

# PeopleFIRST

The magazine for the residents of Pickering and Ferens Homes

## MERRY CHRISTMAS

FROM OUR RESIDENT-LED CHRISTMAS PARTY COMMITTEE AND COMMUNITY NAVIGATORS



**ALSO  
IN THIS  
EDITION:**

**PEOPLE POWER**  
MEET OUR  
COMMUNITY  
NAVIGATORS

**COMMUNITY  
STAR**  
VOLUNTEER  
RECEIVES HULL  
DAILY MAIL  
RECOGNITION

**NEW  
RESIDENTS**  
SHARING THEIR  
STORIES ABOUT  
LIVING WITH PFH

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## A NOTE FROM CLAIRE

Welcome to the Winter edition of People First. It's been another incredibly busy year at PFH and I am proud of what we have achieved in 2019.

During November, some of our Trustees and I met with lots of you through a series of "Time to Talk" events. This series of four events was designed to encourage you to tell us what you like about PFH, what you think about our services and what we can do to improve. We certainly want you to know we listen and respond to feedback you give us. You had some great things to say about the work we do and the commitment our staff show, which I am delighted about.

Our staff team have been looking at issues surrounding residents' well-being and welfare, which we call safeguarding. During the Autumn, all our staff have received safeguarding training so that they can professionally spot and respond to any issue that may arise. We will also look at how we can hold awareness sessions for residents so that if you see something or hear of something that doesn't seem right you can contact us or other agencies to ensure people have the help and support they need.

Our property team have been working hard to ensure the safety of all PFH homes. The Grenfell Tower disaster in 2017 highlighted to everyone the importance of safe buildings and fire safety procedures. Many of you living in homes with communal entrances and corridors will have noticed the additional safety work we have completed. Also, alongside our £1million+ investments into our homes, we have commenced the upgrades to all our communal spaces within our Retirement Living Plus schemes. The first to complete was Broadway Manor. The internal redecorations were chosen by our residents and the results are terrific. All our other schemes have improvements planned with works already underway at Humber View.

Our scrutiny panel has been beavering away, and with a bit of training and guidance from our friends at TPAS, they have been considering customer feedback, particularly how residents can effectively get any issues heard and responded to. The Board will receive their report and recommendations in February and we will implement any changes the panel think will help improve the service we provide.

Over the summer, our Newbridge Village development was finally completed. The 82-home scheme experienced lots of building delays but we were so delighted to hold a wonderful new residents' event at the neighbouring church, which was well attended and brilliantly supported by a team of Absolutely Cultured volunteers and partner organisations. We are now keen to support our new residents as they settle into the scheme and establish their new community.

Finally, I would like to wish residents a very Merry Christmas and all the best for 2020!

*Claire*

## KEEPING RESIDENTS UP-TO-DATE WITH OUR PERFORMANCE

(AS AT SEPTEMBER 30<sup>TH</sup> 2019)



**0.07%**  
of properties  
are vacant and  
available to let



Rent written off  
in the year  
**0.04%**



Current  
resident arrears  
**0.75%**



**99.17%**  
of routine repairs  
completed in target  
time



**97.87%**  
of emergency repairs  
completed in target  
time



Average turnaround  
time for all properties  
**14.39 days**

**100.42%**  
of rent was  
collected out of  
all rent owed





## RESIDENT RE-CREATES AMAZING REPLICA OF HIS BUNGALOW – USING LOLLIPOP STICKS

PFH resident Edward Overton has recreated his beloved bungalow using hundreds of lollipop sticks.

It was his son, Lee, who brought him a load of lollipop sticks with the challenge to do something with them.

“It’s the first time I’ve done anything like that,” said the former joiner. “My wife has died and I live on my own so you get bored, so I think he thought it would give me something to do. At first I thought he was going round the bend. Either that or he thought I was.”

“He handed me it with me being a joiner in real life, he said it’s wood so there should be nothing to it.”

Mr Overton, who has lived in his bungalow at East Grove for 16 years, got the idea of what to build with the sticks after watching a TV programme about building houses.

He said: “I thought I have a ready-made copy of a bungalow so I decided to make that. I kept going outside to check the design and measurements and would spend about an hour a day or until I couldn’t concentrate anymore.

“I made a few mistakes on the walls and had to start bits again and the roof took a lot of time. I had to go out and buy some more lolly sticks as I had run out.

“I did a garden and path but didn’t have enough room for the shed.

“It did take quite a bit of time. I had a semi-stroke so sometimes I have trouble picking things up with my right hand, but I’m pleased with how it went and proud of it. It was quite therapeutic and gave me something to do.”

The 20-inch bungalow has taken pride of place in Mr Overton’s back bedroom and has inspired him to work on other projects. Since the bungalow, he’s built a trawler out of matchsticks and is now looking for other things to create.



Like model like bungalow: Edward Overton proudly shows off his model.

“The trawler was quite tricky but I’m pleased with it and I am now trying to think of other things to make. I tried a plastic galleon, but couldn’t do that, so I am now trying to think of other things to construct.”

# NEWBRIDGE VILLAGE... A PLACE TO CALL HOME

Heather Wilson's move to our new bungalows at Newbridge Village wasn't rocket science, but wasn't far off either.

Mrs Wilson said she has been reliably informed by her daughter that her home is on the site of the former science lab at the old David Lister School.

The Bunsen burners and goggles have long since gone and this month it marks a year since she moved into the home she can't speak highly enough of. She had wanted to live in a bungalow for a long time so when details of the development of our new homes on the former David Lister site were revealed, both Mr and Mrs Wilson jumped at the opportunity.

"I was shocked when my husband put us forward as we had lived in our three-bedroom house in Whitworth Street, east Hull, for 48 years," said Mrs Wilson.

"It was a lovely house but it was too big for us. I had wanted a bungalow for ages, but we could never afford one, so to be given this opportunity was marvellous."



Chemistry: Heather Wilson is really pleased with her bungalow.

However, sadly just months before they were due to move in Mr Wilson died suddenly following a heart attack he suffered on holiday in Gran Canaria.

"I love the quietness and peacefulness – the courtyard is also lovely."

"We had already sold our house before we went on holiday and had even got a few things packed so I moved in shortly afterwards," said Mrs Wilson.

"I think Steve would have loved it – particularly being able to park his car outside the bungalow. We had already chosen the furniture in the lounge before he died, so it feels like a part of him is here."

Despite having suffered such a terrible loss, Mrs Wilson is happy to be in the bungalow and is keeping busy out and about with friends and family.

She said: "I'm happy to be here and I just love not having to climb the stairs, the bungalow is in a perfect spot on a corner. I love the people around here as well, everyone is so friendly. Even if I've not seen them before, they say hello."

This isn't Mrs Wilson's first experience of PFH, with her mother having lived in Sir James Reckitt Village Haven and Broadway Manor.

She added: "My mother lived in her own apartment in Broadway Manor for three years before getting dementia and then going into a home - she loved it there. I only have good things to say about PFH. When it comes to that certain time in your life and you want something really nice, this does just that."

# BUNGALOW WAS WELCOME

## NEWS FOR MR AND MRS LEAD

Denise Lead was delighted when she received the call to let her know a bungalow at Newbridge Village was available for her.



Mrs Lead's husband Joseph wasn't as convinced. They had lived in their previous Southcoates Lane home for nearly 50 years and had many happy memories there.

But fast forward five months and both are happily settled with Mr Lead loving it and questioning why they didn't do it sooner.

Mrs Lead put their names down for a bungalow after reading about the development in the newspaper.

"I said yes straight away when we were offered the bungalow," she said.

"We wanted to move due to health reasons – medical problems and with our legs, getting up and down the stairs was getting more and more difficult. We never imagined we would get one and we've both settled in really nicely."

The couple had lived in their Southcoates home for 47 years prior to moving to David Lister Drive. For Mrs Lead, it is a great location to sit and relax and watch the television – which is well deserved after 30 years working nights as a carer.

She said: "There are no stairs in the bungalow and it is easier to keep clean. There are lovely big windows with a nice view and there's a nice café nearby where you can get a breakfast and a cup of tea.

"Our neighbours either side are nice and people seem friendly. There are quite a few things going on at the nearby St John's church too.

"We're lucky to have got one of these. It was a bit traumatic having to move, having had so many memories in our old home, but it has been worth it and we are enjoying our new beginning."

Mrs Lead was keen to praise the PFH staff for their help. She said: "The workers have all been great and really helped with us settling in.

"They are chatty, sociable and can easily be approached. If there's anything they can do to help, they are more than happy to do so."

## NEW HOMES COMING SOON AT ELEANOR SCOTT COTTAGES

**Demolition work will be underway in the new year on the Eleanor Scott Cottages, in Southcoates Lane, east Hull, to make way for new bungalows.**

These properties will be demolished to make way for 13 new homes as part of our Eleanor Scott development, which will be built by Hull-based contractor Hobson and Porter.

With planning permission in place and a Homes England affordable housing grant secured to subsidise the build costs, work on the new bungalows will begin in the New Year, with completion expected by the end of 2021.





# PFH PRIZE BRINGS HULL VETERAN'S VOICE BACK

It's something the family of Dennis Matthews thought they'd never hear again.

But after his wife Stella won a competition to travel to London, advertised in the last edition of People First, she revealed to her family her wish to go to the Imperial War Museum to hear the sound of her late husband's voice.

The couple had been married for 57 years before he passed away seven years ago. But just a few years before he died, he was interviewed by the Imperial War Museum about his time serving for the Northumberland Fusiliers in the Korean War.

Although Mrs Matthews has been unable to get to London, the revelation has led to the audio being found and listened to for the first time by some of her children, grandchildren and great grandchildren.

Our Moy Court, West Hull resident hasn't yet listened, but says she plans on doing so in the future: "I will be in tears most of the time thinking 'why can't I speak to him and hold his hand?'"

"The family who have listened to the recording said there were a lot of tears, but there was a lot of laughter as well. He spoke about being brought up in Hedon and about his two brothers in the navy during the war – he wasn't old enough."

Mrs Matthews' daughter Carol said her niece had listened to it. "She listened and said at the start of it that Dad started putting a posh voice on, but he slowly went into his Hull accent."

Mr Matthews served with the 1st Battalion East Yorkshire Regiment in Austria in 1950, before serving as a machine gunner with the Northumberland Fusiliers in Korea.

Although he served before meeting Mrs Matthews, it was a place they revisited in 1996 on a nine-day trip – going to Seoul, the border and visited the graves of people who served from Hull.

"He went out to Korea in early 1951 to fight in the Battle of Injim – it took him five or six weeks to get there as he went on a troop ship," said Mrs Matthews.

"He didn't speak much about it for a long while until he joined the Korean Veterans' Association. We went to Scarborough for a social weekend once and he went to the bar and took ages. He said he had been talking to a guy that he thought had been dead for 30 years - he had been taken prisoner and Dennis didn't know."



WAR HERO: A photograph of Dennis Matthews during his time serving in the army.

Flashback: Stella Matthews flicking through photographs of her trip to Korea.



Mr Matthews was the first secretary of the Hull branch of the Korean Veterans and then became a national representative, which is why Mrs Matthews thinks the Imperial War Museum wanted to speak to him.

She said: "A man from the Imperial War Museum came to see us when we lived in Hall Road. I made him some coffee and left them to it. It was about a decade ago.

"When I saw the competition in People First to win the train tickets, I remembered the times I used to work on the railways and I would get a train pass to go to London so every Christmas a few of us would go to do our shopping.

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"I always said if I got chance to go again I'd go to the Imperial War Museum to listen to his recordings."

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"I never expected to win when I entered and it's a bit too much for me to get on the train to London now, but I told my family about the competition and that's when they found out about the recording."

Mr and Mrs Matthews were married for 57 years, they met when Dennis was training to be a signaller and she was doing his wages. They got together after he came to play table tennis at the club at the Methodist Church she went to.

Similar to her mother, Carol is apprehensive about listening to the recording of her dad and says she might not. She said: "The first I knew about the Korean War was when I saw a scar on my Dad's leg, which was from a shrapnel wound.

"I'd never heard of the war before that. He was taking ammunition up the line and he got shot. "I'm not sure I'll listen. I'm the youngest and have three elder brothers, I worry there might be upsetting things on there that I wouldn't have otherwise known."



# POWER TO THE PEOPLE

## PLAY YOUR PART AND JOIN THE COMMUNITY NAVIGATORS



The search is on for more resident volunteers to take on the role of being our eyes and ears, welcoming new residents to the PFH family and keeping an eye out for matters that need attention around our schemes.

We revealed the launch of the Community Navigators initiative in the last edition of People First. Already half a dozen people have signed up taking on the roles of:

### **Area Navigator:**

Our Area Navigators carry out monthly scheme walks in order to spot anything that needs attention in and around their area.

### **Social Navigator:**

Our Social Navigators welcome new residents so people who have just moved into a PFH property feel welcome and they also make them aware of opportunities to be involved in the activities.

We joined them at their last meeting and got to know three of the dedicated volunteers making a positive difference at PFH. Watch out in future editions for interviews with other members of the team!

In this issue of People First we talk to three of our Navigators about what their role involves.

### **Marilyn Triffitt – Area and Social Navigator**

“I’m doing the Navigator role with my husband Ken. I retired quite young and at first because they gave me a beautiful bungalow I wanted to give something back. I like the role because you are going out and meeting people and doing things. It helps them as well as us.

“Practically from day one we started getting involved and helping people who had moved into the new builds at Hawthorne Avenue. I’d urge other people to get involved – it gives you a purpose to get out and do something.

“Sometimes people are very lonely, they might have lost someone and feel lost themselves. They should come and join the team of Navigators – they don’t have to do it on their own. I was a nurse for 42 years, but I was shy. Just lately I’ve been thinking ‘why am I like that?’, let’s get out and meet people and make a difference.”



## HILARY WESTON



### Hilary Weston – Social Navigator

"I'm making it my business to make new residents welcome. I've also started getting together bus timetables and information from around our area to share with residents.

"We've moved around a lot and we know what it is like when you're in a strange place and you don't know where to go – it is so much easier if there's someone there with the information to share with you.

"This is what made me want to become a Navigator. Lots of people don't realise how many things go on and what they can be part of. Being a Navigator is a good way to meet new people. It is nice to get out of your own house and talk to other people and give something back."

### Barry Weston – Area Navigator

"I wanted to get involved in the community and do something to help people, as well as helping to get myself out and about.

"I do the walk-about, going around and looking at the schemes, making sure everything is alright and that there is no litter about, no fly-tipping, no abandoned cars and everything is in good order and there's nothing needs repairing. If there are any problems, I make a note of it, fill in a form and ring it in to Customer Support – on the last walk-about I did there was a gate that needed repairing.

"I'm enjoying it – getting out and about and making sure everything is in order, nothing needs repairing and it is all safe for the residents. I was a telephone engineer and worked outside all my life, so enjoy working outside. I'd urge other people to become Community Navigators."

## BARRY WESTON



**Katie Burton, Resident Services Manager at PFH, said:**  
"It's been going really well so far with residents taking on the responsibility for their own areas and actively seeking things out to report to us and welcoming new residents to the community – it's a massive help to us.

"It's like a bridge between PFH and the residents. Who better to provide a Navigator service than the residents themselves, who have the knowledge and experience of their own schemes and can be our eyes and ears on the ground?"

"For anyone wanting to contribute to the area and the local community, this is the ideal way.

"There isn't a huge amount of reading that has to be done prior to the monthly meetings, it is all quite informal and laid back.

"All you need is to be friendly, welcoming and happy to help people. It's a good way of getting people out and keeping them mentally and physically active.

"It is a fantastic opportunity to really enhance residents' lives."

If you would like to become a Community Navigator, call Katie Burton on (01482) 223783.



# NEW NEIGHBOURS

NEWBRIDGE VILLAGE RESIDENTS' AFTERNOON TEA CELEBRATION

An afternoon tea party brought together residents from Newbridge Village, giving them an opportunity to meet their new neighbours in a celebratory atmosphere.

We were delighted to host an event in September which gave the residents a chance to meet each other, as well as members of the PFH team and a wider range of other local organisations.

There was a fantastic turnout for the event at St John's Church in Rosmead Street, with the following

organisations attending too: Age UK, Humberside Police, Humberside Fire and Rescue, Timebank, KCOM, the NHS, Hull FC, and Hull Kingston Rovers.

Ings Resource Centre provided the catering services on the day and residents were treated to a delicious spread of sandwiches and cakes. PFH also teamed up with Absolutely Cultured, which provided UK City of Culture volunteers to attend the event, meet and greet residents as they arrived, as well as knocking on the doors of residents on the morning to encourage them to come along.





The Newbridge Village development, which was built on the former David Lister School site, includes 82 homes and is adjacent to the Jean Bishop Integrated Care Centre.

Claire Warren, Chief Executive of PFH, said: "We are so pleased with how well attended this event was, it brought together a completely new community for a fun-filled afternoon in their local, vibrant church.

"It was a fantastic team effort by all involved and we hope that residents got the most out of the day. We want to create positive atmospheres and demonstrate how approachable our team is to those who have just moved in.

"This is an important step in helping residents to understand what they have on their doorstep, as well as the people they will see around where they live on a daily basis."

## NANCY RECEIVES HULL DAILY MAIL RECOGNITION FOR GOING THE EXTRA MILE

Armed with a packet of biscuits and a local newspaper, PFH Volunteer Nancy Brown has become a bit of a star among our residents who look forward to her visits.

Now the 72-year-old's efforts, which involve giving up to 20 hours a week of her own time up, have been recognised by the Hull Daily Mail newspaper.

Nancy was one of three people shortlisted for the Volunteer of the Year Award at the newspaper's Health and Care Awards – which honours people who go the extra mile for the good of others.

Nancy does exactly that, sharing skills, befriending and socialising. If she's not visiting residents, running a quiz or doing crafts; she's making wigs or styling amateur dramatics performers' hair backstage and assisting with countryside walks to help people enjoy healthier lifestyles.

She said: "It was an absolute honour to be a Finalist for a Heart Award and to go to the awards ceremony in the presence of so many amazing people. I don't do it for the accolades, but to receive the nomination was really overwhelming."



Nancy is one of several to sign up to our PFH Volunteering Programme. Having previously enjoyed a 30-year career in managing residential homes – she was keen to do some volunteering work to help enhance residents' lives.

Please contact Claire Champlin on 01482 223783 if you would like to find out more about the volunteering opportunities.

# CONSTRUCTIVE MEETINGS PUT RESIDENTS AT THE HEART OF PFH

We recently hosted a series of successful Time to Talk sessions, giving residents an opportunity to speak directly with our Chief Executive and members of our Board of Trustees.

The series of four sessions held in November gave PFH residents the chance to discuss what they like about our properties and the service we provide, as well as the chance to make suggestions about ways in which we could improve. The discussions featured a wide range of topics and it was fantastic to see so many residents make the effort to join us to share their views.

Chief Executive Claire Warren said: "The sessions were a great opportunity for us to come out and see as many residents as possible to hear what they have to say about PFH and the homes and services we provide.

"It's lovely to hear all the wonderful things people have to say about all our staff, but it's also really important to hear about any improvements we can make. I was pleased to see how forthcoming residents were at the sessions in terms of sharing feedback, good and bad.

"I'd also like to emphasise the point that if someone has any problems with their property or services provided by PFH then they should definitely get in touch with us. Our Customer Support team will always be more than happy to help."



## GREEN DOCTOR HELPING RESIDENTS WITH THEIR ENERGY CONCERNS

PFH residents are being encouraged to call on the help of a "doctor" to help save money, stay warm and improve energy efficiency at home. We are raising awareness of The Green Doctor, a free scheme which has been helping some residents save hundreds of pounds.

The Green Doctor/ Local Energy Advice Partnership (LEAP) service can help people with a wide range of different support services such as switching to a different energy provider through to providing free lightbulbs. In addition, they can help people suffering from a health condition exacerbated by providing independent energy advice and installing small energy efficiency measures.

### Home energy visit

Residents can benefit from a thorough assessment of their home, whereby The Green Doctor will ensure everything in your property is working as it should be. They can also identify any immediate financial assistance a resident might qualify for. They can install a range of technical measures, including LED light bulbs (10 per household), reflective radiator panels, as well as draught-proofing doors and windows and cylinder jackets.

The Green Doctor assessor can also provide energy efficiency advice and help look for a better deal on energy bills and applying for grants such as the Warm Homes Discount. The team is trained to assess and advise on issues relating to damp, mould and condensation.



### Post visit

Following the findings of the home visit, there will be a range of referrals that can be made. These include:

- Referral to an income maximisation service.
- Assessment for larger energy efficiency measures.
- Referral to a local fire service Safe & Well scheme.
- Identification of serious hazards in the home.

PFH is committed to increasing home energy improvements and reducing our carbon footprint. Following a visit from The Green Doctor, we will work with our residents and the service providers, Groundwork, to improve the energy efficiency of our properties and this may result in larger scale energy improvement works to homes across PFH's portfolio.

**For more information, call free on 0800 060 7567.**

# PFH RESIDENTS TURN 21ST CENTURY EXPERTS

Just the thought of switching on a computer can be a daunting prospect for some PFH residents, but for others technology is helping them to listen to music, stay in touch with family and even order prescriptions.

In the last edition of People First, we revealed a pilot initiative for residents willing to try using a Tablet and Internet-enabled speaker – more commonly known as “Alexa” – in their home. Several months in, ten residents have signed up to the scheme and are already reaping the benefits.

Many of these have also been improving their skills through our IT and Biscuits workshops, organised in partnership with KCOM. These sessions have taken place in Westgarth, Broadway Manor, Hebrides, Christopher Pickering Lodge and Broadway Pavilion with over 50 people benefiting.

Among those is Tracey Newbegin, who says her youngest of three sons wanted to bring her more into the 21st Century. “My youngest son is an IT engineer and he got me an Android phone which went to the wall about 10 times before I got used to it,” she said.



**SURFING THE NET:** Tracey Newbegin tries out new technology

“Now I can video call the kids and grandkids. I’m also using my tablet and Alexa, which is brilliant. I have a Kindle on my tablet and I’ve been downloading books to read. It’s better for me than a book in my hand as I’ve got arthritis and cannot always hold a book. With a Kindle I can just flick the screen to change the page. I’m also using my tablet to order things off Amazon and asking Alexa what the weather is like, as well as asking her to call people for me.”

The initiative was made possible after PFH successfully secured National Lottery funding, through the Awards for All grant. We’re continuing to engage with interested residents with this exciting digital inclusion project, which is aimed at tackling loneliness and isolation by helping residents stay better connected with their families.

Tracey admits that when she got her first computer she didn’t dare do anything as she was frightened she would break it, but all that has changed now.

“I do banking on the computer and order prescriptions, I also have a few games on there – I like hidden object games and jigsaw puzzles. It helps to keep my brain active.”



**ASK THE EXPERTS:** Joan Darvell with Andy Beech from KCOM

Anyone who already has a WiFi connection in their home can register for the initial three-month pilot project. Don’t worry if you don’t understand how to use a tablet or how something like the Alexa technology works, as we are running workshops and support with KCOM to teach residents how to get the most from their new IT.

“You’re never too old to learn. Alexa is brilliant and is also company. It’s a great way to liaise with the grandchildren”

“As for the IT and Biscuits, that has been brilliant too. It’s company. It could be a full week before I see anyone so it is nice to meet up with people and if I have any problems I’m learning not just from the KCOM staff, but also learning from other people.

“It’s the IT over the biscuits for me. I don’t eat the biscuits – well I might have the odd one.”

The only cost involved with taking part in the trial is if residents choose to keep the equipment after the trial has been completed, in which case they would need to cover the cost of the items provided to them. Residents can pay for the package all in one go or over five months.

To register your interest, or for more information, contact Customer Support on (01482) 223783.

# MEET SOME OF THE NEWEST RECRUITS TO PFH'S DEDICATED STAFF TEAM...

## **Kerry George – Service Plus Manager**

Kerry will be a familiar face to readers of People First, having featured in the last edition as Waiting List Co-ordinator.

Now she is taking on the role of Service Plus Manager while Kate-Marie Foster is on maternity leave.

"I'm responsible for the overall supervision and support of the Scheme Managers working at our Retirement Living Plus schemes, making sure the welfare of the residents and the general condition of the premises is maintained at all time," said Kerry.

Kerry says she's enjoying the new role and there is plenty to get her teeth stuck into. "There are so many things going on and every day is different," she added. "It's fun and it's a huge learning curve.

I don't have any intentions of going anywhere else – I enjoy the flexibility, working with a diverse team that is very knowledgeable, trusted and has great beliefs."



## **Jemma Robinson – Customer Support Officer**

Jemma is on the frontline for residents, whether they want to report repairs, check rent accounts or to raise any concerns.

"You certainly need to know a lot in this job, but I'm enjoying it," she said.

"I used to work in housing for the council so there are a lot of things that are similar and a few things I'm having to pick up.

"I like talking to people."

More recently, Jemma was an animal care assistant at Hull Animal Welfare Trust before being diagnosed with Chronic Fatigue Syndrome.

She said: "I couldn't cope with the shifts there, it was too much for me, so when I saw this job I jumped at the chance, especially with my background being in housing.

"It's a fairly small team, it's enjoyable and it's good to be helping the residents."

## Oliver Macdonald – Assistant Accountant

Oliver has thrown down the gauntlet to our residents at PFH – he is challenging them to a game of chess. The Hull Chess League player, a new recruit to the PFH team, has been competing since he was a teenager and says he was taught by an international chess master.

“I’m looking for a challenge, if any of the residents do fancy a game” he said. Aside from chess, Oliver jumped at the chance to work at PFH, having previously worked in the finance team at ABP.

He said: “It is a little bit similar in terms of dealing with properties, obviously customers at ABP were generally businesses whereas here we are dealing with people. So far at PFH, I’ve been involved in purchase ledger, service charges and reconciling them.” Oliver says it is great experience as he aspires to become a management accountant.

He said: “What I like about the role is that I’m involved in everything so it’s been really good. Learning the software has been the hardest part. PFH is an excellent housing association and the staff team is a big plus point for me. There is a nice, close-knit team feeling and I see myself working here for many years to come.”



## Jill Lewis – Waiting List Co-ordinator

Jill is covering Kerry George’s role as the first friendly face prospective residents meet when they apply to live in a PFH property.

In her role she’s tasked with helping people find their perfect home. “It involves interviewing applicants, with face-to-face meetings to establish why they want to move,” said Jill. “We discuss a lot of confidential information about their health and finances to establish their current position.”

Jill’s aim is to help everyone stay independent for as long as possible, so it is important she takes her time to get to know each applicant fully in order to assess their needs.

She said: “One of the hardest parts for me is that I’m not from Hull, I moved from Sheffield a year ago to be with my partner so when applicants say they want to live in west or east Hull it is alien to me but I am getting to grips with the local area quickly.

“I enjoy working at PFH. The homes are fabulous – I wish I could get my name down for one!”

# CHRISTMAS OPENING TIMES

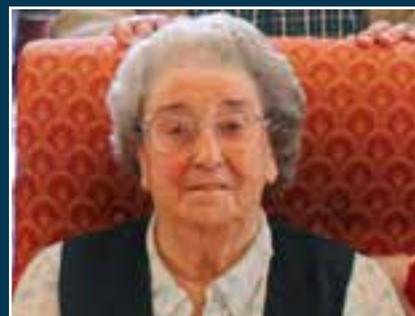
During the Christmas holidays, our offices will be closed from 2pm on Christmas Eve and we will re-open on January 2nd 2020. It is important to us that our residents still have access to our services in case of an emergency.

Therefore if you have a medical emergency then use your emergency lifeline service and also, where necessary, contact 999.

If you have an emergency repair then please call 0845 057 7087. If you have an OKEachDay button then please continue to use this each day so that we can be assured that you are okay.

We hope you have a Merry Christmas and a happy and healthy 2020.

# PAYING OUR RESPECTS TO EILEEN



It is with regret we report that a long-standing member of our Resident Committee and News and Views group recently passed away. Eileen Nichol, who lived at Barrington Avenue, in west Hull, was a valued member of the committee responsible for producing this magazine. She will be missed a great deal at future meetings by other members of the committee and her close friends Audrey Wardrobe and Betty Broadley who she regularly lunched with.

## RESIDENTS' NEXT OF KIN & EMERGENCY CONTACTS

We want to be in the best possible situation to react in an emergency situation, should the need arise.

One way which you can help is to make sure we have the up-to-date details of your next of kin and key holders/ emergency contacts, if they have changed since you moved into a PFH property.

This ensures we always have someone to contact in an emergency situation and there is somebody to deal with residents' affairs if they are unable to.

Please let us know if:

- Your own contact details have changed.
- Your next of kin, key holder or emergency contact details have changed.
- You have a new next of kin, key holder or emergency contact.
- You have a will lodged with a solicitor or the public trustee.

## ONE NUMBER TO CALL FOR ALL YOUR SUPPORT

PFH has now centralised all phone numbers to make life easier for residents, meaning there is now only one number you need for all your queries. Other phone numbers will no longer reach us. From repairs through to finance and general queries, just call our well-informed Customer Support team on (01482) 223783 and they will be happy to help.

## CHANGES TO OPENING HOURS AT PFH RECEPTION

We have made changes to the opening hours of our main reception at Silvester House, which is now open from 10am to 1pm each day. The dedicated Customer Support Team is still available outside of these hours on (01482) 223783 at the following times:

- Monday to Thursday – 9am to 5pm.
- Friday – 9am to 4.30pm.

Please note, on the first Tuesday of every month the office will open at the slightly later time of 10.30am due to staff training.

We can provide this issue of People First on audio tape, large print or Braille and in minority languages. For more information please contact Pickering and Ferens Homes on (01482) 223783  
[www.pfh.org.uk](http://www.pfh.org.uk)