

To: All Sandbourne tenants, leaseholders
and shared owners

From: Sandbourne Housing Association

Date: 4 April 2022



A RETURN TO 'NORMAL' SERVICE

With the lifting of the remaining restrictions in England several weeks ago, we are pleased to say that the way we provide services to you now has almost returned to how we worked before the pandemic.

However, as a small organisation it is important that we take precautions to reduce the future possibility of too many members of the team becoming unwell at the same time and limiting our ability to deliver services to you as a result.

Therefore, some changes that were originally brought about by the pandemic are likely to become permanent. The most significant of these is how the office operates. The telephone lines will continue to be open between 9 am and 4 pm, Monday to Friday, but some of the team will be working from home for part of each week and therefore many not be in the office when you call.

We can, however, assure you that any messages that you leave, whether by telephone, voicemail, email or our website contact forms, will be responded to promptly and you will receive a reply within 24 hours or the next working day at the latest.

Don't forget that you can report repairs direct to the housing maintenance team and this could be quicker than waiting for our phone lines to open or for a voicemail message to be passed on to them. Simply email repairs@sandbourne.org.uk or use the repairs contact form on our website.

Site visits and inspections

Last Summer and Autumn Fiona Ferenczy our Chief Executive and David Hall the Head of Housing undertook site visits and inspections at all our general needs 18+ blocks giving the opportunity to meet both formally and informally with residents. These were very helpful to us and, hopefully, to the residents that we saw at the time.

Unfortunately, the arrival of Omicron meant the suspension of these visits until now as we were unable to continue with these and move on to the 60+ sites. However, we are pleased to say that we have now scheduled these in, and details of the times/dates and arrangements for all the 60+ sites are attached for those residents for information.

We are keen to meet as many residents as we can during these visits. Should anyone wish to see us privately please contact the office in advance and arrange an appointment.

Estate Service Standards Consultation

As the third and final part of developing our suite of new Standards we have enclosed a document detailing a range of alternative Estate Services Standards that we would like you to take a few minutes to consider. Having done so, please indicate your preferences and return it to us using the envelope provided, by 30 April.

Planting a tree for the Jubilee

You will remember that in the Spring edition of Sandbourne News we mentioned that we were interested in hearing from residents who would like to see a tree planted in their communal grounds in recognition of the Queen's 70th Jubilee. Thank you to those people who have responded already. The closing date for expressions of interest is 19 April and you can email us at info@sandbourne.org.uk or write to us at our Poole office with your nominations.

After this we will work with our contractors to select the most appropriate variety of trees and then let residents know the arrangements for planting these at the respective sites.

Easter closure

Just a reminder that we are closed on 15 and 18 April for the Easter Bank Holidays.