

# People**FIRST**

The magazine for the residents of Pickering and Ferens Homes



## Bridging Generations

See Page 19

**Housing  
Regulator gives  
us the best  
ratings**

3



**Peoples  
Favourite  
Heroes!**

10



**OK  
Each Day**

16



# How to use a QR code

We have used QR codes throughout People First to provide quick access to information on our website. If you have never used a QR code; please see some simple instructions below on how they work:

1

Open the camera on your smart phone



2

Hold over the QR code until a link appears



3

Press the link and a webpage will open



**pfh**  
PICKERING & FERENS HOMES





# Welcome from Claire



Summer is officially here! This edition of People First is packed with information, updates from the community and news – and it's great to see so much has been going on. What a fabulous time residents have been having with a whole host of events and activities!

I'm also delighted to say a warm welcome to Ali Akbor, Matthew Hubbert and Liz Hoyland who have joined our Board. We're thrilled to have them on board, bringing a wealth of experience and insight to support our ongoing work.

A big thank you to everyone who nominated a neighbour or community icon in the People's Favourite Heroes Awards. The award ceremony in June was lovely – it was heartwarming to meet our finalists and winners in person. (See page 5 for all the highlights!)

**And we've got more great news to share...**

Pickering & Ferens Homes has received the highest possible ratings from the Housing Regulator! We've

been awarded **G1 for Governance**, **V1 for Financial Viability**, and **C1 for Consumer Standards** – the best ratings any housing provider can receive.

We are incredibly proud of this result and it's a testament to the hard work, passion and dedication of our team members. But most of all, it reflects our commitment to you, our residents. Thank you for your trust and continued support.

This recognition confirms that we are a strong, well-run, resident-focused organisation – and while we're proud of the achievement, we're even more determined to keep improving. We'll continue to learn, grow, and make sure you always receive the very best services and support.

Here's to a wonderful summer and an exciting few months ahead!

Warm wishes,

*Claire*





# Welcome Aboard

A very warm welcome to our  
three new Board Members.



## Ali Akbor

Ali is a qualified accountant and prior to retirement, was the Chief Executive of Unity Housing Association. Ali was also a panel member of the Grenfell Tower Public Inquiry. He has over 20 years of social housing experience.



## Matthew Hubbert

Matthew is the Head of Compliance for Incommunities and brings over 25 years of extensive knowledge of asset and project management, property compliance and building safety.



## Liz Hoyland

Liz is the Head of Corporate Services at Acis Group. A Chartered Fellow of the CIPD, Liz has over 20 years of HR experience.

Find out more about our Board and the important role they play at

 [www.pfh.org.uk](http://www.pfh.org.uk)



## Try before you apply! *Tell your friends*

This great opportunity is all about giving people the chance to experience what it's like to live in a PFH+ apartment, without making any commitment. In other words, "Try Before You Apply!" You can try out a PFH+ Apartment for three weeks, free of charge at Ada Holmes Circle if you are 60 or over, and experience what it's like and whether it's for you. You can take full advantage of the facilities, services, and activities on offer, without any commitment. If you like it, you can apply to live in one of your own!



**If you have any friends or family that would like to try this out, they can call on 01482 223 783 or email [info@pfh.org.uk](mailto:info@pfh.org.uk)**

## Reporting Repairs

If you need to report an emergency repair (such as unlawful entry, serious leaks to pipes, vandalism that causes a security threat to your home) you should call us on **01482 223 783** to speak to us urgently. If you call us within office hours, you'll be able to speak to a member of the Customer Service team. If you call us outside of office hours, your call will be diverted to an out of hours service for emergency repairs only. You can also report a repair on our website or through PFH Connect.



## Policing Drop-in

It was great to see such a fantastic turnout at our first Neighbourhood Policing drop-in surgery at Malin Lodge. Lots of valuable conversations took place.

This will now be a regular event, giving residents the chance to raise concerns, ask questions, and connect with local officers.

**See our website for details of upcoming events or follow us on Facebook.**



## Broadway Community Allotment



We had visitors from Active Day Care to the Broadway Community Allotment who worked with our volunteers to help prepare for Summer!

## Sunshine Strummers



The Sunshine Strummers entertained at Humber View - bringing lots of fun, laughter, singing and dancing!







Broadway Crafters at the Pavillion have been making some beautiful items including fairy doors and wreaths – if you have any pictures to share, please send them to us on our Facebook page!

Residents from Humber View and Ada Holmes had a great tour of the MKM stadium with Hull City Tiger's Trust. Fantastic day and fish and chips for lunch!



**Date  
for your  
diary!**



VE Day celebrations went down a treat with delicious buffets and entertainment!

## RESIDENT CHRISTMAS PARTY

The ever popular Christmas Party will be on

**11th December**

Tickets will be available soon – follow us on Facebook so you don't miss out, and we will send information to your PFH Connect too!





## Neighbourhood Walkabouts

Walkabouts are a great opportunity to come and meet our team and join them in an inspection of your area. By working together, we can identify any problem areas such as poor street lighting, overgrown grass areas and any fly tipping or rubbish.

The findings and actions from walkabouts can be found on our website Get Involved section and planned updates to PFH Connect will soon allow residents to directly access this information from their device.

Date	Time	Area
<b>S E P T E M B E R 2 0 2 5</b>		
Thurs 4th Sept	10:00am	Westgarth (Including - Westgarth Avenue, Endike 409-419, Beautiman Court, Moy Court)
Tues 9th Sept	10:00am	Eleanor Scott Close
Wed 17th Sept	10:00am	Boulton Grove
Thurs 25th Sept	10:00am 10:45am	East Grove, Priors Grove Coxwold Grove, Norton Grove, Seaton Grove
<b>O C T O B E R 2 0 2 5</b>		
Wed 8th Oct	10:00am 10:30am	Babington Row Wentworth Way & Buttercup Close
Thurs 16th Oct	10:00am	Studley Court
<b>N O V E M B E R 2 0 2 5</b>		
Tues 4th Nov	10:00am 11:15am	Patrington Hornsea
Wed 12th Nov	10:00am	Green Close
Thurs 20th Nov	10:00am	Rosey Row
Tues 25th Nov	10:00am	Ashbury Court & Endike Lane 249 - 261



D E C E M B E R 2 0 2 5		
Wed 3rd Dec	10:00am	Richardsons Court, Hull
Thurs 11th Dec	10:00am	Padstow Close
J A N U A R Y 2 0 2 6		
Tues 13th Jan	10:00am	Hawthorn Avenue including (Greek Street, Cherry Garth, Cecil Street and Rhodes Street)
Thurs 22nd Jan	10:00am	Junella Close & Onyx Grove
Tues 27th Jan	10:00am	Faroës Close
F E B R U A R Y 2 0 2 6		
Tues 3rd Feb	10:00am	The Jacobs Homes
Wed 11th Feb	10:00am	Ada Holmes Circle - Bungalows & RL+ Scheme
Thurs 26th Feb	10:00am	Orchard Garth & Appletree Apartments
M A R C H 2 0 2 6		
Wed 4th Mar	10:00am	Tickton
Tues 10th Mar	10:00am	Ryde Avenue



Thank you for joining us at the awards ceremony on 6 June at the Grange Park Hotel for a delicious afternoon cream tea. The judges had a very difficult time in choosing winners, but they proudly awarded the winning prizes too:



**Good Neighbour**  
Sue Potter



**Community Connector**  
Margaret Clarke



**Lifelong Learning**  
Janet Hudson



**Inclusivity Ambassador**  
Janet Hudson



**Digital Star**  
Trevor White



**Most Adorable Pet**  
Raffles, and runner up....Izzy!





Thank you to our sponsors for supporting the awards,  
and Congratulations to the winners!

J.C SERVICES & SON LTD



# Have you tested your smoke alarm recently?

To keep your smoke alarm in good working order: test it once a week, or once a month as a minimum, by pressing the test button until the alarm sounds. If you have any problems with your smoke alarm, please report this by calling **01482 223783**



## Adapting your home

We are proud to offer accessible, comfortable homes for independent living in later life. We have properties that are designed for wheelchair users and have policies in place to support adaptations for our homes to become more accessible for residents as needs change.

Aids and adaptations are items of equipment or special fixtures and fittings, which may improve access to your home, improve mobility in and around your home, or help with daily living, including for religious and cultural reasons. Examples of minor adaptations include grab rails, handrails, window opening equipment and flashing doorbells.

Depending on the extent of the adaptation, we may not need a referral made by an occupational therapist. If you would like to know more, please visit our website [www.pfh.org.uk/document/aids-and-adaptations-policy](http://www.pfh.org.uk/document/aids-and-adaptations-policy)



email [info@pfh.org.uk](mailto:info@pfh.org.uk)



or call **01482 223783**



or send us a message via your Connect device







## New heating technology



Sharon, and Buddy the whippet, are residents at Arden Court and volunteered to have a heating upgrade, to replace her gas heating system with an energy efficient air source heat pump and rooftop solar panels.

Having lived in properties previously with a heat pump and a passion for supporting the environment, Sharon has been the perfect pioneer!

The whole process of updating the heating system took four days, and has the potential to make savings on her energy bill of up to 75%.

We are using the feedback and experiences of our Eco Champions to ensure we make the right decisions for heating and other upgrades to resident's homes in the future. Ensuring that we use technology that keeps residents warm, is efficient and cost effective to use, and easily controllable.

### Sharon said

“Before I had to set my thermostat at 21 degrees to keep the house comfortably warm, but now I set it to 18 degrees and it's constantly perfect.”



A cozy and warm home gets Buddy's seal of approval too!  
**Thank you, Sharon, for being an 'Eco Champion!'**



# Tenant Satisfaction Measures



Tenant Satisfaction Measures were introduced by the Regulator of Social Housing (RSH) to assess how well housing providers are doing at providing good, quality homes and services.

We continually monitor our performance against Tenancy Satisfaction Measures and will be reporting on these quarterly.

By monitoring customer satisfaction on an ongoing basis, we can react quickly to any changes in satisfaction and ensure we keep improving services to our customers.

Our year to date satisfaction and performance results as of 31 March 2025 are;

**92.5%**

Overall  
satisfaction with  
our services

**89.8%**

satisfied  
with repairs  
service

**92%**

satisfied  
with time taken  
for repair

**94.1%**

satisfied  
home is well  
maintained

**98%**

satisfied  
home is safe

**92.4%**

satisfied  
landlord  
listens

**90.4%**

satisfied landlord  
keeps tenants  
informed

**94.4%**

satisfied  
landlord treats  
tenants fairly

**55.4%**

satisfied with  
complaints  
handling

**86.9%**

satisfied with  
communal  
areas

**88.4%**

satisfied with  
landlords'  
contribution to  
neighbourhood

**89.7%**

satisfied  
with approach  
to ASB

# How are we performing?

**100%**

Gas safety checks

**100%**

Fire risk assessments

**100%**

Asbestos Surveys

**100%**

Legionella risk assessments

**17.21**

ASB Cases open  
(per 1000 homes)

**0**

Hate crime cases  
(per 1000 homes)

**0%**

of homes that do not meet the Decent Homes Standard

**99.56%**

non-emergency repairs completed on time

**99.7%**

Emergency repairs completed on time

**5 - 20**

working days target timescale for non-emergency repairs

**1**

working day target timescale for emergency repairs

**271**

responsive repairs not completed

**38.54**

stage one complaints received  
(per 1000 homes)

**1.38**

stage two complaints received  
(per 1000 homes)

**100%**

stage one complaints response times

**100%**

stage two complaints response times

**100%**

stage one complaints in CH01 timescales

Find out more about how you can get involved with shaping our services here [www.pfh.org.uk/get-involved](http://www.pfh.org.uk/get-involved)

We collect resident feedback and report on these as Tenant Satisfaction Measures. Find out more about our approach here

Or by visiting [www.pfh.org.uk](http://www.pfh.org.uk)



# OK Each Day

## A Lifeline for Independent Living

**Your PFH Connect  
Device only costs 9p  
per year to run**

Please keep it plugged  
in and switched on  
when you're at home.

**At PFH, resident safety is our top priority. The OK Each Day service, provided through the PFH Connect tablet, offers a simple yet vital daily check-in, ensuring peace of mind for those living alone. A recent incident with a resident highlights just how essential this service can be.**

Earlier this year, our team noticed a resident hadn't pressed their morning OK button. Concerned, we made several calls and checked hospital admissions before heading to her home. Hearing their cries for help, we found them lying on the floor, unable to move. They had been there since the previous night. Emergency services were contacted immediately, and our team provided care while waiting for paramedics. Thanks to OK Each Day, the resident received the help they needed just in time.

### Why OK Each Day Matters

- Provides daily well-being checks
- Ensures swift action in emergencies
- Offers peace of mind for residents and families
- Supports independent living with added security

If you or a loved one could benefit from OK Each Day, get in touch. **It's not just a service - it's a lifeline.**



### What to Expect from OK Each Day

The OK Each Day service is designed to be a non-intrusive way of checking on residents' well-being. Here's what happens if a resident doesn't check in:

- First hour: The Alertacall team will attempt to contact the resident.
- After one hour: If there is no response, they will try the resident's nominated contacts.
- If contacts are unreachable: The case is escalated to PFH (during the week), where we will attempt further checks, such as contacting neighbours or checking hospital admissions.
- If all else fails: A staff member may visit the property. If no one is available, we will alert emergency services.





# We're here to help – talk to us first about repairs

**If you're experiencing issues with your home, please contact us directly so we can put things right.** We understand how important a safe and comfortable home is, and we're committed to resolving repairs quickly and fairly.

Some solicitors may approach you offering to take legal action on your behalf, but this can often lead to delays and unnecessary stress. By coming to us first, you give us the chance to fix the problem without the complications of legal proceedings. Your wellbeing is our priority – let's work together to keep your home in good condition.

**We believe that our staff deserve to be treated fairly and with respect, free from intimidation, harassment, and threatening behaviour.**

Aggressive, violent, or abusive behaviour as well as any forms of sexual harassment will not be tolerated, and will be dealt with in line with our policies and procedures.



If you witness an act or conversation which you perceive to be harassment or bullying, consider whether you feel able to raise this problem informally with the person responsible, or speak to the person you feel is being subjected to the behaviour for their views. If you don't feel able to do so, please contact our Customer Services Team on 01482 223 783.



# We are here for you

Research from Age UK shows 1 in 30 people aged 60 to 74 and around 1 in 50 people aged 75 and older have experienced domestic abuse in the past year.

**If you ever need our support, we can help. All you need to do is call us confidentially on 01482 223783.**

## Roaring Fitness

Humber View Residents enjoyed a morning workout with the Hull City Tigers Trust, increasing coordination, strength (and having fun too!)



## Sight Support

Residents had a visit from 'Sight Support' at Ada Holmes Circle.



## New Grounds Maintenance Contractor: Malc Firth Landscapes Ltd

After extensive resident input through surveys, roadshows, and a resident-led panel, a new grounds maintenance contractor has been appointed. Malc Firth Landscapes Ltd, a family-run business, began work on 1st April 2025 and now operates from a new Hull-based depot with local staff.

### Service updates include:

- Standard hedge height across all areas
- Room for future service improvements
- More colour and planting to boost estate appearance, coming soon!

To help you stay informed, we've launched a new scheduling tool with Malc Firth. Just scan the QR code, enter your area, and find out when they'll be visiting next. Thank you for your patience as we work to enhance your neighbourhood!



## Bridging Generations

Residents at Humber View & Christopher Pickering Lodge enjoyed visits from the fun filled pupils from Victoria Dock Primary School, and Newington Primary. Bringing together two generations is so beneficial - with lots to both teach and learn from each other and contribute to lifelong learning, plus lots of fun to be had!



Looking for extra help  
in your garden, like more  
frequent grass cutting,  
weeding, or specialist plant care?

Our Recommended Gardener Service offers flexible, bespoke options to suit your needs. We've pre-vetted local contractors, but you manage the service directly. Let us know how it's going so we can keep our list up to date. Know a great gardener? Ask them to get in touch and mention "Recommended Gardener List."

**DLH Services** – Trusted by PFH for over a year



**Dave: 07930 945023**



**dave.dlhserviceshull@gmail.com**

**Beaumont's** – Also with PFH for over a year



**Andrew: 07929 864117**



**01482 223 783**



**Pickering and Ferens Homes, 7 Beacon Way, Hull HU3 4AE**



**info@pfh.org.uk**

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