

LIMELIGHT

Salix Homes Magazine

2021-2022



INSIDE:

Social housing changed my life

Kickstart your career

Meet our pandemic heroes

Discover our
Springboard Heroes
making a difference
in Salford

A WELCOME FROM OUR CHIEF EXECUTIVE

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FSC provides global standards for forest management, which cover environmental, social and economic aspects. The well-being of forest communities and ecosystems is as important as replacing trees, and FSC is the only wood certification scheme endorsed by WWF, Greenpeace and The Woodland Trust.

Welcome to our 2021 edition of Limelight (and my first as chief executive of Salix Homes).

I'm sure you won't need me to tell you that the 12 months since our last Limelight have been like no other as the world continues to contend with the coronavirus pandemic.

As you will see in this edition however, that has not stopped some of the tremendous work taking place across our communities; from supporting some truly inspiring community groups with our Springboard Fund (page 8); to building more affordable homes in Salford (page 16); the young people giving their career a kickstart with us (page 12); and a new scheme we've introduced to recycle unwanted furniture (page 14).

What I would really like to talk to you about however, is the work we're doing to make sure all customers have a voice when it comes to the services we provide. It's essential that we're not only listening to your views, but crucially that we're acting upon them.

Over the last year we have put in place a number of things to ensure your views are heard: Our new Customer Committee and scrutiny groups have now been in place for more than a year and are giving real

insight in to where we need to improve or adjust services to meet your expectations. You can read an interview with the new chair of the Committee and local resident, Charlotte on page 4.

In June we launched our new Customer Charter called Our Promise to You setting out what you can expect from us. At its heart is how we act on your feedback. Our approach to building safety (page 32), that has helped inform the Government's Building Safety Bill, also makes sure you can easily inform us if you have any concerns as to the safety of your home. Finally, our new teams that you can read about on page 23 are based on the feedback you have given us.

Myself and the team at Salix are committed to making sure your voice is heard and we will be introducing more opportunities to make this happen.

In the meantime, I hope you enjoy the read.

Sue Sutton





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'SOCIAL HOUSING CHANGED MY LIFE'

At the age of 21, Charlotte Haines was a single mum-of-two, facing homelessness. A decade on, she's transformed her life and is now Chair of our Customer Committee. We caught up with her to find out why she decided to get involved.

Last year we launched our ground-breaking Customer Committee designed to transform the way we engage with our tenants and give our residents a much stronger voice and a platform to hold us to account.

Charlotte is one of 12 residents who sit on the Committee and has recently taken over as Chair. She credits social housing for saving her life and now wants to use her own life experience to help others.

She's now a happily married, working mum-of-three, but her life used to be very different.

She explained: "I've had a roller-coaster of a life. I was a teenage mum on benefits and then when I was 21, I found myself homeless with two young children after a relationship breakdown. At one point, me and my children were sleeping in my dad's dining room.

"Luckily, I was given a Salix property in Little Hulton - a home I'm still in today - and that changed my life. At the time I had nothing, I remember I had to sell my jewellery to buy carpets, but these things make you stronger.

"If it hadn't been for Salix Homes and getting my home back then, I really don't know where I'd be today. And that is the reason

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why I want to get involved - I understand the difficulties that many tenants go through as I've been there. I've been the single mum struggling on benefits, I know what it's like, so I can use my experience to help others."

The Committee is responsible for ensuring we're delivering on the consumer standards, set by our regulator, achieving value for money, and holding us to account and can commission a piece of scrutiny work into any area of the organisation.

Their work has included supporting the recruitment of our new chief executive, looking at our pandemic response, shaping our new Customer Charter and they have been sharing their experiences with other housing associations as an example to follow.


Charlotte is passionate about supporting our older residents and wants to focus on improving our services to older tenants affected by the digital divide.

She added: "One of my priorities is to help improve communications for older people who aren't on the internet and might feel excluded.

"Salix was brilliant during the pandemic, making thousands of phone calls to older and vulnerable people to check on their welfare and I'd like to see more done to support those people."

The Committee was launched just before the Covid-19 pandemic hit in 2020, and for the first year of its existence, members only met face-to-face twice, conducting all business in the virtual world.

The pandemic presented the opportunity to do things differently, and Charlotte says in many ways it's brought them closer together.

A portrait of Charlotte Haines, a woman with long dark hair, smiling. She is wearing a light-colored jacket. The background is a brick wall.

“ IF IT HADN'T BEEN
FOR SALIX HOMES
AND GETTING MY
HOME BACK THEN,
I REALLY DON'T
KNOW WHERE I'D
BE TODAY ”

Charlotte Haines

“We're all different people, with different backgrounds, but we're all on the same page. It's a great group of people who all just want to make a difference.”

And the Committee is making a real difference - even being recognised for its achievements in the Northern Housing Awards and the TPAS Awards.

When Charlotte joined the Customer Committee, she was working as a PCSO with Lancashire Police, but can now see her future working in the housing sector and had previously volunteered on our Youth Panel when she was younger.

She added: “Social housing is about so much more than just providing homes, it's about helping people and I want to help people too. I'm really proud to be part of this movement at Salix Homes, which is well ahead of the game when it comes to Customer Voice.

“Who better to shape the future of social housing than the people that live in it, and I look forward to continuing to work with Salix Homes to improve services for all tenants and create a social housing service in Salford that we can all be proud of.”

WANT TO GET INVOLVED?

Getting involved in your housing service makes a real difference to your community.

- Have your say on how we deliver our services
- Learn more about us and what we do
- Gain new skills, knowledge, and experience to boost your CV



Visit www.salixhomes.co.uk/getinvolved

OUR PROMISE TO YOU

This year we officially launched our new Customer Charter cementing our commitment to providing the best possible service to our customers. Dozens of our colleagues took to publicly pledging their commitment to the charter at its launch in June.

The Charter - titled 'Our Promise to You' - sets out a comprehensive set of new promises for customers so you know exactly what you can expect from us as your landlord.

The promises have been developed with our Customer Committee as well as a wider consultation with customers. They are focused around the following seven key areas:



RESPECT

We will treat you with respect and our relationship will be based on trust, honesty and transparency



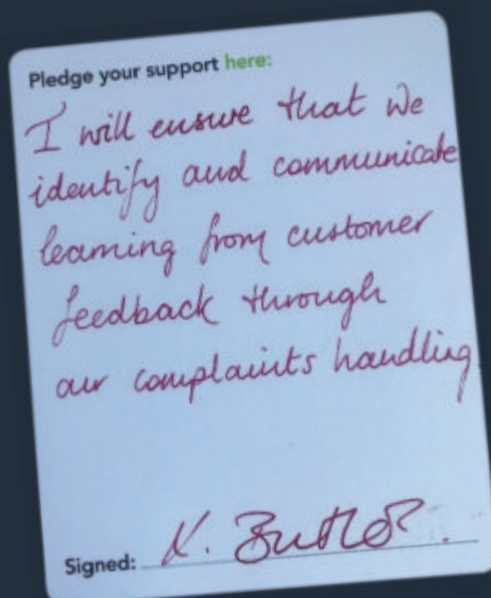
COMMUNICATION

We will give you clear and accessible information on the issues that matter to you



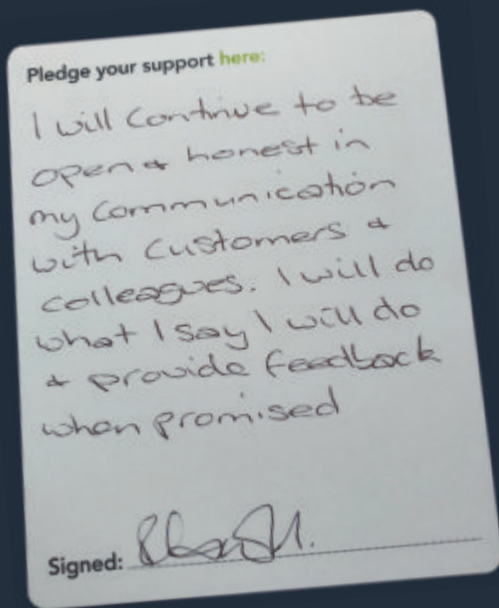
YOUR VOICE

We will ask for and value your views



OUR SERVICES

We will provide housing services to you that are efficient, consistent and easy to access



RESOLUTION

We will make sure you have a simple and accessible way of raising issues, making complaints, and putting things right

Sue Sutton, our chief executive, said: "We're incredibly proud to launch our new Customer Charter, which clearly sets out our commitment to customers, so they know what they can expect from us as their landlord."

"Providing customers with the best possible service has always been our priority, but following the Grenfell Tower tragedy in 2017 we pledged to do more, and our new Charter represents the start of a new era of landlord and customer relationship, which puts customers firmly at the heart of the organisation."

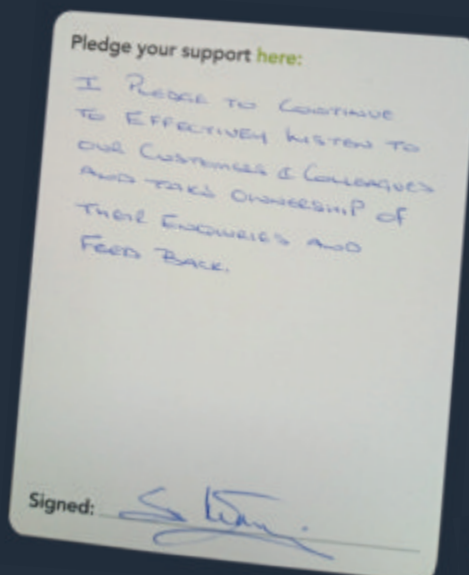
"We've listened to our customers, worked alongside our colleagues and partners and taken consideration from proposed new Government legislation to develop this Charter, which we're confident will give customers a much stronger and more influential voice in how our services are run."

The Charter has also been inspired by the Government's recently launched Charter for Social Housing Tenants, the National Housing Federation's 'Together with Tenants Charter' and the national Building Safety Charter.



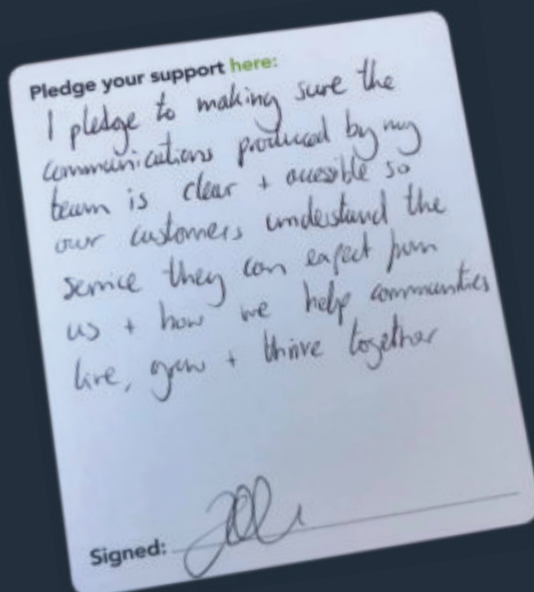
SAFETY

We will put the quality and safety of your home at the heart of how we build, improve, maintain, and manage your home and neighbourhood

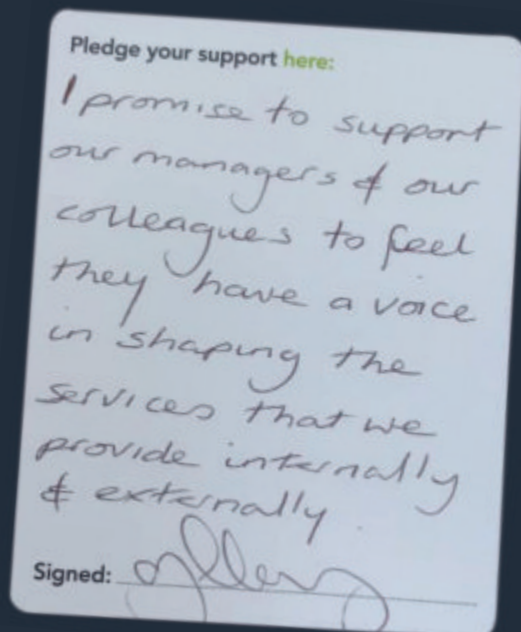


ACCOUNTABILITY

We will work in partnership with you so you can independently monitor us and hold us to account



Read our full Customer Charter and see how we are getting on at:
<https://www.salixhomes.co.uk/ourpromiseto you>



MEET OUR Springboard HEROES

For the past year, we have been awarding grants to groups and projects across Salford that are making a difference in our communities.

We have donated more than £33,000 to dozens of local groups and initiatives across Salford as part of our Springboard community grant programme.

From gardening groups to grassroots football teams; Springboard has provided much-needed cash injections to local projects that boost community spirit, promote health and wellbeing, reduce isolation and improve the environment.

Once again, we've picked four fantastic projects from across our neighbourhoods as finalists in our annual Springboard Heroes Awards, with the winning project, as voted by the public, receiving a £1,000 cash boost.

Read on to find out more about our inspiring finalists who are changing lives for people in Salford.



£33,000

donated to dozens of local groups and initiatives across Salford



OUR RUNNERS UP ARE...

Salford Litter Heroes



This inspiring group of volunteers make it their mission to tackle littering and fly-tipping within Salford.

The team of litter-bug busters organise regular litter-picks, and since forming in 2019, have collected a staggering 6,000 bags of rubbish from across the city.

Volunteer Vanessa Hamnet said: "We organise community litter picks which are open for everyone with a passion for tackling litter and fly-tipping.

"We want to help make Salford become a litter-free city. We'd like to educate local businesses, children and adults on how they can be part of the solution.

"Reducing litter pollution is so important for our local biodiversity, our water systems and our reputation."



Vanessa Hamnet, Salford Litter Heroes volunteer

Bridgewater Residents Association



This green-fingered group have bounced back from adversity after thieves raided their community garden, stealing their prized planters.

The group manage the community garden on East Philip Street in Trinity, which has proved a lifeline for many people struggling during the lockdown.

During the past year, the garden, which is maintained entirely by volunteers, has provided vital outdoor space for local residents.

Volunteer Rik Critchley said: "The garden has become a focal point for the community, providing essential open space for residents in flats with no gardens.

"Everything we plant, we aim to make edible, so that local people have access to fresh fruits and vegetables."



Rik Critchley, Bridgewater Residents Association volunteer

Salford Pride



Salford Pride provides fundraising, awareness and educational projects for the city's LGBT+ community and also host the city's annual pride event, which last year was held online due to Covid restrictions.

Salix Homes has a long-standing history with Salford Pride, sponsoring the first ever Pink Picnic in Peel Park in 2011.

Salford Pride chief executive Lee Bowditch said:

"Our charity works to build a stronger, diverse community that celebrates inclusion and equality. It's more important than ever that the LGBT+ community has a voice.

The support we get helps us to give Salford's LGBT+ community representation and helps to create positive change in our city.

"The support we had from Salix Homes meant we were able to keep our pride alive in 2020, delivering our Pink Picnic, digitally."



Lee Bowditch, Salford Pride chief executive

AND THE WINNER IS...

The Buile Hill Mansion Association



“ IT'S GROUPS LIKE THIS
THAT MAKE OUR COMMUNITIES
SO SPECIAL ”

Sian Grant

This dedicated group of volunteers work alongside Salford City Council with a vision to restore the historic Buile Hill Park Mansion and surrounding buildings and bring it back into public use.

From 1975 until 2000 Buile Hill Mansion was the home of the Lancashire Mining Museum, but due to budget cuts, Salford Council made the decision to close the museum in 2000.

We previously donated £900 from our Springboard fund to

support the cause and enable the group to organise a number of community events, which included creating a series of films of people sharing their memories of the site.

Jenni Smith, the association's chair and funding lead said: "We're thrilled to have been voted as this year's Springboard Heroes winners and would like to thank everyone who voted for us. We'll be using the money to continue our restoration of the Sensory Garden and to hold community events.

"The Sensory Garden was opened in the 1960s and was created to be a garden for park visitors with impaired senses. Sadly, over the decades, the garden has fallen into a poor condition due to lack of resources and investment.

"Our aim now is to restore the garden for the enjoyment of all, but including those with sensory impairment or processing disorders. We'll then be able to open up the garden for tours and sensory sessions for local families, schools and groups."

Springboard **HEROES** WINNER



Sian Grant, our executive director of operations, added: "We're incredibly proud of our Springboard grant programme, which has provided a lifeline, particularly during the challenges of the pandemic, for many fantastic groups and projects, which are really making a difference in our communities."

"Huge congratulations to Buile Hill Mansion Association, which is a very worthy winner of our annual Springboard Heroes Awards, as voted by the public. It's groups like this that make our communities

so special, and we hope the cash prize will help the volunteers on their mission to reopen the Buile Hill Mansion, which will have a huge benefit to the Salford community and beyond.

"All four of our finalists were heroes in our eyes, and this is our way of honouring some of the amazing work that people in Salford are doing day in, day out."

HELP RESTORE BUILE HILL MANSION

Would you like to support the mission to renovate the mansion and surrounding area for community use?

The volunteer-led group is always on the lookout for volunteers and supporters to get involved.



Visit www.builehillmansion.co.uk to find out more.



Alexie Dean

You can watch
Alexie's full
interview on
[www.salixhomes.co.uk/
limelight](http://www.salixhomes.co.uk/limelight)



KICKSTART YOUR CAREER

After being affected by the downturn in the Covid-19-ravaged job market, Salford resident Alexie Dean has been given a kickstart by Salix Homes to get his career back on track.

Alexie has spent the past six months working as our project assistant, supporting our business change project manager Steve Finbow, as part of the Kickstart scheme.

Like thousands of young people across the country, he felt the impact of the pandemic, both personally and professionally, and before joining Salix Homes, he had been unemployed for six months.

Kickstart is a £2billion funded national scheme designed to create high-quality, six-month, paid work placements for unemployed young people, claiming Universal Credit and at risk of long-term unemployment.

Name: Alexie Dean

Role: Project assistant

Age: 25

What impact did the pandemic have on you before you joined the scheme?

It was tough for me to adapt from working every day and go from loads of socialising to nothing for months on end. It was quite a challenge.

What motivated you to sign up for the Kickstart scheme?

I was out of work and I had applied for about 100 jobs with no answers. It was a challenging time. When I heard about Kickstart, I thought it sounded like a really good opportunity.

Salix Homes also sounded like a business I could get behind. It was just at the right time, more than anything. I'd been struggling to find other roles and as soon as I spoke to Steve Finbow, the business change project manager, I knew this was the role for me.

“ I WAS OUT OF WORK AND I HAD APPLIED FOR ABOUT 100 JOBS WITH NO ANSWERS. IT WAS A CHALLENGING TIME. WHEN I HEARD ABOUT KICKSTART, I THOUGHT IT SOUNDED LIKE A REALLY GOOD OPPORTUNITY ”

Tell us about your job and what is the best part about it?

I'm a project assistant and I support Steve by helping with doing reports, spreadsheets and organisation. It's sort of keeping Steve in check, really!

There's lots of positives about this role and the best part is the people. You come into the office and there's lots of personalities and different kinds of people. There's always daily banter, which is great.

A big highlight of the workplace itself is how you get on with people there. And it seems like everyone here are friends

How will you be using this experience to help you in your next role?

It really depends on the role. While not every business is

going to need a project assistant, the one big thing I'll take from this experience is the importance of being organised. Also the ability to plan your ideas out and make them make sense to everybody involved.

Where do you see yourself in five years' time?

Personally, I'd like to start my own business within the next five years, maybe even two years. Workwise I'd like to be in management or senior management.

Would you recommend Kickstart to someone who is considering signing up?

Absolutely, yes. The past twelve months have been quite challenging, with being out of work and no jobs going. I think anyone who is in that position should consider the Kickstart scheme.

It just helps you to get back into the work routine and to get your finances sorted again. I think everyone should go for it, if they're in a position to do it.

Kickstart is a
£2billion
funded
national
scheme



Alexie has now been successful in gaining a full time position at Salix Homes in our finance team as our new procurement officer.

WASTE NOT WANT NOT:

THE FURNITURE RECYCLING SCHEME HELPING PEOPLE AND THE PLANET

Two year ago, we launched our pioneering furniture recycling scheme in a bid to make better use of our customers' unwanted furniture and household items.

Since then, we've successfully diverted more than 180 tonnes of furniture away from landfill sites, reduced fly-tipping on the streets of Salford, and helped hundreds of people get back on their feet.

We caught up with our recycling co-ordinator Janine Hart to find out more.

The eco-friendly scheme works by recycling unwanted furniture, household items and white goods and then giving it away for free to tenants who need it most.

The furniture is either donated by customers or has been left behind when a resident moves out of their home. If it's good quality and fit for use, it's collected by our team - saving it from being dumped in landfill sites.

Thanks to a warehouse full of furniture, our recycling coordinator Janine and her team of recycling operatives - Dave Ryan, Brendan Fanning and Aaron Brown - have seen more than 1,800 items come through the warehouse doors since the scheme launched.

Janine explained: "People who are struggling can come down to our warehouse and pick what they

need to help make their house into a home. This includes people that have fallen on hard times, refugees and women escaping domestic violence.

"I'm really proud of the work our team is doing as it enables people with nothing to start to build a safe and happy home environment."

The scheme accepts a wide variety of furniture including sofas, wardrobes, beds, white goods, and even smaller items like ornaments and mirrors.

We've diverted more than **180 tonnes** of furniture away from landfill sites

Any mattresses and sofas need to have their fire safety label still attached.

Janine added: "We're always on the lookout for new items to add to our warehouse. If you've got any household items that you no longer want, you may be able to donate it to our recycling scheme. You'll not only be helping the planet, but also people who may be struggling."

Such is the project's success, we're now looking expand it across Salford and open it up to the wider community. Other housing providers across the country are also following our lead and setting up similar initiatives in their communities.

Maria Lester, our environmental services manager, added: "Previously, it was standard

We've now saved

£35,000

through
repurposing
this furnitures



David Ryan, Brendan Fanning
and Janine Hart from the
Furniture Recycling Team

practice to just throw anything left behind away, but we thought it was a real shame to see perfectly good items just go to landfill.

"Not only was it wasteful, but it was also costing the organisation a lot of money in tipping costs and we've now saved £35,000 through repurposing this furniture, which is money that can be better spent on our homes and communities.

"We've even had other housing providers come and visit to learn how the scheme works, so we're hoping more providers will start to do their bit to support both people and the planet in this way."

DONATE YOUR UNWANTED GOODS

Have you got any furniture or household items in good condition that you no longer need? Or maybe you're a customer in need of some new furniture?

If you'd like to donate your items, or think you could make use of this service, please get in touch. Our Income Management Team can also make referrals to the scheme for tenants who are struggling to pay their rent or bills or need some financial advice and support.



0800 218 2000 or enquiries@salixhomes.co.uk

'HOMES FOR THE PEOPLE'

In 1944, as the country approached the end of the Second World War and our war heroes returned home, a Salford rector made a plea to the Government to prioritise building 'homes for the people'. Now, more than 70 years later, his words have been immortalised in history at our new affordable housing development - Artifex.

The legacy of revered minister and writer Canon Peter Green will live on at Artifex - our new apartment block, which has brought more than 100 affordable homes to Salford.

We've named the building in a nod to the famous Salford son, who was a rector at the nearby St Philips Church, as well as a published writer and pacifist who was passionate about fighting social injustice.

During the First World War and until the 1950s, Canon Peter Green wrote a weekly column in The Manchester Guardian - which was later to become The Guardian - under the pen name 'Artifex'.

He wrote about pacifism and compassion as well as articles about social injustice and women's suffrage and is fondly remembered as a 'real man of the people who loved the Salford people'.

The 11-storey residential building forms part of our £22.5m Canon Green Campus development in Trinity, which has also seen 1960s tower block Canon Green Court completely transformed and modernised for its existing residents, along with neighbouring apartment block Westminster House.

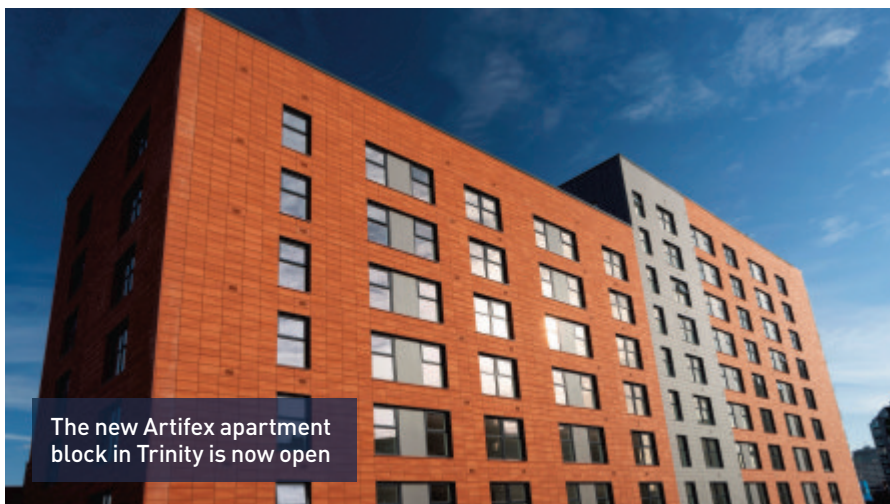
Sue Sutton, our chief executive at Salix Homes, said: "The legacy of Peter Green is already

recognised in Salford, with Canon Green Court being named in his honour back when it was built during the 1960s.

"We wanted to pay our own tribute to this much-respected Salford son whose fight against social injustice represents our own beliefs and values at Salix Homes and our ethos to deliver high-quality, affordable housing for everyone. This is even more pertinent in an area of Salford that has seen little to no new affordable housing for decades.

"The Artifex has brought 108 desperately-needed affordable homes for people in Salford, at a time of a housing crisis. Peter Green was incredibly progressive for his time and very vocal against social injustice. He was passionate in his calls to prioritise housing for all and much of what he said all those years ago, still resonates today, so we felt naming the tower block in his honour is a fitting tribute to his memory."

Canon Peter Green was born in 1871 and served as the Rector at St Philips Church from 1911 - 1951, serving through two world wars in what was then a deprived dockyard community. He died in 1961.



The new Artifex apartment block in Trinity is now open

“When the time comes for action, let stately civic centres and the repair of cathedrals and churches, and large hotels, and super cinemas, and everything else, give place in the competition for money, man-power and materials, to homes for the people.”

Canon Peter Green (Artifex) writing for the Manchester Guardian, February 7, 1944.

The tribute to Canon Peter Green in the lobby at Artifex



He dedicated his life to supporting impoverished communities and used his platform as religious commentator at The Manchester Guardian to speak out against war, hate, injustice and racism. He also wrote 38 books and served as a Chaplain to the King.

During one column he penned in 1944 he spoke about the importance of prioritising housing as part of the Government's post-war recovery and rebuilding plans. Those words have now been immortalised in the lobby at Artifex, pictured above.

In it he said: “What is the good of building magnificent schools in which children can spend five hours a day for five days a week if the rest of their time when awake has to be spent in the street because their houses are holes to sleep in not homes to live in.

“When the time comes for action, let stately civic centres and the repair of cathedrals and churches, and large hotels, and super cinemas, and

everything else, give place in the competition for money, man-power and materials, to homes for the people.”

This year marks the bicentenary of The Guardian, and its archives are held at John Rylands Library.

Dr Janette Martin, modern history archivist (special collections) at John Rylands Library, which is part of The

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University of Manchester, said: “The University of Manchester Library Special Collections is proud to hold the archives of The Manchester Guardian. “These include letters from the much-admired religious correspondent ‘Artifex’ - a well-known champion of social justice, compassion and decent housing.

“Canon Peter Green’s weekly column under the pseudonym Artifex ran from the First World War to the 1950s shedding light on some of the hardships faced by Salford people in the first half of the twentieth century.

“This year The Guardian celebrates its bicentenary, so the naming of the Artifex building by Salix Homes is a very fitting tribute to his memory during a very special anniversary year.”

The Canon Green Campus enjoys an incredibly rich history, and the new Artifex block is built on the site of the old Blackfriars Road Baths, which were demolished during the 1970s.

The first residents to move in were Mike Nyoni and his partner Megan



**'WE FEEL LIKE
WE'VE WON THE
LOTTERY'**

Mike Nyoni and his young family were the first residents to move into our new affordable housing development Artifex. We caught up with them to see how they're getting on.

Mike and his partner Megan had been living in private rented accommodation for more than 10 years, and never dreamed they'd be able to one day own their own home.

Now they're living at Artifex with their two young children, and are working towards buying the home they're living in. Mike, aged 36, is a restaurant manager while Megan, aged 28, is a support worker.

Mike explained: "Our previous landlord decided to sell the property we were living in, so we had to move. Our biggest fears about living in private rented accommodation came true when he decided to sell.

"We just feel so lucky to have found Artifex - it's in a brilliant location, it's so convenient and it's

absolutely beautiful - we're really happy here and it already feels like home. The children love it, especially the ice-cream shop next door."

The family found the property via Salford Home Search and all 108 of the one and two-bedroom apartments are available under the Rent to Buy Scheme, which is a government initiative designed to ease the transition from renting to buying a home.

Mike added: "The Rent to Buy scheme is perfect for people like us. We've been renting for years, but you just feel like you're paying for someone else's house, but now we're working towards buying the place we are living in.

"We never thought we'd be able to buy a property because it's so difficult to get a mortgage these days, but now we're looking forward to becoming homeowners.

"The housing market isn't set up for people like us, so this is a God-send and is the only way we could get onto the housing market - we feel like we've won the lottery."

“ THE RENT TO BUY SCHEME IS PERFECT FOR PEOPLE LIKE US. WE’VE BEEN RENTING FOR YEARS, BUT YOU JUST FEEL LIKE YOU’RE PAYING FOR SOMEONE ELSE’S HOUSE, BUT NOW WE’RE WORKING TOWARDS BUYING THE PLACE WE ARE LIVING IN ”

WANT TO KNOW MORE?

Contact Willo Homes - our affordable home-ownership brand to find out about properties available at Artifex and our other affordable housing developments in Salford.



Contact hello@willohomes.co.uk, call 0161 537 3415 or visit www.willohomes.co.uk

What is Rent to Buy?

Rent to Buy is a government-designed scheme that allows working households to rent a new-build home at 20% below the open market rent. People are able to rent the properties for five years at the reduced rate leaving room for them to save towards a deposit and then have the option to buy their home after the five-year period.

Who is it for?

Saving for a deposit can be hard work, especially when you need to rent as you save. If you're a first-time buyer or returning to the property market after a relationship has ended, Rent to Buy could help you to become a homeowner. You'll also need to be currently working or self-employed and have an intention to buy your home in the future. You must earn the minimum income required for the home to ensure that it is affordable for you, however there is no maximum income cap for this scheme.

What happens after the rental period ends?

At the end of the rental period, you can use the money you've saved as a deposit to buy your home. If you are not quite ready to buy, you can continue to rent at full market rent, or you can move out and find another property using the money you've saved as a deposit.

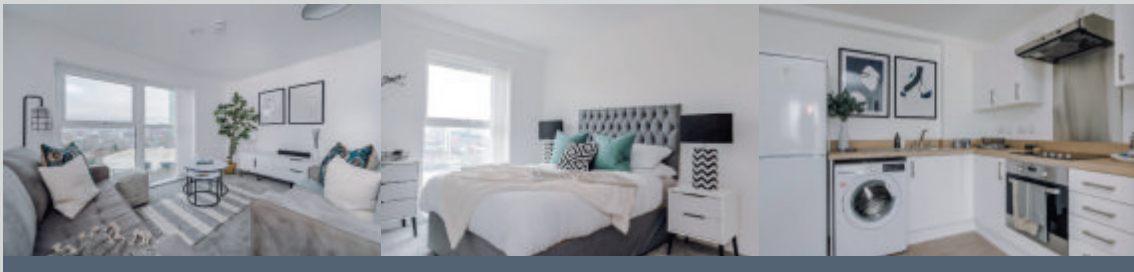
Artifex

*AVAILABLE
ON
RENT TO BUY
SCHEME

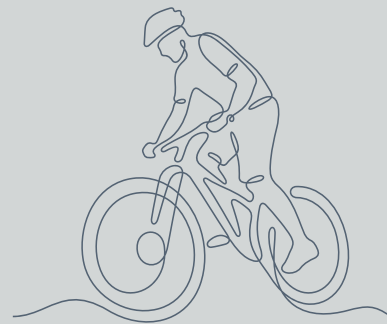
EVERYTHING ON YOUR DOORSTEP

DON'T DELAY BOOK A VIEWING TODAY

BEAUTIFUL, AFFORDABLE
2 BEDROOM APARTMENTS
STILL AVAILABLE



Prime location and only five minutes'
walk from Manchester City Centre.
Available on Rent to Buy.



*To book a viewing or for more information on Rent to Buy please contact a friendly member of the Willo Homes team on 0161 537 3123 or email hello@willohomes.co.uk
Find out more about this exciting new development at willohomes.co.uk

   @willo_homes

Part of Salix Homes

Willo
HOMES

SALFORD'S PANDEMIC HEROES

The Covid-19 pandemic has had a huge impact on all our lives. Lockdowns, social distancing, isolation and the loss of loved ones has wreaked devastation on a global scale, but throughout it all many groups and individuals have made it their mission to help lift spirits and spread some joy. We're shining a spotlight on some of the pandemic heroes who've been making a difference.



Salix Homes Environmental Services Team

The team helped spread some Christmas cheer during the pandemic by donating toys to disadvantaged children.

The team collected a mountain of toys and gifts to donate to families experiencing hardship as part of the Little Hulton Toy Appeal.

Team manager Maria Lester said: "After the difficult year everyone had had, the team wanted to spread a little bit of festive cheer. Christmas is a particularly difficult time for many families, and we didn't want any child to wake up to nothing on Christmas morning,



so we hope our donation helped bring a smile to children's faces."

The Environmental Services Team work in our neighbourhoods across Salford to ensure the environment around customers' homes is clean, tidy and an attractive place to live.

Keri Muldoon

Community stalwart Keri has got a heart of gold.

When she's not keeping children safe in her role as a lollipop lady, she's organising events for her community in Broughton and coming up with innovative ways to lift people's spirits and keep her community together.

On Valentine's Day, Keri made it her mission to spread a little love after applying for funding through our Springboard community grant scheme to purchase roses, teabags and mugs emblazoned with the words 'you are loved' to leave on the doorsteps of 48 homes in her community.

She said: "I planned the Valentine's Day surprise, so that I could help bring some smiles back to this crazy world we have found ourselves in. I know people have been feeling the effects of being in lockdown, so I wanted to help them know that they are loved."

Keri also sits on our Customer Committee, and she is passionate about improving her community and creating opportunities for local people.



Nikki Mcatamney

During the pandemic, our employees made more than 45,000 phone calls to some of our older and vulnerable tenants to check on their welfare.

Our property safety officer Nikki was one of 50 volunteers from amongst our workforce who were making 2,500 calls every week at the height of the lockdowns.

Amongst Nikki's list of regular calls was 104-year-old Elsie Goodall who lives alone in Seedley and enjoyed sharing her memories with Nikki of her younger years spent attending dances with her friends and working at Hope Hospital.

Elsie said: "The calls with Nikki have been wonderful - it has made all the difference to me, just being able to hear someone else's voice."

When it was Elsie's birthday last year, Nikki arranged for an extra special delivery.

Nikki said: "I just thought that it would be a great idea if we could organise her a birthday card and some flowers for being such a delightful tenant and for reaching such a massive milestone."

"It was lovely to finally be able to meet her. I also made a doorstep delivery during the November 2020 lockdown to make sure Elsie was well stocked with her favourite chocolate biscuits."

"I'm still checking in with Elsie for a quick chat, but I'm glad she's been able to resume her busy social calendar and meet up with her friends again."



Salix Homes Caretaking Team

Our dedicated caretaking team, who are responsible for the up-keep of our tower blocks, have been on the frontline throughout the pandemic.

While they always keep the communal areas clean and tidy, during the pandemic they were able to offer an extra level of care to people living at our blocks.

Maria Lester, environmental services manager, explained: "Our caretakers have been vital to the welfare of the people living in our high-rise blocks. When other teams were unable to access the blocks due to the coronavirus restrictions, the caretakers stepped in to provide that support.

"Having a good relationship with the vulnerable residents is really important and as the caretakers see them almost

every day, they notice when it looks like there may be something wrong."

This was the case for Canon Hussey Court caretaker Liz Hargin, who came to the rescue of a resident after noticing his condition seemed to be deteriorating.

Liz said: "I noticed he was in a dishevelled state and seemed out of sorts. I didn't want to just brush it off as I knew he didn't seem well. I contacted the emergency services and they were then able to take the resident to hospital for much needed treatment. I'm glad I followed my instincts."

Maria added: "Adult care and our neighbourhood teams had been struggling to contact this tenant and Liz could well have saved his life spotting him and being brave enough to raise her concerns."



Caretaker Liz Hargin came to the rescue of a tenant after noticing his condition deteriorating

USEFUL CONTACTS

SPIRIT OF SALFORD HELPLINE

0800 952 1000

Support and advice on lots of different issues that you might be facing at the moment.

MIND

0300 123 3393

If you're finding things hard emotionally right now, you're not alone. Mind provides information and support to help you cope.

SALFORD ASSIST

0800 694 3695

If you find yourself without the finances to feed yourself or family or heat your home, help is available from Salford Assist.

SHOUT

Text GMSalford to 85258

24/7 text messaging service to support those in crisis, text the number to start a conversation.

SALFORD INDEPENDENT DOMESTIC ABUSE SUPPORT SERVICE

0161 793 3232



"I WANT TO SHAKE OFF THE SOCIAL HOUSING STIGMA"

Sue Sutton took over as our chief executive at the start of this year - right in the midst of the Covid-19 pandemic. Having lived in social housing herself and overcome personal tragedy, Sue is on a mission to shake off the stigma of social housing and ensure our tenants are listened to. We caught up with Sue to find out more about her journey into housing and her hopes for the future of the organisation.

It was the mid-90s when Sue Sutton found herself as a single mum of four children, struggling on benefits and living in social housing in her home city of Liverpool.

Tragically, her youngest son Ed was diagnosed with leukaemia at just six-years old. While the family struggled to deal with the diagnosis, Sue faced her own battle with her housing provider as she fought tooth and nail for a safe garden area for her son to play in - an experience that would eventually inspire her own journey into the social housing sector.

She said: "I was very grateful to be living in social housing at that time - it was a lovely house with a big garden, but the garden just wasn't safe and the fence needed replacing so Ed could have a safe place to be in while he was having his treatment.

"I remember phoning so many people, but no one was listening - they said it wasn't their responsibility. In the end, I wrote to my housing manager, and she came round to see me. I was just so relieved that someone was

finally listening to me, and I can't tell you how much that meant."

Sadly, Ed passed away two years after his diagnosis.

"For some time after Ed died, I lived in a bit of a fog, not really living, just existing," Sue recalled.

"Life was never 'normal' again, but you cope because you have to. Everyone has tragedies in their lives they have to deal with, and I had three other children I had to think about."

**“ LIFE WAS
NEVER ‘NORMAL’
AGAIN, BUT YOU
COPE BECAUSE YOU
HAVE TO ”**

At a crossroads in her life, Sue attended a university open day with her daughter and was inspired to enrol herself. At the age of 39 she started a degree in Health and Social Policy.


She said: "University frightened the life out of me, but it also probably saved me as well because if I hadn't done something then, I never would have.

"My tutor was brilliant and he believed in me and encouraged me. I got a First Class degree, and I was so shocked, and then I got offered a job with a housing association and the rest, as they say, is history."

Sue credits her children and the people she met along the way for helping her to get where she is today, and her own experience makes her so passionate about supporting other social housing tenants.

"It wasn't the tragedy with my son itself, that got me into social housing, but the people I met on the way - and of course the garden fence," she said.

"The housing manager who listened to me, the tutor who believed in me, and of course my children who supported me - it was those people that affected me and subconsciously got me to where I am today.



Salix Homes chief executive Sue Sutton

"It makes you realise how many people are living in our properties or in social housing, who've been written off, like me, when all they probably need is an opportunity.

"I often talk about the stigma that comes with being a social housing tenant, and I had that, I felt that. Just because people live in social housing doesn't mean to say they haven't got a lot to give or contribute, which is why we need to listen to our tenants, treat them with respect and try and break down the social housing stigma.

That's what got me here and that's what keeps me here."

Sue joined Salix Homes in 2008, originally on a three-month contract and never left. She's done various roles across the organisation, steered us through the stock transfer in 2015, overseen several restructures and navigated us through multiple challenges, before picking up the reins as chief executive in January this year.

"What a time to take over the organisation in the middle of a pandemic," she said. "I'd never

have imagined I'd be here, but it's an absolute privilege.

"Looking to the future, I want Salix Homes to continue to grow and go from strength to strength. When the time comes, I want to be in a position to be able to hand over an organisation that has safe buildings, a strong development programme, is in a secure financial position, has thriving communities, a strong community voice ethos and for our customers to know that they're listened to and heard."

A photograph of four people standing in front of a two-story brick house. On the left is a woman with long brown hair, wearing a grey t-shirt, a yellow high-visibility vest, and a lanyard with an ID badge. Next to her is a man with a shaved head wearing a black t-shirt with a small green logo. Behind him is an older man with grey hair and a goatee, wearing a black t-shirt and sunglasses on his head. On the far right is a man with short brown hair wearing a black t-shirt. The background shows a brick house with white window frames and a tree on the left.

Estate officer, Drew Smith with members of the Gardening and Low Rise Cleaning Team

FOCUSSING ON WHAT MATTERS TO YOU

To make sure we're focussing on the things that matter most to you, we've made a few changes to our front-line teams, with dedicated services specialising in important issues such as building safety, improving the environment around your home, giving our customers a voice, tackling issues like anti-social behaviour and supporting vulnerable residents. This of course is in addition to our usual services like our repairs service and improvements to homes.

Meet a few of our team who are responsible for looking after your home and neighbourhood...



Following the changes, we have more than **260** colleagues providing services for our customers and communities



Members of our Cleaning Team for our low rise buildings



MARIA LESTER

Environmental Services

Hi, I'm Maria. I'm responsible for the teams who keep the areas where you live clean and tidy. Whether it's our caretakers and cleaning operatives in our apartment blocks and sheltered accommodation, gardeners and green spaces officers making the best of your outdoor spaces or estate management team out and about in your communities,

we know how important it is to make the area where you live something you can be proud of.

I also look after our recycling team, not only reducing the impact of flytipping, but making sure waste and unwanted items are recycled and used again.

You can read a bit more about this service on page 14.

STEWART KERR

Building Safety

I'm Stewart and I am responsible for making sure our buildings remain safe places to live. We are recognised as one of the leaders in how landlords should keep their buildings safe and we regularly advise government on how best to do this. My team carry out regular safety checks on our buildings as well as organising things like visits by the Fire and Rescue Service, and contractors to ensure we meet the compliant standards and ensure customers are able to live safely within their properties.



Members of our
Building Safety Team

JEANETTE GREEN

Customer Engagement

Hi, I'm Jen. I look after our new Customer Engagement team. We help you make sure your voice is heard so we can make any improvements or changes to our services or how we do things. We already have a number of customers heavily involved, through our Customer Committee, Community Connectors and scrutiny groups. If you're keen to get involved, please get in touch - we'd love to hear from you!

My team also makes sure the things we do as a business deliver social value to our communities, including our ever-popular Springboard Fund and helps people who might be out of work get the skills and experience to help them in to employment.



Jackie Crook and Sue Wilkinson from our Customer Engagement Team

HELEN BYRNE

Tenancy Sustainment and Partnerships

I'm Helen and my team works with partners and agencies across the area to make sure that customers get the best possible support where they need it. If you are struggling to manage your tenancy, have financial difficulties or cope with mental health challenges, we can help find you the best support for you to help you live in your home.

I also look after our leaseholder services and private sector tenants including Salix Living.



Members of our Tenancy Sustainment
and Partnerships Team

CLAIRE TAYLOR

Community Safety

Hi, I'm Claire. I aim to make sure the communities you live in stay safe, tackling issues like anti-social behaviour, noise nuisance, hate crime and domestic violence. We are set up to support customers through any issues you may be experiencing and will take legal action where necessary to make sure you feel safe and secure where you live. We also work closely with other partners across Salford such as the police.



BEN CRUICKSHANKS

Allocations and Voids

Hi, I'm Ben and my team is responsible for the allocation and letting of our homes to new tenants once a property becomes empty. We manage all aspects of the process, starting from the clear out, then completing any repairs in line with our lettable standard and lastly making sure properties are clean and ready to move in.

My team also help you if you want to swap homes with another tenant, buy your home, as well as any tenancy changes, tenancy fraud and reference requests.



For any queries, you can continue to contact us by logging in to your MySalix account on www.mysalix.co.uk.

You can also contact us on 0800 218 2000.



BUILDING A SAFER FUTURE

That fateful night of June 14, 2017, is a moment in time that will never be forgotten, when 72 people lost their lives in the most tragic of circumstances at Grenfell Tower. Now, more than four years on since that terrible tragedy, we're proud to be leading the way on building safety, championing the calls for change on a national level and ensuring our buildings are safe places to live, both now and in the future.

The cladding remediation and safety enhancement programme across our tower blocks in Salford is now complete.

We own 18 high-rise buildings, eight of which were deemed to have cladding systems that did not meet the Government's test criteria.

Remediation work at Arthur Millwood Court and Canon Hussey Court has been the most complex of the programme, carried out under the shadow of Covid restrictions, and has included the removal and replacement of the defective cladding system, the installation of sprinklers and the refurbishment of communal areas.

New state-of-the-art fire alarm systems have also been fitted at

all our tower blocks as part of a wider safety enhancement programme, and we also have a dedicated building safety team now in place as well as property safety officers on our tower blocks.

Sue Sutton, our chief executive, said: "We've worked alongside technical experts to develop a permanent solution to replace the affected panels and cladding systems, as well as implement additional safety measures, and we're pleased that this extensive programme of work has now drawn to a close.

"We're committed to raising the bar of public safety in all our buildings and our residents can now rest assured that the replacement cladding systems meet the most stringent of safety requirements and the additional safety measures we've

implemented cement our commitment to delivering the safe and modern homes that everyone deserves."

We're also leading the charge on building safety on a national level, which has seen us advising government bodies on future recommendations and piloting and implementing the reforms in the pending Building Safety Bill, which is being introduced by the Government and will bring about the biggest changes to safety in 40 years.



HELP US KEEP YOUR BUILDING SAFE

Everyone is responsible for building safety. Whether you're a Board member, caretaker, housing officer or resident, everyone is encouraged to report safety concerns and can be confident that we will listen.

There's also some practical things that residents can do to ensure your buildings remain safe.

DO'S

- ✓ Keep all your belongings inside your home to avoid blocking communal areas
- ✓ Promptly report any damage to your home or building, such as a damaged door or broken smoke detector
- ✓ Let us know of any changes to your circumstances that could affect your ability to evacuate independently, for example if you break your leg
- ✓ Let us know if you're planning any DIY jobs in your home that could potentially impact building safety
- ✓ Test your smoke alarms every month

DON'TS

- ✗ Never store anything in corridors, stairwells and communal areas that could cause an obstruction and prevent people from evacuating safely, such as bikes or scooters
- ✗ Don't ignore any building safety repairs you spot in your building - report it. This could save your life
- ✗ Don't light candles on windowsills, leave cooking unattended, have BBQs on balconies or bring compressed gas canisters into your block
- ✗ Never attach anything to your door, frame or space above the door and don't try to remove the door closer
- ✗ Don't prop open fire doors - they're designed to prevent the spread of fire and smoke when properly closed

REPORT IT

If you have a building safety concern, it's important that you report it to us as soon as possible.

- 🌐 You can report it online at salixhomes.co.uk/buildingsafetyreport
- ☎️ You can call **0800 218 2000**
- ✉️ You can email firesafety@salixhomes.co.uk.
- If you live in an apartment block, use the letterbox in the foyer



JOIN OUR APARTMENT LIVING FORUM

We're setting up a new Apartment Living Forum, made up of residents and leaseholders in our high-rise buildings, who will work alongside us on building safety matters.

This is your opportunity to have your say on building safety and help oversee the implementation of changes that will come out of the Government's pending Building Safety Bill.

- 📧 To find out more or register your interest, email enquiries@salixhomes.co.uk



MILESTONE MOMENTS 2020-2021

This past year has been a monumental one for Salix Homes, here are just some of this year's milestone moments...

AUTUMN

- » Appointed Sue Sutton as our new chief executive after Lee Sugden announced that he will move on from his role.

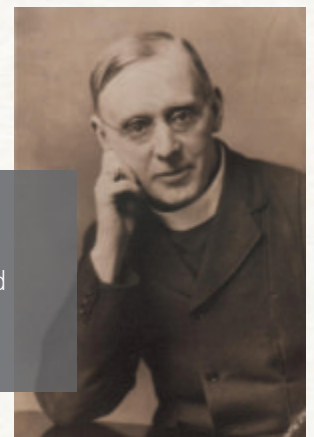


- » Completed a £7.5million improvement project at Fitzwarren Court in Pendleton, which has seen the high-rise building undergo a major facelift.



- » Appointed Jim Battle as chair of our board following his three-year position as vice chair.

- » Announced our new high-rise development in Trinity will be named Artifex in a nod to Canon Peter Green.



- » Secured national recognition for tackling anti-social behaviour for a fourth time.



WINTER



- » Named Digital Landlord of the Year at the UK Housing Awards 2020 and named amongst the top five digital landlords in the UK by Housing Digital.



SPRING

Willo
HOMES

- » Salix Homes launched a new affordable home-ownership brand Willo Homes to support our bold ambitions to deliver more affordable homes to help tackle the housing crisis.

- » Pandemic hero and Salix Homes employee Steve Finbow who devoted his time to volunteering while on furlough was named Volunteer of the Year in the Spirit of Salford Community Awards 2021.

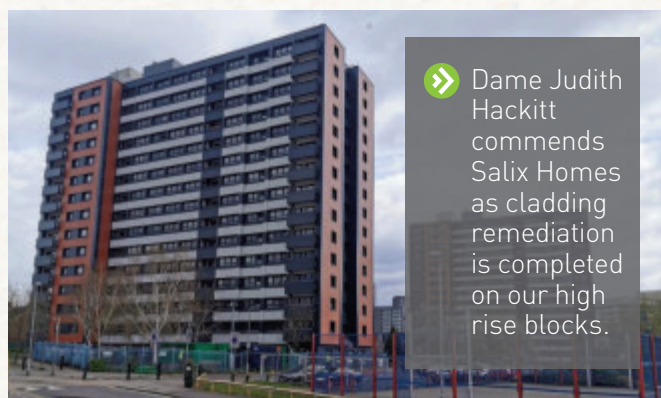


- » Our furniture recycling scheme has helped divert 180 tonnes of furniture away from landfill sites - and has been credited with helping our residents avoid debt.



- » Shortlisted in three categories in the prestigious Northern Housing Awards, which recognise the achievements of housing providers in the north.

- » Awarded the Institute of Customer Service (ICS) national ServiceMark accreditation, which we first achieved in 2017.



- » Dame Judith Hackitt commends Salix Homes as cladding remediation is completed on our high rise blocks.



- » A trio of young people affected by the downturn in the Covid-19-ravaged job market given a kickstart to get their careers back on track at Salix Homes.



- » We scooped a double win in the prestigious Northern Housing Awards.

We've won the Best Resident Involvement Initiative and the Best Digital Transformation categories in the awards.

- » We started our journey to become a Building a Safer Future Charter Champion, demonstrating our commitment to building safety by being one of the very first organisations to become a Charter Champion organisation and utilise the robust benchmarking and verification process set out by Building a Safer Future (BSF) Charter.



SUMMER



- » Launched our new Customer Charter cementing our commitment to providing the best possible service to you - our customers.
- » Poets in Swinton, our first new-build development saw all of its properties sold or reserved.

- » We've been recognised amongst the top employers in the UK in the Investors in People Awards



- » We have been named as a finalist in the Outstanding Tenant Engagement category of the TPAS Awards



ANNUAL REVIEW

Watch our year come to life with our 2020-21 annual review: www.salixhomes.co.uk/2020-21

Ways of getting in touch with us just got better.

There's never been a better time for you to sign up to MySalix with our improved digital services.

With MySalix you can:

- Book and track repairs
- Pay and check rent
- Report issues in your area
- Give feedback
- Keep track of cases in real time

Visit www.mysalix.co.uk and manage your account at a time easiest for you.



"Very easy to use and navigate, even for someone like me who is not great with technology"

Salix Homes Customer



Sign up during National Customer Service Week between 4-10 October and you'll be entered into a prize draw to WIN £50 in Amazon vouchers.

*T&Cs apply. New account registrations only.

