



## My Neighbourhood – Progress Estate newsletter

June 2025

Welcome! Thank you for welcoming me to your neighbourhood. I'm Barbara Vick, your Neighbourhood Officer and my role includes:

- Completing estate and block inspections and coordinating communal repairs
- Carrying out checks of communal doors.

I can also provide Tenancy and ASB support.

Come and say hello when you see me out and about. I'll listen to your feedback and support you where we can.

Thank you to everyone who attended our Neighbourhood drop-ins on 5 March and 4 June. A lot has been going on in your neighbourhood over the last 18 months and I wanted to update you with some highlights.

### Window and door replacement

Our contractor, Anglian, has been replacing many of your windows and doors. Their programme has been delayed due to planning requirements. We hope the work will be completed by July 2025.

If you've had new windows installed and are having any issues, please contact Anglian's Resident Liaison Officer, **Tracey Barghout**.

If you have not had new windows installed and are having problems, please report this to us on MyAccount or call our Customer Services team using the details below.

### External painting

Our contractor, Ian Williams started painting the outside of many homes last year, as part of our redecoration programme. As the planning application for the windows and doors project took longer than anticipated, Ian Williams needed to leave site but have now returned to complete the programme.

Their welfare unit and office can be found along the Well Hall Road by the alleyway which runs between there and Congreve Road.

If you have any questions please contact **Anita Hindmarch**, their Resident Liaison Officer.



You can use **MyAccount** to manage your home  
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[www.hyde-housing.co.uk/myaccount](http://www.hyde-housing.co.uk/myaccount)  
Or call 0800 3 282 282



## Communal trees



Several, very large trees have been cut down on the communal green areas along Well Hall, Congreve and Whinyates Roads.

We're currently waiting for planning permission to cut the tree outside 398 Well Hall Road. We expect this to be completed in August 2025.



A tree was removed outside 308 Well Hall Road as it was in danger of falling over. We have now planted two new trees on the same green area.

These will need watering. If you're passing by, please try and put some water in the feeding tubes located at the bottom of the trees.

## Pathway, fencing repairs and yellow lines to steps



Last year we replaced many large sections of the fencing along Well Hall Road that had fallen over.

We also put in additional concrete supports to many of the posts to help strengthen the existing fencing.

We also repaired many sections of the communal pathways and painted the steps yellow to improve visibility and safety.



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## Helping us keep you safe

We carry out essential checks in your home from time to time to:

- Make sure your home is safe
- Keep your fire alarm, fire door, gas, electricity and heating working properly
- Prevent issues before they become serious problem.

We also complete stock condition surveys to check the condition of your kitchen, bathroom, windows and doors and plan future home improvement programmes.

It's important that you give us access to your home for these checks.

Our colleagues and contractors will always **book appointments in advance, show ID on arrival and treat your home with respect**. You can always rebook a more suitable time.

## Useful information

### Progress Mutual Aid Group – Coffee Mornings

Residents get together every Friday morning from 10am to 11am at the Progress Hall, 14 Admiral Seymour Road. Join them for a cuppa, a biscuit and a chat.

Their website [www.progressestate.uk](http://www.progressestate.uk) has useful information about local events and recommended trades used on the estate.

### Walkabout with local Safer Neighbourhood Policing team

A walkabout with the local policing team is booked for Monday 30 June. We'll be meeting outside the Progress Hall at 11am. Please come along and join us if you can.

## Neighbourhood drop-ins

We hope to see you at one of our next drop-in sessions at the Progress Hall:

- Wednesday 3 September 2025 – 10am to 1pm
- Wednesday 3 December 2025 – 10am to 1pm.

Come and talk to us about your home or neighbourhood. We can also offer advice on service charges, MyAccount, welfare benefits, employment, debt and income.

## Feedback

I hope you've enjoyed this newsletter and found the information useful.

Please talk to me and share any feedback when you see me on-site. You can also send us your thoughts on MyAccount or by calling our Customers Service team.



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