



Trident Group

Fast Talk

DECEMBER 2024

Help us keep you safe

We take your safety extremely seriously but we need your help! You will receive a letter from us to organise a gas check (if you have it in your home) every year and a check of your electrics every five years. It is important that you book your check in as soon as you can when you get this letter as gas and poor electrics are some of the biggest risks of causing fire in your home.

If you do not book your appointment, we will cap your gas or turn your electric off for the safety of you and your neighbours.



Smell Gas?

- ✓ Open all windows and doors
- ✓ Turn off gas at the meter (unless it's in the basement)
- ✓ Turn all gas appliances off
- ✓ Go outside and call gas emergency services on **0800 111 999** (on a mobile not your internal landline)

Wellbeing Checks

As your landlord, we want to make sure that you are happy and healthy in your home.

To do this, we carry out wellbeing visits with you.

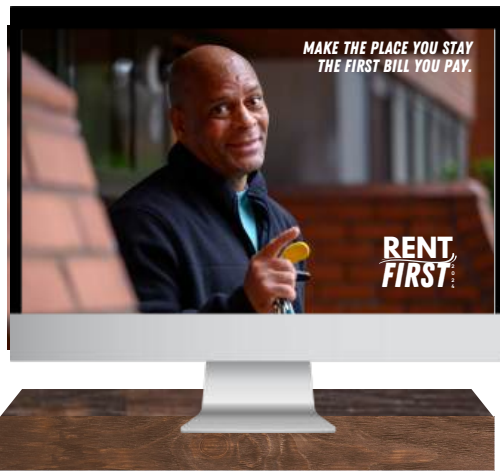
These visits are done at your home to make sure you have what you need to live in your home and help us to work with you if you need any help or support.

These are very important and it is vital that you keep your appointment or contact us to rearrange it. If you have any questions about the visit, please feel free to contact your Housing Officer when you receive your letter.



Over the next few weeks and months you will see some of our colleagues enforcing our TORT policy. This means that we will be removing any items that are left in communal areas such as corridors or under stairs.

These items are fire risks and can put you and your neighbours at risk. Please remove all items and store them safely in your own home.



Worried about paying your rent this festive period?

We understand that during the festive period that bills can feel overwhelming but it is very important that the first bill you pay is always your rent.

Not paying can put you at risk of losing your home. We would rather work with you to manage your debt and help you to prevent arrears now and in the future.

We offer advice to help you with your finances. This may include advice on benefits you are eligible for, help with budgeting, as well as advice on reducing rent arrears. If you are worried about your finances, it is always best to get in touch with us as soon as you can so we can help you.

We will also provide a Beacon of Hope Fund. This is a fund provided to help residents who may be in need of financial help from a one-off grant. We will review applications on a case-by-case basis as the fund is limited.

If you are worried about paying your bills or rent, contact your Income Officer immediately by email or phone.

Be our 1000th MyTrident portal user – and win!

To win you must register for our MyTrident portal by 31 December 2024 and be the 1000th person to sign-up.

To register you must be a main or joint tenant or a shareholder or a leaseholder.

You can use the portal to:

- Raise a repair with us
- View repairs – past and present
- Pay rent and service charges 24/7 so you never miss a payment
- View previous statements
- Raise a complaint with us

BUT – that isn't your only chance to win! If you book a repair using the portal, you will be entered into a prize draw for a £25 Love2Shop Voucher.

We will announce a winner every three months.



**SCAN THE QR
CODE TO GET
STARTED TODAY**



Are you winter ready?

Having a warm and safe home is so important to all of us. Here are some tips to help get your home ready for winter.

✔ **Keep your central heating on.**

We know that turning off the heating may seem an easy way to save money but it is better to keep your boiler and radiators on. This is more cost effective compared to having to heat a cold boiler. It will help prevent damp, mould, and condensation as well as stopping pipes from bursting.

✔ **Bleed your radiators.**

Sometimes you may notice that there is a cold spot in your radiator which could be trapped air in your radiator. You can bleed your radiator yourself using the vent key and a cloth. For tips watch this video from Wickes on [YouTube](https://www.youtube.com/watch?v=PVP1rbzk4DU) (<https://www.youtube.com/watch?v=PVP1rbzk4DU>).

✔ **Look after your boiler:**

Check your boiler pressure regularly – it should be between 1- 1.5 bar. You can check this from the gauge or display located at the front of the boiler. If needed, fill the boiler until it is the right pressure. Your boiler is likely to be the [Worcester Bosch Greenstar](http://www.worcester-bosch.co.uk) range - you can check which one on their website (www.worcester-bosch.co.uk) and watch tutorials and tips on their Youtube www.youtube.com/@WorcesterBoschHeating.

✔ **Have a plan should your heating or power fail:**

Have spare blankets, warm clothing, and torches in a safe place. Call us on 0121 643 4633 between 9am – 4pm Monday to Friday or 0121 643 6060 at any other time. Have this number where you can find it should you need to book a repair.

✔ **Check your smoke alarm every week!**

Make sure you and your household know your escape plan in the event of a fire. If you live in an apartment and are unsure, you can check by reading the fire actions in the corridors. If not sure, speak to your housing officer.

✔ **Don't let the festive cheer put you at risk.**

Over the winter, there are lots of celebrations which you will want to celebrate but it is important to stay safe.



Check the fuse on any lights that you are putting up and make sure they are turned off and unplugged before you go out or to bed.



Blow out any candles and make sure they are out.



Keep escape routes clear of any items such as decorations or presents. This includes communal areas!



Make sure to keep valuables out of site. Automatic lights can also help keep your home safe from crime as it may look like someone is in.





APPLY FOR A SEAT ON OUR BOARD



- ✓ Do you understand the housing sector?
- ✓ Can you speak up for our residents?
- ✓ Are you ready to make a difference?



This is your opportunity to go from the comfort of your living room to a seat in the boardroom, making decisions that matter and influencing the services our customers receive.

We're looking for a passionate resident who has lived in one of our properties to take a seat at the table and join our board of directors. Your insights and experiences as a resident are invaluable.

No board experience? No problem.

We're here to support you with training and guidance every step of the way.

What matters most is your drive to make a difference.

Apply today
getinvolved@tridentgroup.org.uk

from
LIVING ROOM
to
BOARD ROOM
a residents story



We hope to always provide a good experience and service to you but we know we sometimes don't achieve that.

If you wish to make a complaint you can contact us by emailing complaints@tridentgroup.org.uk, by using our **MyTrident** portal, or by ringing **0121 643 4633**. We are also overseen by the Housing Ombudsman.

You can read more at www.housing-ombudsman.org.uk.

Trident's main offices close on Tuesday 24 December 2024 for the Christmas break until Thursday 2 January 2025.

If you need to report an emergency, please call our out of hours number: 0121 643 6060
For care and support queries please contact your support worker or service team directly.