



Newsletter

December 2025

A WATERLOO Christmas

Thank you to everyone who attended this year's Waterloo Christmas Lights Switch On event on Thursday 27th November 2025.

The event brought festive joy to local schoolchildren—some entertained us with their talents, while others were delighted by Steve, our fantastic children's entertainer.

Santa's Grotto was the star attraction, and for many children, this was the only grotto they'll visit this year.



Thanks to generous donations of selection boxes from community volunteers, supermarkets, contractors, Board members, and staff, the grotto experience was completely free.

Carolyn stepped up brilliantly as Santa's elf, joined by Susie from Momentum—our new contractor for communal cleaning services

Both elves did an amazing job spreading holiday magic!

A highlight of the day was our special guest, Ryan Edwards, who recently made headlines and appeared on TV. Ryan joyfully switched on the Christmas lights, making the moment unforgettable.

PLEASE NOTE:

The CHA Office and Charity Shop will close at 12noon on Wednesday 24th December 2025 and will re-open on Monday 5th January 2025.

In case of emergency, please call our out of hours service on 0151 920 7300

Christmas donation to Sefton Community Pantry C.I.C



Our staff and board members donated 500+ selection boxes, bedding and Pyjamas to Sefton Community Pantry C.I.C who provide food, hygiene and clothing items to vulnerable families across Sefton

We would like to extend a big thank you to our contractors The AM Group, M&Y Maintenance, Momentum, MK Consult for their support for this year's event.

For more information about Sefton Community Pantry C.I.C and how you can support their work, please visit www.seftoncommunitypantrycic.org.uk

**Waterloo Community Association
&
Crosby Housing Association**
invite you to our weekly warm
welcome space



Everyone welcome

Enjoy some company, take part in an activity or spend some quiet time in a friendly warm space

Where: Waterloo Community Centre,
Great Georges Road, Waterloo

When: Every Friday - 11am - 2pm

Drop in for a **FREE** lunch and a warm drink



Caradoc Mission Community Church
Caradoc Road, Seaforth, L21 4NB

12 -3PM

EACH TUESDAY
Food & Friendship

For a full schedule of Warm Spaces operating across the borough,
please visit
seftoncvss.org.uk/warmspaces

Alternatively, please contact the CHA office on 0151 920 7300
to request a printed schedule of Warm Spaces across Sefton

**Sefton
Warm Spaces**
a space for community
and warmth in Sefton

in partnership with  

Paying Your Rent

We realise that Christmas is a time of real financial hardship for many people and there is ever increasing pressure to spend now and pay later.

It can seem all too easy to miss a rent payment thinking you can catch up next month as an easy “interest free option”, but before long you may find yourself in arrears which can place your home at risk.

The important thing to remember is that we are here to help and we are also able to refer you to other agencies who can help you manage your finances.

If you are struggling to pay your rent **DO NOT** ignore it, please get in touch with a member of the Housing Team who will do everything they can to help



**IMPORTANT
INFORMATION
FOR THE FESTIVE SEASON**



Sefton Council



Sefton Council has a range of Cost of Living support services available to help individuals and families. Visit www.sefton.gov.uk for full details or alternatively contact Sefton Council Customer Services team on 0345 140 0845

In an emergency, or if you don't feel that you can keep yourself safe, please contact 999 or visit A&E.

NHS 24hr Urgent support helpline call the 24/7 freephone helpline: 0800 145 6570
Alternatively, text HEAL to 85258 for immediate support, available 24/7.

For children, families or professionals contact the CAMHS Crisis Line to speak directly to a mental health practitioner on 0808 196 3550 or 0151 293 3577.

Meet the Contractor

On 3rd December, the Association hosted its first “Meet the Contractor” event for tenants who receive window cleaning, garden maintenance, or communal cleaning services.

With new contractors appointed for all three service areas in recent months, we invited representatives from each company to meet tenants, answer questions, and explain what residents can expect from their service.

Although attendance was small, those who joined made good use of the opportunity to share their views, and we hope the discussion was helpful and informative.

We look forward to hosting more events like this in the future—so keep an eye out and come along next time to get involved!



Tenant & Residents Voice Panel (TRVP)



CHA Tenants and Residents Voice Panel (TRVP) is a voluntary group of CHA tenants who currently meet on a monthly basis.

The role of the panel is to examine and scrutinise our services from a tenant's point of view and make suggestions on how we can improve them.

TRVP meetings are held at CHA's office in Church Road, Waterloo and membership is made up entirely of CHA tenants (18+) - so you'll be in good company!

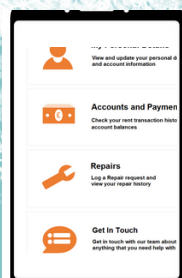
If you would like to find out more information about the Tenant & Residents Voice Panel, please contact the office on 0151 920 7300 or email enquiry@crosby-ha.org.uk.

To sign up to the Tenant Portal, please visit crosbyhousing.org.uk and follow the link for more information.

If you have a smartphone or tablet, you can also download the MyCrosby App on the Apple App Store (iPhone) or the Google Play Store (Android phone).

Available on the
App Store

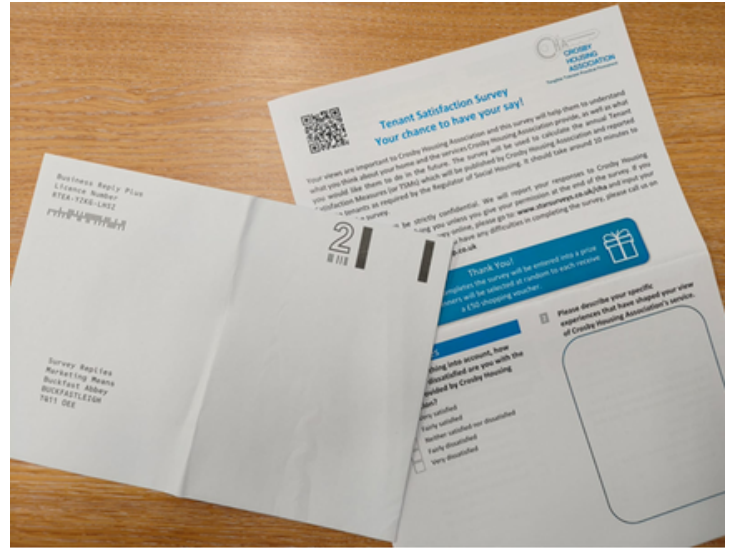
GET IT ON
Google Play



REMINDER: Tenant Satisfaction Measures (TSM) survey

Our Tenant Satisfaction Measures (TSM) Survey is now live and is being conducted by Acuity on behalf of Crosby Housing. For those tenants who have provided us with an email address, you should have already received your TSM survey to complete online. Hard copies of the TSM survey with freepost return envelopes are also being sent out to tenants who have not provided email addresses.

If you have not received your TSM survey yet, or if you have any questions or would like any help with completing the survey, please contact the Acuity team directly on 01273 287114 or alternatively please email acuity@arap.co.uk.



For more information about the TSM Survey, and to read the full Crosby Housing TSM Report from the 2023/24 survey, please visit crosbyhousing.org.uk/tsm

Don't forget, for those who complete and return the TSM survey, you will be entered into a free prize draw and have the chance to win a £50 high street voucher.



Connecting with our tenants in 2026

We believe that knowing our customers and their homes is at the heart of delivering great services.

Next year, we're planning a new initiative to strengthen that connection.

Our Housing Team will begin visiting tenants to:

- Update your contact details and tenancy information
- Check your home and make sure everything is in good order
- Understand if our services meet your needs and offer support where needed

These visits will give you the chance to talk to us about any concerns, repairs, or extra help you might need. We'll also use this opportunity to learn more about how we can improve our services.

We'll contact you before any visit is arranged, and all staff will carry official ID—please ask to see it before letting anyone in.

This is just the start of a bigger plan to make tenant engagement part of our everyday work.

Look out for more details in early 2026!

If you need any help or support before we begin this initiative, please don't hesitate to get in touch.



Winter Energy Efficiency

As we head into the peak of winter, it's essential to maintain a warm and energy-efficient home. With the drop in temperatures, it's crucial to find a balance between staying warm and efficiently managing energy usage while preventing dampness and mould. This article offers some practical tips and guidance to help you achieve these goals during the colder months.

1. Optimise Heating Usage

- **Set Thermostat Sensibly** - Adjust your thermostat to a comfortable yet reasonable temperature, ideally between 18–20°C, to save energy and cut down on heating expenses.
- **Use Timers** - Program your thermostat to lower temperatures when you're asleep or away and increase them when you're at home and active.

2. Effective Insulation

- **Check Windows and Doors** - Ensure proper insulation of windows and doors to keep the cold out and reduce heat loss.
- **Fit Curtains or Blinds** - Use thick curtains or blinds for added insulation, particularly at night.

3. Efficient Energy Use

- **Switch to LED Bulbs** - Use energy-efficient LED bulbs, consuming less electricity and having a longer lifespan than traditional incandescent bulbs.
- **Unplug Devices** - Disconnect chargers, appliances, and electronics when not in use to avoid "phantom" energy consumption.
- **Use Energy Star-rated Appliances** - Where possible, choose energy-efficient appliances to reduce overall energy use.

4. Combating Dampness and Mould

- **Ventilation** - Maintain proper ventilation by using trickle vents and extractor fans in kitchens and bathrooms to reduce excess moisture, a common cause of dampness and mould.
- **Wipe Surfaces** - Regularly wipe surfaces to eliminate excess moisture and prevent mould growth.
- **Report Leaks Promptly** - Report any water leaks or damp areas to us promptly for timely repairs.

5. Personal Efficiency Habits

- **Layer Clothing** - Wear layered clothing indoors to stay warm, allowing you to set the thermostat lower and save energy.
- **Use Draught Stoppers** - Place draught stoppers at the bottom of doors to prevent cold drafts and preserve warm air.

Implementing these tips not only helps manage energy consumption during winter but also contributes to a healthier and more comfortable living environment. For maintenance concerns, including dampness and mould, please reach out to our team on 0151 920 7300 or via the website or tenant portal.

Stay warm and energy-conscious this winter!

Damp, Mould and Condensation

During the cold weather there is an increased chance of condensation in your home.

Everyday things like cooking, washing, drying clothes, and using the shower or bath can release moisture into the air. When this moisture settles on a cold surface (like a wall or a window) or somewhere where air cannot circulate properly (like behind furniture), this can make the surface wet. This is called condensation.

When condensation stays on a surface for a long period of time, the surface can become damp and this is where mould can start to grow.

Damp and mould can appear in different ways, but usually it looks like small black marks and often there is a distinctive smell. If this is not treated, the damp and mould can grow and spread in your home.

You can help to prevent damp, mould and condensation by keeping your home well ventilated, reducing the amount of moisture in the air and using extractor fans.



If you suspect there is damp, mould and condensation in your property, please report it to us as soon as possible by calling 0151 920 7300

Christmas Dinner Deals



Feast for Eight £11.85 - Whole turkey + full trimmings.



- Christmas Dinner for Eight £11.85 8 Turkey, budget veg (from 8p), stuffing, gravy.
- Festive Munch Box for Two £3.99 1-2 Mini roast: chicken, pigs in blankets, stuffing.
- Ultimate Christmas Dinner in a Box £39.99 2-4 Turkey joint + sides; heat-and-serve convenience.



**Frozen Christmas Dinner Essentials ~£41.20 (Feeds 4)
Frozen turkey + frozen veg & trimmings.**



Irresistible Turkey Dinner for One £5.25.



**Taste the Difference Roast Dinner Bundle £38 (Feeds 4) Premium
Christmas main for families.**



The Board and Staff at Crosby Housing Association would like to wish all Tenants, Contractors and Partners a peaceful festive period and a healthy and happy 2026.



The information in this newsletter is available in a range of alternative formats and different languages on request. Please call the office on 0151 920 7300



Інформація в цьому інформаційному бюлетені доступна в різних форматах і різними мовами за запитом. Зателефонуйте в офіс за номером 0151 920 7300



معلومات در این خبرنامه در یک سلسله فارمت های بدیل و زبان های مختلف در صورت درخواست موجود است. لطفا به شماره 0151 920 7300 دفتر تماس بگیرید

La información de este boletín está disponible en una variedad de formatos alternativos y en diferentes idiomas previa solicitud. Por favor llame a la oficina al 0151 920 7300



Le informazioni contenute in questa newsletter sono disponibili in una gamma di formati alternativi e lingue diverse su richiesta. Si prega di chiamare l'ufficio al numero 0151 920 7300



本新闻通讯中的信息可根据要求以多种替代格式和不同语言提供。请致电办公室 0151 920 7300