



October 2025

Newsletter



Welcome to the latest newsletter from Crosby Housing Association. This newsletter is also available to read online at crosbyhousing.org.uk.

SAVE THE DATE! Waterloo Christmas Lights Switch on Event – Thursday 27th November



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NOW AVAILABLE

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Contact Us

0151 920 7300
enquiry@crosby-ha.org.uk
crosbyhousing.org.uk

Tenant Satisfaction Measures (TSM's) Survey

Following the last round of Tenant Satisfaction Measures (TSMs) Surveys conducted in 2023/24, we have once again appointed **Acuity** to deliver our 2025/26 survey – scheduled to run throughout November and December 2025.

All housing associations in England are required to ask the same 12 Tenant Satisfaction Measures questions in the same way so that comparisons between them can be made more easily.

For more information about the Tenant Satisfaction Measures, and to read the full Crosby Housing TSM Report from the 2023/24 survey conducted by Acuity, please visit crosbyhousing.org.uk/tsm

Acuity are very experienced and have carried out over 3,500 resident surveys for housing providers over the last 25 years. More information about Acuity can be found online at www.grap.co.uk



What does this mean for me as a tenant?

FREE PRIZE DRAW – All completed TSM surveys will be entered into a prize draw for your chance to win a £50 high street shopping voucher. Acuity will be picking 3 winners at random in January 2026

We are planning to conduct our survey throughout November and December and we want to make sure everyone has an opportunity to complete the survey.

- If you have provided us with an email address, you will receive a copy of the survey by email which can be completed online.
- If you have provided us with a mobile phone number, you will also receive a text message reminder about the survey with a link to complete online
- If you have not provided us with an email address or phone number, you will receive a postal survey to complete and return. Postal surveys can be returned using the freepost envelope provided, or alternatively can be dropped off at the Crosby Housing Association office using one of our secure mailboxes



What questions can we expect from the Tenant Satisfaction Measures?

The Tenant Satisfaction Measures (TSM's) questions are structured around 12 points:

Overall satisfaction
Repairs to your home
How long it takes to repair your home
A well-maintained home
A safe home
Listening to tenants

Keeping tenants informed
Treating tenants fairly and with respect
How complaints are handled
Communal areas
Your local area
Anti-social behaviour

“Building Resilience, Strengthening Foundations” CHA Annual Report 2024/25 **NOW AVAILABLE**

Our Annual Report is now available to read or download from our website at crosbyhousing.org.uk

The Annual Report is a summary of our work over the past financial year (April 2024–March 2025)



Get involved with our Tenant & Resident's Voice Panel

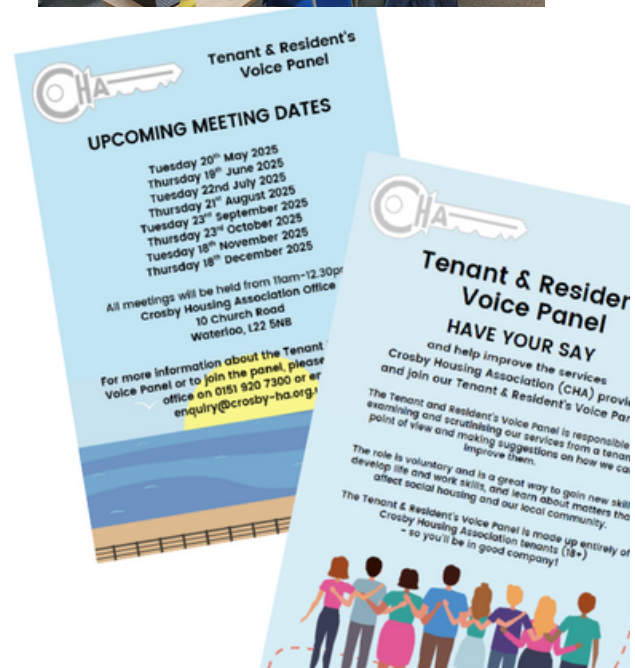
Our Tenant & Residents Voice Panel (TRVP) meet monthly at Crosby Housing Association Office in Waterloo, and meetings alternate between Tuesdays and Thursdays. Meetings run from 11am–12.30pm.

The Tenant and Resident's Voice Panel is responsible for examining and scrutinising our services from a tenant's point of view and making suggestions on how we can improve them. There are also opportunities to get involved in interviews for new contractors and service providers.

The role is voluntary and is a great way to gain new skills, develop life and work skills, and learn about matters that affect social housing and our local community.

The Tenant & Resident's Voice Panel is made up entirely of Crosby Housing Association tenants (18+) – so you'll be in good company!

To join the panel or for more information about upcoming dates, please contact the Crosby Housing office on 0151 920 7300 or alternatively please email enquiry@crosby-ha.org.uk

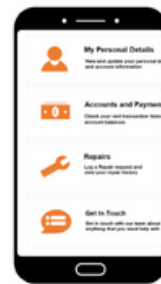


Join the 'MyCrosby' Tenant Portal

We currently have over 100 tenants registered on our Tenant Portal, where you can view your account balance, update your contact details, view existing repairs, raise new repair requests and much more – at anytime!

Remember, 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) to access the Tenant Portal.

To sign up to the Tenant Portal, please visit crosbyhousing.org.uk and follow the 'Tenant Portal' link. For more information or for help getting set up, please contact the Crosby Housing office on 0151 920 7300.



Rent Payments and Arrears Management

We are aware that the overall increase in the cost of living is having a dramatic effect on all of us but particularly our tenants, many of whom are on limited income. Crosby Housing recognise that some tenants will need support to manage this. We will work with you and can signpost you to local services that may offer practical help.

We are here to help and support you! Please don't hesitate to get in touch with the Housing Team if you have any difficulties or concerns with your rent payments.

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. More information is available at crosbyhousing.org.uk



If you identify damp and mould in your property, please don't hesitate to contact Crosby Housing immediately on 0151 920 7300 and this will be treated as an urgent repair.

Crosby Housing's Annual Open Meeting 2025

Thank you to everyone who attended our 55th Annual Open Meeting at the Caradoc Mission Community Church in Seaforth last month. It was a fantastic to see so many tenants and stakeholders come together, and we hope those who attended enjoyed the evening.

If you joined us at the Annual Open Meeting and have any feedback about how we can improve these annual events, please let us know. For those tenants who were unable to attend this year's event, we would like to hear from you about what we can do to encourage your to join us next time!

Thank you to our guest speaker Dr. Pete Hawkins from Windmills Foundation and all of our tenants, stakeholders and staff who joined us at this year's event.



Come along to the Waterloo Warm Hub

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



**Sefton
Warm Spaces**

a space for community
and warmth in Sefton



in partnership with



Sefton CVS
Supporting local communities

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

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

'Starts At Home' campaign 2025

To celebrate Starts at Home Day 2025, staff from Crosby Housing Association and Sanctuary Supported Living organised a BBQ and get together for residents and guests at one of our local supported living schemes.

Thank you to Peter Dowd MP, our residents and our colleagues for supporting this year's event.

We're proud to stand with housing associations, charities, and communities across the UK for Starts at Home Day 2025 – a national campaign celebrating the life-changing impact of supported housing.

For more information about the Starts At Home campaign, please visit startsathome.org.uk



Legionella and Water Safety in YOUR HOME

What is Legionella?

Legionella is a type of bacteria that can grow in water systems and cause Legionnaires' disease, a potentially fatal form of pneumonia. It spreads through inhalation of small droplets of contaminated water, often from stored water, showers, taps, or tanks.

What can I do to minimise the risk of legionella?

Whilst the risk of legionella is generally low in domestic properties, there are some steps that you can take to control the risk and ensure water safety in your home.

Flush unused taps and showers weekly for at least 2 minutes, and flush all taps and outlets after returning from holidays or if the property was vacant.



Clean and descale shower heads every 3–6 months in your property



Report any issues such as discoloured water, low water temperatures, or faulty water heating systems to Crosby Housing as soon as possible.



If you have a water butt installed in your garden or yard, there are some extra things to consider...

Water butts should be positioned in a cool, shaded spot to help keep the water temperature below 20°C, and should be emptied and cleaned at least once a year



Collected rainwater is not safe for drinking, bathing, or indoor cleaning – and should only be used with a watering can, and **NOT** a garden hose, sprinkler or spray!



For more information on Crosby Housing's approach to legionella and water safety, or to request a copy of our Written Scheme of Control (WSOC) document, please don't hesitate to contact us on 0151 920 7300 or email enquiry@crosby-ha.org.uk

Changes to Communal Services

For those tenants who live in a property with shared and communal areas, you may already be aware that we have made some changes to who provides some of the maintenance services such as cleaning, gardening and window cleaning.

For those tenants in receipt of communal services, you will shortly receive an invitation to attend an upcoming **'Meet The Contractor' event**. This will be an opportunity to learn more about the cleaning, gardening and window cleaning services at your property and meet the teams who are delivering these services.



If you are in receipt of cleaning, gardening and window cleaning services, you will be asked to provide further feedback and satisfaction on the services in the coming weeks.

You will also be invited to provide feedback on communal services as part of the upcoming Tenant Satisfaction Measures (TSM) Survey throughout November and December

Stock Condition Survey – Next Steps

Thank you to everyone who accommodated a visit in recent months from RAND Associates as part of our Stock Condition Survey programme.

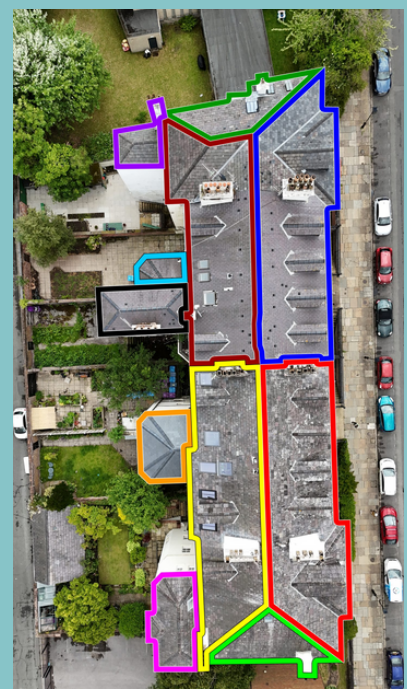


The purpose of the stock condition survey was to give us a clearer understanding of the future maintenance and investment requirements of our properties.

Some of our properties have also been subject to a drone survey. This has helped us to identify any maintenance that may be required to the roof and external areas of your property.

The information and results of the stock condition survey on your property will now be used to inform our planned programme over the coming years.

Further information will be provided to those in receipt of planned programme works in the coming months, and thank you again for your cooperation with the stock condition survey programme.



Cost-saving savvy Soup recipe

Carrot and coriander soup

Prep time: less than 30 mins

Cooking Time: 10 to 30 mins

Serves: 4

Dietary: Dairy-free, Egg-free, Gluten-free, Healthy,
Nut-free, Pregnancy-friendly, Vegan, Vegetarian



BBC
FOOD

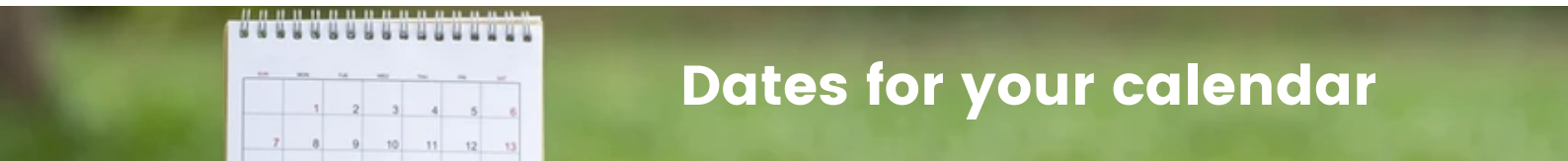
An easy, good-for-you soup that will warm you up on a cold day. Carrot and coriander soup freezes well, so put portions in the freezer and you'll always have something healthy, filling and convenient available for lunch. This meal provides 87 kcal, 2.2g protein, 11.7g carbohydrate (of which 10.2g sugars), 3.4g fat (of which 0.4g saturates), 4.2g fibre and 1.9g salt per portion.

Ingredients

1 tbsp vegetable oil
1 onion, sliced
450g/1lb carrots, peeled and sliced
1 tsp ground coriander
1.2 litres/2 pints vegetable stock
large bunch fresh coriander, roughly chopped
salt and freshly ground black pepper

Method

1. Heat the oil in a large frying pan and add the onions and carrots. Cook for 3–4 minutes until starting to soften.
2. Stir in the ground coriander and season with salt and pepper. Cook for 1 minute.
3. Add the vegetable stock and bring to the boil. Simmer for 10–15 minutes or until the vegetables are tender.
4. Whizz with a hand blender or in a blender until smooth. Reheat in a saucepan, stir in the fresh coriander and serve.



Dates for your calendar

Thursday 27th November 2025

Waterloo Christmas Lights Switch On Event

Saturday 13th December 2025

Seaforth Christmas Fair Event at Caradoc Methodist Mission

Wednesday 24th December 2025

Crosby Housing Association Office Closes

Monday 5th January 2026

Crosby Housing Association Office Open

If you would like this document in another language, format, or require the service of an interpreter, please contact us.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

本文件可以翻译为另一语文版本, 或制作成另一格式, 如有此需要, 或需要传译员的协助, 请与我们联系。

Pokud byste si chtěli tento dokument přečíst v jiném jazyce nebo formátu, nebo pokud požadujete služby tlumočnicka, kontaktujte nás.

Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

Če želite ta dokument v drugem jeziku ali obliki, ali če potrebujete storitve prevajalca, se prosim obrnite na nas.

