



Our services during Covid-19



We are committed to operating all the services we can, however we've had to temporarily stop some services for the safety of our customers and colleagues.

OPERATING NOW



Customer call centre



Tenancy support by phone



Customer engagement online & by phone



Employment, money & rent arrears advice by phone



Wellbeing support



Caretaking & communal cleaning



Emergency repairs



Planned maintenance & safety checks



Home improvements



Cleaning empty properties



Property lettings



Grounds maintenance



Outside and inside social distance activities (Community Living) Up to six



Property surveys



Building site development



New non-emergency repair bookings online & by phone



Aids & adaptations



Online account



Tenancy support in homes*

STILL ON HOLD FOR NOW



Customer & community in-person events



Communal rooms open (Community Living) More than six

For the latest changes to our services go to www.aspirehousing.co.uk/coronavirus or follow Aspire Housing on Facebook and Twitter.

*Where the customer is willing to receive the service

NEWSLETTER

aspire housing

Community Living

Summer 2021

Domestic Abuse

Domestic abuse can happen at any time. Any man or woman can experience violence or controlling behaviour or social isolation and this can start at any time. Evidence has shown that memory loss, difficulty in concentration, chronic pain, high blood pressure, heavy alcohol use and prescribed and non prescribed drugs may trigger the abuse.

However, many don't report it or seek help.

Jean* sought help after experiencing domestic abuse for years. Jean's partner was taking her money and isolating her from her family. Jean spoke to her carer one day who then passed on her concerns to Social Care. Social Care worked discreetly with the Community Living Team to get a move. Jean has now moved to one of our schemes and has been joining in the activities and has made lots of new friends. Jean has said:

"I'm glad I had the courage to speak up. I got the help I needed to get away from my partner and now feel happier and more confident than I have in years."

*Name has been changed

There is lots of advice and help available. Your community living advisor can give advice or you can contact these services...

Staffordshire Womens Aid
www.staffordshirewomensaid.org/get-help/domestic-violence-and-abuse

Freephone National Domestic abuse helpline
www.refuge.org.uk/get-help-now/phone-the-helpline

It's great to see some glorious sunny weather (at the time of writing!) and even though the latest easing of lockdown has been delayed our repair services have remobilised and all repairs can now be booked.

Since the restrictions slightly eased on 17th May our Communal Lounges have been open for groups of six to use and it's been great to start having some group activities including gardening clubs, coffee mornings, chair based exercise classes, brunch or getting online sessions taking place we love seeing the photos. Your community living advisor can give you more information. We hope we can open fully very soon.



Take care and stay safe

A. Szatkowski

Andrei Szatkowski
Executive Director of Customer Experience

Birthdays/anniversaries



Eleanor Blackburn
60th Birthday 6th May



Mary Burns
70th Birthday

Repairs and paying rent online



Now services are remobilised, the quickest and easiest way is to book them online through the Aspire Housing website and logging into My Account.

If you're unsure how to do this or need some help, contact your Community Living Advisor who can help.

