...



Warrington Youth Services formally opened Warrington's First Youth Café in the town centre on the 2 December.

The café is in Time Square and will offer young people a safe place to meet up with friends and take part in a range of positive activities. It will also act as a drop-in venue for advice and information services.

Follow the Youth Café on Facebook look for Warrington Youth Café and on **Twitter @wbcyouthcafe** If you have any questions about the Youth Café please give Steve Burke a call on **01925 442874**



Youngsters declare outdoor event a massive success...

A group of 12 young people from Longford in Warrington have declared a three day residential programme they attended during the October half-term a massive success. The event was organised by GGHT as part of its Longford project and followed the award of a €2,500 funding grant from The North Face® to help children and families explore the outdoors.

Staff from **GGHT** worked with Successfactory in Chester to develop an action packed three days for the youngsters. The event gave them an opportunity to support the local community by planting and naming their own trees, while exploring the great outdoors. The youngsters also built their own shelters from natural resources, before preparing their own food and sleeping in the shelters under the stars.

GGHT Chief Executive Peter Mercer was on hand to present awards to the children at the end of the event said: "We are delighted to have received this grant and to be recognised as part of the national movement to inspire young people to explore the outdoors. It has been really rewarding to see the young people having developed their confidence

over the three days and we look forward to working with them and their families as part of our project to improve their local area."

Funding was also provided by one of **GGHT's** partners the Sure Group and the Warrington Federation of Tenant and Resident Associations who provided transport to and from the event for the young people and their parents. Successfactory also provided a subsidy towards the event.

To find out more about the Longford Quality of Life project see page 20.



TGI Fridays – Youth Club in Padgate...

Every Friday, from 7.30 – 10pm, get down to the recreation centre @ Lysander. Activities include football coaching, youth bus, DJ workshops, dance workshops and much more!!



Warrington's Got Talent

Youngsters show Warrington Has Got Talent!

Residents young and old packed into the Parr Hall in Warrington on Saturday 17 September as the 2011 Warrington's Got Talent competition reached a thrilling climax. The final saw 22 talented acts from across Warrington compete to be crowned winners in the 5-11 and 12-19 year old age categories.



Now in its second year, the event is organised by GGHT, with support from Arena Homes, Warrington Federation, Stronger Together in Warrington and Cheshire Police.

This year's event attracted entries from over 100 acts, with regional heats held between May and June to select the best 22 performers to compete in the grand final. The final acts performed to a capacity crowd and were judged by representatives from Cheshire Police, Radio Warrington, GGHT Board of Directors, Blue Vine Records and a previous cast member of Wicked from London's West End.

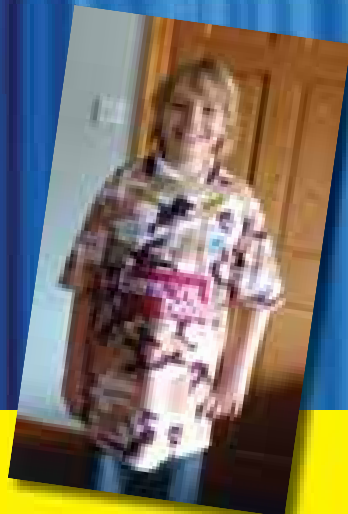
The 5-11 year old category was won by Lucy Hayes, a classical singer from Penketh who performed a song from Les Miserables. The 12-19 year old category was won by Mario Smooth, a unique mixed routine dancer from Latchford. The winners received cash prizes

presented by the Mayor of Warrington, Cllr Mike Biggin. They will also be given the opportunity to perform live during the half-time interval of a Warrington Wolves game in the next 12 months and performed at the Longford Community Day at Fordton Leisure Centre on Saturday 8 October 2011.

There was another winner on the evening who won a signed Wolves shirt, donated by the club.

Peter Mercer, Chief Executive of GGHT, said: "It was fantastic to see such a large number of young people enter this year's competition and the quality of acts that got through to the final was evidence that Warrington really has got talent.

"It's an honour to work alongside such talented and inspirational young people and we'll continue to work with our partners to engage with and support all of our young people as we strive to improve and develop their neighbourhoods."



You're Hired - GGHT and Partners Recruit New Apprentices and Trainees

GGHT celebrated the recruitment of 10 new apprentices in September.

The new apprentices will work in a range of specialist roles including housing management, business administration, plumbing, plastering and joinery for the next three years. **GGHT** are working in partnership with Warrington Collegiate to provide the apprentices with training and qualifications in their chosen profession.

GGHT made a commitment to its tenants when it transferred in November last year that they would create employment opportunities for the local community. The recruitment campaign attracted an overwhelming response with over 1,100 completing applications for the roles. Over half of all respondents were from Warrington and



one in seven were from applicants who live in a **GGHT** property.

GGHT Chief Executive, Peter Mercer said: "We are committed to supporting the local economy and providing opportunities for people to get into work".

New apprentice, Jack Hodgkiss said: "I am a school leaver and my ambition has always been to get a trade I am really looking forward to starting my apprenticeship as a Plumber with **GGHT**."



Free Training

December 2011 – February 2012



When?	Course
Thursday 15 December	Christmas Wreath Making – An informal session where you will be guided to make your own wreath which you then take home.
Tuesday 17 January	CV Writing – A 3 hour session, which gives you hints and tips on producing an effective CV and covering letter.
Wednesday 25 January	Healthy Eating – Start 2012 with a better diet. In this 3 hour session you will get tips on making small but significant changes to your lifestyle.
Thursday 2 February	Budget Workshop – The session is designed to help you make the most of your money.
Monday 20 February	Basic Food Hygiene – Full day, accredited course, essential for those working in the local community preparing food.

For more information on the courses or to book your place contact the Tenant Participation Team free on **0800 25 26 27**, email tenant.participation@gght.org.uk or check out www.gght.org.uk

Winter competition...

Win an iPod Shuffle!

Answer the questions below...

Who wrote
'How the
Grinch Stole
Christmas?'



Answer:
Name:
Age:
Address:
Postcode:
Contact Number:
Email:

Please return the completed form to the Tenant Participation Team at GGHT, Bewsey Community Park Centre, Troutbeck Avenue, Bewsey, Warrington, WA5 0AS or email your answers and information to tenant.participation@gght.org.uk

Open to all ages and entries must be received by Friday 27 January 2012.



Puzzle

Word Ladder

A word ladder is a sequence of words formed by changing just one letter each time eg. CAT – COT – DOT – DOG.

Can you find the missing words? Use the clues if you get stuck.

Trains	Clues
_____	Attribute
_____	Area of land
_____	Search and find
_____	A very short time
_____	Hackneyed
_____	Composed
_____	Legal documents
_____	Tarries
_____	Desires
_____	Decreases
_____	Fermented juices
_____	Tracks
_____	Finds enjoyable
Bikes	Solution on page 12

If you would like this newsletter in another format, we can change it into:

Any other language

Another colour / Another Colour

British Sign Language

Braille

Picture Format

Audio

A Larger font

And many more...

Please just contact a member of staff at Golden Gates Housing Trust free on 0800 25 26 27

اگر آپ کو اس خبر نامہ کیسے دوسری زبان میں دیکھنا ہے تو براہ کرم 0800 25 26 27 پر بلا معاوضہ کال کریں

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