

FAST TALK

... QUICK UPDATES!



Keeping You Informed

With the housing sector facing challenges from Government, we at Trident Group have been looking at how we can make our teams and processes better to help you with sustaining your tenancy with us.

For the past twelve months we have been looking at how we can support you further with ensuring your tenancy agreement with us is sustainable.

Following on from valuable feedback from residents, we have made changes to our frontline housing staff. From January 2018 both Tenancy Management Officers and Income Management Officers will be replaced with a team of 10 Locality Officers. Each Locality Officer will manage a geographical patch of up to 300 properties each.

They will be responsible for delivering a high quality housing management service that meets your needs and expectations to sustain your tenancy.

Your Locality Officer will provide you with:

- Estate management.
- Low level anti-social behaviour management.
- Resident engagement activities.
- Tenancy support.
- Help and advice on your arrears as well as seeing how you can be further supported to maintain rent payments.

At Trident Group we believe in working with our residents and customers in a person centred approach. Which is why your Locality Officer will focus on building a key relationship with you to identify key needs you may require to support you in enjoying your home with us.



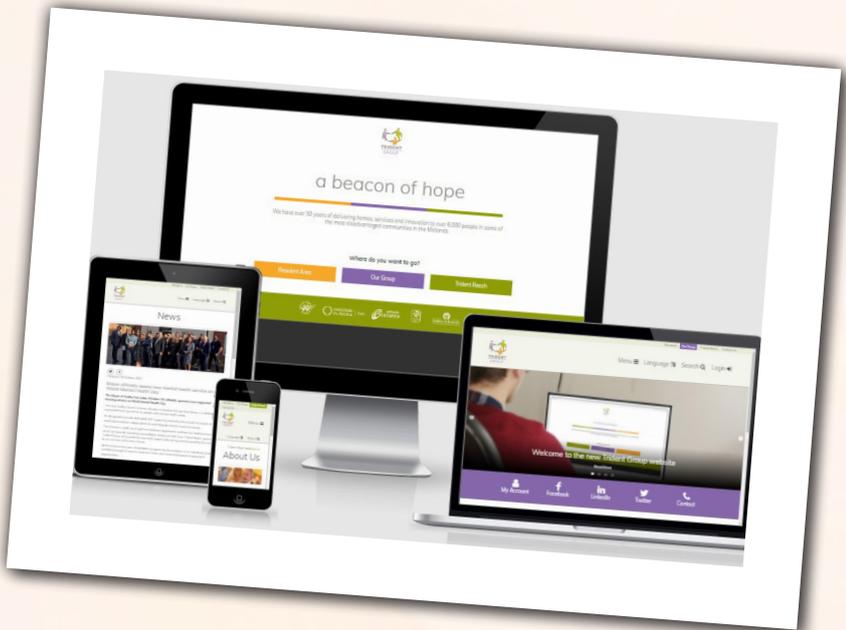
Your dedicated Locality Officer will also be responsible for completing an annual tenancy audit to identify and deal with any issues that might be affecting your ability to manage your tenancy. During these visits you can discuss concerns you may have as well as putting forward ideas to get involved within your community. These visits will also allow our team to identify any tenancy fraud and other tenancy breaches and act accordingly.

You will receive further information in the New Year about who your dedicated Locality Officer will be. However in the meantime if you have any questions please contact us on 0121 633 4633.

Failure to keep up with your rent payments may cause you to be at risk of losing your home. Speak to the Locality team to see how we can support you in keeping up with payments. Call **0121 633 4633** or email LocalityTeam@tridentgroup.org.uk

HAVE YOU SEEN OUR NEW WEBSITE?

Living in a digital world, we had to think more about how our website served a variety of stakeholders. This year we have carried out a review of our website and made vital updates which has included:



- The ability to easily view the website on your mobile devices.
- Opportunity to build on the website when we need to improve services that we offer, such as online viewing of rent statements and logging repairs (watch this space for more on the development of these services).
- A simplistic design that allows users to move around the website with ease.
- The ability to access your own personal dashboard when you register.

The website also offers its visitors the opportunity to view three different areas, depending on what they are looking for:

Our Group - www.tridentgroup.org.uk

Provides information on Trident Group, what we are about, our policies, who our partners are, awards and accreditations, corporate events, working with us, and much more.

Residents Area - www.tridentgroup.org.uk

Provides useful information if you are currently a resident with Trident, you are looking to become a home owner or you are a Leaseholder with us. If you visit these pages you will find information on all of the services we offer to our residents.

Trident Reach - www.tridentreach.org.uk

Provides information on Trident Reach, our care and support charity. You can view information on the services we provide, in which regions we provide them and also learn more about our fundraising initiatives as well as upcoming events.

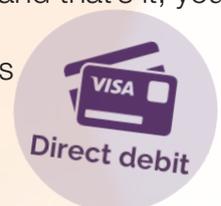
We hope that you like our new website. If you would like to feedback any comments, please mail communications@tridentgroup.org.uk or call the Communications team on 0121 633 4633.

Have you thought about changing to Direct Debit?

If you would like to switch to Direct Debit to pay your account, simply call Trident on 0121 633 4633 and speak to your Locality Officer or email them at LocalityTeam@tridentgroup.org.uk

Paying your account by Direct Debit offers a hassle-free solution to those who worry about paying their bills on time. You will need to have a bank or building society current account before you can set up this facility.

Not having to come into the office to pay, no filling out forms each month, simply set the Direct Debit up and that's it, your housing rent will be collected each month – just think of the time you'll save! And, thanks to the Direct Debit Guarantee, you are protected in the unlikely event of an error being made with a payment.



Get Involved!

Trident Group sees people and partnerships as being at the heart of everything we do. We believe that by involving residents and customers in activities relating to their home and communities we can help to improve their quality of life.

We are therefore committed to ensure that all our residents and customers have an opportunity to get involved, putting you at the heart of Trident. By listening to you, continuing to do the things that work and introducing solutions to the areas that need improving. Resident and customer involvement is essential in ensuring that our services continue to meet your needs.

If you would like to know more about how you can get involved, please contact your representative from the information below:



Clinton Simmons

Community Investment Officer
0121 633 4633
07765596039
Clinton.Simmons@tridentgroup.org.uk



Marie Calder

Customer Engagement Officer
0121 226 5800
07795496680
mariec@tridentreach.org.uk



Festive Recipe

10-minute fruit and nut fudge from Emma Franklin at Sainsbury's magazine: the only problem is whether to give it away as a Christmas present or eat it as a treat.



Ingredients

- 125 g diced unsalted butter
- 375 g golden caster sugar
- 397 g tin condensed milk
- 1 tsp vanilla extract
- 150 g pack festive fruit nut baking addition (or a mixture of raisins, flaked almonds, dried cranberries, chopped ready-to-eat dried apricots and chopped pistachios)

Method

1. Line an 18cm square tin with greaseproof paper.
2. Put the butter, caster sugar and condensed milk in a microwave-safe bowl - do not stir.
3. Microwave for 1 minute on full power (900W) and stir. Repeat this, heating and stirring 9 times, then stir briskly until cooled and thickened.
4. Stir in the vanilla extract and two-thirds of the pack of festive fruit and nuts baking addition.
5. Pour into the tin, then scatter over the remaining fruit and nuts. Cool, then cut into squares.

CHRISTMAS AND NEW YEAR OPENING HOURS

Please see below details of switchboard and office opening days and times over the festive period:

Trident Group - Head Office

| | |
|-----------------------------|-----------------|
| Friday, 22 December 2017 | 8.00am - 5.00pm |
| Monday, 25 December 2017 | CLOSED |
| Tuesday, 26 December 2017 | CLOSED |
| Wednesday, 27 December 2017 | 8.00am - 6.00pm |
| Thursday, 28 December 2017 | 8.00am - 6.00pm |
| Friday, 29 December 2017 | 8.00am - 5.00pm |
| Monday, 1 January 2018 | CLOSED |
| Tuesday, 2 January 2018 | 8.00am - 6.00pm |
| Wednesday, 3 January 2018 | 8.00am - 6.00pm |
| Thursday, 4 January 2018 | 8.00am - 6.00pm |
| Friday, 5 January 2018 | 8.00am - 5.00pm |

Trident Reach

| | |
|-----------------------------|-----------------|
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Get in touch...

We hope you enjoyed this newsletter. We would like to receive your feedback and any ideas or suggestions on what you would like to read about in the future. Please contact us at Trident Group, 239 Holliday Street, Birmingham B1 1SJ. You can also call us on 0121 633 4633 or email us via communications@tridentgroup.org.uk

