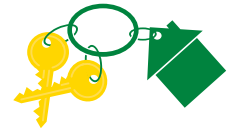


Keylines

Issue 39



CROSS KEYS Homes

You'll be at home with us

June 2015

Your news from your housing association



We've built our 1,000th new home

page 11

Also in this issue:

Bee involved page 5

Your Awards Night page 6

Money Matters pages 12 - 18



Hello

Welcome to the summer issue of Keylines...

Like us on Facebook or follow us on Twitter to be the first to hear about our news.

Follow us on:

- Facebook: [crosskeyshomespeterborough](#)
- Twitter: [@CrossKeysHomes](#)
- YouTube: [CrossKeysHomesUK](#)

Remember, our website is packed full of useful information which is available at the touch of a button: www.crosskeyshomes.co.uk

Get in touch...

Your local Neighbourhood Office
Tel: 01733 385061
Email: neighbourhoodoffices@crosskeyshomes.co.uk

Head Office
Tel: 01733 385000
Email: info@crosskeyshomes.co.uk

Need this translated?

- Lithuanian: Reikia tai išversti?
 - Slovak: Potrebujete toto preložiť?
 - Czech: Potřebujete to přeložit?
 - Polish: Potrzebujesz tłumaczenia?
 - Portuguese: Necessita de isto traduzido?
 - Kurdish: بە کۆمەڵێکێ ئەرجومە بە وێ امەت دۆتە ئۆی ت
- Also available in braille, large print or audio – CD or tape.
☎ 01733 385116

The weather is slowly getting warmer and there are lots of exciting events taking place which you will see featured on the next page to keep you and your family entertained throughout the warmer months.

In this issue we have some information about our Awards Night which has been arranged for Thursday 10 December 2015. Just turn to page 6 to see how you can nominate someone deserving for one of our prestigious awards. It is always a fantastic event and I would love to see as many of you there as possible – so please do get your nominations coming in.

You will see on page 11 of the newsletter that we have built our 1,000th new home and have development plans underway to continue to build up to 500 new homes a year by 2018. This demonstrates our commitment to tackling the housing crisis and it was therefore great to see housing playing such a key part in the run up to the general election.

With the election now over we know there will be changes ahead but we are waiting to see what the true

impact will be for you and our work over the coming months. Please be certain though that we are always here to help and support you through any changes to, for example welfare benefits, and will keep you updated as soon as we know what these may be. However until we have the full details of the new government's plans we will continue to focus on what we do best - delivering great homes and doing our bit to create strong and vibrant communities.

I hope you all enjoy this new larger edition of Keylines which has been packed full of articles you have specifically asked for following our readership survey. Thank you to everyone who took the time to let us know your thoughts and ideas.

Finally, I would like to wish you all a lovely summer and please do keep those emails coming in with your suggestions to help ensure we are the best we possibly can be. Please feel free to email me on: claire.higgins@crosskeyshomes.co.uk or on twitter [@CKHClare](#).

Claire Higgins,
Chief Executive,
Cross Keys Homes



Features...



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Out and about **20 & 21**

Five ways to pay your rent

There are several ways you can pay us, you just need to choose the best one for you.

You can pay:

By Direct Debit
The easiest way to pay us is by Direct Debit. Simply set up a weekly or monthly Direct Debit payment by calling: **01733 396483** or visit: www.crosskeyshomes.co.uk/set-up-direct-debit

Over the phone
Use our automated payment line 24 hours a day, 7 days a week to make a payment to us using either your debit or credit card. Just call: **0330 088 3786** and follow the instructions. You will need your payment reference number to hand.

Online
You can pay your bill easily online by visiting: www.crosskeyshomes.co.uk/pay. Remember to have your payment reference number and debit or credit card to hand.

In person
You can pay your bill in person at your local Neighbourhood Office, any Post Office or anywhere you see the 'Payzone' logo. You will need your payment card and can pay at any of these by using either cash, debit or a credit card.

By post
You can send a cheque made payable to Cross Keys Homes Ltd. Just make sure you include your payment reference number on the reverse and send it to: Incomes, Cross Keys Homes, Shrewsbury Avenue, Peterborough PE2 7BZ.

Remember - rent payments must be cleared and in your rent account by Friday each week, however you choose to pay.

Dates for your diary

- Forum or panel meeting
- Event
- Course
- Training

July

- 1 Wed** Southern Area Panel meeting 7pm
Cross Keys Homes Head Office, Woodston
- 4 Sat** Bretton Festival 10am
Bretton Park
- Dogsthorpe Fun Day 10am
Dogsthorpe Academy
- 5 Sun** Sporting Sunday - accessible sporting event 1.30pm
Jack Hunt School, Netherton
- 6 Mon** Eastern Area Panel meeting 6.30pm
Becketts Close Community Centre, Dogsthorpe
- 9 Thu** Careers Festival - the East of England's largest Skills and Careers event 9.30am
The Peterborough School, Thorpe Road
- 11 Sat** Honeyhill Garden Party 11am
Honeyhill, Paston
- 20 Mon** Mears Academy - basic home maintenance course 9.30am
Mears Ltd, Manasty Road, Orton Southgate
- Speed Interview Workshop (for 16-24 year olds) 12.30pm
City College Peterborough, Brook Street
- 22 Wed** Orton Community Fun Day 11am
Ormiston Bushfield Academy, Ortongate
- 23 Thu** Area Panel Film Night and AGM (invite only) 5.30pm
Ormiston Bushfield Academy, Ortongate PE2 5RQ
- 25 Sat** Welland Family Fun Day 10am
The Charteris Centre
- 28 Tue** Northern Area Panel meeting 7pm
Honeyhill Children's Centre, Honeyhill, Paston

August

- 3 Mon** Eastern Area Panel meeting 6.30pm
Becketts Close Community Centre, Dogsthorpe
- 10 Mon** Mears Academy - wall tiling and plastering course 9.30am
Mears Ltd, Manasty Road, Orton Southgate
- 19 Wed** Western Area Panel meeting 2pm
Westwood Community Hub
- 25 Tue** Northern Area Panel meeting 7pm
Honeyhill Children's Centre, Honeyhill, Paston

September

- 2 Wed** Southern Area Panel meeting 7pm
Cross Keys Homes Head Office, Woodston
- 7 Mon** Eastern Area Panel meeting 6.30pm
Becketts Close Community Centre, Dogsthorpe
- 12 Sat** Westraven Big Local Community Fund day 11am
Hampton Court, Westwood
- 14 Mon** Mears Academy - painting and decorating course 9.30am
Mears Ltd, Manasty Road, Orton Southgate
- 16 Wed** Western Area Panel meeting 11am
Bretton Parish Council offices, Pyramid Centre
- 29 Tue** Northern Area Panel meeting 7pm
Honeyhill Children's Centre, Honeyhill, Paston

You can also view all upcoming events online at: www.crosskeyshomes.co.uk/events or follow us on Facebook to receive alerts.

Residents Board update

In March the Group Board officially approved our new governance structure and appointed members to your new Residents Board.



Your Residents Board

The Residents Board will oversee the services which fall under the consumer standards in our regulatory framework and have delegated responsibility for the following areas:

- Resident Involvement
- Asset Management
- Sheltered and Hostels
- Leasehold
- Right to Buy
- Anti-Social Behaviour
- Lettings
- Customer Access
- Community Strategy
- Neighbourhood Management

This accounts for just over £9.5 million and involves agreeing and monitoring delivery of each strategy.

One of the first of many key decisions made by the Residents Board was to take part in the Rental Exchange scheme. The Rental Exchange scheme works in conjunction with Experian and provides an opportunity for residents to improve their credit

rating without having to take on any further debt. To find out more about this please see page 16 of this newsletter.

How do residents apply to become a Residents Board member?

Each year, from April 2016, one third of the Residents Board places (4) will become vacant. These places will be advertised for residents to apply for, subject to eligibility. Those interested will be invited to attend a briefing workshop to find out more about the Residents Board including remuneration and what the membership is all about. Residents Board members will be appointed for a period of three years, but may re-apply for vacancies. In line with the Group Board, Residents Board members can only serve a maximum of nine years.

This is a new and innovative approach to governance within our sector and is really putting customers at the heart of what we do.

This change has also meant changes to Cross Keys Homes' Group Board. This now comprises two residents (Chair and Vice Chair of the Residents Board), two councillors, five independents and also Claire Higgins, our Chief Executive, making a board of ten.

If you would like any further information on the Residents Board, please contact Melissa Speechley, Governance Manager on tel: **01733 385004** or email: **melissa.speechley@crosskeyshomes.co.uk**

You can also visit our website to see a full list of our Group Board and Residents Board members.

Bee involved!

Residents making a difference

Key Contacts Online group

Our Key Contacts Online group help by giving us valuable feedback about particular areas of our work. We have over 200 tenants who volunteer their time to give us this vital feedback which in turn helps to inform decisions made here about developing and improving our services for you.

Preparing for the future of rent payments

With Universal Credit around the corner, it's likely that more and more of you will need to access our rent payment services. It's therefore important for us to find out which of our various methods of payment are most preferred and likely to be used by you.

Thanks to our Key Contacts Online group we carried out a survey to find out how tenants preferred to pay their rent.

The survey revealed that direct debit is the most popular way to pay and showed that convenience is a top priority for you. This helped inform our drive towards implementing an automated 24 hours, seven days a week payment line to ensure the services we provide offer this flexibility.

Your neighbourhood

We also asked the group about the neighbourhood in which they live and feedback on the levels of fly-tipping and standards of grounds maintenance.

The responses received helped to support our Neighbourhood Managers in their day-to-day estate management functions. It also enabled us to provide a proactive recycling and waste removal day in Tower & Grove Court, Woodston

and Ratcliffe Court, Welland which resulted in four tonnes of waste being removed and a subsequent drop in the incidence of fly-tipping in both these areas.

We would like to take this opportunity to thank each and every one of our online team of Key Contacts for the invaluable input that they have given us over the years.

Do you want to have a say?
Then 'bee involved' with us and call our involvement team on: **0800 803 0359** or **01733 385059**.

Alternatively you can email: **involvement@crosskeyshomes.co.uk** or visit: **www.crosskeyshomes.co.uk/involvement** to find out more about all the different ways in which you can get involved with us.

"Thanks to being involved I now have the confidence to communicate more effectively."

Helen Donohoe (Orton Goldhay)



Your Awards Night

The search is on to find the stars in your community, and who better to nominate them for an award than you!

Cross Keys Homes' Awards Night recognises residents who have gone out of their way to improve the lives of others or who have made great achievements for themselves.

With a festive two-course meal included and a chance to win an award on the night - we need your nominations now!

The winners will be announced at a special awards ceremony on Thursday 10 December 2015 at

the Holiday Inn in Thorpe Wood, Peterborough.

There are seven categories in which you can nominate either yourself, an involved residents group or another resident*...

- 1) Good neighbour award
- 2) Young person's achievement (aged between 11-24) award
- 3) Personal achiever of the year (age 25+) award

- 4) Area Panel award
- 5) Estate champion award
- 6) Going green award
- 7) Making a difference award

So get your nominations coming in!

* Please see our website www.crosskeyshomes.co.uk/nominate for terms and conditions

Nomination form

Your name: _____

Your address: _____

Your telephone number: _____

Name of the resident you are nominating: _____

Their address: _____

Their telephone number: _____

Award category you are nominating them for: _____

The reason why you are nominating them: _____

Please continue on a separate piece of paper. **Photocopies of the nomination form are also accepted if you would like to nominate more than one person.**

Nominations need to be received by no later than Friday 30 October 2015.

All nominations will go into a prize draw and you and the person you nominate could each win an overnight stay at the Holiday Inn on the night.

Those shortlisted for each award will also receive complimentary tickets to our Awards Night not only for themselves but for those who nominated them for an award too.

You can also nominate online by visiting: www.crosskeyshomes.co.uk/nominate

Or you can email: deborah.dyer@crosskeyshomes.co.uk or call: 01733 396404 / 0800 803 0357.



Cross Keys Homes pre-Apprentices



Mark Bingham

He's a true inspiration who has gone on to achieve spectacular things.

Building better futures

As part of our commitment to bring opportunities to local people we have seen our sixth cohort of pre-Apprentices celebrate their six-month placement success at a special presentation event.



Court, Cross Keys Homes new Extra Care scheme in Stanground. "You wouldn't believe the impact this placement has had on me," Shannon told us. "When I started I really struggled with a lot of things, especially motivation to work and my time keeping. But here I am now, six months on, with my contract extended and a career in catering to look forward to!"

Cross Keys Homes' Community Investment Manager, Christina Alexander, said: "Since the scheme started in 2012, more than 80 young people have benefited from

the programme, and over 80% of them have already progressed onto further education, training or employment. We continue to work with the rest and provide them all with the support they need to continue to flourish."

Cross Keys Homes' Chief Executive and LEP Board Member, Claire Higgins, added: "As a social enterprise we aim to make a real difference to people's lives, and we think this project does just that. The young people involved benefit from the opportunity to gain skills and experience in a real work environment, which along with the support they get from us helps them to move on into further employment or training."

If you are aged between 16 to 24 and would like to take part in our pre-Apprenticeship programme call Helen Hutchinson on: 01733 385058 or email: helen.hutchinson@crosskeyshomes.co.uk

In this edition we meet local resident, Mark Bingham, who recently won the regional Adult Learners Week ESF Individual Award. Yet there was a time once when Mark never thought anything like this could be possible to achieve.

Eight years ago Mark had a budding career in IT in the forces when he was hit by a sudden illness which halted everything.

He beat cancer several times as well as numerous other health issues. Yet he was desperate to get back to work. As well as his physical problems, Mark's illnesses left his confidence at rock bottom and affected him emotionally.

So he joined both the ESF Families and Working 4U programme which Cross Keys Homes runs and very quickly started to achieve great things.

He also became a volunteer at our Westwood Community Hub and was able to use his IT experience to help and support others in similar situations with job searches, IT issues and general enquiries.

His warm personality and sense of humour made him very popular with everyone and he soon became an invaluable part of the team. During the six months he volunteered at the hub Mark also enrolled on some of the courses we were running. He passed the City & Guilds Business and Administration level 1 course with flying colours, and then went on to complete our Money Management and Confidence Building courses to help him prepare for moving back into employment.

The courses taught him skills that included customer service, phone skills, business administration and organisation skills. All these proved to be invaluable to him in his search for work.

Thanks to all Mark's achievements he was asked to take part in our ten-year anniversary video case study. He gladly accepted and the filming went ahead. Yet little did any of us know what this would lead to...

A local employer saw the video and wanted to speak to Mark. This has since led to a job for Mark and he

has been happily working for just over nine months.

Mark said: "My life was completely upside down before I started on this programme, but now I have slowly been able to build my confidence back up from its foundations. I have got so much out of working with others in a similar situation, and I love helping people.

"I just can't believe I have got my life back on track now, and things are really looking so positive. I am just so grateful I stepped into Cross Keys Homes' community hub that day, otherwise I don't know where I would be."

You can see the video that got Mark his job by visiting our [YouTube](https://www.youtube.com/c/CrossKeysHomesUK) page: [CrossKeysHomesUK](https://www.youtube.com/c/CrossKeysHomesUK).

If you are looking to get back to work and would like our help – just like Mark did – then call: 01733 396409 or email: community@crosskeyshomes.co.uk

Congratulations Mark!

New homes

New homes mean more affordable homes

To ease waiting lists, provide more family homes and help customers to downsize, we've an ongoing commitment to increasing the amount of affordable housing.

That's why we've got a number of new build projects on the go. This will see our development programme expand dramatically over the next couple of years. We will provide 500 much needed affordable homes per year for residents living in Peterborough as well as further afield.

We are currently in the process of building:

- An extra care scheme known as Lapwing Court in Orton Brimbles
- 71 new homes in Gunthorpe
- 25 new homes in Woodston
- 263 new homes and apartments in Godmanchester

We are also busy looking at many other schemes which will see our development portfolio extend to areas such as Bedford, Milton Keynes, Cambridge and Rutland.



Lapwing Court



Burghfield Place

Own it!

Over 100 people attended our most recent Shared Ownership Open Event in Gunthorpe on Saturday 9 May.

More than 30 brand new 2,3 and 4 bedroom homes are now reserved at our Burghfield Place and Roman Fields developments on Manor Drive, with a number of buyers moving in shortly.

Having a stake in your home is a great feeling and shared ownership makes this a realistic, manageable option for many.

Key features:

- You buy (and own) a share you can afford, rather than just renting with no return.
- Your monthly mortgage and 'rent' (the fee we charge on the bit you haven't bought) are much cheaper than buying outright and often around the same or even less than privately renting.

- You don't need a really big deposit, as it's based on the share you're buying, rather than the whole property value.
- You can buy more shares at any time... until it's all yours! (We call this 'Staircasing up').
- Or, if you want to move on, you simply sell your share for its market value at the time (by which point you will also have paid off a chunk of your mortgage!)

*Cross Keys Homes Shared Ownership
A new way of living in Peterborough*



New homes

1,000th new home celebration

We've recently celebrated the build of our 1,000th new home.

A special ceremony to mark the achievement was held with Mazalie Jones, tenant of our 1,000th new home at Pine Tree Close in Dogsthorpe.

Mazalie had a bouquet of flowers presented to her by our Chief Executive Claire Higgins, Chair Angus Kennedy and the then Leader of Peterborough City Council at the time, Councillor Marco Cereste.

Mazalie said: "I am delighted with my brand new chalet bungalow and can't thank Cross Keys Homes enough. It has given me and my family stability and it's somewhere where we really enjoy living."

Our Chief Executive, Claire Higgins, said: "The great milestone of our 1,000th brand new home means such a lot to us but it is only the start of our ambitious development plans to ensure we provide a great mix of affordable homes."



"It was a pleasure to meet Ms Jones and I wish her all the very best for every happiness in her new home."



enthusiastic about moving forward

Our Board Chair, Angus Kennedy, added: "This is an exciting time for everyone at Cross Keys Homes and I am really

with our future development plans which will see over 500 new homes built per year by 2018.

"We are committed to making a positive difference in Peterborough and the surrounding areas by providing good quality affordable homes that people on low and middle incomes can genuinely afford and delivering great services not only for today's residents but for future generations to come."

Facing up to debt



The name that appears in this article has been changed to protect the identity of the individual.

Never once did Faye think it would be so easy...

Until recently Faye had a huge black cloud hanging over her head.

Faye had debt problems ranging from hire purchase, to credit cards and loans, all of which had escalated out of her control over many years. Yet little did she know it would be so easy to get help and advice and sort out her debt problems.

Here's Faye's story...

"I had been putting my debt problems to the back of my mind for so many years as I didn't want to face reality. It was so bad that

I didn't even know how much I owed and who I owed it too!

"Yet after attending one of Cross Keys Homes' events, I got talking to the staff about my debt problems and it was instantly like a huge weight had been lifted from my shoulders.

"They gave me advice about StepChange debt charity and after a couple of minutes plucking up the courage to call them; I soon had my debt problems under control.

"I've continued to talk to StepChange over the weeks and now I can honestly say that the black cloud which once followed me around everywhere has finally disappeared.

"The only one regret I have is I wish I had faced up to my debt fears sooner as this could have all been dealt with years ago."

If you have serious money worries, don't bury your head in the sand.

Talk to StepChange debt charity who can help draw up a debt management plan with you. Simply call them on: 0800 138 1111.



'Jam Jars' help tenants with sticky finances

Get ahead this year and start your savings with the Credit Union's 'Jam Jar' budgeting account.

You can easily transfer money into different 'pots', which allows you to deal with bills, rent and general budgeting, including saving for Christmas or a special occasion.

For those of you who can't, or may not wish to use high street banks, a 'Jam Jar' account enables you to control your money in a simple way which deals with all your financial needs.

There are no complicated credit checks, and once you start to save with your Credit Union, you can even have access to their own loan scheme.

If you are interested in opening up a bank account with Peterborough's Credit Union shop known as Peterborough Rainbow Savers call: 01733 686483 or visit your local branch.

There are also branches in Wisbech, Cambridge, Suffolk and Norfolk for those tenants who live further afield.



Garages available for rent

Did you know that we have garages to rent?

In particular, we have a number of garages to let across the city from £6.23 per week or £7.48 for non-tenants.

If you are experiencing parking difficulties or would like a garage for your car or general storage then please contact us for details.

Garages must not be used for trade, business or other storage purposes.

To find out more call: **01733 385061** or pop in to your local Neighbourhood Office.



Peterborough Energy is here to help you save money

Are you concerned about your energy bill? It may have reduced in recent months with the drop in wholesale oil prices but do you know if you are still getting a good deal and have you checked it out? You could save hundreds of pounds just by switching supplier.

Peterborough Energy is a new initiative set up by Peterborough City Council in conjunction with an award winning energy supplier OVO Energy, which could save you an average of £210* on your annual bill. They aim to offer a no-nonsense, competitively priced,

customer focused energy service to residents in the Peterborough region. They also aim to obtain the most competitive and sustainable energy prices for gas and electricity, and pass this benefit on to their customers. With a local energy supplier, like Peterborough



Energy, comes a number of benefits:

- Save an average of £210* each year on your annual energy bill).
- No exit fees on all payment plans (except when switching from one Peterborough Energy fixed rate tariff to another before your contract expires).
- 3% Interest Reward on credit balances, up to £1,000**.
- OVO's award winning customer service - OVO recently topped ten of the twelve categories in the uSwitch Energy Awards 2014, including Supplier of the Year.

If you are interested please visit: www.peterboroughenergy.co.uk, call: **0800 408 6706** or look for the Peterborough Energy page on the Council's website.

While we at Cross Keys Homes cannot recommend an individual energy supplier we do recommend you review your energy prices on a regular basis using a comparison site such as: www.uswitch.com

If you do take advantage of this offer please let us know how you get on by emailing: communications@crosskeyshomes.co.uk or calling: **01733 385116**.

*Customers on Big 6 variable tariffs will realise these average savings. £210 is the difference between the Peterborough Energy 1 year fixed dual fuel tariff (33% green, all payment methods) and average Big 6 (SSE, npower, British Gas, EDF Energy, E.ON, Scottish Power) standard variable tariffs in regions 10 and 11 for medium usage (3,200kWh electricity, 13,500kWh gas per annum) dual fuel customers on standard credit meters. Correct as at 27/04/2015. Sources: EnergyLinx and Uswitch Insight

** Calculated at 3% per year, paid monthly based on number of days in credit and the amount left in your account after you've paid your bill. OVO Interest Reward is capped at 12 times the amount of the current direct debit amount and is available to customers paying by advance direct debit. Terms apply: www.ovoenery.com/coreterms2014

CREDIT where credit's due

Everybody has a credit report, it's just that you don't always know it.



Your credit report contains details of all the loans and credit you've taken out in the past and shows how up to date you are with your repayments. Your credit report matters because whoever you ask for credit will check your report to see if you're likely to pay the credit back, based on the history of your payments.

And credit doesn't just mean bank loans or credit cards, it also applies to things like your telephone and broadband contracts, and your gas, electricity and water contracts too.

If you've got a good credit report you're much more likely to get good credit, which can mean you pay less interest on any loans taken out, and you won't have to have an expensive pre-payment meter for the likes of gas or electricity.



Experian's Rental Exchange Programme

In the past, the odds were always stacked against social housing tenants when it came to building up a good credit rating.

Monthly rents didn't count, while it was different for homeowners as their mortgage payments did.

The good news is that we've joined a new initiative known as The Rental Exchange. This is a joint venture between Experian and the Big Issue Invest and it is finally helping to level the playing field

when it comes to getting a good credit rating.

By joining The Rental Exchange, we will have to share some of your tenancy information with Experian, the UK's leading credit agency – and we'll be sending a letter with full details about what's involved in the near future.

By joining this new initiative, according to Big Issue Invest, more than 70% of social housing tenants will be able to improve their credit rating which for you means access to more affordable credit.

It will hopefully also be easier for you to open or change bank accounts, shop online, get better mobile phone deals and receive

better gas, electricity and water rates. The Rental Exchange will also help you pass online identity checks.

Getting a copy of your credit report

You can get a copy of your credit report online at: www.experian.co.uk/consumer/statutory-report.html for just £2. Or you can enclose a cheque for £2 made payable to Experian and send with your full name, date of birth and your address for the last six years to: Customer Support Centre, Experian Ltd, PO Box 8000, Nottingham NG80 7WF.

Ways to improve your credit rating:

- 1) Register to vote – go to www.gov.uk/register-to-vote
- 2) Set up an agreement to pay old debts.
- 3) Try not to make late credit card payments.
- 4) Don't make lots of applications for credit in one go.
- 5) Avoid 'pay day' loans.
- 6) Do not withdraw cash on your credit card.
- 7) Shop around for credit and only apply when you've found the best deal for you.

Money Matters



Fancy brushing up on your DIY skills?

Then make sure you book your place on one of our FREE training sessions.

Over the next few months our training academy, in partnership with our contractors Mears, is offering training in:

Basic home maintenance

Monday 20 July
9.30am - midday

Wall tiling and plastering

Monday 10 August
9.30am - midday

Painting and decorating

Monday 14 September
9.30am - midday



To book your place on one of these training courses simply call: 01733 385149 or email: tracey.wood@mearsgroup.co.uk

All classes take place at:
Mears Limited, Units 19-24
Manasty Road, Orton Southgate,
Peterborough PE2 6UP.

Get Creative

Get creative and try one of our FREE craft courses, starting in July.

We have jewellery making, flower arranging, card making, decorating, baking and sewing courses.

Classes are open to those who are unemployed.

To find out more call Ruth Mingay on: 01733 396404 or email: ruth.mingay@crosskeyshomes.co.uk



Calling all 16-24 year olds...



We're giving you the opportunity to be interviewed by many local employers at one event with our:

Speed Interview Workshop

On Monday 20 July 2015
12.30pm-2pm

At the City College Peterborough,
Brook Street, Peterborough
PE1 1TU

Each interview will last eight minutes and you may just find your perfect job match!

We will have job opportunities available in customer service, care, retail and administration so make sure you dress to impress and bring your current CV to see if you can secure yourself a job on the day.

Sponsored by: Department for Work and Pensions



Be safe with gas

Your safety is extremely important to us. That's why we carry out a free annual gas safety check and offer flexible appointments to ensure we can service your boiler.

It is also a legal requirement under the Gas Safety (installation and use) Regulations 1998.

Your tenancy agreement also states that you are obliged to allow us access into your home to carry out this test.

So if you have recently received a letter about your annual gas safety check and need to rearrange your appointment simply call our contractors Mears on: 0800 988 8330 or email: peterborough.gas@mearsgroup.co.uk so that we can make sure your boiler is safe.

Evening and weekend appointments are also available if this is more convenient for you.



Helping to keep you safe

We already install hard wired smoke detectors in your homes and last year we started to install carbon monoxide detectors too.

Yet there are some tenants who still refuse to have these fitted!

From October 2015 it will be a requirement by law for landlords to install these detectors and we will soon be sending out further information as to when we plan to install these devices to those who have yet to have them both or either one fitted.

This move by all landlords will help prevent up to 26 deaths and 670 injuries a year nationwide. So please ensure you allow us access to carry out this vital work and keep you and your family safe.



Out and about

Share your photos with us. If you would like to appear in 'out and about' please email your pictures to: communications@crosskeyshomes.co.uk or post a copy to the Marketing team, Cross Keys Homes, Shrewsbury Avenue, Peterborough PE2 7BZ.



Residents of Kingfisher Court raised a fabulous £319 for Papworth Hospital at a recent coffee morning, with a tombola and raffle. Dorothy Hinton, who organised the event, has been fundraising for Papworth for many years, having received fantastic treatment from them. "Papworth is a pioneering hospital that does so much good and has helped me so much, I just want to be able to give something back," says Dorothy. "It's not only about raising the money, though. Events such as this are such good fun and really bring everyone together."



Peterborough Sports under 16 football team will be running on to the pitch in style now their kit is being sponsored by us. The club was struggling to replace their old kit that was bought from a previous club so we stepped in to help as part of our commitment to supporting health and sports among young people in the city.

Out and about



Our new cohort of pre-Apprentices joining us for six months paid work experience. *Welcome aboard!*



Mrs Vine celebrating her 100th birthday. *Congratulations!*



Cross Keys Homes' Community Manager, Christina Alexander, with Cath Robertson, Chair of Westraven Big Local and Gill Hutchinson, Big Local Rep after it was announced that Cross Keys Homes had been chosen as the 'trusted local organisation' to host the Westraven Big Local project.



Ralph Tabram with his beautiful hanging baskets. Ralph said: "I love gardening and even though I only have a small patio space it shows what can be achieved with a bit of thought and imagination."



Bill Masters spends a lot of his time knitting toys for charity. He's particularly good at dolls and animals and here he is with one of his fabulous creations. *We love this one Bill!*



Emma and Matthew who were the lucky winners of our Hudl competition for completing our Get Online course.



Helen Hutchinson, our Programme Manager, went 'back to the floor' in celebration of National Apprenticeship Week. Helen spent the day with our catering assistant Shannon Ding at our Kingfishers Restaurant. Here's Helen getting stuck into the washing up!



Residents at Loxley sheltered housing scheme in Werrington celebrating the scheme's 30th birthday.



Environmental achievements

We have been working hard over the past few years to reduce the amount of waste we produce and increase our recycling levels.

We can now proudly say that none of our waste ends up in landfill, and we were recently recognised for this great achievement with our Bronze Zero Waste Award, proving our dedication to reducing our environmental impact.

We also recently received the prestigious Platinum Travel Plan Award for our work over the years with Travel Choice Peterborough.

The aim of our sustainable travel plan has been to reduce our staff's CO2 emissions, through installing bike shelters and introducing a pool bike scheme, encouraging car sharing, and promoting use of our new eco-friendly fleet cars among so much more!



Fly tipping prevention

This March our rangers picked up the largest amount of fly tipped rubbish ever!

We, along with Peterborough City Council, want the area to remain a pleasant and safe place to live, and with your help and support we know we can achieve it. Here's how...

If you come across fly tipped waste... be sure to report it to Peterborough Direct on: 01733 747474 or your local council.

If you need to dispose of large items... the Council offer a bulky waste collection service for a small charge or you can take your waste to the Household Recycling Centre on Welland Road, Dogsthorpe, for free removal.

If you need to dispose of smaller items, clothes, working electricals, toys and more can be collected for free by Amey, or there may be a charity shop near to you to donate your items. If you are a computer whizz you could even check out Freecycle.org or give selling on ebay a go!



It takes a special kind of person to make others feel special



There's nothing more rewarding and no greater feeling of real job satisfaction

What we offer:

- Good rates of pay from £7.25 an hour for trainees, £7.96 an hour with experience
- Guaranteed contracted hours or part-time hours available
- Weekend work available



CROSS KEYS Care
Looking after you in your home

How to apply: Call **01733 385018** or email: recruitment@crosskeyshomes.co.uk

Looking for work?

Then here's a list of the top job search sites, as recommended by our recruitment professionals, which are worth knowing about:

Indeed jobs - www.indeed.co.uk

Jobcentre Plus website - www.gov.uk/jobsearch

Total jobs - www.totaljobs.com

Reed - www.reed.co.uk

Peterborough Today jobs - www.peterboroughtoday.co.uk/jobs

And don't forget, there's also our very own website where we advertise our latest vacancies at Cross Keys Homes and Cross Keys Care. Just visit: www.crosskeyshomes.co.uk/vacancies

Or visit Tackling Worklessness in Peterborough's site which we lead on for any employment support or advice: www.twipeterborough.co.uk



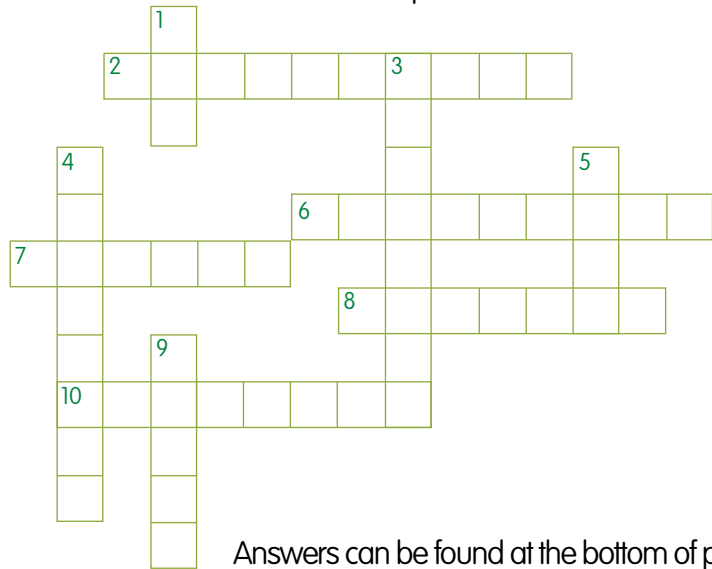
Summer crossword

ACROSS

- 2 Protect your eyes
- 6 Special seat for the sun
- 7 Two-piece swimsuit
- 8 Along the sea
- 10 Eaten a lot in summer

DOWN

- 1 It shines a lot in summer
- 3 Protects summer skin
- 4 Popular summer sport
- 5 Children make castles with this
- 9 Place for swimming and water sports



Answers can be found at the bottom of page 21.

Sudoku puzzle

	3		7	2		5	1	
	1				8		2	
	2	7	9		5	8	6	
				6	9	2	5	
	9	5	1	8				
	6	9	2		4	3	7	
	7		6				8	
	5	3		9	7		4	

Notes

Word search competition

WIN £50 of Love2Shop vouchers.

Just complete our word search competition and send to: **Katie Taylor at Cross Keys Homes, Shrewsbury Avenue, Peterborough PE2 7BZ** by **Friday 7 August 2015** to be in with a chance of winning.

Please see our website: www.crosskeyshomes.co.uk for our terms and conditions.

- Ice cream
- Sun hat
- Holiday
- Beach
- Sunflower
- Strawberries
- Cricket
- Butterfly

E	B	U	T	T	E	R	F	L	Y	C	K	I
L	S	H	V	J	E	W	I	C	P	F	C	G
H	K	O	C	R	I	C	K	E	T	E	V	F
R	S	L	O	L	T	D	J	A	C	J	Y	A
G	U	I	F	E	I	U	P	R	O	F	B	E
M	N	D	A	I	S	B	E	A	C	H	K	B
O	F	A	V	N	B	A	F	N	U	S	G	H
P	L	Y	H	E	M	R	B	A	S	C	V	M
N	O	Y	F	W	V	I	C	G	R	U	T	O
I	W	U	S	U	N	H	A	T	I	S	G	U
H	E	S	I	G	V	N	E	L	F	Y	E	M
G	R	K	F	O	R	T	U	E	M	T	J	F
S	T	R	A	W	B	E	R	R	I	E	S	A

Name:

Address:

.....

Email:

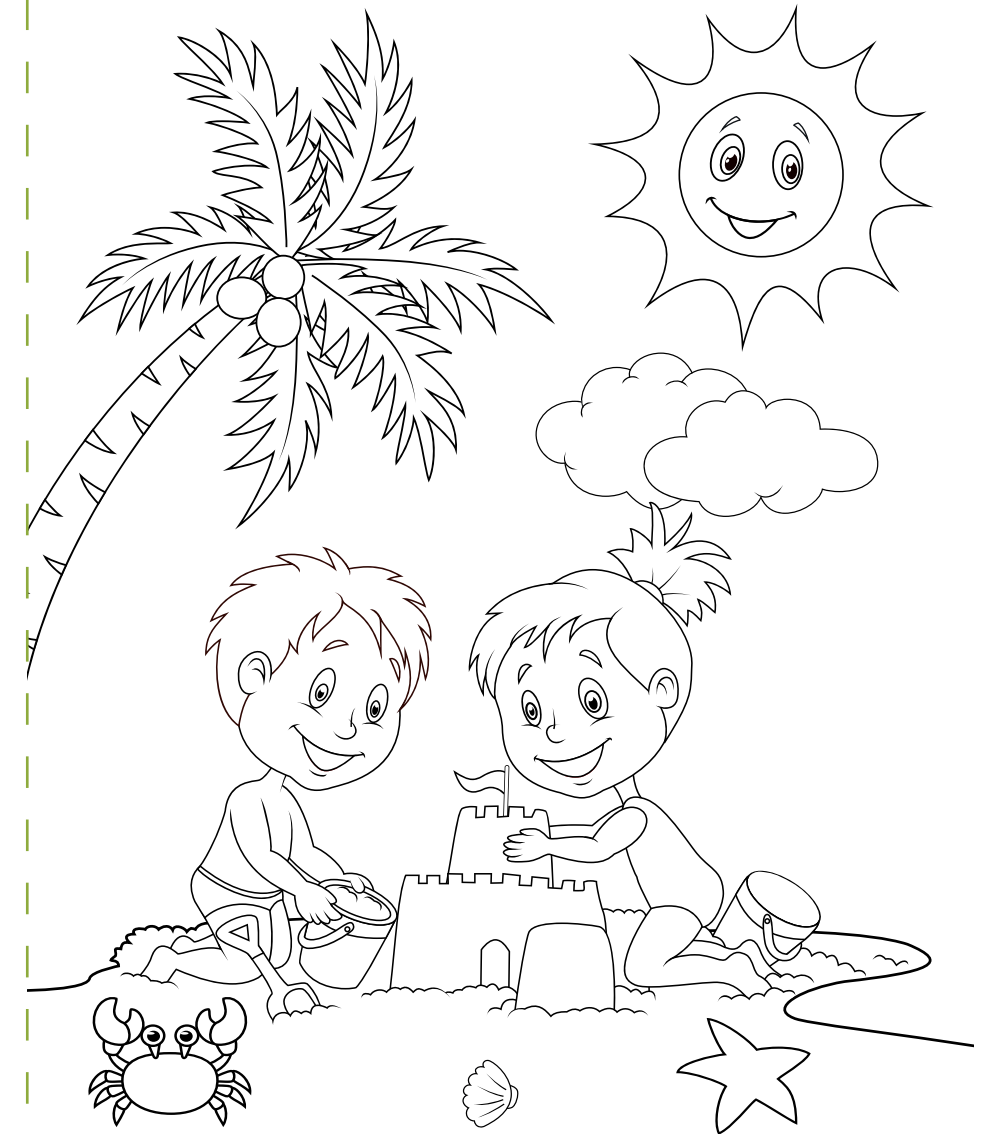
Tel:

Winners round up

Congratulations to Mrs Sandra Bennett from Orton Malborne who was our lucky winner following our word search competition in our last edition. Sandra won a £25 Love2Shop voucher.

Also **congratulations** to Mrs Catherine McCabe from Wittering who won a £50 Love2Shop voucher after completing and returning our Readership Survey.

Summer fun colouring competition



Fill in your details below and send your picture to: **Katie Taylor at Cross Keys Homes, Shrewsbury Avenue, Peterborough PE2 7BZ** by **Friday 7 August 2015** to be in with a chance of winning a family pass to Sacrewell Farm.

Name:

Address:

.....

Age:

Tel:

Answers

Summer crossword

Across

- 2 Sunglasses
- 3 Suncream
- 4 Swimming
- 5 Sand
- 6 Beach

Down

- 1 Sun
- 2 Deckchair
- 3 Suncream
- 4 Bikini
- 5 Seaside
- 6 Suncream
- 7 Suncream
- 8 Seaside
- 9 Beach
- 10 Icecream

Sudoku puzzle

2	4	6	7	9	8	3	5	1
8	5	8	1	3	6	4	7	2
1	7	3	4	2	5	6	8	9
6	3	4	2	8	1	5	6	7
8	9	1	3	7	5	2	4	6
3	8	1	4	6	9	2	5	7
4	3	6	8	5	1	9	7	2
5	1	6	8	7	3	4	2	9
9	3	8	7	2	6	5	1	4

Cheesy risotto with bacon and peas

Looking for new, easy and exciting ways to feed your family for under a fiver? For a hearty summer meal on a budget, look no further than the Italian favourite: risotto!

Serves: 4

Preparation and cooking time: 35 minutes

Ingredients:

1 onion
2tbsp olive oil
30g butter
6 rashers of streaky bacon
300g risotto rice
1 litre hot vegetable stock
150g frozen peas
Hard grated cheese to serve

Method:

1. Finely chop the onion. Heat the oil and butter in a large saucepan, add the onion and fry for 5 minutes. Add the chopped bacon and fry for a further 5 minutes, until it starts to crisp.
2. Add the rice and stock, and bring to the boil. Stir well, and then reduce the heat and cook, covered, for 15-20 minutes until the rice is almost tender.
3. Stir in the peas, add a little salt and pepper and cook for a further 3 minutes, until the peas are cooked. Serve sprinkled with grated parmesan (cheddar is just as good!) and black pepper. Simple, nutritious and delicious!



Top tips:

Risotto is one of those great meals that can use up almost anything in your fridge and still taste amazing! Great additions include mushrooms, courgette, squash, chicken, broad beans... the possibilities are endless!



Finding a new home with House Exchange

Top tips for garden lovers

For green-fingered gardeners summer is a busy time of year!

Here are some of our top tips to get the most out of the warmer months:

- Order a **FREE** garden water saving kit from Anglian Water. It even includes water storing crystals and mats for use in pots and hanging baskets, so you can make the most of what space you have! Also consider installing a water butt if you don't already have one.
- It's not too late to give growing your own veggies a go – lettuce, carrots, broccoli and more can all be planted now to provide you with fresh home-grown produce in the autumn. Do you live nearby to one of our Incredible Edible planters? Why not make the most of it!
- Put up a bird feeder by your window or a bird box in a tree and see what grateful summer visitors you get to your garden!



Register with House Exchange to find thousands of available properties.

House Exchange is fast becoming the number one way to find a new home, whether you're looking to downsize or to gain an extra bedroom.

The web-based database is packed full of information given by tenants who want to move and is the largest not-for-profit national system of its kind available.

House Exchange instantly lets you know what matches you have on the system and by registering for email alerts, it can also let you know as soon as a new match registers.

Just visit: www.houseexchange.org.uk for more information or call your Neighbourhood Office on: 01733 385061.



We need you!

We don't believe the relationship between Cross Keys Homes and our residents should be one way. We believe in working together.

If you're passionate about making a difference, want to learn more about housing and can work as part of a team – you could be the person we're looking for!

We will soon start pulling together our next Annual Report and we are after a team of residents to work alongside our Communications and Marketing Manager to help with this.

To register your interest call: **01733 385116** or email: communications@crosskeyshomes.co.uk.

National Citizen Service (NCS)

brings together thousands of 16 & 17 year olds to take part in exciting challenges and new opportunities during the summer.

BUILD YOUR CV

MEET INSPIRATIONAL PEOPLE

TAKE ON NEW CHALLENGES

MAKE A DIFFERENCE

RECOGNISED BY UCAS

NCS is government-backed so the cost of this once-in-a-lifetime experience is just £35. Make sure you don't miss out.*

*financial assistance is available

Sign up for the summer programme:
Wave 1 - 6th July to 24th July 2015
Wave 2 - 3rd August to 21st August 2015

Contact us on 01733 863954 or email ncs@peterborough.gov.uk and use the code NCCKH to **sign up now**.



NCSEAST @NCSEAST NCSYES @NCSYES

Useful contact numbers

Anti-social behaviour

01733 385065 or text ASB followed by your name, address and complaint to 60066.

Cross Keys Care

01733 396484

Gas servicing

0800 988 8330

Help finding work

01733 396409

Improvement works and adaptations

01733 385134

Lifeline 01733 396439

Neighbourhood Office - for general enquiries

01733 385061

Payment line

0330 088 3786

24 hours, 7 days a week

Payment enquiries line

01733 396483 9am - 5pm

Repairs centre

0800 328 2742 or

01733 385030

24 hours, 7 days a week

Resident involvement

0800 803 0357

Sheltered Housing

01733 385103

Other useful contact numbers:

Anglian Water:

08457 145 145

Gas leaks, National Grid:

0800 111 999

Peterborough City Council:

01733 747474

StepChange debt charity:

0800 138 1111



When you've finished reading, please remember to recycle this newsletter.

