



Winter newsletter

Telling you about our news



We are Auckland Housing Solutions.
We want to keep our **customers** up to date about our services.



Our **customers** are the people who live in our homes.



Welcome to our newsletter. It tells you about:

- How we are involving our customers in our services

and

- Other things that are going on in our homes.



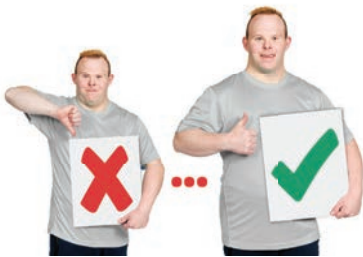
News about our Customer Engagement Panel



Our Customer Engagement Panel is made up of customers, staff and carers.



We have a meeting every 2 months.



We talk about how to make our services better.



We last had a meeting in January 2025. 5 customers came to the meeting with their support workers.



Together, we looked at our new sign up pack. This pack has lots of useful information for new customers.

Things like:



- A customer handbook. This tells you useful information about living in our homes.

and



- A tenancy agreement. This tells you the rules you have to follow if you want to live in your home.



We talked about the best way to give people information.



People said easy read was really clear to understand.



New customers will be able to get useful information in easy read.

Get involved



We are looking for people to join a new group.



The group will help us to do a piece of work.



Together we will look closely at part of our work. This might be things like our rules about how we do things.



We will think about how we can do things better.



If you want to take part, we will give you some training.

The training will tell you how to look closely at something.



It will help you to understand how this can help us to make our services better.

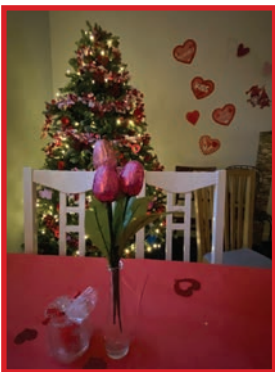


If you are interested in joining our group, speak to your Housing Officer.

Valentine's Day



On February 14th, staff and people who live at Eshwin Hall celebrated Valentine's Day.



They put decorations and lights up.



Then they had a special meal together. Everyone had a really good time.

News about Housing Officers



Hello, I am Mary. I am a Housing Officer for Auckland Housing Solutions.

I do lots of different things in my job role. Things like:



- Making sure people pay their **rent** on time. **Rent** is money you pay us to live in our homes.



- Checking people's homes to make sure everything is working properly and nothing is damaged.



- Supporting people to understand what help they can get with money.

What my day looks like



In this part of the newsletter, I tell you about what my working day usually looks like.



This will help you to understand what a Housing Officer does.



I get to work

I deal with important things first. Things like a customer needing something fixing in their home.



I deal with my emails

This might be messages from people who are interested in living in our homes.



I have my lunch



1:00



I have meetings with customers

This might be to help solve any problems. Things like if people cannot pay their rent.



2:00



I meet with people who do work for us

This might be:

- People who keep our gardens neat and tidy



or

- People who give care to our customers.



It is really important to work well together. This helps us to give the best service.



2:30



I deal with any complaints

A **complaint** is when someone tells us they are unhappy about our service.



4:30



I make sure I have done everything I needed to do today

I make a list of anything I need to do the next day.



5:30



I finish work and go home



My job can sometimes be hard work but I really enjoy it.

I like helping people and looking after our homes.



How to contact us

If you need to get in touch with us about anything, you can contact us:



By phone:

0191 587 0848



We are open from 9am to 5pm
Monday to Friday



By email:

info@ahscic.co.uk



By post:

Auckland Housing Solutions
First Floor
Severn House
Mandale Business Park
Durham
DH1 1TH



Use our app:

An **app** is something on your phone that helps you do things.

We use an app called MyAuckland.



Thank you for reading our newsletter.