

Welcome

Our usual warm welcome to any of you who are reading Sandbourne News for the first time and we hope you find it helpful and interesting. Back copies are available on request and some recent editions can be viewed and printed from our website.

We would really encourage you to give this newsletter a quick read as it is often the only cost effective way we have of getting information to everyone (tenants, leaseholders and shared owners alike) now that we own/manage some 464 homes.

Hopefully, you would be surprised to learn that some tenants still don't realise that we have moved, changed our name or gone through two mergers, despite formal communications and regular newsletters.

Indeed, some tenants still believe we offer support services despite us losing our support team over a year ago at our Bournemouth HOPS site, and more recently at our Ringwood HOPS site.

Our aim is to produce four newsletters a year and we will continue to keep you as up-to-date with everything as we can, particularly with so much new legislation due to come into force.

Steve Hayes
Chief Executive



Brexit – What will the impact be for tenants?

We cannot ignore what is happening in our country at the moment, with the vote going in favour of exiting Europe and the new leader of the Conservative party, Theresa May, becoming the new Prime Minister. Neither can we predict what new policies and/or changes to existing ones might happen.

However, at the time of producing this edition of the newsletter, there is no consensus on how this will impact on housing associations generally.

For Sandbourne, it is 'business as usual' for the foreseeable future.

If and when there is anything to the contrary we will, of course, let you know and include it in a future edition of *Sandbourne News*.

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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 tenants should contact for what

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

- Anti-social behaviour
- Arrears – rent/service charges
- Car parking
- 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 for complaints)

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

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

Administrator (Gail)

- General enquiries not covered above
- Newsletter items and articles

Writing to us ... the drawback of sharing a building with other companies ... incorrectly addressed letters ...

When Sandbourne moved to Beech House in September 2014 we only shared the building with the landlords, Poole Housing Partnership (PHP). Since then, six other companies have taken up offices here.

One of the biggest problems we have is that, despite having our own post box, the postman delivers the bulk of the post to PHP and it goes to their central post room to be sorted (without them opening it), but we do get it the same day.

So, what's the problem? If you don't add 'Sandbourne Housing Association' to the first line of the address and just put someone's name or just the address, PHP don't know who it's for and have to open it and then email the building to see who it belongs to. This can cause delays in post getting to us.

When writing to us we would, therefore, ask you to set out the envelope, including the person's name if you know it, as:

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

Bournemouth Careline

We now only have **one** Careline number for our tenants to use: **01202 452795**

This number should not normally be used by leaseholders or shared owners (except for communal area emergency repairs). It is only for use by general family rented, over 60s HOPS and extra care (Craigleith) tenants.

General family: to be used only to report 'emergency' repairs when the office is closed.

HOPS: please use your pull cord for 'emergencies' - this can be to:

- summon assistance if you have a fall
- report an 'emergency' repair (that cannot wait until the next working day) when the office is closed
- let them know if you are going away and advising them of the dates when your property will be left empty (you don't need to let Sandbourne know).

It is important that HOPS tenants do let both Careline and Sandbourne know of any significant changes in their contact details, for example telephone numbers, next-of-kin details, etc.

Please avoid contacting Careline between 9am and 11am for non-emergency matters as this is when they are busy making their outgoing morning 'comfort' calls.

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 or for a leaflet.

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, if we receive any reports, we are obliged to pass them on to the relevant authority.

Right-to-Buy

This means associations agreeing to a voluntary Right-to-Buy scheme to avoid government imposed legislation.

There is still nothing to update you on regarding this, with news expected in the autumn.

We can, however, inform you that our HOPS and extra care properties will continue to be excluded (not eligible to be bought) from this new scheme.



Universal Credit

There is still nothing to report to suggest when this might come into effect in southern England.

When it does come into effect, it will only cover and apply to people who are in receipt of a number of working age benefits.

Evictions and tenancy enforcements

When tenants breach the terms of their tenancy agreement it can give Sandbourne grounds to seek possession of their home. Fortunately, we rarely need to go to the County Court to seek possession orders and only two tenants were evicted last year for serious breaches of their tenancy.

Examples of a breach of tenancy could be when a tenant (or their visitors) cause serious or persistent nuisance in the locality of their home. Or, it might be that the rent has not been paid and no agreement to repay outstanding rent has been reached or the rent might have been persistently paid in arrears.

If you find yourself in a position where you cannot afford to pay the rent, you must contact Sandbourne's Housing Team immediately. We can refer you to help provided by a number of agencies that can help with claiming benefits and/or budgeting. If you do not pay or engage with organisations that aim to help you with your rent payments, Sandbourne will normally seek possession of your home.

If you breach your tenancy by, for example, not paying the rent, you may be served with a Notice of Seeking Possession by Sandbourne or our solicitors. This gives you, as the tenant, notice that unless you remedy the breach, ie pay the arrears or stop the nuisance, Sandbourne intends to go to the County Court to seek an order requiring you to give up your home. This could be a Suspended Possession Order, Postponed Possession Order or Outright Possession. With a Suspended Possession Order, you will be allowed to remain in your home on conditions made by the Court but, if you breach those conditions, a warrant for eviction will be applied for. An Outright Possession Order will set a date for when you must leave your home.

If you are on an introductory or shorthold tenancy your rights are different from an assured non-shorthold tenancy. With an introductory or assured shorthold tenancy Sandbourne can end the tenancy simply by the serving a Notice to Quit on you under Section 21 of the Housing Act 1988. The County Court must then normally order that you give up possession of your home provided you have been given the correct legal notice.

The grounds for possession are listed in Schedule 2 of the Housing Act 1988.



If you are a leaseholder wishing to extend your lease ...

Sandbourne will give active consideration to any requests from leaseholders wanting to extend their lease.

There is a formal process to be followed before establishing the price you intend to offer Sandbourne to increase the length of the lease.

Apart from the cost of the transaction (the price you intend to offer), there will also be surveyor fees, your own legal costs and also Sandbourne's legal costs for you to meet. We would also need to instruct a surveyor to value the lease extension on our behalf and the cost of that valuation would need to be met by the leaseholder.

In the first instance you will need to arrange for your solicitor/legal representative to issue Sandbourne with a 'Notice of Claim' to extend your lease. You will then need to appoint a qualified surveyor (RICS) to undertake a valuation report to arrive at a price based on a statutory formula.

Once you have submitted your offer, Sandbourne's Director of Finance will consult with Sandbourne's Board to seek agreement for the extension of the lease and to proceed.

Leaseholders should ensure that they have quotations/estimates for all fees before deciding to proceed.

If you wish to discuss this further, please contact Simon Raine, Housing Services Manager, on 01202 671222 or by email at simon@sandbourne.org.uk.

What are Sandbourne's future development plans?

Since the last newsletter it has been decided not to progress with the redevelopment (to provide six new flats) as part of our Christy Close scheme in Ringwood. This is because the planning proposals no longer reflect good value for money/real benefits for our tenants.

We are, however, selling a house at Ringwood and purchasing a bungalow with the proceeds. This will better suit the needs of the people we are trying to re-house.

In addition, we have bought back one of our leasehold properties in Poole which is in a block where we own several of the flats. We will consider that again when other flats come up for sale.

We will keep you posted on any future proposals but when we do develop, we will concentrate any developments/new properties in our primary locations in the Poole, Bournemouth and Ringwood areas.

Rebranding at all our sites

We have been gradually changing all our signage around our various sites to that matching our logo, and we hope that you will be pleased with what you see.

Updating our image is important to us and the cost of this will **not** be added to your service charges as it forms part of the rebranding costs relating to our new name and the two mergers.

It is our aim to have replaced all old signs and notices etc by September of this year, so please bear with us. After that date, we'll be asking you to spot anything that is out-of-date and to let us know.

Below are examples of some of our signage which is already up at our Bournemouth HOPS sites.



Nuisance birds ... their protection

We do take seriously phone calls we receive about nuisance birds at our properties and, indeed have regularly advertised in this newsletter that tenants should not encourage the birds by feeding them.

However, our hands are tied in many instances, particularly during the nesting season. We will therefore check what we can or cannot do, legally, before taking any action.

The government's website issues guidance on wild birds and their protection, and extracted below are some of the points that they make:

"All wild bird species, their eggs and nests are protected by law. You must always try to avoid harming birds, or to use measures which do not kill or injure them, before considering taking harmful action."

They go on to give examples:

"You're breaking the law if you:

- intentionally kill, injure or take wild birds
- intentionally take, damage or destroy a wild bird's nest while it's used or built
- intentionally take or destroy a wild bird's eggs
- possess, control or transport live or dead wild birds, or parts of them, or their eggs."



"Activities that can harm birds include:

- trimming or cutting trees, bushes, hedges and rough vegetation
- renovating, converting or demolishing a building
- creating disturbance, eg noise, lighting and vibration
- taking actions to prevent problems, eg shooting birds or removing nests."

As stated above, we will take your concerns seriously but any actions taken will have to be in line with the current lengthy government guidelines.

Tenants using their own garden machinery in communal areas

Although many tenants take an active interest in gardening, regrettably, Sandbourne cannot permit tenants to undertake gardening work in communal areas unless they have Sandbourne's express permission. This is because when the area is communal, all tenants would need to be in agreement with the gardening that an individual tenant does or wishes to do.

We cannot endorse or permit tenants to undertake work in communal areas that could potentially put them or other tenants at risk, such as using cutting tools or sawing branches off large shrubs. Tenants operating any type of garden machinery such as hedge cutters or lawnmowers in communal areas cannot be permitted by Sandbourne because of the inherent insurance/health and safety implications.



It is important to remember that communal grounds are just that and individual tenants should not take over areas for their own benefit as all tenants would need to be in agreement with the results.

Repairs feedback - prize draw

Hopefully you will have read in the April edition of Sandbourne News about our £50 (vouchers) quarterly prize draw for tenants who have returned a Repairs Feedback Questionnaire.

The draw has been made and included all questionnaires returned between January and March 2016.

We are pleased to tell you that this quarter's lucky winner was Mrs W, a Poole resident, and she received a £50 'One4all' gift card to spend at a whole range of shops.

It makes no difference whether your feedback is positive or negative when the draw is made - we simply ask one of our Board members to select a random number and we match that to our list of returns!

The current return rate for questionnaires is only, on average, 22%.

You need to be 'in it to win it', so please remember to send in your Repairs Feedback Questionnaire ready for future prize draws.

Contamination of household rubbish and recycling

It seems that no matter how much we ask tenants to be careful about what they put in which bins, we still continue to get phone calls to say that someone has put the wrong items in the wrong bins or has 'dumped' rubbish in the bin stores.

We can all be forgetful at times, or think it doesn't really matter if you put a carrier bag full of rubbish in the recycling bins, but it does matter.

The council in your area could refuse to empty the bins if they have been contaminated, ie wrong items in them. If we have to re-arrange a collection (after our staff have removed and disposed of the offending items) the council will then charge us for that service. If we can't find out who the culprit is we can't pass the cost to them and therefore the cost has to be added to the service charges and be borne by all residents using those bins.

This is particularly the case where Sandbourne has communal bins and bin stores. We regularly get reports of mattresses and other furniture and small white goods being put in the communal bins and bin stores.

In addition to being able to recharge residents for the removal of any offending rubbish, and the council's charges for any additional collections, we could also take action against persistent offenders as it is a breach of tenancy agreement terms. Please also see 'Your Tenancy Handbook' (page 47) which clearly sets out the position.

New signage will go up in all bins stores and we will remind outgoing tenants of the need to clear their property and dispose of items responsibly.



Bournemouth:
Blue for household
Black for recycling



Poole:
Black for household
Blue for recycling

Smoking!

If you are smoking inside your flat or outside of a block of flats, please make sure that your smoke does not drift in through windows or doors into flats or communal areas.

Please do not drop cigarette butts on the ground or in the bushes – make sure that you completely put them out and dispose of them responsibly.

Thank you.



Rented property inspections



As a landlord we need to take reasonable steps to ensure that the properties we rent to tenants are being kept in an acceptable condition and state of repair, etc.

It is also useful for us to be able to see tenants who we may otherwise have very little contact with and who might be struggling to cope in some way and would therefore benefit from being signposted to where they may be able to receive support and/or help etc.

We therefore now intend to visit every tenant, in their home, at least once every three years and will make an appointment with you when we need to do this.

Car parking

If it's not a car parking space, marked with white lines, please don't park there, or let your visitors park there, and please don't ignore 'no parking' signs or allow your visitors to ignore them.



White goods

White goods, for example, fridges, freezers and washing machines, are sometimes left in properties and are gifted to new tenants when they do not have the means to provide them themselves.

However, following advice received from our insurers, from now onwards when one of our rented properties comes empty we will no longer gift white goods to the incoming tenants.

The outgoing tenants should remove all white goods or Sandbourne will have to remove them and recharge the cost.

Internet fraud ... checking your bank statements

Sadly, internet fraud is getting all too common and we recently had examples of fraudsters taking a different approach. Instead of wiping someone's account, they just took a small amount one month and another smaller amount the next, and so on. These were amounts that most people might not even notice but, multiplied by several thousand victims, they've made a really big profit for the perpetrators.

We have removed our bank details from the 'Ways to Pay' leaflet on our website to try and reduce the risk of our own bank account being compromised.

What we're suggesting to you is that you check your bank or building society accounts regularly and don't just look for large sums of money that might have been misappropriated, but look for smaller (possibly different) amounts that someone may be regularly taking from you.

If you do notice something that isn't right, contact your bank or building society immediately and also ring the police to get a crime number.

Dogs

Everyone should know, through newsletters and flyers, about keeping dogs on leads and taking them off-site to do their toilet (or clearing up the mess if they do this accidentally on site).

However, can we remind all tenants that this also applies to any dogs brought onto Sandbourne property by the friends or relatives of tenants when visiting them. They are your friends or relatives and you are responsible for their actions and the actions/ behaviour of their dogs.



Communal cleaning across all sites

The new contractor, Thoburn Cleaning Services, has now started their cleaning contract across all our sites where we have communal areas. However, they have rebranded and are now called "**Approve Cleaning Limited**".

We know it always takes a while to get used to new contractors and there may be the odd teething problem but, hopefully, everything is going smoothly. If, however, you have any concerns please call us on 01202 671222.

Changes to Sandbourne's Board membership

At the last meeting of the Board held in June we had the following changes:

Michael Barrow, Vice-Chairman, stood down from that position and Liz Lees (current Board Member) was elected to take his place. Michael will remain a Board Member, although he is due to retire from the Board next year. We also had two resignations:

Frances Bowen, former Chairman of Ringwood and District Old People's Housing Society Ltd and Michael Ganderton, Resident Board Member from our general needs schemes.

We wish them well and would like to thank them for their valuable contribution to the Association, particularly over the unsettled time of the two recent mergers.

At the April Board meeting, Joe Waters, Chief Executive Officer of a small Bournemouth housing charity, became a co-opted Board Member.

Our Board is now made up of:

Keith Mallett (Chairman), Liz Lees (Vice-Chairman)

Graham Ball, Albert Barnes, Michael Barrow, Paul Frith, David Joicey, Ian Kendall, Theresa Saunders (Resident Board Member) and Joe Waters (co-opted Board Member).

If you'd like to see when the Board Members joined, or view brief profiles of their background, please look on our website.

If you want to make contact with a member of our Board, please do so through the registered office.

Resident Shareholder and Board Member Recruitment

In the last edition of Sandbourne News we let you know about the vacancy that had arisen for a new Resident Shareholder/Board Member. We were initially reserving this for a Ringwood resident so that we have a good representation from all of our tenants. However, this vacancy has not been taken up.

In June, one of our other Resident Board Members resigned and the area that he represented was the general family tenants. This leaves just one Resident Board Member from our Bournemouth HOPS sites.

Our aim is to now seek to recruit a new Resident Shareholder/Board Member from our general family tenants, or a leaseholder/shared owner, to address the balance.

If you think you might be interested, please contact the registered office for an application pack, or if you would like to talk to someone about it.

If more than one application is received, a secret ballot amongst tenants may have to take place but please don't let this put you off.

Sandbourne "Situations Vacant" - Resident Board Member(s) - some inspiration from our current Resident Board Member

At present I am 'home alone', so to speak, as the only resident on Sandbourne's Board. I would much prefer to have additional voices, alongside my own, contributing to Board decisions.

There have been big changes to deal with during my time on the Board with two mergers and loss of support staff funding for Bournemouth and Ringwood HOPS. In addition, in May last year the government opened a floodgate of 'all change' for social housing providers such as Sandbourne. The significant impact of this is currently being worked through. It can seem quite overwhelming at times but there is support and training available and always the opportunity to ask questions (in my case - lots of them!) in order to understand what's what. A sense of humour is a great asset and good doses of common sense are always welcomed!

You may think "what's the point?", as I did when deciding whether or not to put myself forward. I am pleased to say, two years later, that being a Resident Board Member isn't a mere token gesture to those who live in a Sandbourne property. It is a worthwhile opportunity to contribute a distinct perspective to decision making.

This is a particularly interesting time to join the Board. It's a time of consolidating as the dust settles on what has gone before, and of charting a way forward in uncertain times that will bring both challenges and opportunities. My view is that Sandbourne is well-placed to continue providing good quality, local, affordable housing for those who need it.

If you are interested in knowing more about what is involved, please get in touch with Sandbourne's registered office.

Theresa Saunders, Resident Board Member

Review of Sandbourne's Policies

We are currently reviewing our policies in light of the recent mergers and also updated legislation. Many of these were looked at by our Management, Governance and Oversight Committee in June in preparation for them to be ratified by the Board in September.

This review includes updating policies like Lettings and Transfers, Anti-social Behaviour, Income Recovery, Smoking, etc. We will have these updated on our website and will notify you later this year, in a newsletter, when they are implemented and available.

Don't have internet access ...

We're always happy to provide paper copies of documents, for example leaflets and policies, to you upon request.

All you have to do is contact us at the registered office by ringing 01202 671222, or write to us telling us what documents you would like.

If you need these in large print, please let us know.

Encouraging words!

It was gratifying recently to receive some feedback from a member of staff from an agency we work with.

When describing our staff, and the Association, they said:

"You are always helpful, positive, fast to act and try to do the best for your tenants. You are open, let people know what is happening and not secretive like a lot of other associations and the council. Your properties, communal areas and grounds are by far the best."

We know not everyone will agree, but it is good to know that some independent people certainly think we're getting it right.

Apprentice

Sandbourne is currently in the process of seeking to find an apprentice to work with us for a year. This has been advertised on the government's apprentice website and we hope to find someone to start in September. Their role will predominantly be admin based.

We will update you further in our autumn newsletter.

A few facts and figures

Bournemouth HOPS (207 properties)

Oldest tenant is 98 plus two are 97 (women)
Gender currently (including counting joint tenants) - 38% men/62% women
Last calendar year - 38 lettings of which 50% were men/50% women.
Waiting lists - 97 applicants plus 13 tenants wishing to transfer

Ringwood HOPS (43 properties) (11 Bickerley Road sold)

Oldest tenants - two who are 100 (women)
Gender currently (including counting joint tenants) - 31% men/69% women
Last calendar year - 3 lettings of which 33.33% were men/66.66% women
Waiting lists - 18 applicants and 1 tenant wishing to transfer

General family (213 properties) rented/leasehold/shared-ownership

Oldest tenant is 85 (woman)
Gender currently (including counting joint tenants) - 28% men/72% women
Last calendar year - 33 lettings/mutual exchanges and sales/re-sales of which 49% were men/51% women
All lettings come via nominations through Dorset Home Choice

Future editions

If there is other information that you would like to see in future editions of this newsletter, on a regular basis or as a one-off, please let us know so that we can consider including it.

Similarly, we would love to have some input from you about any events you have held or are due to hold, or what you do for fund raising.

Please contact us.

Bournemouth HOPS – need a little help?

If you're finding that you can't manage at home anymore, there are some solutions out there to help you.

This can be finding some permanent help so that you can continue living independently in your home, or it can be for just a short period of time if, for example, you have just had a stay in hospital and aren't quite so mobile for a while.

If you contact **Bournemouth Care Direct** on **01202 454979** they can arrange to visit and chat to you about what support, equipment or services are available to help you. They can also offer advice and support to your carers.

In addition, there is a separate article in this newsletter about Bournemouth Churches Housing Association's new 'Support4Me' service. BCHA visit our sites on a regular basis.

Now that we are no longer funded to, and therefore unable to, support you in your day-to-day life, please do ask for some advice on what is out there to make your life that little bit easier.

HOPS - the benefits of key safes

Sandbourne has just provided our Ringwood tenants with key safes outside of their flats and we know that many of them are seeing the benefits of having one of these.

This was to mirror what was already in place for our over 60s tenants at our Bournemouth HOPS sites where they have proved invaluable over the years.

We would encourage our tenants to have a spare door key in their key safe and change the combination to something that is memorable to them. Then, whether you need to summon assistance from Careline, a family member, carer or friend/neighbour, or have locked yourself out, access is guaranteed.

Please remember that Careline will need to know your key safe number if you are expecting them to help out in an emergency. This could be, for example, providing the combination to the emergency services if an ambulance has to be called and could save them having to break your door down.

However, please only give this number out to people you can totally trust so that you can stay safe in your home.



Bournemouth HOPS – Support4Me

You will hopefully all be familiar with Natalie and Debra, from Bournemouth Churches Housing Association's floating support team (BCHA). They call at the Woodlands drop-in room every other Tuesday and the Highfield drop-in room every four weeks on a Friday (between 10am and 12 noon).

Well, BCHA has now launched a new service and you may already have seen an advert on the TV monitors (in the entrances to your block) or on the notice boards.

This new service is tailor made to suit your needs and you purchase as little or as much support time as you need (minimum one hour).

This can be for:

- Help to ensure the right care and support package for you
- Help with jobs around the home
- Help to get out of your flat and socialise
- Help with shopping and meal preparation
- Support to learn new skills



If this is of interest, please look for posters on the notice boards,

Removal of fire extinguishers

In line with advice given by the Fire Service, we will be removing all fire extinguishers from our Bournemouth and Ringwood HOPS sites and our extra care site at Craigleith.

The Fire Service have said that it is now accepted practice not to provide fire extinguishers in the communal areas of these schemes, where tenants could potentially do more harm than good trying to use them.

There is also a requirement to have staff who have been specifically trained in the use of fire extinguishers available on site to use them, which we cannot fulfil.



HOPS communal areas

A tour of all of our sites has identified various issues which particularly relate to our HOPS sites. Some of these are possible insurance violations, some health and safety risks and/or fire safety issues, and some are just housekeeping matters.

Here's a list of some of the things we need to tell you about:

- No door mats should be placed in communal corridors outside of flat doors.
- No items should be placed in communal areas, particularly communal lounges, without our prior consent – this relates mainly to items of furniture.
- No items should be removed from the communal areas, particularly communal lounges, without our prior consent – this again relates, in the main, to items of furniture.
- TV display screens in the entrance lobbies should not be turned off – they are set on timers to go on and off.
- TVs in communal lounges should be turned off and the remote replaced in its holder when not in use.
- All crockery and cutlery must be returned to the communal kitchens immediately after use.
- If you attend one of the lunches and you take your meal to your flat, please wash up the crockery and cutlery before returning it to the kitchen, especially if the event has ended before you have finished your meal.

Thank you for your co-operation.

Bournemouth HOPS and Extra Care (Craigleith) – TV screens in the entrances to your block

We have had the digital TV displays screens operating for several months now at our Stourwood Avenue and Belle Vue sites, and this service has now been extended to our Craigleith tenants.

We've had a mixture of standard information, tenants' information and urgent announcements with each block displaying information relevant to those tenants.

The next phase of the project is to give access to tenants to view information via their laptops and/or other mobile devices, hopefully within the next few weeks.

When this new service is available to our Bournemouth HOPS and Craigleith tenants, a tab will appear on our 60+ website page. A password will be required to view the information (please ring the office for this) and is strictly for residents' use only.

TV displays will not replace the notice boards but hopefully adds to the way we can get information to you quickly from our offices in Poole.

If you have anything you want displayed, for example an event, please contact Gail Phillips our Administrator.

Lifts at Bournemouth HOPS properties

We've mentioned in previous editions of *Sandbourne News* about the number of 'no response' calls we get from the lifts and the cost implications and we promised to help do something about this.

We are pleased to say that we have now had improved audible alarms fitted. This means that if you set off the alarm by accident you should be able to more easily hear it in the lift.

All we would now ask is that you wait for Careline to come through on the intercom in the lift and let them know that this was an accident.



You will not get into trouble for accidentally setting off the alarm – Careline just need to know.

Our next stage will be to have CCTV fitted to the outside of lifts so that we can see what is happening and help reduce the number of false alarm call-outs that way.

Guest rooms and lounges at Bournemouth HOPS sites

Just a reminder that we have guest rooms at the following sites:

Craigleith, Harcourt Grange (Belle Vue), Milne Court and Woodlands (Stourwood)

Although basic, they are only £20 per night to book and are ideal for visiting friends and relatives to use.



We also have communal lounges at Craigleith, St Kilda and Woodlands that can be booked out for events, free of charge, although we cannot offer exclusive use of these as the lounges are for the benefit of all tenants.

Please contact the office for details/bookings.

Congratulations ...

Many congratulations to two of our Ringwood residents on reaching the grand age of 100 this year!

We can only image how it must be for Mrs B and Mrs C to have experienced the huge amount of changes since they were born.

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 Bournemouth **HOPS sites**:

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), Craigmyle 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 our Administrator, Gail Phillips, 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

If you don't make use of these clubs and services, they could disappear!

Beetle Drive - Sadly another club has had to close. Helen is unable to continue with the Beetle Drive which was held on the first Friday of each month in the St Kilda lounge. The last gathering was held on Friday 1 July 2016. Thank you to all those who supported this club.

Just for fun!

1. Although disputed, in which country were French Fries invented?
2. What part of the body was originally used to play tennis?
3. 'Shall We Dance' comes from which 1956 film?
4. Which singer was born 'Stuart Leslie Goddard'?
5. What type of act did Richard Jones perform to win Britain's Got Talent 2016?
6. How many times has tennis player Andy Murray won Wimbledon?
7. Why are teddy bears never hungry?
8. Name of first-time female performer on the Pyramid Stage at Glastonbury 2016?
9. Forwards I am heavy, backwards I am not. What am I?
10. Who scored the extra time winning goal for Portugal in Euro 2016?



Answers can be found at the bottom of page 14.

Change of contact details ...

Have you changed your contact details recently and forgotten to let us know?

If so, there is a form on page 15 of this newsletter that you can fill in and return to us.

Want to give feedback or make suggestions ...

You can use the form on the back page of this newsletter (page 16) to provide us with feedback or to make suggestions. It really doesn't matter if this is positive or negative, as long as it's constructive, as it all helps us shape what we do and the services we provide. Alternatively, you can use the feedback page on our website to do this.

We will also be introducing a series of surveys later this year to find out what you think about our services. These will be included with newsletters.

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 six 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 Sandbourne 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. Belgium | 2. Bare hands | 3. The King and I | 4. Adam Ant |
| 5. Magic | 6. Twice | 7. Because they're stuffed | 8. Adele |
| 9. Ton | 10. Éderzito António Macedo Lopes, commonly known as Éder | | |

CHANGE OF CONTACT DETAILS

Have you changed any of your contact details recently and forgotten to tell us? If so, you can cut this form off the back of your newsletter and return it to us.

Please send it to:

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

Alternatively, you can ring the registered office on 01202 671222, or email us at info@sandbourne.org.uk, or use the contact form on our website.

Thank you.

1 st Line of your address:	
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1 st Tenant's details:	
Name: (Mr Mrs Miss Ms)	
Home phone number:	
Mobile number:	
Work's phone number:	
Email address:	

Signed:		Date:	
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2 nd Tenant's details:	
Name: (Mr Mrs Miss Ms)	
Home phone number:	
Mobile number:	
Work's phone number:	
Email address:	

Signed:		Date:	
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FEEDBACK/SUGGESTIONS FORM

Would you like to give us some feedback on either this newsletter or any other matter relating to your tenancy/leasehold, or make suggestions?

If so, you can use the form below and send it to us at:

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

Alternatively, you can email us at info@sandbourne.org.uk, or use the contact form on our website.

Thank you.

Name:	
1 st Line of your address:	

Feedback/suggestions:

Signed:		Date:	
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