



Trident Talk

SUMMER 2024

refresh² refocus[®] renew⁺



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Trident Group



tridentgroup.org.uk



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WELCOME

From Nigel Wilson, Group Chief Executive



W elcome to this year's TridentTalk – and the first with myself as Chief Executive of the Trident Group.

I joined Trident in September 2023 and it has been important to me to get to know the business over the past six months.

Trident is an organisation I always held in great regard and I am really pleased to take over from John Morris. There's some work to do now to refocus our effort on listening to you, our customers, and improving the service we deliver.

This year has been a challenging one for everyone, with many of us still affected by the cost-of-living crisis. Earlier this year our Income teams worked closely with some of you to offer financial advice to help you keep a roof over your head.

While balancing budgets is always a struggle, I'm pleased we still have managed to complete important safety works across the organisation, including the mass fire system upgrade at Trident House.

It's important that you also help us to keep you and neighbours safe by following the

Safety Tips on Page 9. I also implore you to always report repairs quickly and promptly to us and to allow us the chance to make them right. If you sign up to our resident portal, **MyTrident**, you can do this at anytime day or night.

We are also working to improve our culture. In August last year you told us what you thought about our service. You can read the results on **Page 4** along with how we will be working to improve. Having your say is important so that we engage and work with you. You can have your say by answering our surveys run by **TLF Research**. **You can also** speak to our colleagues on your patch, messaging or commenting on social media, or joining one of our resident groups.

Please be part of that active voice and let us have those difficult conversations.

Over the summer, my colleagues will be running a census on all of our residents. We want to get to know you and make sure that the service we deliver is right for you.

These surveys will only take less than ten minutes but the information you give us will mean we can tailor our customer service to your needs and wants.

What I hope you take most from this magazine and all the interactions with colleagues is that we want to work with you.

We want to listen. We don't always get things right but we will work with you to improve things.

We know times are incredibly challenging for lots of families and people. We are here to help and support you in many different ways to ensure we are delivering on everything you need.

You can learn more about Nigel's priorities in our Meet the CEO Q&A on page 15



TENANT SATISFACTION SURVEY

Customer feedback is extremely important to us. It lets us know what we are doing well, along with where and how we can get better. Last summer, we held our first customer survey based on the new Tenant Satisfaction Measures...

What are Tenant Satisfaction Measures?

The **Tenant Satisfaction Measures (TSM's)** were brought in by the **Regulator of Social Housing**. There are 22 measures and they cover 5 key themes:

1. Keeping properties in good repair
2. Maintaining building safety
3. Respectful and helpful engagement
4. Effective handling of complaints
5. Responsible neighbourhood management

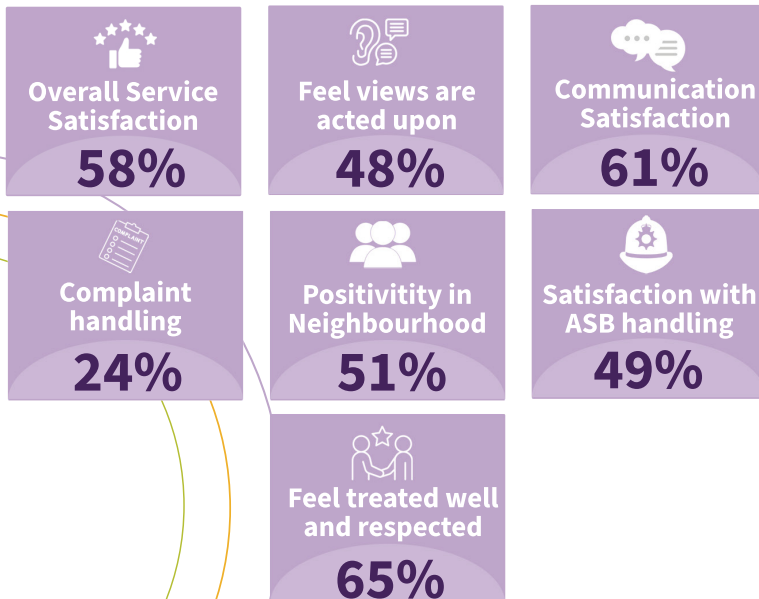
These are measured by asking your opinions and by reporting on key safety checks. The number of complaints and anti-social behaviour cases are also measured.



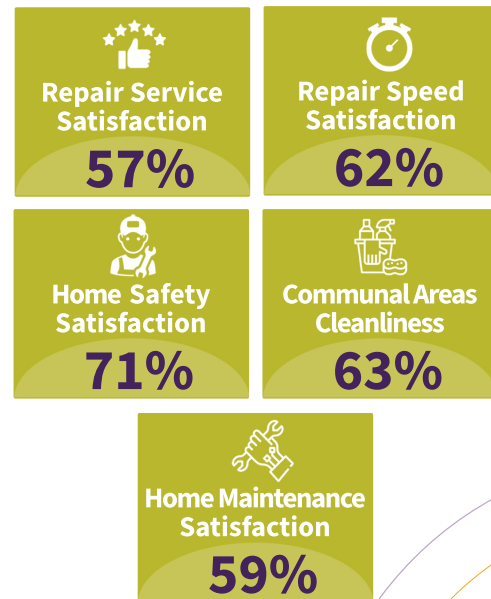
Customer Survey Results

The customer survey was open to all residents. We had **898** residents respond, which is **27%** of our customers.

Customer Experience



Repairs & Maintenance



Following this survey, we are committed to following an action plan to improve the service that customers receive. The key actions that this will include are:

YOU SAID	WE DID
Improve my experience as a homeowner	Employed a dedicated Home Ownership Officer. Will be creating dedicated panels and targeted surveys. Increased communication and clarify what are our responsibilities are and what are yours.
Improve our repairs	Work in-house to improve our efficiency and quality. Bringing in a text messaging service so you know when your repair is.
Improve customer experience and complaint handling	Recruited a Customer Experience Manager and a Complaints Administrator. Improved our processes to be more timely and consistent.
Improve the neighbourhood and where you live	Hired new litter picking services and bulky waste provision so less rubbish in your area. Updated policies and procedures so we can speed up removal of abandoned vehicles.
Value for Money	Review all contracts following our procurement policy and panel.
Boost Communication	Review our website and social media content to ensure relevant. Creating a communications panel to review documents and channels.
Improve Customer Service	Give additional staff training. We have updated our telephone answering service to include the call waiting function. Set up a "Mystery Shopper" programme.

We are committed to continuing to improve the service our customers receive and we will be building on this over the next 12 months. We are working with TLF Research, the specialist in customer insight to best understand you. We will be reporting quarterly on key areas that affect customers on our website and social media so that you can hold us to account.



How to give feedback
We want to hear your feedback! You can let us know your thoughts by:

Answering surveys:
TLF Research will ask customers what they think of us at random and collate the results throughout the year.

Giving feedback:
Let us know how your repair was handled by answering our survey, which is texted or emailed to you after the repair.

For general queries
Attend our events and roadshows. Event info is on our website and social media channels.

Join our Customer Voice Standing Group
Email: CommunityEngagement@TridentGroup.org.uk
Call : **0121 633 4633** and ask for the **Engagement Team**

MANAGING YOUR RENT

We understand that at a time of high cost of living 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 don't want anyone to lose their home.

That's why we would rather work with you to manage your debt and help you to prevent arrears now and in the future.

That's why in February we launched our **Rent First campaign.**



As part of the campaign, residents in arrears or at risk of arrears were contacted by our Income Teams, offering advice and guidance.

This will include checking for benefits that a resident may be eligible for as well as looking at budgeting advice.

We also held roadshows where teams were available for residents to discuss

their rent payments as well as any other issues affecting them.

One easy way to stay on top of your rent is to use our resident portal.

By registering to use the portal, you can **check your rent and service charges** as well as using our **AllPay** system to pay any rent that you may owe.



Are you in arrears?

If you fall into arrears, please make sure you:

- Contact us immediately so we can help you
- Read any letters that you receive from us carefully
- Take independent advice if you need to

We know that it can be a stressful situation but tell us first so that we can support and advise you, and most importantly, keep you in your home.

GO DIRECT DEBIT

Setting up a direct debit can also give you confidence that your rent is always paid on time and that any changes are managed for you without the hassle of going to the bank.

The direct debit guarantee means that your payments are secure and protects you in the rare event of an error.

Call us on **0121 633 4633** and we can set up this for you over the phone or you can email our Income team on IncomeManagement@TridentGroup.org.uk.



Mavis was really, really good, She is a really nice lady who is good at her job. Really helpful and attentive.”

Resident - Mrs Critchley. 2024



MEET THE INCOME TEAM



CAROLYN PALMER-FAGAN
INCOME MANAGER



IAN ANDERSON
HOME OWNERSHIP OFFICER



MARTIN HALL
INCOME OFFICER



SHARON GIBSON
INCOME OFFICER



MAVIS COFFIE
INCOME OFFICER



JOHN PEXTON
INCOME OFFICER

GIVING OUR RESIDENT A HELPING HAND

Our team have helped many residents across the Midlands including a resident who was living on her pension.

She was not getting the full housing benefit she was entitled. This left her stressed and overwhelmed about being able to pay her rent.

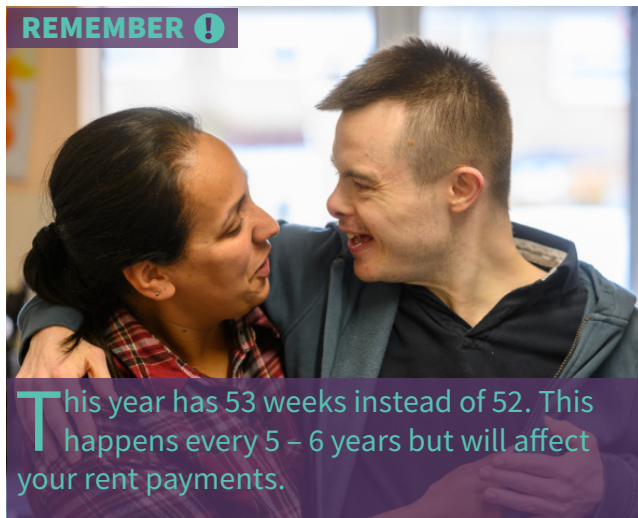
Our Income Officer, Mavis Coffie supported her by getting her proof of pension credit from the DWP and helping her claim a backdated payment to clear her arrears.

We also supported her to apply for a household support fund for her and she received a payment of £200 in addition.

BEACON OF HOPE FUND

As well as budgeting and benefits advice, our Beacon of Hope Fund can provide practical help with unexpected costs and expenses. The Beacon of Hope Fund will provide help with bills, rising or unexpected household costs. This will be done through payments directly to providers or vouchers - in place of cash payments.

REMEMBER !



This year has 53 weeks instead of 52. This happens every 5 – 6 years but will affect your rent payments.

This means there is an extra week of rent to pay – you need to ensure this is covered. Universal Credit will not cover this extra week so please make sure to have the funds for this. If you have a standing order please update this to stop yourself going into arrears.

To apply, ask for a form from your **Housing Officer** or **Income Management Officer**.

Alternatively email us at hopefund@tridentgroup.org.uk

BUILDING SAFETY

At Trident we value the importance of ensuring the health and safety of our residents, colleagues, and visitors who access our services and live within our homes.

In an ever-evolving urban landscape, the safety of our buildings stands as a paramount concern. Whether it's a towering apartment complex, a cosy suburban home, or a community centre, the wellbeing of our residents hinges on robust safety measures.

Appointments you can make with us:



Gas Checks: These checks are required to be done yearly under the **Gas Regulations 1998**. A colleague will come to service your gas appliances, checking your smoke alarms at the same time too. These appointments take no longer than an hour.

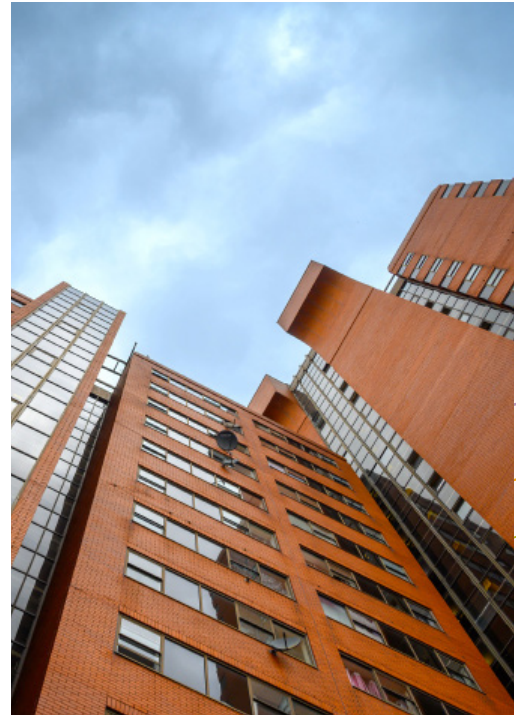


Fire Door Safety Checks: These checks are required to be done each year under the **Fire Safety (England) Regulations 2022**. One of our team will come to inspect both sides of your door to ensure it is fire safe. These appointments take no longer than ten minutes.

Please note it is a legal requirement for you to allow access and help us to complete inspections.



Daily Maintenance and Repairs: With any repairs you may require, you can book in an appointment using our **Resident Portal**, by calling, or emailing customer services. Once the appointment is booked it is essential that you stick to your appointment time due to high demand for our services currently. If appointments are not kept, this can result in longer waiting times and missed appointments may be recharged to your property account.



Keeping Appointments

Help us to keep you safe and reduce call-out costs by sticking to appointments and ensuring that you book in the correct yearly checks for your home.

If you are unable to attend an appointment, or need to re-schedule **please use our resident portal** or contact the customer services team at:



**CustomerServices@
TridentGroup.org.uk**

Fire Safety

- **Fit a smoke alarm** on each floor of your home.
- **Test alarms** once a week and batteries once per year.
- Keep communal areas and exits clear in case of emergency evacuation.
- Do not leave lit candles unattended.
- Close all doors at night to help prevent spread of fire.
- Accidents while cooking account for half of home fires. **Do not leave children alone in the kitchen.**



Electrical Safety

- Do not overload electrical sockets.
- Switch off and unplug electrical goods when not in use.
- Make sure you know where your fuse box is, so you can turn the mains switch off in an emergency.
- Ensure plugs, sockets and leads are not visibly damaged and replace if necessary.
- Never store combustible materials near the fuse box or metre.



Gas Safety

Ensure your property is up to date with gas servicing and has working CO detectors.

If you smell gas, you should:

- Open doors and windows to get rid of the gas.
- Do not smoke, use electrical switches or use naked flames.
- Check to see if the gas has been left on or a pilot light has gone out.
- Turn off the gas at the meter.
- Contact **National Grid** on the gas emergency number on: **0800 111 999**.



Damp & Mould

- Open windows a little if they become misted up.
- Provide ventilation if you have to dry clothes indoors.
- Keep the kitchen door closed when cooking or washing, and **open a window** to allow steam to escape.
- Keep the bathroom door closed after having a bath and open a window (or use extractor fan) to let steam out.
- Where possible do not dry washing on radiators or in front of a radiant heater.



E-Bikes, E-Scooters and Mobility Scooters

As **E-Bikes, E-Scooters and Mobility Scooters** are more popular, store yours safely by keeping away from flammable materials. Use the correct charger and keep battery packs uncovered to avoid overheating. Make sure you store your bike or scooter safely in your own property, away from any fire access points.

If you have any questions, contact the Building Safety Team on BuildingSafety@TridentGroup.org.uk



TRIDENT SAFETY REVIEW

Since the tragic fire at Grenfell Tower in June 2017, building and fire safety has become a key national and political priority. At Trident, we have reviewed our processes and procedures in line with the Fire Safety (England) Regulations 2022.

This means that over the last year you will have noticed works being completed in many properties, such as Trident House, in order to ensure compliance with regulations.

Safety Improvements

Fire Door Replacements & Upgrades

We have replaced existing residents' flat doors for Fire Doors which provide added protection against the spread of fire.

We have adapted existing flat doors to comply with the **Fire Safety (England) Regulations 2022** by providing door closures, letterboxes, and hinge replacements.

Emergency Lighting

We have made upgrades to our emergency lighting systems in communal areas.

Fire Alarm System Upgrade

We have upgraded existing fire alarms where necessary due to the age of alarms, ensuring all of our properties are protected and compliant.

Delivered Training to Colleagues and Contractors

We have trained our colleagues and partners on the changes following the **Fire Safety (England) Regulations 2022** to ensure that our colleagues are aware of and compliant with legislation.



Get in Touch



If you have any queries on fire safety, or would like us to check that your property is compliant please contact the **Building Safety Team** on:

BuildingSafety@TridentGroup.org.uk

CO-OPERATIVES

On 1 December 2023, Trident Group took over management of five co-operatives from fellow Matrix partner, GreenSquareAccord. Trident Group is proud to be able to support residents to have more say in their properties and we are delighted to have taken over the management of the co-operatives.

What is a Co-Operative?

A housing co-operative is where residents work together to manage the properties where they live. This can include managing repairs, budgets, and waiting lists.

Every resident has an equal say in any decision making that happens and it empowers residents to

have more say in the community where they live.

Co-operatives mean that residents have more say in the homes and community they live in.

Their committees make decisions on how and where the cooperative money is spent.

Trident are happy to be helping the committees in managing their cooperatives.

We attend meetings to ensure good governance, help with training and guidance to follow housing legislation, and complete repairs when authorised to by the committee.



South Road is a successful tenant run organisation providing homes to 35 people in Lozells and Handsworth.

Shahjalal was set up nearly 15 years ago, by and for the Bangladeshi community in **Aston** and **Saltley**.

Since 1977, **Balsall Heath** is proud to serve the housing needs, whilst adding to a vibrant sense of community.

Paddock manage 46 homes in **Walsall**, since forming in 1984. Resolving the housing waiting list issues in Chuckery, at the time.

Bordesley Green was originally built to provide accomodation for student nurses near the **Heartlands Hospital**.

The Future

We are excited to grow our co-operative partnerships and have a dedicated team managing the properties and ensuring our new residents needs are met and they are well looked after.



NEW HOUSING DEVELOPMENTS

IN 2023 WE ARE PROUD TO HAVE ADDED FOUR NEW DEVELOPMENTS TO OUR PORTFOLIO



Honeybourne

Jordan recently moved into one of our stunning Honeybourne homes in Evesham with her young son. The estate is in one of Worcestershires most attractive and characterful villages, which has been a fantastic place for Jordan to raise her young family.

We partnered with OWL Homes to develop these properties, and were delighted to add them to our portfolio in the summer of 2023.

Yardley Wood

We opened our Yardley Road Development to 14 supported residents with the help of **Councillor and Cabinet Lead for Health and Social Care, Mariam Khan**.

The service provides accommodation with support to build resilience, improve wellbeing, and move towards independence.

This is with the aim that customers will be supported to live independently within 2 years by improving life skills, increasing engagement with their community and loved ones, as well as through training or employment opportunities.



Holly Lane

Trident also acquired 9 new properties in Nocks Avenue, Erdington from Persimmon Homes.

Visit the 'Find My Home' section on www.tridentgroup.org.uk





TAYLOR MOVES INTO NEW MARY'S MEADOW HOME

Taylor George and a number of other families moved into our stunning new development of 27 properties in Mary's Meadow, Blackfordby. These are our first Leicestershire properties, developed with a focus on enhancing the sense of community and social value in the area.

Taylor was excited to have the keys handed over for her first family home at one of our stunning semi-detached properties on Lewis Drive - just in time for Christmas.

She expressed her gratitude and appreciation to Trident for supporting her during the process stating, "*When I first moved in, it was overwhelming as I had to idea how to manage gas, water*

and electric, so I contacted Trident and they got back to me straight away to give me guidance and support".

We are committed to open communication and collaboration with residents to ensure a smooth and positive transition into their homes.

In addition to 21 rental properties, Trident are

proud to have been able to offer 6 Shared Ownership homes to help get young families onto the property ladder. Taylor's young son Leo loved having a big living room to play in, and a spacious garden to run around in this summer.

The community is growing with Phase 2 allocating the final 10 properties in June 2024.

Full video available on the Trident Group Youtube Channel  YouTube



CHANGE A LIFE

BECOME A TRIDENT SUPPORT WORKER

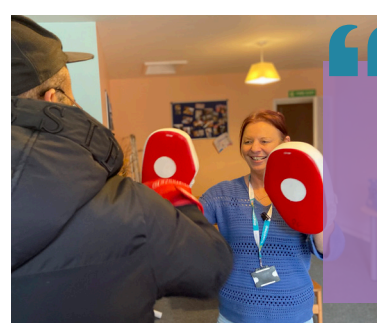


Luke has been living at our learning stability scheme **Charlotte Gardens** for over two years. Throughout his journey to independence he has worked with his support worker Amanda Brewster to build his confidence and life skills.

Luke said “Ever since transitioning here, I’ve changed as a person in a very positive way. I feel good and very relaxed – I can do things that I couldn’t do before like going out and making friends. It has been a very good experience”.

When asked about the relationship he has with Amanda, he expressed “*She’s almost like a second Mother, because shes very caring and supportive. She understands our banter but also our bad days. She’s just really easy to get on with*”.

With Amanda’s support, Luke now likes to venture out to the shops, knows how to budget for the month and has learnt how to cook for himself and his friends.



“The feeling is amazing when you know you’re being appreciated for what you do. Its positive seeing someone go from homeless, depressed and vulnerable, to engaging with others and developing news skills . It’s lovely watching their personality and confidence grow”.

The residents at Charlotte Gardens emphasised how important it is to get the right support. They are calling our for new support workers to help them along their journey.

When asked ‘**What makes a good support worker?**’ the residents used the words below to describe the best qualities...



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GOOD LISTENER FLEXIBLE SENSE OF HUMOUR
ADVENTUROUS PATIENT SMART EASY TO TALK TO

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MEET THE CHIEF EXECUTIVE

In September 2023, Nigel Wilson joined Trident Group as our new Chief Executive. We interviewed him to learn more about him and his ambitions for Trident Group.

Tell us a little about yourself

I'm married with 3 children and have been involved with social housing for over 37 years.



My love affair with housing began in Birmingham, moving down from where I was born and brought up in Lancashire and got a role in a housing co-operative as a Housing Officer.

Why social housing?

Social housing is important to me because it housed me when I was looking for accommodation here in Birmingham through the housing cooperatives.

My Mum and Dad when they were first married lived in a council house and that was where I was born. So it has always been around me in different ways.

Often people take it for granted that it's there, but it is something I've always cared about.

What can residents expect to see differently?

I hope that residents will see we are renewing our commitment to engaging and working with them. Our colleagues will be out as much as possible on the patches in the areas and on the estates being visible, delivering the services and meeting their needs.

For a smaller organisation like Trident, it is key to find that balance between investing in existing homes, meeting the needs for new homes, and making sure we are meeting the needs and demands of our residents.

How do we have those conversations?

I think it's about making sure we use all the means at our disposal. In the old days it used to be meetings in church halls with cups of tea and damp biscuits at 7.30 on a wet Wednesday night.

These days it's about the internet, Facebook, Twitter and online surveys.

However, there's lots of ways that voices can be heard. It's not just about turning up to meetings and filling in questionnaires. It is also, knocking on the doors, seeing who is behind the door and understanding their vulnerabilities and needs – tailoring our services to meet those needs.

How can residents help us to improve?

I think it's important that we see the work with our residents as a real partnership.

We both have obligations to each other, so its important we work together. Listening and improving practices to get things right. I think it's also about influencing how we can put investment around the homes and neighbourhoods.

As I say there are choices that have to be made and let's include people doing that and make sure people feel valued.





WANT TO LEARN HOW TO USE MYTRIDENT?

Want a digital tour? Check out our portal walkthrough video here: [Youtu.be/_CgGTnHSWDU](https://youtu.be/_CgGTnHSWDU)

@TridentGroupUK



SCAN THE QR CODE TO GET STARTED TODAY



ALL YOU NEED IS YOUR POSTCODE, NATIONAL INSURANCE NUMBER AND YOUR EMAIL ADDRESS YOU GAVE TO TRIDENT TO SIGN UP

FOLLOW US ON SOCIAL MEDIA



@TRIDENTGRP

Raise a repair with us



Pay rent and service charges



Raise a complaint with us



View previous statements



Book a gas service on a convenient date



View all your reported repairs - past and present



tridentgroup.org.uk