Christmas Newsletter December 2026

We are pleased to unveil our new logo, designed to give Westfield Housing Association a more modern identity that better reflects who we are and the communities we serve.

This is more than just a new look. We are updating all our communications, including our website, newsletters, letters, and social media, to ensure tenants are kept better informed and have easier access to information about our services, support, and opportunities to get involved. We hope you like our new look!

Westfield Housing Association

Homes, People, Community

Success Story

Reaching Our Goal,Changing Lives



Operation Respect

On 23rd July 2026 we held our annual clean up event.

It was another hugely successful day, approximately 150-200 visitors joined us.

We filled two 40 yard roll on/roll-off skips, one 12 yard skip, and two large vans with unwanted items from the estate. Clearing our estate of over 6.4 tonnes of rubbish (excluding small electrical items).

We look forward to hosting another clean up event next year with a date to be confirmed in the new year.





A New Beginning

We would like to take this opportunity to say thank you to our community, we are so grateful for your continued support. Thanks to our community and partners, we've been able to make a tangible difference. In June 2026, Josh MacAlister MP, officially opened our phase 2 bungalow scheme which consists of seven new bungalows on the Westfield estate. Five of them are in a cul-de-sac which is known as Elizabeth Close and two are on an old garage site on Garth Road. Westfield HA was able to build these bungalows due to support from Homes England with funding of £812,000. The bungalows were designed by Architects Plus and built by Thomas Armstrong Construction.



Josh MacAlister MP formally opening the development.



Westfield HA CEO, Debbie Fox, visiting one of the residents in her new home.

In addition, in April 2026, we took handover of three new homes in Wigton from Washington Homes. All our new residents will benefit from low fuel bills thanks to photovoltaic panels on the roof and modern windows, doors, insulation and heating systems, which resulted in properties being given an Energy Performance Certificate A-rating which is the highest score possible.

We wish our new residents lots of happy times in the new homes.



Minto Centre, Nilsson Drive, Westfield CA14 5BD 01900 602906 www.wesfieldha.org.uk

Generosity at Work

Our Customer Panel actively welcome applications from local community groups seeking financial support for community based projects.

This funding is allocated from our Neighbourhood Investment Fund (NIF). Here are some pictures of successful community groups who were delighted with our support.





ASAAC (Autism Support Allerdale and Copeland) has been awarded £5,445 to help continue the valuable services it provides to autistic and neurodivergent people across West Cumbria.

ASAAC is a local charity that supports autistic and neurodivergent children, young people, adults, and their families. The organisation provides a welcoming and inclusive environment where individuals can access advice, support, and understanding without judgement.
Its wide range of services includes:

- Social and activity groups
- Parent and carer support sessions
- Home education activities
- Youth and adult programmes
- Sensory support services
- A dedicated sensory room in Workington
- An allotment project

For further information, contact ASAAC at office.asaac@gmail.com.

Derwent Park Rangers Football Club also successfully secured £1,500 in funding to help purchase new football equipment and contribute towards team kits, supporting the club's ongoing development and activities within the local community.

These grants will help both organisations continue delivering important services and opportunities that make a positive difference to the lives of local residents.





Upcoming Events over Christmas

DEC 5TH — Chester Christmas Markets

We have had many successful Christmas Market trips over the years. Following suggestions from our customer panel it was decided that we would do Chester this year. As always this trip is for adults only. If you have not already got your name down please get in touch ASAP as these spaces are limited.

DEC 10TH — Annual Christmas Jumper Bingo Day

This fun event is for adults only. Come along and play bingo, enjoy some mince pies and a cup of tea, whilst taking the opportunity to have a social afternoon with other tenants and residents. There will be a cost of £1.00 entry which will entitle you to a free raffle ticket.

DEC 22ND — Santa's Grotto

Last Christmas was our first year hosting a Santa's Grotto and what a day we had. 45 children loved meeting Santa, and their faces said it all. The day was so successful that we have decided to do it again this year. So if you are a tenant of WHA be sure to bring your children along for the experience. No registration needed. **This is a free event**.

For full details of our events, including, times and booking information, please refer to the enclosed **Christmas Events Leaflet.**

Also see the enclosed leaflet about our Christmas Window and Garden decorating competition.

On 25th July 2026 we took 44 people to Blackpool on our family trip. A great day was had by all.

On 29th October 2026 we took 53 People to Walby farm park to the Halloween Pumpkin patch experience.

Here's what some of the children said when we asked what they thought about being offered a free trip by WHA.



We held a Halloween decoration competition this year. Thank you to those who sent us picture of your creative ideas. We received several entries and we are delighted to share a picture of the overall winner, who received a fantastic 'BOO Bag' full of surprises. Well done everyone! Watch out for more competitions coming your way.



Maintenance Team Update

Emergency Repairs During the Christmas & New Year Period

Please note that our office will close at 5pm on Wednesday 23rd December 2026 and re-open at 9am on Monday 4th January 2027. During this period, our out-of-hours emergency repairs service will remain available for emergency repairs only.

TO REPORT AN EMERGENCY REPAIR – PLEASE CALL 01900 602906 AND SELECT OPTION 1

Before contacting the emergency service, please consider whether the issue requires immediate attention or could safely wait until our offices re-open. Non emergency call outs may result in a recharge being applied to the tenant(s).

Examples of emergency repairs include:

- Total loss of heating and hot water during periods of cold weather.
- Burst pipes or major water leaks.
- Dangerous electrical faults, such as sparking sockets or exposed wiring.
- Serious roof leaks causing significant water ingress.
- Broken external doors or windows that present a security risk.
- Flooding or severe storm damage.

Non-emergency repairs should be reported through the Tenant Portal or by emailing repairs@westfieldha.org.uk and will be dealt with when the office re-opens.

Using the emergency service appropriately helps us ensure that tenants with urgent and potentially dangerous repairs receive assistance as quickly as possible.

Keeping Your Home Warm This Winter

As temperatures drop, keeping your home warm can help you stay comfortable, reduce the risk of damp and mould, and prevent frozen pipes.

Winter Warmth Tips

- Keep your home warm, ideally around 18°C.
- If you're away, leave heating on low (12°C-14°C) to help prevent frozen pipes.
- Don't switch heating off completely during cold weather.
- Close curtains at night and open them during the day.
- Keep radiators clear and internal doors closed.
- Keep air vents unobstructed.
- Report heating or hot water issues promptly.

A warm, well-ventilated home is less likely to suffer from damp, mould, condensation and frozen pipes.

MONEY SAVING TIPS

Energy-Saving Tips

Christmas lights, decorations and extra electrical items can increase energy use and household costs.

- Use LED Christmas lights where possible, as they use significantly less electricity than traditional bulbs.
- Switch Christmas lights and decorations off overnight and when you leave the property.
- Use plug-in timers so lights only operate when needed.
- Close curtains and blinds at dusk to help keep warmth in and reduce heating costs.
- Unplug chargers and electrical items when not in use.

Small changes can help reduce energy costs and keep your home comfortable over the festive season.



Keeping Your Homes Safe

Did You Know, many house fires are caused by overloaded sockets, faulty electrical equipment and batteries being charged incorrectly. A few simple checks can help keep your home and family safe this festive season.

Christmas Electrical & Fire Safety

The festive season often means increased use of Christmas lights, decorations, chargers and electrical appliances. Taking a few simple precautions can help keep your household safe.

Indoor Safety

ALWAYS

- Fully unwind extension cable reels before use to prevent overheating.
- Switch off Christmas lights and decorations before going to bed or leaving your home.
- Use the manufacturer's charger for rechargeable devices such as phones and power banks.
- Charge lithium battery-powered devices on a hard, flat surface and unplug them once fully charged.
- Test your smoke alarms regularly to ensure they are working correctly.

NEVER

- Leave lithium batteries charging overnight or when you are away from home.
- Overload plug sockets and extension leads.
- Use damaged plugs, cables, chargers or batteries.
- Leave candles unattended or place them near Christmas trees, decorations, curtains or furniture.



Outdoor Decorations

ALWAYS

- Use outdoor-rated lights and cables.
- Check cables for damage.
- Switch lights off before bed or when out.
- Take care when installing decorations and avoid damaging property.

NEVER

- Use indoor lights outside.
- Connect extension leads together.
- Run cables across walkways.

Lithium Battery Safety - E-Scooters, Mobility Scooters & E-Bikes

- Lithium batteries can fail without warning and cause fast-spreading fires.

ALWAYS

- Use the manufacturer's charger.
- Follow charging instructions.
- Charge in a well-ventilated area.
- Check batteries and chargers for damage.
- Store in a cool, dry place.

NEVER

- Charge overnight or when unattended.
- Charge or store near exits, hallways or communal areas.
- Use damaged or incompatible batteries or chargers.
- Cover batteries or chargers while charging.
- Use batteries showing signs of damage or overheating

Winter Weather Checklist

Before the festive period, take a few moments to check:

- You know where your stopcock is located.
- Your heating is working correctly.
- Your smoke alarms have been tested.
- Emergency contact numbers are easily accessible.
- Christmas lights, plugs and extension leads are in good condition.
- Curtains and blinds are used to help keep warmth in during the evenings.
- Any repair issues are reported before the Christmas closure period where possible.

Keeping Your Homes Safe

Missed Repair Appointments & No Access Visits



Thank you to everyone who has provided access for repairs and servicing appointments throughout the year.

Unfortunately, we still experience occasions where contractors attend a property but are unable to gain access to carry out repairs. This causes delays, increases costs and prevents appointments being offered to other tenants.

Between January and October 2026, 25 tenants were recharged for repeated no-access visits. At approximately £65 per failed appointment, this resulted in more than £1,600 in avoidable costs.

Please remember:

- Ensure someone is available when a repair appointment is booked.
- If you cannot keep your appointment, contact us or the contractor as soon as possible to rearrange.
- Failed appointments may result in a recharge where contractors are unable to gain access.

Your cooperation helps us deliver repairs more efficiently and provides a better service for everyone.

Video Doorbell Cameras and Domestic CCTV

We often have tenants asking us for advice when their neighbours have CCTV or a video Doorbell cameras installed.

We wanted to ensure that we were giving tenants the correct information relating to these queries so spoke to the police to see what the rules were. Here are some frequently asked question and what you need to be aware of.

Can I install a video doorbell?	Yes, you can install a video doorbell. However, it is important that you consider other people's privacy when installing a device and you must ensure it only captures images within the boundary of your home and garden.
Can I install CCTV?	Yes, you can. However it is important it only captures images within the boundary of your home and garden. You **must** notify Westfield HA if you install CCTV and it must be installed without damaging the building's structure or compromising its fire safety.
What can i do if i am not happy with my neighbours CCTV or Doorbell?	If the CCTV or doorbell records only within your neighbour's property boundary, it is lawful and no action can be taken. If the CCTV or doorbell captures images of people outside the boundary of their property, then the GDPR and the DPA will apply to them and they must abide by these rules.

Am I doing the right thing?

You must consider other people's privacy you must ensure it only captures images within the boundary of your home and garden.

The Information Commissioner's Office (ICO) oversees and enforces the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (DPA).

The UK GDPR and DPA apply if your CCTV or video doorbell records beyond your home and garden boundary—for example, neighbouring properties, shared corridors, or public areas.

You must clearly inform people that recording is taking place, by displaying an appropriate notice. For more information, visit www.ico.org.uk

What will Westfield HA do?

Dissatisfaction with a neighbour's video doorbell or CCTV is not considered antisocial behaviour or a tenancy breach. Staff will not take further action and will refer you to the ICO. If you believe a camera is capturing images of you, you could contact the Police on 101. However, it is very unlikely that the Police will consider using CCTV or a video doorbell as harassment without any other misconduct by the person.

Customer Update



Secure Your Trampoline This Winter

As we move into the winter months, we would like to remind all tenants of the importance of securing trampolines in their gardens.

In previous years, we have experienced incidents where strong winds have lifted unsecured trampolines, causing damage to cars, homes and other property. Not only can this be dangerous, but the cost of repairs can be significant.

Please ensure your trampoline is properly anchored and secured at all times. If possible, consider dismantling and storing it during periods of severe weather, then rebuilding it when the weather improves so that children can safely enjoy it again in the spring and summer.

Taking a few simple precautions now can help prevent accidents, avoid costly damage, and keep our neighbourhood safe for everyone. Thank you for helping to keep our communities safe this winter.

My Home Contents Insurance

NATIONAL HOUSING FEDERATION Preferred Supplier

Home contents insurance

You never expect things to go wrong at home but it could happen. It's worth asking yourself if you'd need help with the cost of putting things right when they do.

Tenant's contents insurance financially protects the contents in your home, garage or shed. Westfield Housing will make good the damage to our property. However, we do not insure your furniture or belongings against theft, fire, vandalism, burst pipes and other household risks.

The My Home Scheme can offer tenants and residents the chance to insure the contents of their homes. If you want more protection for mishaps in the home you have a few options:

Visit their website: www.thistlemyhome.co.uk for more information.

Northern Community Bank

You will find included in our Newsletter, details of Northern Community Bank's Christmas accounts. Over £135 000 was saved by Cumbrian account holders in the Christmas Savings account this year, so why not open you account for Christmas 2027 today. Need a helping hand this Christmas? Our Christmas loan leaflet gives details of how we can help you to spread the cost of Christmas with loans from £150. Wishing you all the best from everyone at Northern Community Bank.

Welcoming New Team Members

Destiny joined our team in September 2026 to complete her Business Admin Level 3 apprenticeship.

Since joining the team she has brought a positive attitude and a warm smile to our front line services. Here is what Destiny has to say about her new position:

"Starting my role as a Business Administration Apprentice with Westfield Housing Association has been a really positive experience, and I am thoroughly enjoying it.

From the beginning, I have felt welcomed and supported by my colleagues, which has helped me settle into the role quickly. I enjoy learning new skills every day, taking on different responsibilities, and gaining a better understanding of how the organisation operates. One of the most rewarding aspects of the job is knowing that the work I do contributes to building relationships with the loveliest tenants.

The role has also helped me grow in confidence, improve my communication and organisational skills, and develop professionally. I am excited to continue learning, building my experience, and progressing throughout my apprenticeship".

Destiny



Partnership Working

Positive Footprints Inspires Future Talent

Positive Footprints is an award-winning personal development programme that helps young people explore the world of work, build resilience, and develop valuable skills for the future.

As part of this initiative, Westfield Housing Association partnered with Westfield Primary School to provide pupils with a unique insight into the work of a housing association. A total of 28 pupils visited Westfield Housing for an engaging and hands-on learning experience. Armed with clipboards and guided by members of our team, the children carried out an inspection of a void property, interviewed tenants about their experiences with Westfield Housing, and participated in a housing development challenge. Using their creativity and imagination, they developed ideas for future housing developments and explored what it takes to build safe, thriving communities.

The day was a tremendous success, with pupils demonstrating enthusiasm, curiosity, and excellent teamwork throughout. In recognition of their achievements, each participant was presented with a certificate at the end of the session.

We thoroughly enjoyed welcoming the pupils and providing an insight into the diverse and rewarding world of housing. A video showcasing highlights from the day will be available soon, so keep an eye on our website and social media channels to see how much the children enjoyed this valuable experience.



Minto Meet-Up

Looking for a friendly place to spend an afternoon? Join us at our weekly Minto Meet-Up for puzzles, games, crafts and conversation. Enjoy a complimentary tea or coffee, share some laughs, and get to know others in your community.

📅 Every Wednesday
🕐 1.00pm - 3.00pm
📍 Westfield Housing Association

For members of our community aged 55 and over. We look forward to seeing you there!

Office Update

To support ongoing staff development and training, our office will be closed to visitors every Tuesday morning, between 9:00am to 12:00pm, commencing 17 November 2026 and continue for the foreseeable future. During this time, you can still contact us on the general office number 01900 602906, and we will continue to respond to enquiries. We will regularly review this arrangement and will keep you updated of any future changes. Thank you for your understanding and continued support.

Please note that our office will close at 5pm on Wednesday 23rd December 2026 and re-open at 9am on Monday 4th January 2027. During this period, our out-of-hours emergency repairs service will remain available for emergency repairs only.

We would like to thank all our tenants for their support and cooperation throughout 2026.

From everyone at Westfield Housing Association, we wish you and your families a Merry Christmas, a Happy New Year, and a safe, warm and enjoyable festive season.