



TENANTS

newsletter

WELCOME:

As the colder months set in, we're delighted to bring you our Winter Newsletter, packed with useful information, tips, and a little festive cheer.

What's inside...

Inside, you'll find practical advice to help keep your home warm and safe this winter, updates on what's happening in your community and ways we're working to keep you informed and supported. We've also included some fun extras such as games, a winter recipe and a competition to enter!

So if you're looking for helpful winter home tips, want to stay up to date with the latest news, or simply enjoy a cosy activity with a hot drink, there's something for everyone. We hope you enjoy this edition and find it both useful and enjoyable.

Stay warm, stay safe, and have a wonderful winter!

From everyone at Hilldale Housing



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WINTER HOME TIPS



How to Reduce Condensation

- Wipe any moisture off your windows each morning
- Open your window for 5–10 minutes daily
- Put lids on pans when cooking
- Dry your clothes outside if possible (or in one room with an window open)

Thermostat Tips

- Set your thermostat to a comfortable temperature – usually around 18–21°C for living areas, 15–18°C for bedrooms.
- Use a timer to heat your home only when you need it – this can save energy and money.
- Don't turn the heating up higher than needed – it warms your home no faster and wastes energy.
- Lower the thermostat slightly at night or when you're out to save money.

Heating Your Home

- Keep furniture away from radiators to help the heat spread around your room
- Open curtains in the day and keep them closed at night

Save Energy

- Switch off lights when you leave a room
- Turn off appliances at the wall
- Wash clothes at 30°C to save energy

Keep Heat In

- Close doors to unused rooms – don't heat rooms you're not using.
- Use rugs on cold floors – it helps keep the heat in.
- Add extra blankets or throws – easy and cozy!



GINGERBREAD COOKIES

COMPETITION



Ingredients

- 3 cups (360 g) all-purpose flour
- 3/4 cup (150 g) brown sugar (light or dark)
- 1/2 cup (115 g) unsalted butter, softened
- 1/2 cup (120 ml) molasses (or golden syrup/honey if you can't find it)
- 1 large egg
- 1 tsp baking soda
- 1 tsp ground ginger
- 1 tsp ground cinnamon
- 1/2 tsp ground cloves (optional)
- 1/4 tsp nutmeg (optional)
- 1/4 tsp salt

Instructions

Mix the dough

In a large bowl, beat the butter and sugar until fluffy.
Add egg and molasses, mix well.

In another bowl, whisk together flour, baking soda, spices, and salt.
Gradually mix dry ingredients into the wet mixture until a dough forms.

Chill

Wrap the dough in plastic wrap.
Chill in the fridge for at least 1 hour (makes it easier to roll).

Roll and cut

Preheat oven to 350°F (175°C).
Roll dough on a floured surface to about 1/4 inch (6 mm) thick.
Cut with cookie cutters (gingerbread men, stars, trees, etc.).

Bake

Place cookies on a lined baking sheet.
Bake for 8–10 minutes (soft) or 12 minutes (crispy).
Let cool completely before decorating.

Decorate (optional)

Use royal icing or melted chocolate, and add sprinkles or candies for festive fun!



Send your baking pictures to hello@hilldale.org.uk and we will pick a winner to win a prize!



KEEPING YOU INFORMED



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At Hilldale, we are working hard to make sure we really know our tenants and communicate in the best way for you.

We know many of you prefer to speak face to face, so we are improving how our Housing Officers work with you.

House Meetings

Every few months, we will hold house meetings where you can:

- Hear updates from your Housing Officer
- Share your thoughts and ideas
- Talk about what matters most to you

These meetings are part of our new Tenant Engagement Strategy, which is all about making sure your voice is heard.

Helping Us to Help You:

We are also collecting up-to-date information about our tenants needs. This helps us to:

- Make better decisions
- Improve our services
- Make sure you get the right support

Please share your information with us so we can make our services even better for you!

Join Our Next Feedback Forum:

Our next Tenant Feedback Forum will be on:

Tuesday 10th December 2:00pm (online)

This session will focus on Repairs and Housing and will include lots of useful information.

To join, please email: hello@hilldale.org.uk or ask your Housing Officer for support.

A copy of the forum will be made available afterwards.

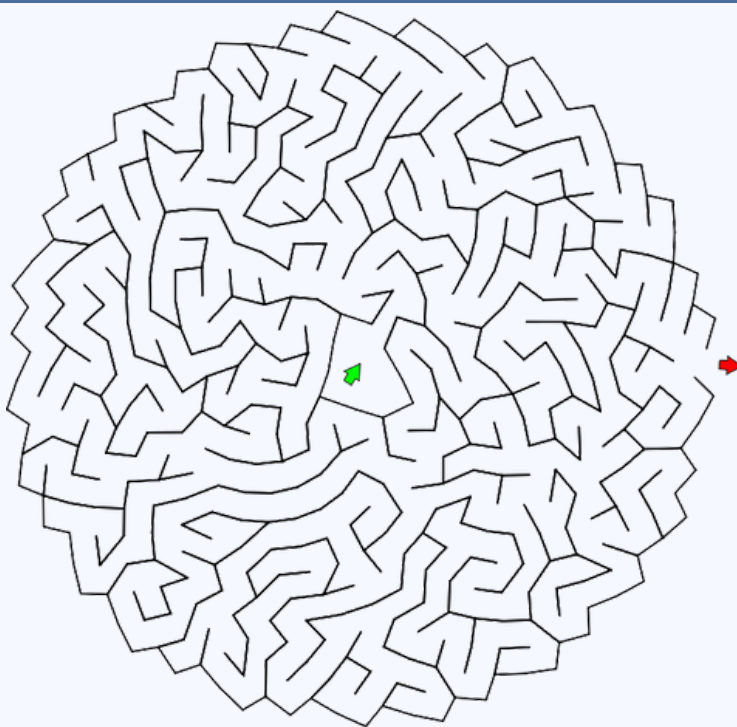
Together, we can make sure every tenant's voice is heard loud and clear!



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housing association



GAMES PAGE



WINTER

Find the words in the grid. When you are done, the unused letters in the grid will spell out a hidden message. Pick them out from left to right, top line to bottom line. Words can go horizontally, vertically and diagonally in all eight directions.

S T O O B I N T H E D E P T H
H Y P O T H E R M I A O M S F
W S I N T W O N S E R R W I S
F K T U O E T I H W O E F F F
I A E D I N A L L T A Y L R F
R T T N E B L U S T E R Y O U
E E A U S A R W E N E A D Z M
P S N O T N O R L E K H B E R
L A R B E N O E T R L L T N A
A H E W S T V W A E I C R E E
C W B O A O I P P Z S S I I N
E M I N H E A H Z L N L I C N
V I H S N C I A W B O L E E I
S U M M E R R K B L L W R D V
B V Q W J D Q X M S K I S T Y

Blizzard

Blustery

Boots

Earmuffs

Fireplace

Frozen

Hibernate

Hypothermia

Icicle

Parka

Shovel

Skates

Skis

Sled

Snow

Snowbound

Snowplow

Snowstorm

Sweater

White

Whiteout

BAYTREE STORIES

The tenants at Bay Tree House have been very busy and wanted to share what they've been up to! Everyone has been coming together to have fun and enjoy time as a community.

Bowling Fun

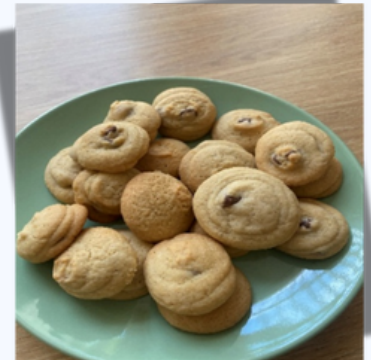
Everyone had a great time bowling together. There was lots of cheering and laughter! After bowling, the fun carried on back at home with food and a big Mario Kart tournament.



Cooking and Baking

The tenants have been busy in the kitchen, cooking and baking lots of tasty treats.

A big well done to Callum, who has been learning new skills with Gousto meals. He's been following recipes and making his own dishes. Callum says cooking has helped him feel more confident and independent.



Happy Birthday, Henry!

Henry celebrated his birthday with a sunny BBQ in the garden. Everyone came together to sing Happy Birthday and enjoy the day with him.



It's been a wonderful few months at Bay Tree House , full of teamwork, learning, and laughter!

A big thank you to all the Bay Tree House staff for their support and hard work. You help make all these fun activities possible and help everyone feel part of a happy community.

HILLDALE PERFORMANCE



Since we last reported to you through the Annual Tenant report in April, here is an update of our performance.

May - September

The repairs and completion rates are an average



Repairs



Repairs completed on time % - **Emergency (99%)**

Repairs completed on time % - **24 Hour (97%)**

Repairs completed on time % - **7 Day (97%)**

Repairs completed on time % - **28 Day (90%)**

Completion Rate

Gas Checks Completed- **97%**

Electrical Checks Completed - **100%**

Fire Risk Assessments Completed - **98%**

Water Temperature Checks Completed - **100%**

Asbestos Checks Completed- **90%**



Number of New Tenants = 73

ASB cases raised: **29**

ASB cases resolved: **30**

Satisfaction with ASB handling: **100%**

Complaints raised: **16**

Complaints upheld: **7**

Satisfaction with complaints handling: **75%**



AWAAB'S LAW

What is Awaab's Law?

Awaab's Law is new legislation that came into effect in October 2025. It requires social housing landlords to investigate and fix serious hazards, like damp and mould, within strict legal timeframes.

This law was introduced after the tragic death of two-year-old Awaab Ishak in 2020, attributed to long exposure to mould in his home. Awaab's Law ensures this should never happen again.

Emergency Hazards will be made safe within 24hrs, significant hazards investigated within 10 working days. Following completion of the investigation we will share our findings with you within 3 working days detailing next steps and time scales.

Future phases of Awaab's law starting in 2026 will cover more hazards like excess cold and heat, fire risks and structural faults.

What This Means for You:

- If you find damp, mould, or condensation in your home, you should tell us straight away.
- We will treat it as important and take action to keep you safe.
- Share your details with us so we can consider your needs when dealing with damp and mould.

How to Report a Problem:

- You can fill in a form on our website here: <https://hilldale.org.uk/my-home/report-damp-mould/>
- Call us on 01257 367374
- Emails us at Repairs@hilldale.org.uk
- You can also ask someone to help you report it if it feels difficult, such as your care provider or housing officer.

What we will do:

- Take your report seriously and ask you information to decide how quickly we need to act; we may require pictures to help us work out what needs to be done
- Arrange a visit to look at the mould
- Keep you updated with what's going on
- Write to you with what we find and next steps.



MEET YOUR HOUSING OFFICERS



Emma

Housing Services Manager



Ashleigh

South West & Wales



Deanna

Yorkshire & North East



Elaine

Chester, Ellesmere Port & Wirral



Kevin

Bolton, Manchester and Lancashire



Nicola

Wigan and Leigh



Sam

Chester, Crewe, Sandbach, Liverpool, North and Mid Wales & Ellesmere port



Meg

The Midlands



No Image Available

Recruiting for temporary position

London, Kent, Essex & Surrey



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Making a complaint

We would love to always get things right; however we know this doesn't always happen and we really want you to tell us where things have gone wrong or you're unhappy.

If you feel there is something we could have done better, you can talk to your housing officer or care provider and ask them to speak to us, email us at hello@hilldale.org.uk or use our website at www.hilldale.org.uk

Contact us

All the different ways you can contact us using your mobile phone or computer are listed below and remember, it's good to talk!



Call: 0125 736 7374



Whatsapp: 07721198090



Hello@Hilldale.org.uk



**We Are Hilldale
Housing Association**

