

I'd like to extend our usual warm welcome to anyone reading Sandbourne News for the first time and hope that you will find it both interesting and informative.

Our last newsletter in January was a special edition and gave details of our open Annual General Meeting in February (see page 10) and the introduction of our new tenants' handbook which has now been issued to all tenants.

We also confirmed that the take-over of Ringwood and District Old People's Housing Society had taken place and welcomed our new Ringwood tenants. However, they now unfortunately face new and tough challenges. As a result of the local authority cutbacks and the lack of support funding, they face a period of adjustment with the forthcoming loss of their wardens, something which is out of our control and mirrors the loss of our support team at our Bournemouth HOPS schemes this time last year.

There are other challenges ahead resulting from government changes and, in particular, regarding rents (see page 4). We will keep you updated, although the government's goalposts are always changing so it's not easy.

We hope you will read this newsletter so that you know what is happening and how it may affect you.



Steve Hayes
Chief Executive

Making appointments

We wanted to remind you that if you need to see a member of staff face-to-face you must make an appointment.

If you want to call into the registered office to see someone, it is important to make sure that they will be available to see you as our housing and maintenance staff are often out on site on pre-planned appointments. They also need to make sure that there is a private area where you can speak – you will recall that we share offices with other companies and also have a shared reception area.

If you live at one of our HOPS sites, particularly in Bournemouth, please do not expect to be able to 'catch' one of the team for a 'quick chat' when you see them on site. The majority of time they spend at these sites is seeing tenants who have requested a meeting, or undertaking inspections, and they need to be able to meet those tenants on time and have their privacy respected.

Please call 01202 671222 if you want to make an appointment to see a member of the team.



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Contacting the office!

The only office telephone number for Sandbourne is:

01202 671222

All correspondence should be addressed to:

Sandbourne Housing Association
Beech House, 28-30 Wimborne Road,
Poole BH15 2BU

Email: info@sandbourne.org.uk
www.sandbournehousingassociation.org.uk

Sandbourne Staff and Contacts

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Office hours are from 9am to 4pm, Monday to Friday
 (except for English statutory and public holidays and the Christmas/New Year shutdown)
Calls to 01202 671222 may be recorded for information and training purposes
 An answer phone service is available outside of office hours or when the lines are busy
 Email: info@sandbourne.org.uk www.sandbournehousingassociation.org.uk

A quick guide to who residents should contact for what

Housing Services Manager/Housing Officer (Simon/Sharon) – housing related queries, ie:

- Anti-social behaviour
- Arrears – rent/service charges
- Complaints
- Direct Debits
- Estate issues
- Grounds maintenance and gardens
- Guest room bookings (HOPS schemes)
- Housing Benefit
- Leaseholder queries
- Mutual exchanging with another resident
- Pets
- Rent and rent statements
- Service charges
- Terminating your tenancy
- Transferring to another property

Chief Executive and Director of Finance (Steve and Fiona)

- By appointment only, via the Administrator, if other channels have been exhausted (for example regarding complaints)

Maintenance Managers (Brian/Chris) – repairs and maintenance related queries, ie:

- Inspecting empty/vacant properties
- Key replacements (HOPS only)
- Lifts (HOPS only)
- Planned maintenance and redecorations to communal areas
- Repairs:
 - reporting for your own property
 - reporting for communal areas
 - reporting faulty communal laundry equipment (HOPS)
 - chasing outstanding repairs
 - feedback surveys
 - minor repairs
- Safety checks:
 - electric and gas
 - emergency exits and lighting
 - fire alarms and smoke detectors

Administrator (Gail)

- General enquiries not covered above
- Newsletter items and articles

Your Careline Numbers:

- Our **general housing tenants** are advised to ring Bournemouth Careline but only if they have an emergency repair when the office is closed. Non-emergency repairs should be reported to the office in the normal way. If you need to ring Careline, in an emergency, the number is:

Bournemouth Careline - 01202 452795

- Our **HOPS tenants** are advised to use their Tunstall pull cords in an emergency when the office is closed. However, if you do need to call them, the numbers are:

Bournemouth HOPS tenants - Bournemouth Careline - 01202 452795

Ringwood HOPS tenants - Chichester - Careline - 01243 778688

From 1 June 2016, Ringwood tenants will need to use the **Bournemouth Careline** number.

Please do not ring Careline for non-urgent repairs etc - ring the office on 01202 671222 (see article on page 6).

Have you recently changed your contact details?

If so, have you advised us?

Life was very simple in the days of just one landline telephone number per household but we increasingly face problems contacting residents now we're in the age of multiple mobile phones/tablets/email addresses, in addition to the landline.

If you know you've changed your contact details recently, please let us know, ideally by emailing us at info@sandbourne.org.uk, or by writing in or ringing the registered office.

The same applies if you have given us details of your next-of-kin and they or their contact information has changed.

Post not for you!

Do you receive post for people who used to live at your address and don't know what to do with it?

When a tenant ends their tenancy with us they (or their next-of-kin in the case of a deceased tenant) are reminded that they need to arrange for a post office redirection on their mail.

If you are getting their mail because they haven't done this, please mark the envelope as "no longer at this address - please return to sender" and pop it back in the post box.

Please do not drop post for any former tenants into our office.

Thank you.



Safeguarding/Protection from abuse

If you feel that you are being abused or suspect that another resident is being abused (physical, emotional, sexual, sensory deprivation, neglect, imposed isolation, financial/material, discriminatory), you can contact us for more information about what to do. Alternatively, you can report this directly by contacting the relevant safeguarding team for your local authority area:

Bournemouth: 01202 454979

Poole: 01202 633902

East or North Dorset: 01305 221016

Ringwood: 0300 555 1386

Please note that if concerns are raised with us, we are obliged to report them.



Important news regarding your rent

The government has changed its mind again regarding the rents (excluding service charges) that we can charge you.

We informed you all last year that the government said that, instead of us being able to increase rents for the next 10 years at the September inflation figure plus 1% each year for the next 10 years, they'd decided that we would all have to reduce everyone's rents by 1% a year for the next four years from April 2016 and gave no indication as to what will happen then.

However, in early March, after an outcry from specialist supported housing providers, the government listened and announced that the rent reduction will not now take effect for the first year for HOPS (60 years plus) properties.

Q. What does this mean for you?

- A. For general family housing rent reviews (excluding service charges), due from 1 April 2016 onwards, they will still go down by 1% a year for the next four years.
- A. For HOPS properties rents (excluding service charges), they will increase based on the old formula of the September (Consumer Price index CPI plus 1%) meaning a 0.9% increase for those rent reviews due in June this year.

At present the government has said that for the future three years (April 2017 onwards) there will be a 1% decrease at HOPS rent reviews. However, that might all change again after they have taken this year to review the financial impact on supported housing (HOPS).

Q. What does this mean?

- A. For housing associations it means that we are in a continuing period of increasing financial uncertainty and austerity. In these situations, businesses normally tend to err on the side of caution and seek to minimise the financial impact on running the business by cutting back on the expenditure that is 'nice to do' but not legally required.
- A. This will mean that Sandbourne will not, until the ongoing financial situation is made clear, normally undertake any significant works that it may have done in the past. For example, this could be replacing misted windows, upgrading bin stores and putting back the frequency of communal redecorations (internal and external), unless they can be funded through the service charge.
- A. Service charges are also subject to regulation and we cannot charge items that should be funded by rents to service charges and vice versa.

If anything should change we will, of course, keep you fully updated.



Quarterly rent statements

Our policy on sending out rent statements to our tenants four times a year hasn't changed. However, in the interests of efficiency and economy, we are changing how we send these and will no longer include a covering letter.

When you receive your statement, please remember that these are sent out on a set date by us and therefore may not include charges due/payments made on your account after that date.

If you have already requested more frequent statements from us, these will continue to be sent to you, again without a letter.

If you would like a one-off copy of a rent statement at any time, or have any queries regarding your payments, all you have to do is ring the registered office or email us on info@sandbourne.org.uk.

Universal Credit – Update

Information is still not known about when Universal Credit will be introduced in our geographical area (the South) as it is being rolled out gradually across the country over several years.

The latest estimate is that all new claimants should be changed over by 2018 and those currently claiming benefits may not see any changes until 2021, so it appears it's still a long way off.

However, this will only apply to working age claimants as the elderly who receive a pension or pension credits will stay as they are with Housing Benefit etc being claimed as normal.

We will continue to update you when there is any information to pass on.

Misted windows

We've had lots of enquiries about replacing misted windows.

However, as already mentioned on page 4, we may not be able to carry out some planned maintenance programme works, or will need to push these back, due to reduced rental income.

In addition, estate improvements and communal redecoration periods may have to be reviewed. This is because these types of works could be deemed to be 'nice to do' rather than a legal requirement. We would therefore need to consider what we could do and what could be delayed.

Please continue to report any issues that you have, for example with misted windows, so that we can log and assess them, although we cannot promise to do anything about them at the current time.



Cancelled repairs appointments

Did you know that if you don't give Sandbourne 24 hours' notice of cancelling an appointment with one of our contractors this will usually result in us still being charged for the call-out?

We could be charged for the whole time allocated by that contractor to carry out the job booked for you and not just an administration charge.

It is **not**, therefore, acceptable to ring us only minutes/hours before an appointment, unless you have a genuine emergency, for example someone having an accident or being admitted to hospital.

If appointments are being cancelled on a regular basis, without good reason, we may pass the charges involved on to you.

Repairs – a guideline to Sandbourne’s priorities

Sometimes what you think might be an emergency repair may not be considered as one by us. For example, if you have two toilets in your home and one isn’t working properly, as you’d have another one you could use it wouldn’t be classed as an emergency. If, however, you only have one toilet and it isn’t working, then that would be an emergency and we’d aim to get it repaired within 24 hours.

Once you have informed us of a repair by phone or email, the process for repairs is:

- A works order is normally sent to one of the contractors on our approved list. We will include your name, contact telephone number, address and a brief description of the repair. Note: we need your up-to-date contact details for this.
- The contractor will then ring you to make an appointment that is convenient to both you and them.
- We will also send you a Tenant Satisfaction Survey for you to fill in and send back to our office (in a pre-paid envelope) with your comments on how you think the contractor and the office dealt with your repair.

All works orders will have a timescale and the date the repair should be completed by (you can find this on the top right of your satisfaction survey).

If you are not sure if the repair is our responsibility or yours, please contact the office to check.

The priorities are as follows:

Emergency = 24 hours
Urgent = 7 days
Priority = 14 days
Routine = 28 days
Planned = 2 months

We intend to produce a leaflet shortly to give you a clearer idea of what constitutes which priority.



Please consider carefully what you report to the out-of-hours emergency service as you may be charged if they call out a contractor for a non-emergency repair that could wait until the office is open or if it is something that we would not normally do and is your responsibility.

Repairs feedback questionnaires – what's in it for you?

When you have a repair carried out by us or one of our contractors you will be sent a Satisfaction Survey to complete and return in a pre-paid envelope.

Your comments are invaluable in helping us assess the services we provide and it gives you an opportunity to let us know whether works were carried out as you’d expect or whether you were disappointed with the service that you received.

As an added incentive, we’re now offering entry into a quarterly draw when you return your completed form!

The prize? £50 in vouchers!

Are there any exclusions? Yes, sorry, resident board members do not qualify for this draw.

Communal cleaning across all sites ...

We have recently put our cleaning contracts out to tender across all our sites.

As a result, for our Ringwood HOPS sites the new contractor will start on 1 June 2016 and for Bournemouth HOPS the new service will commence on 1 July this year.

This is the same contractor used for our general family properties and they have provided a good service at those sites.

The new contractor is **Thoburn Cleaning Services**, although they are looking to change their company name and provide all staff with new uniforms.

We hope that the transition for those affected will run smoothly, but please contact us if you have any concerns on 01202 671222.

Power cuts

It's been that time of year again when the stormy weather has resulted in a few power cuts, although they don't tend to be as bad now, or last as long, as 'in the old days'.

Obviously your heating, hot water, TVs, some landline phones, fridge/freezers and lights won't work if there is no power (some people may not have any water).

However, your Tunstall emergency call system and door entry systems (where these are provided) will still work on an emergency back-up. You should still be able to enter/exit through the main doors to your block or side entrances, where applicable. However, lifts will be out of action during the power cut.

It is always useful to have a few things to hand for such emergencies, for example a wind-up torch, a blanket (to keep warm if the weather is cold) and a mobile phone (always try to keep it fully charged) and avoid opening your freezer. We would say have a flask of hot water ready but, of course, no-one ever knows when a power cut will happen!

Lucky escape!

The strong winds in March caused a problem for us at one of our Southbourne HOPS schemes.

A resident rang to say that she heard a tree branch, from a neighbouring property, break and fall across the fence of our communal gardens at St Kilda.

We contacted the owners of the neighbouring property, cordoned off the area, and were able to let other residents know that we were aware of this by putting a message on the TVs in the entrances to our Stourwood Avenue sites.

Our housing team worked with the neighbouring landlords to have the broken branch safely removed and luckily no-one came to any harm.



Home Contents Insurance

Sandbourne does not insure residents' furnishings or belongings. We strongly advise you to take out your own home contents insurance. This should cover you against damage to your personal belongings, floor coverings, furniture and other contents and decorations, including damage from fire, flood, break-in and vandalism, or accidents caused by you to your neighbour's property or Sandbourne communal facilities.

When choosing an insurance policy, you should make sure that it covers broken glass and locks in doors and windows, as these are repairs you normally have to pay for. Your insurance should also cover items if they are stolen in a break-in.

Getting on with your neighbours – top 5 annoyances!

I don't think you'd be surprised to learn of the things that we most commonly get phone calls about at the registered office, apart from rent queries and reporting repairs. Here are our top 5!

1. Car parking

Previous articles advised that unless you have been officially given an allocated parking space by Sandbourne, or you are a blue badge holder and can use those designated bays, there is **no** tenant designated parking at schemes.



If using the car parking areas, please only park in marked out bays and **never** block access to blocks of flats or entrances where the emergency services might need to park. If parking in front of windows, please don't block someone's daylight or leave your engine running.

2. Disposal of rubbish and recycling

People who put the wrong rubbish in the wrong bins. Therefore:

Please check what should go in which bins before you place your rubbish in them: if recycling is contaminated with the wrong items, the council will not empty the bin. If it is a communal bin, we have to arrange for the offending items to be removed before re-arranging a collection and there is a charge for this which could be re-charged to residents.



If you have items that **cannot** be recycled by putting them in the bins, please don't dump them by the bin stores as the council won't take them away. If Sandbourne can't find out who the culprit is and has to arrange for their removal then, again, any cost will be recharged to all residents using those bins.



3. Pets

Sandbourne does allow pets, with our prior permission, at our schemes. However, as previously advised, there are guidelines for keeping them, in particular for dogs where they must, for example:



- be kept on leads in all communal areas and be kept out of communal lounges/kitchens;
- be toileted away from communal areas, but if there is dog waste it should be cleared up and correctly disposed of;
- not be left barking during the day or night.

4. Gardens

We've just had some sunny weather and summer is just around the corner. Whether you live in a block of flats or a house, everyone has the right to peacefully enjoy their garden areas. However, please:



- Be aware of where you place garden furniture so that you do not sit under someone's window; noise travels and if, for example, someone is unwell or works unsociable hours, people just talking in a normal voice can be upsetting.
- Likewise, if you enjoy listening to music in the garden, please keep this at a reasonable level and remember that your music may not be to everyone else's taste.
- If you like topping up your tan that's fine but please remember that the way you dress (or do not dress) may offend others. Please be considerate about where and how you sunbath if you are likely to be overlooked.

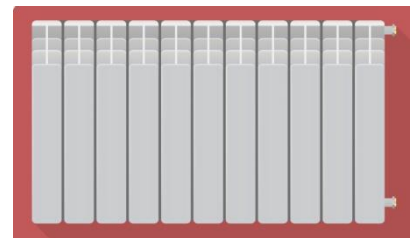


5. Fire doors and heating in communal areas of blocks

Despite notices and constant reminders, there are still residents who insist on wedging/propping fire doors open and tampering with the heating controls in communal areas.

Fire doors are there for the safety of all residents and should be kept shut to prevent the spread of fire if one should break out.

Staff set the heating controls in all blocks to try and get an ambient temperature for all residents. We know that some prefer it to be colder and some hotter, but we need to regulate this, not you. You are not saving the Association money by turning the heating off as it takes longer to reheat it to a suitable temperature.



Please be considerate and respectful towards each other. Like with smoking, what is one person's pleasure is someone else's displeasure, particularly if they have genuine health problems.



Please resist the temptation to feed the birds near your home, particularly if you live in a block of flats

It's that time of year when birds are nesting and they don't mind where they get into to get food. They can get in through open windows as well as doors and cause havoc in addition to the mess from their droppings. It's not just about damage they cause to parked cars, it's people's homes as well!

Sandbourne's Annual General Meeting (AGM) - Shareholder/Board Member Vacancy

In our January special edition newsletter we invited all of our tenants, leaseholders and shared owners to join our Board Members, Shareholders and staff at an open session at the AGM in February.

We'd like to thank the six tenants and six tenant shareholders (2%) who attended and hope that they found it useful and interesting. See article below for highlights.

After the AGM we reviewed our shareholder register to see if we had any vacancies (as we do every year): we can have a maximum of one-third tenant/leaseholder representation. The result was that we currently have one vacancy for a tenant/leaseholder shareholder.

As we already have representatives from both former companies who make up Sandbourne (BHSE and BPHA), we are initially reserving the vacant space for a Ringwood tenant (who would also, if they wish, be considered to become a tenant Board Member for the last current remaining resident vacancy on the Board). We will then have fair representation from all the elements that make up Sandbourne.

Therefore, if you are a tenant of Ringwood and would like to be considered please contact us. We can provide you with further information and then arrange to discuss the duties and responsibilities with you. If there is more than one Ringwood tenant eligible and wishing to stand for the Board we will arrange for a secret postal ballot of all Ringwood tenants with the aim to have the new tenant Board Member and Shareholder elected at the June Board meeting.

We know that other tenants at the AGM expressed an interest in becoming a Shareholder (thank you) – we will advertise again as soon as we have another vacancy or if there is no take-up from our Ringwood residents.

Highlights from the Q&A Open Session following the AGM

It was stated that this was the most challenging and rapidly moving and uncertain period of change in social housing that we had known and here are the highlights of what was covered - we are not producing notes:

Representation from Ringwood tenants

As, mentioned in the above article, we'd like to have someone representing our Ringwood tenants as part of our shareholding and board membership, so that all of those organisations who merged to form Sandbourne are represented.

Right to Buy and Voluntary Right to Buy

We will update tenants once we have some firm guidelines for this as the government continues to change who is or is not eligible to apply for this.

Portable Discounts

This is where housing association tenants could move by buying a property in the private sector with a cash discount. Details of this are not yet known.

Pay to Stay

A scheme whereby housing associations could charge those tenants on higher incomes a more 'market' based rent for their home as opposed to the current 'formula' rents where they only pay, on average, 60% for their publicly subsidised home. Again, details are unknown.

When will there be an update on the above?

The House of Commons should come up with something this summer and we will let you know via the summer newsletter.

Rent capping, Rents and Service Charges, Planned maintenance

Please see articles on rents and misted windows – pages 4 and 5.

Lifetime Tenancies

We could consider giving **new** tenants starter tenancies (one-year probation tenancies) and then fixed-term (maximum five-year) tenancies. This could encourage those who could afford to buy their own property to move on, freeing up more homes for those who need them.

Sandbourne Information Leaflets

We have now added to our library of leaflets, which are available on request from the registered office or on our website. Our Bournemouth HOPS residents can also find copies in the drop-in rooms at Woodlands and Highfield.

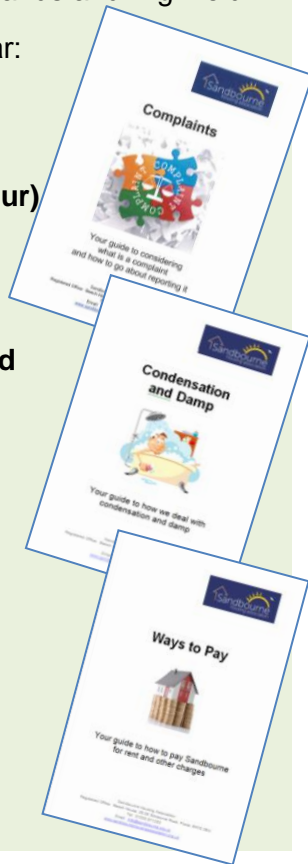
Here's a list of what is available so far:

- **Acting Reasonably**
- **Asbestos in Your Home**
- **Your ASB (Anti-Social Behaviour) Complaint**
- **Complaints**
- **Condensation and Damp**
- **Housing for people aged 60 and over in Southbourne**
- **Moving On (Ending a Tenancy)**
- **Night Storage Heaters**
- **Recharge Guidelines**
- **Ways to Pay Sandbourne**

Coming soon:

Repairs Priorities and Guestrooms

If there's a leaflet you'd like us to produce, please let us know.



 TV LICENSING

Don't get caught without a TV Licence!

Apart from a few residents with 'preserved rights' (where payment is requested via Sandbourne), everyone under 75 is responsible for purchasing their own TV licence.

All residents turning 75 should inform the TV Licensing Authority so that they can receive their 'free' TV licence, irrespective of whether they usually pay their fee to Sandbourne or direct to the TV Licensing Authority.

Although the communal lounges in our HOPS schemes are covered by communal TV licences, our guest rooms are not and the watching of 'live' TV on any devices is prohibited in them.

If you have any queries, you can check on-line at www.tvlicensing.co.uk or call them on 0300 790 6131. Alternatively, you can contact the registered office on 01202 671222 and speak to the Administrator.

A few facts and figures

From 1 April 2015 to 31 March 2016 we've had:

HOPS Bournemouth – 33 re-lets and 5 new lets

HOPS Ringwood – 1 re-let

General family – 9 leasehold re-sales, 2 shared ownership re-sales, 17 lettings, 2 new lets and 7 mutual exchanges (tenants swapping homes with another tenant).

We're updating our signage

Hopefully, you will have noticed, and liked, our new Sandbourne signs (with the dark blue background) that have been going up across all of our schemes.

Signage for our Ringwood sites has now been ordered which should complete the rebranding. However, if you notice any old style signs, please let us know so that we can update them too.

Ringwood residents' consultation meeting

A consultation meeting was held on 30 March to discuss the changes affecting our Ringwood residents.

Notes from this meeting are available (for Ringwood residents only), upon request, from the registered office (01202 671222).

Loss of support staff for our Ringwood residents

As mentioned on page 1, we are sadly losing our Ringwood Warden, Kate, Deputy Warden, Pippa, and our cleaner, Sharon at the end of the first week of May.

This is because of the local authority cutbacks and the lack of support funding to enable us to continue providing this service. It is also something experienced by our HOPS residents in Bournemouth this time last year when we had to make our support officers redundant. Unfortunately, this is out of our control and many other housing associations are having to do the same.

We would like to wish Kate, Pippa and Sharon well for the future and thank them for all their hard work and commitment at our Ringwood HOPS sites. We are sure that our residents will miss them.

"Exterminate, exterminate" helping to 'exterminate' teenage cancer

All in a good cause ... our Chief Executive, Steve Hayes, says:

"I have always been a science fiction fan from the very first Star Trek series.

When I moved down to Poole in the early 1990s from North Nottinghamshire I started attending a monthly weekend science fiction event held at Bournemouth University where they played the latest episodes of Star Trek and the X Files in their cinema.

This then moved on to a few people setting up a fan-run, voluntary annual science fiction convention (including Dr Who - hence the Dalek) in Bournemouth, which ran for 20 years and now, for the last two years, has been held in Southampton.

Many of the organisers have been involved for the 22 years that it has been running. See www.sfbevents.com.

For the last 15 years I have managed the 'Green Room' and looked after the guests who have attended this weekend event each February.

Everyone involved in running the event volunteers their time and pays their own expenses.

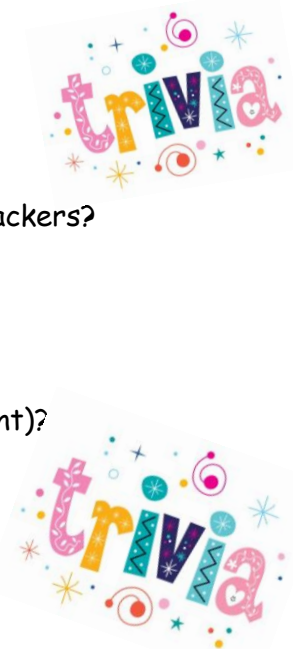
Since 2009, the event has raised approaching £30,000 for the Teenage Cancer Trust based in Southampton. Before that it raised funds for Macmillan Cancer Support.

I fully expect the event will run for many years and I will still be involved. When I look back at some of the earlier photos of the other organisers and me, I realise how much we have aged but, at the same time, it is good to reflect on how much good has been done for charity at what is a family-friendly event where everyone is welcome."



Just for fun!

1. Who had the birth name Frances Gumm (she wore red slippers!)?
2. Famous skier and ski jumper from 1988, the subject of a new 2016 film?
3. An American state - last one alphabetically and home of the Green Bay Packers?
4. Which film did 'Born to be Wild' come from (1969)?
5. What has a neck but has no head?
6. An American state - meringue and ice cream baked dessert?
7. Who played Jon Snow in Game of Thrones?
8. What name was Shirley Crabtree better known by (destined to be a parent)?
9. X Factor 2015 winner?
10. Who is the current Bournemouth AFC Manager?
11. Who is 'chatty man' - Jimmy Carr or Alan Carr?
12. What is the name of SpongeBob SquarePants underwater world?



Answers can be found at the bottom of the back page.

BCHA floating support team for our Bournemouth HOPS schemes



Natalie and Debra from Bournemouth Churches Housing Association (BCHA) are available at:

Woodlands drop-in room 10-12 every other Tuesday

and

Highfield drop-in room 10-12 every four weeks on a Friday

They can help with form filling, budgeting, benefits, helping you access local services and directing you to any agencies that may be able to help you with any specific issues. If they can't help you, then we will find someone who can!

Please see notice boards or TVs for contact details.

Stourwood and Belle Vue sites only

TV screens in the entrances to your block

We hope you have found the information displayed on the TV screens both interesting and useful and are getting used to looking at them for updates on what's happening at your site.

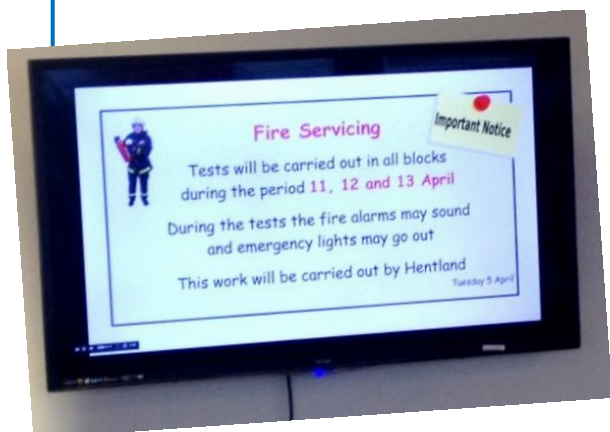
Recently, we've been able to let you know about the hazards of a fallen tree at St Kilda, loose roof tile at Woodlands and broken aerial at Gladman House. We've updated you on laundry equipment awaiting an engineer, broadband upgrade work, lift out of action and emergency water repairs temporarily blocking access to our Stourwood site. We're also using the TVs to remind you of things like Tunstall checks being carried out in your home and fire services inspections at your blocks.

For us, this is proving to be a good means of instantly letting you know what's been reported and what's going on and we hope checking the screens to get this information is proving useful to you.

The next part of the project will be to make this information available on our website for those residents who can't get down to the screens.

Thank you to the few residents who have asked for their events to be displayed. If you would like us to advertise something you are organising, please ring the registered office or email

info@sandbourne.org.uk.



Pets in communal lounges and kitchens

You will notice new signs on our communal lounge doors to say 'no pets beyond this point'.

This is partly due to food being produced in the communal kitchens and also the increasing number of pets at our sites.

We would, however, like to make it clear that we would never stop someone taking, for example, an officially recognised and supervised guide dog for the blind, or similar, into these areas.

This would apply whether it belonged to a resident or to someone attending an event there that we have agreed to, such as 'Pets as Therapy'.

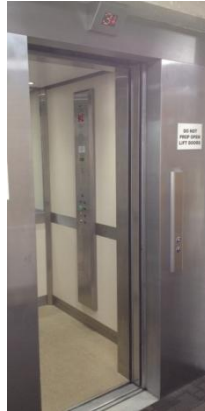
If you would like to find out more about our expectations of pet owners in our HOPS scheme, please contact the registered office on 01202 671222 for a leaflet and further information.



'No response' call-outs to lifts at Bournemouth HOPS sites

We've mentioned this before in previous newsletters but thought you might find it interesting to know that, in the last year, we have had approximately 20 'no response' call-outs to lifts.

This has been alarms being set off during the night as well as during the day and is mainly at our Stourwood site in Bournemouth.



Although it may not sound like many call-outs, it does equal an approximate cost of £1,300 per year which has to be recharged to service costs.

We accept that some of these call-outs may be as a result of someone accidentally catching the lift alarm with a walking stick, rollator or wheelchair, etc, and that the offender may not do it deliberately and may not be able to hear the lift alarm go off. We are, therefore, looking to see if we can improve the audibility of the lift alarms to help improve this.

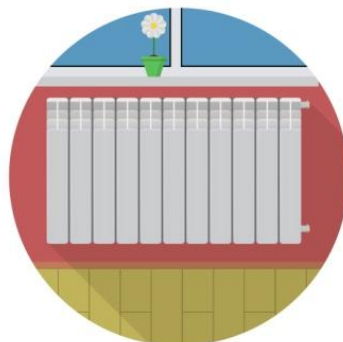
In the meantime, if you think you may have accidentally set off the lift alarm, please help us by waiting for Careline to answer and letting them know it was an accident, thus preventing a chargeable call-out.

Summer radiator maintenance

Now that the summer months are approaching and most of you will be turning off your radiator valves, we would like you to help reduce potential problems when the cold weather returns.

We'd simply like to ask our HOPS residents to open and close your radiator valves every now and again to stop them possibly sticking.

This way we might be able to avoid the need to call out the plumber when the radiators are turned back on in the autumn.



Who should do what in an emergency?

Would you know what to do if some collapsed in front of you?

It's a very delicate subject, but if you find yourself in the difficult circumstances where someone, for example, collapses in front of you and either injures themselves, or you suspect that they may have had a heart attack or may have died, etc, would you know what to do?

The best thing you can do is either use your own mobile phone to call the emergency services, or shout for someone in the immediate vicinity to call them. This is the fastest way to get the emergency services to help and could possibly save a life.

If it's in your own flat or the communal areas, use the emergency pull cord to alert Careline who can immediately call the emergency services.

Now that we no longer provide support services to our HOPS residents, Careline will automatically call a resident's next-of-kin if there is a no-response from a flat.

Careline have a duty of care to call the emergency services if they are concerned about a resident and they cannot contact any family member/friend recorded on the personal contact details that they hold.

It is important, therefore, that you choose who you nominate as your next-of-kin contact carefully and make sure we have their up-to-date details and that they know what is expected from them.

Please don't be afraid to use a pull cord in an emergency – that's what it is there for. The same applies whether it's in your own flat or in the communal areas!

Ringling the registered office may seem like the right thing to do but, as landlords, we cannot always respond as promptly as we used to and aren't able to travel quickly to Bournemouth/Ringwood to check on someone and may not have someone on site to help out.

Do you want to get to know or socialise with your neighbours at our Bournemouth HOPS sites?

If so, here is a taste of some of the events that happen at our three **HOPS sites**:

Beetle Drive, St Kilda's Lounge, first Friday of every month at 2pm (please check notice boards as this has been cancelled for a while)

Bingo, Woodlands Lounge, Tuesdays at 7.30pm

Coffee Morning, Woodlands Lounge, every Tuesday from 10am to 12 noon

Fish and Chip Lunches, Woodlands Lounge, one Wednesday per month at 12.30pm

Library, St Kilda's Lounge, every month on a Thursday

Lunches (CRUMBS), Craigleith Lounge, every Wednesday at 12.30pm onwards

Lunches (CRUMBS), St Kilda Lounge, every Tuesday at 12.30pm onwards

Songs of Praise (FACE), Woodlands Lounge, second Monday of each month

Tea and Topic (FACE), Woodlands Lounge, third Thursday of each month

There are also regular events held at Immanuel Church, including a Thursday beginners' **computer club** from 9.30-11am.

For all of the above events, and others, please check the notice boards and the TV displays regularly for the latest/up-to-date information/details, including prices and whether you need to book in advance.

Organisers:

If the details given above are incorrect, or you would like to add something, please contact the Administrator at the registered office

or

if there is anything that you would like to set up/start up and would like advice on how to do this, please contact the housing team on 01202 671222.

Sandbourne guest rooms at HOPS sites in Bournemouth

We have the following basic guest rooms available for residents to book:

- **Woodlands**, ground floor - twin plus level access shower;
- **Woodlands**, third floor - family (double bed and a bed settee) plus level access shower;
- **Milne Court**, first floor - twin plus bath;
- **Harcourt Grange**, second floor - twin plus bath; and
- **Craigleith**, third floor - twin plus level access shower.

For further details and/or bookings, please contact 01202 671222.

Please note that we cannot guarantee being able to book a room at short notice due to staff and/or cleaner availability.



Booking of Communal Lounges – Bournemouth HOPS Sites

The resident lounges at Woodlands, St Kilda and Craigleith in Bournemouth can be booked for events which are open to **all** residents to attend. There is **no** charge and bookings can be made via the registered office on 01202 671222. We cannot, however, accept bookings for totally private functions, for example family birthday parties, which exclude other residents from using the lounges.

Don't have internet access

We don't want to exclude anyone so, if you don't have internet access, we're happy to let you have hard copies of leaflets, policies or any other documents mentioned in this newsletter. All you need to do is ring the registered office and tell us what you would like.

Sandbourne registered office:

Address: Sandbourne Housing Association, Beech House, 28-30 Wimborne Road, Poole, BH15 2BU

Tel: 01202 671222

You will always be able to leave a message on the answer phone outside of office hours (which will be dealt with the next working day).

You will also be able to leave a message on the answer phone, after 6 rings, if staff are away from their desk, or taking another call (they will get back to you as soon as they are free).

Calls may be recorded by us for information and training purposes.

Occasionally we may need to close our office but we will aim to tell you this in advance.

Email: info@sandbourne.org.uk

Website: www.sandbournehousingassociation.org.uk

Office opening times: Normally **9am to 4pm**, Monday to Friday (excluding the Christmas/New Year closure and other English public/statutory holidays)

Note: Appointments should always be made if wanting to see staff in the registered office

All articles are correct at the time of publishing

Copies of this newsletter are available, on request, in large print, and can also be downloaded from our website: www.sandbournehousingassociation.org.uk

All feedback is welcome by emailing us at info@sandbourne.org.uk, using our website contact form, or by ringing or writing to us.

Trivia answers:

- | | | | |
|-------------------|----------------------|------------------|-------------------|
| 1. Judy Garland | 2. Eddie "the Eagle" | 3. Wisconsin | 4. Easy Rider |
| 5. A bottle | 6. Alaska | 7. Kit Harington | 8. Big Daddy |
| 9. Louisa Johnson | 10. Eddie Howe | 11. Alan Carr | 12. Bikini Bottom |