

HEAR OUR THOUGHTS OFF THE PRESS

FHA newsletter

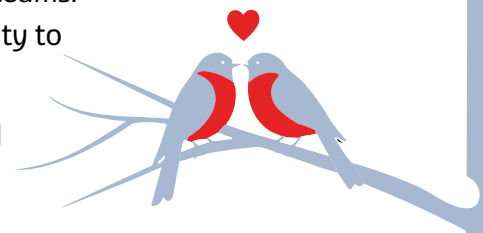
Winter Issue

WELCOME TO OUR WINTER EDITION OF HOT OFF THE PRESS

As the colder months set in, winter is a time to slow down, get cosy, and focus on staying warm, safe, and well. In this edition, we're sharing a mix of helpful information, creative ideas, service updates, and community news from across our specialist supported housing.

Inside, you'll find winter wellbeing tips, a relaxing craft activity, a simple seasonal recipe, and highlights from our services—including celebrations at Coast Drive, improvements to our homes, and positive news from our residents and teams. We're also sharing important updates on performance and an opportunity to recognise and celebrate inclusion with World Down Syndrome Day.

We hope this edition helps you feel informed, supported, and connected throughout the winter season.



Winter wellbeing and wellness

Inside, we're sharing tips on staying warm, safe, and well during the colder months, along with advice on looking after your home this winter. You'll also find a simple, calming creative activity to help you relax and boost your wellbeing through the darker days.

SEE INSIDE - AWAABS LAW - keeping you safe in your homes

INSIDE: NEWS • LATEST STATS • WELLBEING TIPS
THIS WINTER • WORLD DOWN SYNDROME DAY



Winter is here, and with it comes a slower pace, cosy moments, and a focus on staying warm, safe, and well. As the colder months settle in, we hope you're finding ways to feel comfortable at home and taking time to look after yourself.

Winter Wellbeing Tips

- Keep warm by layering clothing and using blankets
- Enjoy warm drinks and regular meals
- Stay active indoors with gentle exercises or stretching
- Try a relaxing activity like reading, puzzles, drawing, or listening to music

If you have any ideas for activities or need extra support during the winter months, please let us know by emailing hello@falconha.org.

What's New This Winter?

Winter is a great time to focus on comfort, routine, and wellbeing. Over the coming months, we'll be focusing on:

- Staying warm and comfortable during colder weather
- Keeping homes safe, clean, and cosy
- Supporting your health, wellbeing, and independence throughout the winter

Looking After Your Home

Winter is an important time to make sure your living space is safe and comfortable. Staff are there to help if you need support with:

- Keeping your home warm and well-ventilated
- Organising your room or flat
- Reporting any repairs or maintenance issues, especially heating-related

CHRISTMAS ALL LIT UP!

Over the Christmas period, our Tenants at Coast Drive decorated inside and out with lots of Christmas lights. We think it looks like a winter wonderland.



WINTER WELLBEING: *Creative Ways to Feel Good*

Winter is a time to slow down, stay warm, and focus on looking after your wellbeing. With colder days and longer evenings, creative activities can be a great way to relax, reduce stress, and add a little brightness to the season.

You don't need to be "arty" to enjoy crafts—just willing to give it a go! Here's an easy, calming activity that's perfect for winter.



Cosy WINTER collage

Making a collage is a relaxing way to express yourself and focus on positive thoughts. It's simple, flexible, and can be done at your own pace.

Materials:

- Old magazines, newspapers, or printed images
- Coloured paper or card
- Scissors
- Glue stick
- Pens or markers

Instructions:

1. Look through magazines or papers and cut out images or words you like.

2. Choose a theme if you want, such as "things that make me feel calm" or "winter comforts".
3. Arrange your pictures and words on the paper or card.
4. Glue everything in place.
5. Add drawings or words if you wish.

Why it's great:

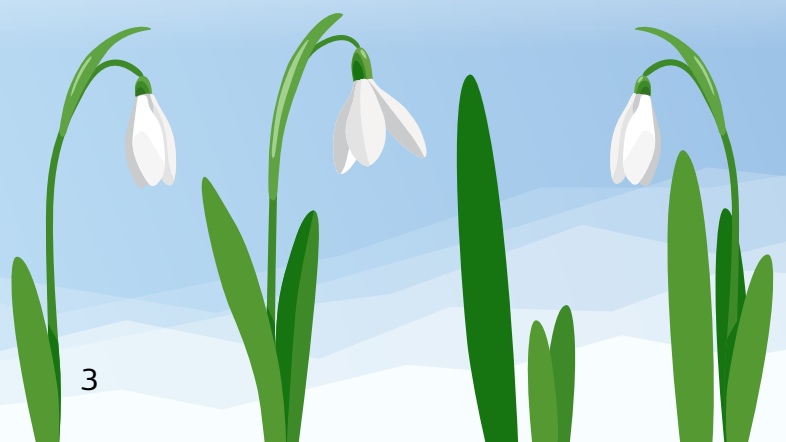
Collage-making encourages creativity without pressure and can help with relaxation and self-expression. It's also a lovely way to reflect on positive things and create something personal to display in your room.

Give It a Go!

Creative activities are about enjoyment, not perfection. Whether you take part in a group session or try this on your own, spending time creating can be a gentle boost for your mental wellbeing during the winter months. Why not give it a try and see how it makes you feel?

DID YOU KNOW?

Australia is wider than the Moon



World Down Syndrome Day 21 March

On 21 March each year, people all over the world celebrate World Down Syndrome Day. This day is about raising awareness, celebrating differences, and making sure everyone is included and valued.

Down syndrome is a condition that some people are born with. People with Down syndrome can do many things, just like everyone else. They may need extra support with some tasks, but they have talents, skills, and dreams like anyone.

Ways to celebrate:

- ✓ Wear bright, colourful socks - it's a fun symbol of the day!
- ✓ Share stories about people with Down syndrome.
- ✓ Take part in activities that include everyone in your home or community.
- ✓ Talk to friends and staff about why differences make us stronger.

This day reminds us to be kind, include everyone, and celebrate what makes us unique.



A productive day with the income team

The Income Team recently came together for a dedicated team day, taking time to reflect on our current work and focus on our next steps. It was a really positive opportunity to share ideas, strengthen our approach, and make sure we continue to provide the best possible support for people living in our specialist supported housing. A productive and motivating day for the whole team.



A MODERN LOOK IN BOURNEMOUTH

We have recently carried out some improvement works in Bournemouth with a new kitchen.

The before and afters show how much more modern it looks. The tenants and staff are really happy with their new kitchen and are enjoying cooking in it.



Old Belle Vue Kitchen



New Belle Vue Kitchen



We are pleased to share that Mrs Harper, a long-standing resident of Clark House, has transferred from a DAMHA tenancy to an FHA tenancy.

Mrs Harper has lived at Clark House for over 27 years and continues to enjoy her home there. To mark the occasion, she was presented with flowers and a box of chocolates when she signed her new Tenancy Agreement.

We wish Mrs Harper every happiness as she continues her residency at Clark House.

PERFORMANCE

Here is a quick look at how our performance has been since October 2025

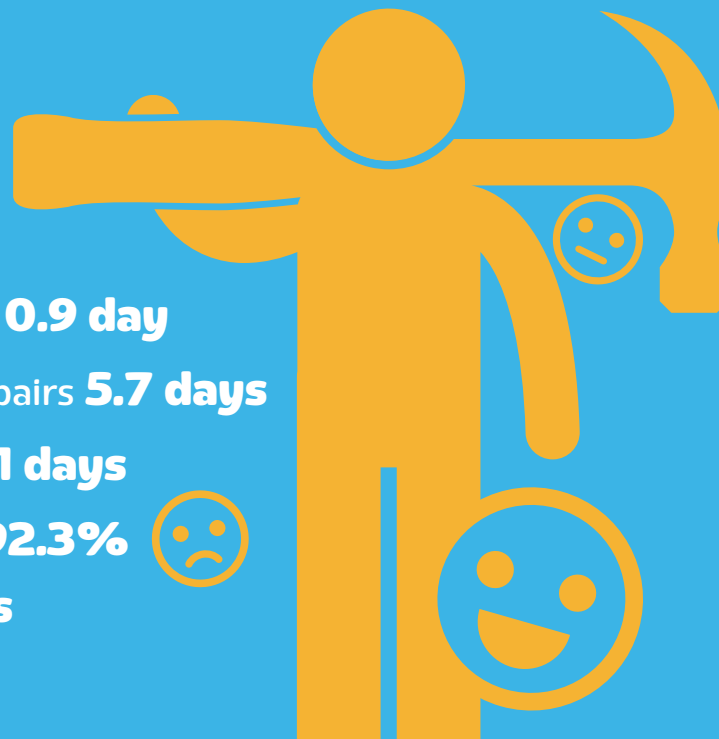
Average time to complete emergency repairs **0.9 day**

Average time to complete non-emergency repairs **5.7 days**

Average time to complete routine repairs **14.1 days**

Emergency repairs completed within target **92.3%**

Average days to re-let our homes **204 days**



AWAABS LAW

Awaab's Law started on 27 October 2025. This new law requires social landlords to fix unsafe living conditions quickly, especially problems with damp and mould. We have updated our policies to meet the new Awaab's Law rules.

THIS MEANS:

- All damp and mould cases are logged through our repairs team using a damp assessment form.
- Surveyors will inspect homes and provide written reports. The response time depends on how serious the hazard is:
- Emergency hazard: Must be made safe within 24 hours
- Significant hazard: Inspection within 10 working days and repairs started within 5 working days after the investigation
- Complex repairs: Investigated within 12 weeks from reporting

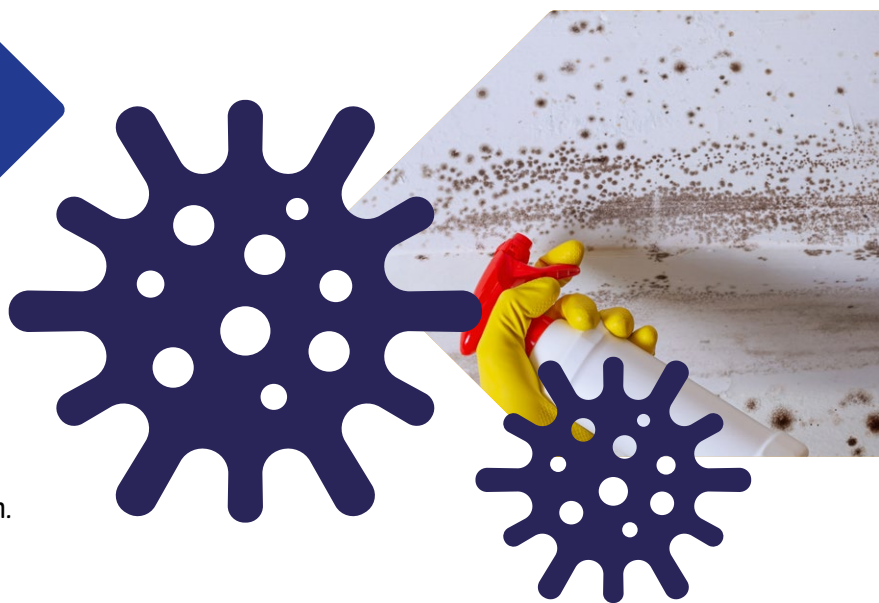
WHAT HAPPENS IF YOU REPORT DAMP OR MOULD?

EMERGENCY HAZARD

- ✓ Investigated within 24 hours
- ✓ Repairs done within 24 hours
- ✓ If the home can't be made safe, alternative accommodation must be provided

SIGNIFICANT HAZARD

- ✓ Investigated within 10 working days
- ✓ Written findings shared within 3 working days
- ✓ Repairs started within 5 days, with longer term works finished within 12 weeks if needed
- ✓ If the home cannot be made safe, alternative accommodation must be provided



WHAT IS NOT COVERED BY AWAAB'S LAW

If the issue is not a hazard under the law, then normal repair procedures will apply.

PLEASE REMEMBER: IF YOU SEE DAMP OR MOULD IN ONE OF OUR HOMES, ALWAYS REPORT IT STRAIGHT AWAY SO WE CAN RESPOND QUICKLY.

We are here to help you. Keeping your home safe and warm is a shared responsibility, and we are here to support you. If you need help with repairs, heating checks, or home safety, please get in touch with our team. Let us work together to make sure your home stays a comfortable, safe place to be this Spring.

DID YOU KNOW?

Honey never spoils



No-Bake Winter Chocolate Clusters

An easy winter treat that doesn't need an oven!

Instructions:

1. Break the chocolate into small pieces.
1. Melt the chocolate carefully (with support if needed).
1. Add the cereal or crushed biscuits to the melted chocolate.
1. Stir until everything is well coated.
1. Spoon the mixture into cupcake cases.
1. Add marshmallows or dried fruit on top.
1. Place in the fridge for about 30 minutes until set.

Serves: 6–8 people
Prep Time: 15 minutes
Cook Time: Fridge only

Ingredients:

- 200g milk or dark chocolate
- 100g cornflakes or crushed biscuits
- Mini marshmallows, raisins, or chopped dried fruit
- Cupcake cases

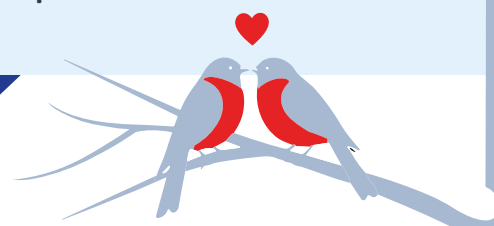
That's All for This Edition!

We hope you've enjoyed reading about what's happening this winter. From cosy activities and creative ideas to comforting recipes and seasonal celebrations, there's plenty to enjoy in your home and community during the colder months.

Remember, whether it's keeping warm and active indoors, trying a new hobby, enjoying a hot drink, or spending time with friends and housemates, small steps can make a big difference to your wellbeing and happiness.

We'd love to hear from you! If you have any ideas, stories, or photos you'd like to share for the next newsletter, please get in touch at hello@falconha.org.

Here's to a warm, safe, and enjoyable winter for everyone!



DID YOU KNOW?

Hippos can't swim

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