



KPIs



Rents	February 2019	Our Targets
% of rent arrears of current tenants	5.43	5%
Customer Survey	February 2019	Our Targets
Overall satisfaction with repairs	99.05	90%
STAR Satisfaction	February 2019	Our Targets
Resident overall satisfaction with saha	91.1%	90%

#### Learning from Feedback...

From 1st December 2018 until 28th February 2019 saha received 17 service complaints from customers of the Association. 11 complaint cases were resolved and closed in the same period, with all 11 resolved at Stage One of the complaint procedures. During this period **none** of the complaints resolved had learning outcomes established from the cases investigated and closed

#### Compliments

For further information, from December 2018 to February 2019, saha staff and contractors received 11 service compliments that were formally logged.

#### The Loop - Next Edition

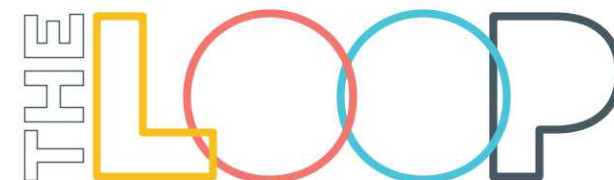
If you would like to feed back on the KPIs you would like to see reported please contact the Get Involved team on **0800 970 6363**.



## Out of Hours service

During the week Monday to Friday you can call saha's Customer Services Centre for a repair between 8:30 am and 5:30 pm on **0800 970 6363**. If you have an emergency repair when we are closed, you can report all emergency repairs using the same number.

**Other useful numbers National Grid: 0800 111 999**



the newsletter from saha **SPRING 2019**



#### Anthony's Shed Art

Making something special out of what people throw away!

#### also in this edition...

FreshStart Open Day

Fire Safety

Homelessness Awareness

Universal Credit

saha Rewards



**Wishing Nigel a happy retirement**

**Feature Story on page 2**



Call saha on  
**0800 970 6363**

Email saha on  
**info@saha.org.uk**



# saha's Chief Executive Nigel Parrington will be retiring from saha in April 2019.

Nigel has worked in the social housing sector in various roles, working his way up from a trainee housing officer in 1975 to the CEO of saha in 2003.

Nigel has worked within saha for the last 15 years and has steered the Association through many challenges faced by the housing sector. His leadership and passion is reflected through the work that saha continue to do to 'Transform Lives'.

## **A word from our Chair:**

"They say first impressions are lasting but not always accurate. When I met Nigel Parrington for the first time my impression was that he was a highly skilled housing executive and a Christian gentleman. After years of working closely with him that first impression has been strengthened and I have had no reason to change my mind.

The relationship between the Board Chair and the Chief Executive in any organisation is of vital importance and I am privileged to confirm that as Nigel approaches retirement our relationship based on mutual respect and commitment to the mission of saha has grown stronger.

Nigel's skill set as a housing professional is immense and is recognised throughout the sector and beyond. He is held in high regard by our parent, The Salvation Army, and greatly valued by Board members, colleagues and residents throughout saha. He has been a powerful advocate for our mission of 'Transforming Lives' and in his Chief Executive role has consistently demonstrated a passion in ensuring effective and efficient delivery of our Corporate Plan.

Over recent years saha has grown and seen its mission-reach significantly extended. Nigel



has been at the forefront in leading all of these developments along with the attendant challenges and opportunities. The business is now much more complex than it was when he began his role as Chief Executive and through all of this Nigel's personal qualities have remained consistent. Throughout his tenure, he has remained humble, approachable and compassionate, always having time for people, both staff and residents.

saha has been truly blessed to have had such an excellent Chief Executive and we pray for Nigel a long, well-deserved, healthy and happy retirement."

**John Matear**  
Commissioner  
saha Chair

## Dot Dot Dot

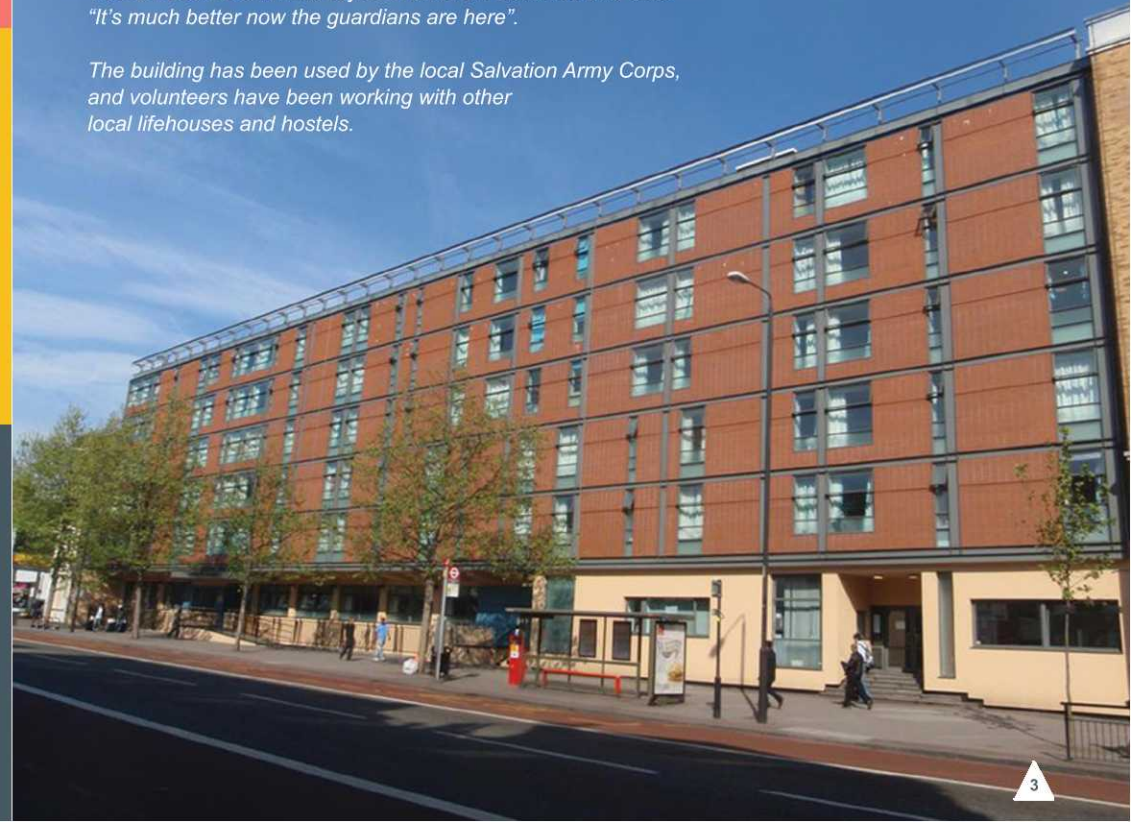
*saha's Booth House in London was decommissioned as a lifehouse and saha partnered with Dot Dot Dot to use the building to provide housing on a temporary basis, protect the building and unlock social value by using the build and through volunteering whilst providing saha with a value-for-money saving.*

*There are 80 guardians living in the building. Since the guardians have been in, there has been 2,249 hours of volunteering over a full year of work for good causes and saha have saved over £129,000 from expenses such as security and council tax payments.*

*The guardians at Booth House are a mix from all over the world with 15 different nationalities from Australia and Greece to Italy and India and an age range from 18–66, who work in a number of different professions including: photographers, cabin crew and University Lecturers! This mix allows for a variety of different weekly social events to build upon the idea of community within the locality.*

*Sara runs a monthly women's group at Booth House, Julian runs a DIY group for the fellow guardians and Javier helps residents with social media and volunteering. saha residents from neighbouring Victoria Court are invited to join in all of the activities and said:*  
*"It's much better now the guardians are here".*

*The building has been used by the local Salvation Army Corps, and volunteers have been working with other local lifehouses and hostels.*







# FreshStart Open Day

Staff and residents at our FreshStart service recently held an open day at the service to help showcase the amazing work. During the open day special guest, MP Steve Double attended and presented certificates to delighted residents including two who have recently taken up the service representative roles. Certificates were also presented to a number of residents who have completed the Naloxone training facilitated by Addaction.

Visitors on the day included: town and county councillors, the local manager of White River Shopping Complex, representatives from Safer Cornwall, Positive People and Home Group.

**"I am hoping that there may be a place in the Market House for some of this work to be displayed, to give the artists a sense of pride in what they have achieved."**

The Local Bid Manager was so impressed by the art work of one of the residents that on leaving, she contacted somebody in the town about providing space for him to exhibit she said: "I am hoping that there may be a place in the Market House for some of this work to be displayed, to give the artists a sense of pride in what they have achieved. There is a talent there that hasn't had a lot of encouragement in the past and that is such a shame. Art can be a great healer and confidence booster. I think you will be pleasantly surprised at what they can produce".

Thank you to Jen from FreshStart who worked hard to create a positive day for all involved!

saha's Newbold Lodge in Warwickshire is a 9-bed supported housing service for young, single homeless people and care leavers which is part of Warwickshire's supported housing service commissioned by Warwickshire County Council.

Newbold Lodge Manger Hannah nominated the service for the Wilmott Dixon trainee challenge 2019. Wilmott Dixon have committed the skills, knowledge, time, labour and resources to turn the building into a training hub where the residents can work towards their CSCS cards!

As part of this project they are offering the residents an opportunity to get involved to learn a variety of skills and discuss potential training opportunities with them.

Look out for an update on the project in future editions of The Loop.



## Homelessness Awareness

Vicki and Jen (Staff Member at FreshStart) participated in a local initiative to raise awareness of homelessness in Cornwall.

Safer St Austell who are part of the wider safer Cornwall community safety partnership, arranged the sleeping out evening. Those bedding down for the evening included representatives from: Addaction, the ASB team, the Mayor and the Deputy Mayor and town councillor. It was a very long, cold, damp night and the group were still struggling to warm up in the morning.

The group were fortunate enough to be given lessons in how best to cope from current residents who had previously experienced sleeping on the streets, they gave the FreshStart staff some little tips that definitely helped them get through the night.

Vicki said: "it isn't something I wish to repeat for a while, but would love to be involved in a future initiative"



## A Kind Donation!



Staff and residents at FreshStart were presented with a festive donation- a mountain of mince pies for them all to enjoy! The donation was provided by funds from the customers of the Applegreen petrol station in St Austell.

Thank you for your kind donation and thoughts for those at FreshStart.



# Mulberry Gets Involved

Foodwise run a cookery course that spans five weeks and covers the basics of healthier cooking and cooking meals from scratch using fresh ingredients when on a budget.



The group is held at the local St Johns church in Merrow. Four residents from Mulberry House have attended and they have really enjoyed the classes!



So far they have learnt how to make a tomato based sauce which could be used for bolognese, how to make a white sauce for lasagne, cauliflower cheese for example, and they have made sausage casserole. This course so far has been really enjoyable and staff have noticed some positive changes with the ladies who are getting involved.



*Mulberry House is home to a wide mix of residents who have all been taking part in new and exciting activities that are inclusive for everyone.*



Kim and Pippa (staff members) have also contacted Nicole the owner of NKB Fitness, a local ladies orientated gym to organise kickboxing lessons for the residents.



Five residents attended the first session and absolutely loved it. The sessions are aimed at health and wellbeing and have enabled residents who would not normally socialise together to do something positive as a group. They are looking forward to the upcoming sessions!



# Domestic Abuse – A Poem

A saha resident in one of our Domestic Abuse services has written a poem to share.

*A Mother who...  
Drags herself through months/years of law and court trauma,  
Perseveres through being called a "liar" constantly,  
Keeps a lid on it while others discriminate against her and her children,  
Is bullied/stalked and taunted,  
Remains cool when provoked by her ex,  
Maintains her sanity through outrageous accusations and judgments,  
Is ignored by those who should care,  
Loses many nights sleep but continues to work and function for her children,  
Has little understanding or support of the situation from friends and family,  
Just keeps her head above water financially,  
Buttons it whilst others intimidate her.  
Is labelled as alienating, unreasonable or "crazy" due to trying to protect her offspring,  
continues to love her children like no tomorrow, despite all the above  
Still remains standing is not a "bad" mother!*

*She is a bloody hero!*

*May she have peace in her heart knowing that many just like her understand and care?  
She knows she can make her life into anything she wants because she now has freedom of choice,  
She can choose to stay stuck and bitter or do herself a favour by willingly forgiving everything that has happened and moving beyond it. So this year she begins a new journey a peaceful journey one in which means releasing herself from her past and the hurts and embracing the bright and promising future in front of her.*

*Forgiving people who will never be sorry brings a whole new level of freedom and peace. She will continue to love those who love her and continue to rise above the ones who know so little about her. And proudly watch her 3 greatest heroes (her children) learn, love, live and succeed. 2015/2016/2017 & 2018 thanks for the painful lessons 2019 I enter into with peace gratitude, hope, love, life, forgiveness and a smile happy new year, much love to all.*





# Artist helps homeless young people paint meaningful graffiti mural

Si Mitchell, a successful graffiti artist who has worked with the likes of boyband McFly and drinks manufacturer Pepsi, teamed up with service users at Kings Ripton Court to brighten up the Lifehouse.

Si turned the young people's creative ideas into reality by helping them to design and spray-paint a mural which depicts their own personal experience of issues including homelessness, substance misuse and mental health conditions.

***"The world with supporting hands represents that people at Kings Ripton Court are here to support each other. The stars represent when we first move in and are in a dark place and we've been in bad situations, and then the sun represents that it's all changed, the environment's got a lot better and there's security and safety for us."***

Sophie\* (20), a resident at Kings Ripton Court, said: "The world with supporting hands represents that people at Kings Ripton Court are

here to support each other. The stars represent when we first move in and are in a dark place and we've been in bad situations, and then the sun represents that it's all changed, the environment's got a lot better and there's security and safety for us."

Si Mitchell said: "They worked really well as a team, coming up with their own narrative, having a go at spray-painting and helping each other."

The project came about thanks to The Salvation Army's partnership with CASUS, a team from Cambridgeshire and Peterborough NHS Trust who offer substance misuse sessions at the centre. CASUS invited Si to come and spend time with the residents.

Joy Raggett, programme coordinator at Kings Ripton Court, said: "We're so grateful to Si for helping the residents complete this project. When volunteers come and spend time with the residents it helps us show the young people that



other people are interested in them, that people do want to listen to them and work with them – it boosts their confidence."

In addition to a personalised support programme that helps each young person work through the issues that have led to their homelessness, the staff offer a variety of courses and activities to build a sense of community and develop skills.

Training includes budgeting, shopping and cooking, tenancy management, relationships and communication while activities include gardening, baking, sewing, fundraising campaigns, BBQs and trips.

Joy added: "Many of our residents have faced challenges that have left them with low self-esteem and feeling isolated. We hope that when each resident is ready to leave our care, they will be equipped and empowered to lead independent and fulfilling lives."

Kings Ripton Court Lifehouse in Huntingdon is a residential centre offering accommodation and personalised support for 36 young people aged 16-25.

\*Name has been changed.



## Have you joined saha rewards?

saha rewards gives you the opportunity to give us regular feedback on our services and plans from the comfort of your own home. What's more is that for each activity you complete you will receive points that can be exchanged for gift vouchers!

Topics range from participating in the T4R scrutiny meetings to what Transforming Lives means to you! You can give feedback in a way that's best for you from WhatsApp to Facebook!

To sign up visit:  
[saha.org.uk/residents/saha-rewards/](https://saha.org.uk/residents/saha-rewards/)



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Other useful numbers **National Grid: 0800 111 999**



# Universal Credit

Universal Credit is the Government's new way of paying your benefits and is being rolled out gradually across the country and is expected to cover all benefit claims by 2021.

Universal Credit is a single benefit for working-age people. It replaces means-tested benefits, such as:

- Income support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Tax credits
- Housing Benefit

Universal Credit will be paid monthly in arrears to only one member of the household unless certain exceptions apply. You will be expected to manage a budget and pay rent costs direct to us as your landlord. It is expected that a claim will be in payment after 6 weeks of making it but this may take longer.

Universal Credit will mainly affect working-age people, however for mixed age couples; where one partner is of working age and the other has reached Pension Credit qualifying age, they will have to claim Universal Credit rather than Pension Credit.



Claims for Universal Credit can only be made online. Therefore it is important to have all the relevant information to hand before you start the application process as claims cannot be saved for a later date.

If you are not claiming Universal Credit then be prepared because you will be migrated on to this new benefit over the next couple of years. If you have a break in your claim or a change in circumstances then you will be moved on to Universal Credit. This means you will be paid monthly in arrears and could mean that your rent account will fall into arrears as a consequence.

If you know that you are going to change to Universal Credit then contact Paul or Jess at our Rent Department ASAP on

**08009706363**

The sooner we know, the more help and support we can give you.

## Useful Contact Numbers:

Universal Credit  
**0800 328 5644**

Money Advice  
**0800 138 7777**

# Calverley Hill update

*Calverley Hill offers supported housing for 18-21 year old who are; expecting, parents, couples, care leavers and 18-25 year old single males and females.*

*The last year at Calverley Hill has been an exciting one! Staff and local agencies have been running a variety of workshops with residents including courses on healthy eating, self-esteem and employability skills.*

*The team have partnered with **PINK**, who are part of the charity, **Life and Soul**, who provide a weekly befriending and mentoring session for residents.*

***COOK** come into the service to deliver cooking sessions with residents to enable them to cook a family meal for their children.*

*All of this is run alongside the **Passport to Independence** sessions that saha run to prepare residents for moving on independently.*

# Training in Warwickshire

Acorn Training are working with residents at the Warwickshire services providing employability training courses. saha Warwickshire Support Services and Acorn Training have built a strong working partnership for the benefit of our residents across the service. This positive working relationship has seen residents move forward with foundation Maths and English studies, job interviews and completion of CVs.

Acorn Training meet with residents on an individual basis. Initial meetings are to discuss the resident's areas of interest allowing them to take ownership of a pathway forward. Learning assessments are carried out on an informal basis allowing the Acorn tutors to work at the resident's pace.

CV building, foundation Maths / English, work placements, apprenticeships and volunteering are but a few of the opportunities on offer. Discussions take place during residents' weekly support sessions providing a space where shared formulations can be derived, drawing on their experiences, further building skills and complementing the work Acorn Training are undertaking.

**Success stories so far include residents attending job interviews for roles in Customer service and animal welfare and residents completing foundations in Maths and English!**  
**A huge congratulations to the residents who have completed these courses.**



# Fire Safety

Fire safety is everyone's responsibility and we all need to do our bit to keep each other safe. It is important everyone understands the fire safety procedures, especially in blocks of flats where it is very important to always keep corridors and walkways free of obstructions.

## General advice

- *Remember to check your smoke alarm at least once a month*
- *Familiarise yourself with your building*
- *Some blocks where residents live may have slightly different advice so it is very important that you know the advice for your building. Make sure that everyone in your home knows where the exits are should they be required in the event of an emergency.*
- *Close all internal doors when you go to bed.*
- *Take care in the kitchen, never leave your cooking unattended and take extra care with hot oil.*
- *Never leave lit candles unattended.*
- *Make sure cigarettes are stubbed out and disposed of carefully and never smoke in bed.*
- *Don't overload electrical sockets.*
- *Keep matches away from children.*
- *Do not store flammable liquids such as petrol in your home, bin store or chutes.*
- *If you require oxygen to assist a medical condition, please ensure you have informed your local fire and rescue.*

## Smoke alarms

The easiest way to protect your home and family from the early onset of fire is with a smoke alarm. You may need more than one and should test them at least monthly to make sure they are working. It could save your life.

## Fire safety features in your home and making modifications

Did you know that your front door is your main weapon against fire? If you live in a flat your front door helps to prevent fire from spreading into communal areas and escape routes - all front doors in blocks of flats should be fire resistant because they help to prevent fire from spreading. In flats, current fire safety guidance says that front doors should have a self-closing device so this should never be removed. You must also be aware that altering your letterbox or adding a cat flap to your door will affect the fire safety of your home and the entire building - even minor alterations can compromise the design of the building's fire safety systems.

If you have a fire-resistant door in your home you must first seek written permission if you wish to make alterations to it so that it can properly assess the fire safety implications. If your door or letterbox has been damaged, please report it to Customer Services for inspection and repair.

Your home has been designed with fire safety in mind so there are various things such as signage, smoke alarms, heat detectors, door closers, fire resistant glazing, fire resistant panels, sprinklers, automatic opening vents on some stairways and other fire safety features that help to keep you safe. Everyone's safety depends on these safety features, so please do not remove or damage them, for example by

drilling holes through walls, e.g. to install cables.

If you spot any damage that could impact fire safety, such as broken smoke alarms, heat detectors and door closers within your property or communal areas in your block please call Customer Services.

## Fire safety in the kitchen

Over half of home fires are caused by cooking accidents. There are a number of things you can do to help prevent a fire in your kitchen:

- *Take pans off the heat or turn them down if you must leave the kitchen whilst cooking and make sure you turn the cooker off when you have finished.*
- *Take care if you're wearing loose clothing as it can easily catch fire.*
- *Keep tea towels and cloths away from the hob.*
- *Keep the oven, hob and grill clean and in good working order. A build-up of fat and grease can ignite a fire.*
- *Take special care when deep fat frying. If the oil starts to smoke it is too hot and could catch fire. Turn off the heat and leave it to cool.*

## If a fire breaks out in your home or flat

- *Leave the room where the fire is straight away and close the door.*
- *Tell everyone in your home to leave immediately.*
- *Close the front door.*

- *Do not stay behind to put the fire out.*

- *If you live in a block where there is a lift - do not use it.*

- *Call the fire service - dial 999.*

- *Wait outside for the emergency services, away from the building*

## If you live in a block of flats

New build blocks of flats are designed to restrict the spread of smoke and fire so evacuation advice is different. It is usually safe for you to stay in your flat if a fire breaks out elsewhere. Please note that there are some blocks where residents are advised to evacuate immediately - it is very important that you understand the fire evacuation advice for where you live.

## If a fire breaks out in another part of your block of flats and your property has a Stay - Put Policy:

- *Stay put, unless you are directly affected by heat or smoke and/or until the fire service says it's safe to leave.*
- *Call the Fire Service on 999 and let them know where you are so they can find you.*
- *You should only leave immediately if smoke or heat affects your home or if you are told to by the fire service.*
- *If you leave, close the front door.*
- *Use the nearest fire escape - if there is a lift do not use it.*
- *Wait outside away from the building.*



# Fire Safety

## Obstructions in corridors and on balconies

- *Bicycles, pushchairs etc must not be left in the corridor*
- *Door mats are not allowed*
- *Small items left in the corridor e.g. on window sills must be made of materials that would not burn easily, e.g. metal, ceramic, porcelain. They must not cause an obstruction or hazard of any type (if they do, they will be removed)*
- *Permanent or heavy furniture and constructions are not allowed on balconies;*
- *Fixed washing lines are not allowed on balconies*
- *Hazardous items including plastic storage sheds are not allowed.*
- *Balconies should not be used to store large amounts of items and must never be used to store flammable material.*
- *Chairs and furniture that can be moved easily, portable clothes dryers etc are allowed*

## Naked Flames

More than five fires a day are started by candles and every three days someone dies from a fire caused by a cigarette. To help prevent a fire, never leave burning candles unattended and never leave matches or lighters where children can find them. Make sure your ashtray or candle holder can't tip over and never smoke when you are in bed!

## Electrical safety

Faulty electrics (appliances, wiring and overloaded sockets) cause around 7,000 house fires across the country every year. Here are some things to help you avoid an electrical fire:

- *Make sure all electrical appliances have a British or European safety mark when you buy them*
- *Don't buy cheap, counterfeit chargers for items with Lithium batteries*
- *Never overload adaptors with too many plugs.*
- *Unplug appliances that are not in use, especially heaters and irons.*
- *Keep a look out for signs of dangerous or loose wiring such as scorch marks, hot plugs and sockets, fuses that blow or circuit-breakers that trip for no obvious reasons, or flickering lights.*
- *Remember to check hidden cables and leads, e.g. behind furniture or under carpets and mats. Replace any that are worn.*
- *Never cover electric heaters with washing.*
- *Always check that you use the right fuse in plugs and the recommended bulb wattage in light fittings to prevent overheating.*

If you have concerns about fire safety please contact customer service and they will be able to help.

# Xenia house – Waterloo London remodel

Work is now completed at the site of The Former Chapter 1 Head Office – Xenia House situated at Waterloo in London.

Following the merger of Chapter 1 and saha, the potential of unused office space in the basement area was realised to create additional student accommodation.

Upon completion a further 18 students rooms were created plus shared kitchen facilities, in addition to the existing 140 room, student accommodation.

The outdoor courtyard area enhanced with new promenade tiles and lighting for students to socialise on an evening.

Further works due to recent changes in Government legislation that required a non-combustible cladding system to be introduced to the south elevation, facing the courtyard. This included the installation of cavity barriers and renewal of cladding panels



that were mechanically fixed to an aluminium subframe, in place of the original chemical fixed panels adhered to timber battens.

Both projects were completed by South East based Contractors Lowebuild. The key focus was on the logistics as Xenia House was occupied by students throughout the project. This included the careful organisation of segregated construction areas, liaising with the neighbouring nursery for access and managing the continual foot traffic with an aim to ensure that the building was still operational.

The total works was £1.4 million. However this investment will generate future income for saha and be utilised for the benefit of saha residents. Most notably for the provision of new affordable housing. Now the works are fully complete saha and Imperial College have entered into a lease agreement with Imperial College London taking over the full repairing obligation whilst saha still retain full ownership of the building, an agreement that benefits both parties.

Finally we would like to thank the Staff from Imperial College who attended all progress meetings, demonstrating excellent collaborative working throughout the delivery of both projects.







## Abbott Lodge activities

Staff and residents have been getting together to promote healthy eating and group working.

The cooking sessions bring together the residents to look at how they can eat healthily on a budget but at the same time being able to enjoy a treat.

Residents have also been taking part in fun celebrity and Abbott Lodge quizzes – enabling the residents to broaden their knowledge and have fun! The snacks also went down well too.



## Charles Court Festivities



*Residents at Charles Court joined each other in the communal area to bring in the festivities with a Christmas party.*

*The group enjoyed a buffet, songs and each other's company!*



## Charles Court Day Out



We had an outing to Marks Cross Garden Centre today. Six of the residents from Charles Court attended and we had lunch there which all thoroughly enjoyed. We left Charles Court in a minibus at 10.30am and arrived back home at 2.30pm.

Most of the residents were busy buying plants and lovely nick nacks and all enjoyed their day out.

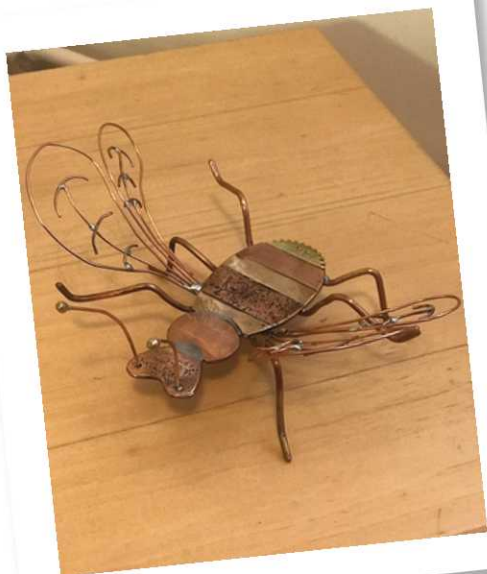




# Shed Art

Tony came to Abbott Lodge in 2018 after his latest release from prison. Tony has had a colourful life which has led him to spend a staggering 30 years of his life in prison.

Tony was facing a judge who offered him a final chance to change or he would spend the rest of his life in prison. Tony says: "I had to find something else to do, I started to do building work and was winging plastering until I was found out!" Luckily for Tony the customer sought another option and put him in touch with his brother who taught him how to plaster, he went on to do this for 8 years, until he had a heart attack followed by another one 3 weeks later, this stopped him working but he soon grew bored.



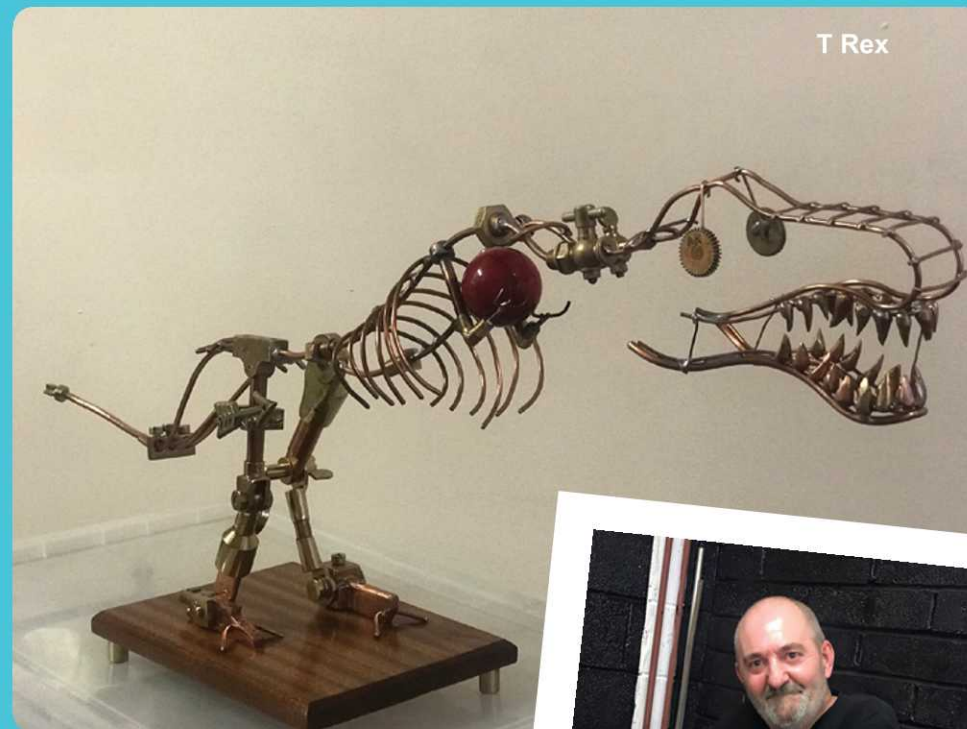
Manchester Bee



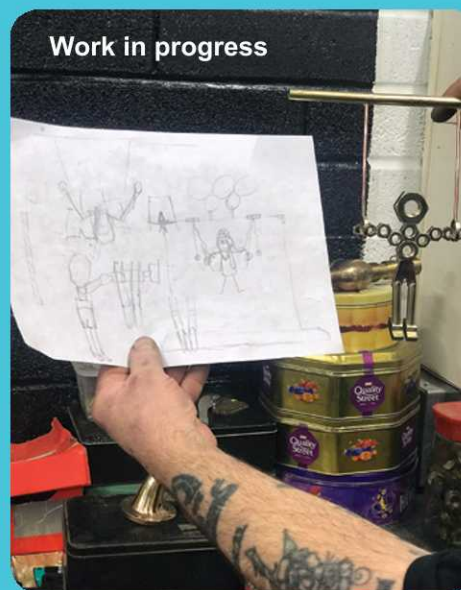
The Thing

Tony started to retreat to his shed where he had been locally sourcing bits of scrap metal from scrap yards and Shed Art was born. Over the last 18 months Tony has been using talents he developed from his building work and a passion of art to create his masterpieces.

Each piece that is created is unique and holds a history of Manchester in them. The more interesting a bit of metal the better! Tony finds that creating Shed Art helps him with his mental health and allows him to escape and occupy his mind. "I get lost in the work".



T Rex



Work in progress



Tony in his workshop

Shed Art starts from a simple idea and then takes on a life of its own until the piece is complete allowing for each piece to be individual.

Tony's work ranges from Manchester Bees to 'The Thing' and everything in between, he has had a few customers approach him and commission work, his next steps are looking to sell some of his items online.