

We continue to be inundated with changes to government rules and regulations which affect how we run the Association and which, in turn, have an impact on our tenants. We want to keep you informed but, at the same time, don't want to give you information which we know will only change the moment this newsletter has been distributed - I'm sure you'll appreciate that it's not always easy getting the balance right.

I, therefore, cannot stress enough that, although we want this to be an interesting newsletter which you will enjoy reading and find helpful, some information may be a bit hard going, but we do need to impart these updates to you all.



Steve Hayes, Chief Executive

What's new?

We have now added a couple of new properties to our housing stock which means more homes to help people who need them.

We recently purchased back the lease of one of our Poole flats so that we can offer it out for rent, which we were able to do straight away. This is in a block where we own the majority of the flats and it made sense to increase our ownership. Our aim is to eventually own the whole block again as flats come up for sale.

In addition, we have also purchased a bungalow in Ringwood and had an offer on a second one accepted. This was with money ear-marked, in part, to provide extra HOPS (60+) homes in Ringwood as a result of the take-over of Ringwood and District Old People's Housing Society.

We will continue to keep you updated about any other opportunities that come our way.

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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

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 and from 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.

Appointments must be made to guarantee seeing a member of staff.

Sandbourne Staff and Contacts

<p>Chief Executive Steve Hayes (steve@sandbourne.org.uk)</p>		<p>Director of Finance Fiona Ferenczy (fiona@sandbourne.org.uk)</p>	
<p>Housing Services Manager Simon Raine (simon@sandbourne.org.uk)</p>		<p>Housing Officer Sharon Doran (sharon@sandbourne.org.uk)</p>	
<p>Maintenance Manager Brian Griffiths (brian@sandbourne.org.uk)</p>		<p>Maintenance Manager Chris Wilce (chris@sandbourne.org.uk)</p>	
<p>Finance Officer John Wright (john@sandbourne.org.uk)</p>		<p>Office Manager Annina Cooke (annina@sandbourne.org.uk)</p>	
<p>Administrator Gail Phillips (gail@sandbourne.org.uk)</p>		<p>Apprentice Customer Services Administrator Molly Rolston (molly@sandbourne.org.uk)</p>	

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
 - 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
- HOPS TV screens

Our new apprentice ...

We mentioned in the last newsletter that we were in the process of seeking to find an apprentice to work with us for a year, via the government's apprentice website.

We are pleased to tell you that Molly Rolston joined us on Monday 3 October as an Apprentice Customer Service Administrator.

During Molly's time with us it is hoped that she will gain experience in all our areas of work. We would, therefore, ask for your patience and understanding if you have contact with her as both her role and the work involved will be a very steep learning curve for her.



Changes to Board Membership

We are pleased to tell you that Ann Schofield, a tenant of a 'general family' rented property in Poole, was co-opted onto the Board at the 21 September 2016 meeting.

Some tenants may recall that Ann has previously served as a tenant Board member on the Board of the then pre-merged Broadway Park Housing Association and was Chairman prior to leaving the Board in 2009.

If you want to contact a member of the Board and/or see more details about them, please look on our website: www.sandbournehousingassociation.org.uk or contact the registered office.

Coastal Credit Union

We have previously promoted the use of the Coastal Credit Union as an additional means of paying your rent or other charges to us, with branches having been open in Boscombe and Poole.

It came as a huge surprise to us recently to learn that they had gone into administration. We were, however, assured that anyone with savings etc would be protected and would be refunded via the National Compensation Scheme and would be contacted directly by them.

We have since been advised that Wyvern Credit Union is likely to take over from them and as soon as we have details we will let you know, via a newsletter.

TV Licensing Authority – a change in the law!

Did you know that the rules have recently changed and you now need a TV Licence for BBC iPlayer?

The TV Licensing Authority's leaflet says:

"As of 1 September 2016, a change in the law means that you need to be covered by a TV Licence to download or watch BBC programmes on demand – including catch up TV on BBC iPlayer. This applies to all devices, including a smart TV, desktop computer or laptop, mobile phone, tablet, digital box or games console.

Even if you access BBC iPlayer through another provider, such as Sky, Virgin Media, Freeview or BT, you must have a TV Licence.

As before, you still need a TV Licence to watch or record any live TV on any channel, no matter what device you use.

For more details go to tvlicensing.co.uk/lawchange."

Anyone booking one of our Bournemouth HOPS guest rooms will need to ensure that their guests are aware of this and read the notices we've displayed in them.

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.

Have you had your flu jab?

Most of you will probably have received a text message from your local surgery, or seen advertisements telling you when the flu jab clinics are being held.

The NHS Choices website says that for adults

"People who should have a flu jab are:

The injected flu vaccine is offered free of charge on the NHS to people who are at risk. This is to ensure they are protected against catching flu and developing serious complications.

You are eligible to receive a free flu jab if you:

- are 65 years of age or over
- are pregnant
- have certain medical conditions
- are very overweight
- are living in a long-stay residential care home or other long-stay care facility
- receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill
- are a front-line health and social care worker. It is your employer's responsibility to arrange vaccination for you."

For some people who are house-bound, district nurses visiting them may be able to give you your flu jab so why not ask your surgery.

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.

Storms caused disruption again ...

You either love or hate thunderstorms with the flashes of lightening and the thunder breaking – how many of you count between the two to see how many miles away the storm is?

Well, it wasn't much fun again in September for some of our HOPS residents. In Southbourne the residents at one of our blocks of flats woke up on three separate mornings to find they had no water – not what you want if you're off to work or have medical appointments or even just want a cup of tea or flush your loo. The cause was the thunderstorm knocking out the cold water boosters and our contractors had to work their way through multiple components to try and find the source of the intermittent problem.

The residents of one of our blocks of flats in Ringwood were also affected when a telephone line was put out of action by the storm which in turn knocked out their Tunstall emergency call equipment. It was not easy getting an engineer out and they were obviously very busy, as we found out when trying to ring them and get the service restored.

We were grateful to our residents for their patience and understanding for things that were out of our control and we are learning from incidents like these so that we can help restore services more quickly in the future.

Repairs feedback - £50 prize draw

The draw has been made and included all questionnaires (19%) returned between April and June 2016.

We are pleased to tell you that this quarter's lucky winner was Mrs T of Ringwood, and she received a £50 'One4all' gift card to spend at a whole range of shops.

Preventing damp and condensation

It's coming up to that time of year when the heating goes on, the windows get closed when we're cooking or showering, it's hard to dry washing and the damp and condensation problems start.

The cause of condensation is usually lack of adequate ventilation as moisture and humidity levels increase, which turns into water (condensation).

Here are some tips to help prevent this:

1. Where possible, try to dry clothes outside or, where there are communal laundries use the driers, and avoid drying clothes indoors.
2. If you have your own washing machine/tumble drier, make sure the room is properly ventilated, ie keep doors and windows open when in use.
3. When showering, bathing or cooking, keep the door closed and/or use the extractor fan if you have one or open a window. It could take up to 15-20 minutes for the steam to clear.
4. Covering saucepans with a lid can also help prevent steam and condensation.
5. We always discourage the use of portable gas and paraffin heaters as, not only are they a health and safety hazard, they also cause condensation.
6. Prevent condensation turning into mould by wiping down wet surfaces where water has settled in the bathroom and kitchen.
7. Try to keep a minimum amount of heating on throughout your home to avoid drastic temperature changes.
8. If possible, keep a window slightly open when using a room as even breathing creates condensation!

Did you know that moisture is formed by simple daily living? The following shows how much water vapour is created by these day-to-day activities:

Using a tumble drier = 4 litres; cooking = 2 litres; taking a bath or shower = 1 litre; and two adults breathing = 2 litres!





Voluntary Right to Buy (VRTB)

You may have heard that housing associations will soon have to sell their homes to sitting tenants at a discount. This is a gross over-simplification.

The government is still to announce the final details of the scheme and this is not now likely before Christmas with a 'live date' to be announced three months later and this will also probably include some publicity.

It will be voluntary for associations to participate in the scheme. However, there will be a presumption that associations will sell their homes to sitting tenants subject to legal restrictions, government guidelines and the association's own local sales policy.

Sandbourne will let you know when the details are known.

Below is a summary of a few things that we believe are likely to happen:

1. There will be a formal process and approved application forms provided via the government that will be required to be used and completed to apply to buy your home.
2. There will be a set formula to calculate the amount of discount that you can expect from the open market value (from a qualified RICS Surveyor) of your home.
3. All of our HOPS properties will be exempt and **cannot** be bought.
4. Properties in rural areas will be exempt and **cannot** be bought.
5. For general family rented properties, you are likely to have needed to be a secure or full assured tenant for a minimum of 10 years to qualify to **apply** to buy your home.
6. Sandbourne will have a local sales policy to say which of our general family rented properties we will and will not sell.
7. If you buy a house it will be freehold, whenever possible.
8. If you buy your flat it will be based on a 125 year lease, whenever possible.
9. If you are a shared ownership occupier there is no change. You will still need to purchase a further share of your property as now **without** any discount.
10. If you pay a service charge for communal areas you will still need to pay that after you have purchased. For leaseholders (flats) you will also need to pay on demand for buildings insurance and pay for major repairs and/or improvements to the structure and communal areas.
11. If you are an existing leaseholder there is no change.
12. Only the tenant and members of your household living with you can apply to buy your home with you.
13. If you apply to buy your home and both you and your property qualify, you will then need to pay a £250.00 application fee before the association seeks to proceed any further and has the property valued etc.
14. The application fee will be taken off the eventual sale price. If you withdraw your application to buy, the application fee **will not** be refunded.
15. Once you apply to buy your home the value of the property will be fixed at that day and will be based on the condition of the property at that date.
16. Sandbourne will then not normally undertake any further repairs to your property, other than for emergencies, after the date you have applied to buy it unless you withdraw your application.
17. If you buy your home and sell it within five years a proportion of the discount you received will be repayable.
18. If you currently have the Right to Acquire (RTA) your home, you will be able to switch to the Voluntary Right to Buy (VRTB) which has bigger discounts. However the VRTB is subject to government funds being made available to buy it, whereas the RTA is guaranteed funding.

As stated above, we will let you know when the final details of the scheme are known.



Universal Credit

We have provided you with regular updates about the progress the government is making with rolling-out Universal Credit.

However, due to even more continuing delays, we have decided that we will not include any further updates in *Sandbourne News* until such time as we have definite information on when this is likely to affect any of our tenants.

Paying your rent

Christmas is now only a couple of months away and, for those people who celebrate it, it can be a very expensive time of year with resources being stretched to the limit.

We don't want to be 'bah humbugs' but want to remind you of the importance of ensuring that your rent and services charges are paid as usual so that you don't fall into arrears.

If you think you are going to experience problems paying your rent and/or service charges, please don't delay – ring the registered office now and ask to speak to one of the housing team so that they can discuss your options.

We aim to send out rent statements to all tenants four times a year but if it would be helpful to you to have these more regularly, or on a one-off basis, we are happy to provide these, free of charge.

Please don't risk losing your home, especially at this time of year – act now!



Electricity suppliers ... their new careline service

One of our tenants recently told us about a new service being offered by her electricity company and wanted us to share this with you.

We can't say the name of their supplier, so you will need to check this out with whoever supplies your electricity to see if they provide this or a similar service.

The electricity company's Careline Service help people manage their accounts and say it is useful for people if they have a long-term health condition or disability, are over 65, or are not confident speaking to them in English.

This could actually apply to other utility companies as well, so you could check this out with them as well.

The electricity company provides access to a 'Priority Services Register' which can offer:

- bills and correspondence in different formats
- the option for relatives or friends to deal with them on your behalf
- a security password scheme for when someone calls at your door and noting that you might take longer than some to answer your door
- extra support when there is a power cut, for example giving you advance notice if there is a planned disruption to your supply and you rely on certain medical equipment.

Our tenant also mentioned about additional payments you could get if you are on a very low income with up to £140 towards your electricity bill. This doesn't affect Cold Weather Payments or Winter Fuel Payments and is called the 'Warm Home Discount Scheme' and applies to pre-pay and pay-as-you-go meters as well as those who receive bills for their electric. Again, you should ask your supplier about this.

Please note that Sandbourne cannot help you with any of the above and you will need to speak to your own electricity supplier for more information – we are simply passing on information that might benefit some of you.

A bit about our properties ...

We thought you might be interested to know a bit more about the different types of Sandbourne properties.

General family rented housing

These are rented houses and flats for anyone over the age of 18. We don't hold a waiting list for these properties. When we receive enquiries we direct them to www.dorsethomechoice.org where all general housing vacancies are advertised. This runs similar to the council waiting lists whereby applicants need to register, are put into a band and can then bid for properties that are advertised. We are then advised by the council who they are nominating and who we should consider allocating the property to after we have undertaken our own assessment of their eligibility and suitability etc.



Leasehold properties

Sandbourne own the freehold of these properties and the purchaser/owner has a lease and pays us service charges for communal services and major replacements, for example windows and roofs. They are responsible for repairs to their property. If the owner wants to move, it is for them to arrange for the advertising and sale of their property themselves, at their own expense. As the freeholder, Sandbourne need to be made aware of the progress and completion of the sale. This is so that we can check that the lease obligations have been met and matters such as service charge implications are dealt with.



Shared ownership properties

This is where the property is part owned and part rented. If the shared owner wants to move they must contact us to arrange for a formal valuation to be carried out by a qualified surveyor (RICS). When the sale price is established, we will initially arrange for the property to be marketed and for a prospective purchaser to be nominated. As Sandbourne is the freeholder, we need to be made aware of progress and the completion of the sale. This is so that we can check that the legal obligations have been met, eg ensuring that rent and service charge implications are dealt with. The owner is responsible for the repairs to their property.



HOPS rented properties in Bournemouth

Sandbourne holds a waiting list for these flats which are all in Southbourne. However, in order to qualify applicants must be over 60 years of age, either pay their council tax to, or have strong connections within, the Bournemouth Borough Council admin area. In addition, they should not be able to secure suitable alternative accommodation themselves through their own means. As we hold the waiting list, we decide who will be allocated any vacant property. These properties **are not** advertised via Dorset Home Choice.



HOPS rented properties in Ringwood

Sandbourne holds a waiting list for these properties (predominantly flats). However, in order to qualify applicants must be over 60 years of age, have strong connections within the Parish of Ringwood admin area. In addition, they should not be able to secure suitable alternative accommodation themselves through their own means. As we hold the waiting list, we decide who will be allocated any vacant property.



Extra care (Craigleith) rented properties in Bournemouth

These flats are for people who need a little extra care and staff from a managing agency are available 24-hours a day. Extra care is not the same as you would find at a nursing home or care home where much fuller services are provided. To qualify for one of Sandbourne's extra care flats, applicants have to be over 50 years of age, be able to manage their own affairs, albeit it with some support, and either pay their council tax to, or have strong connections within, the Bournemouth Borough Council admin area. They must be referred to Bournemouth Borough Council's Social Services Team. Their needs are assessed and their details are put forward to a panel who recommend who is suitable for a vacant flat. We then decide who to allocate the flat to from the council's 'Supported Housing Hub' waiting list.



Exchanging (swapping your home) with another housing association or council tenant

It is possible for tenants to exchange their home with another Sandbourne or other housing association or council tenant, provided that all parties meet the criteria for the type of accommodation they want to exchange into and the type of tenancy agreement they have. The written consent of all landlords must also be received before any move can take place. In order to do this, all parties should go onto the HomeSwapper website, www.HomeSwapper.co.uk and register their interest. Sandbourne subscribe to this service and therefore tenants will not need to pay a registration fee. Tenants must not move until all landlords write to tell them that they can move. Landlords have 42 days to process the application and make a decision.

Transferring from your current Sandbourne property into another empty Sandbourne property

It is possible for existing tenants to transfer from one Sandbourne property to another provided that they meet the criteria for the property they want to transfer into. A transfer application form can be requested from the registered office. When we decide who to allocate/transfer to an empty property we normally take into account housing need, for example someone needing to move to a ground floor flat due to mobility issues and/or needing a shower as opposed to a bath, etc.



Our Transfer and Lettings Policy

We provide all applicants with a copy of this Policy (it is also available on our website, www.sandbournehousingassociation.org.uk). For our HOPS properties in Bournemouth and Ringwood, we also provide applicants with a Further Information sheet and an application form.

Review of Sandbourne Policies

Tenure Policy

The government has changed the law as it affects tenancies.

Housing associations now have the discretion to, and councils have to:

- Have all **new** tenants on fixed-term, say maximum five-year, tenancies after which they are reviewed. Then, if it is deemed by the landlord that the tenancy is no longer required, eg it is under occupied, the property can be repossessed by the landlord to be offered to someone who needs it.
- Have 'Pay to Stay' tenancies for all **new** tenants whereby you are charged a higher rent, at similar to private market rents, if you earn more than a set amount.

The government's intention is to move away from increasingly scarce publicly subsidised social housing being offered to people for life, especially when they no longer need it.

Sandbourne has decided that it **will not** take up either of the above two options for now and have no plans to take up either option for the foreseeable future.

'Starter' tenancies also known as 'Introductory' or 'Probationary' tenancies

For a few years associations and councils have had the option to offer all **new** tenants a 'starter' tenancy for the first year. This is, in effect, a probationary period during which time if the tenant does not comply with the conditions of their tenancy the landlord can go to court and the court has to give the landlord possession (evict) the tenant from their home.

Starter tenancies have been used in general family housing by most landlords for a few years now.

If a starter tenancy is maintained to the landlord's satisfaction for the first year it will automatically become a full permanent assured tenancy.

Previously, local councils did not want housing associations to use starter tenancies for **new** HOPS tenants. However, councils have now changed their minds due to increasing levels of tenancy breaches occurring in new HOPS tenancies.

Q. What does this mean for you?

A. As an existing tenant there is no change. However, if you transfer to another property you will be given a starter tenancy for a year before you become a permanent assured tenant.

Sandbourne is, therefore, consulting you on the basis that the next Board meeting (due to be held on 23 November 2016) will consider any views expressed by HOPS tenants on using starter tenancies for all new tenancies. At that meeting, unless there are strong and reasonable objections, all new tenancies granted to HOPS tenants after that date, in both Bournemouth and Ringwood, will be starter tenancies.

A copy of the policy is available on request from the registered office and comments should be received by Friday 11 November at the latest.

Lettings and Transfers Policy

This policy has been reviewed to combine elements of both the General Family and HOPS lettings policies into one document.

Unless there are strong and reasonable objections received, the revised policy will become effective from 23 November 2016.

A copy of the updated policy is available on request from the registered office and comments should be made by Friday 11 November at the latest.

Anti-social Behaviour Policy

This is an area that the government regularly gives attention to. However, they constantly change their expectations of powers that are available to landlords, local authorities and the police etc.

The policy has, therefore, been updated with those changes in mind.

Unless there are strong and reasonable objections received, this revised policy will become effective from 23 November 2016.

A copy of the updated policy is available on request from the registered office and comments should be received by Friday 11 November at the latest.



Evictions – taking matters seriously!

Sandbourne does take very seriously any breaches of a tenancy and/or lease that are proven to our satisfaction.

Only in the most serious of cases will legal action normally be a remedy. That would be if the 'breach' is either not put right and/or it is deemed by Sandbourne to be both 'reasonable and proportionate' (a legal test that landlords must use before applying to go to court). Sandbourne can then take the matter to the county court for a judge to consider and to grant, at his/her discretion, an order and/or issue a warrant to evict the household concerned.

In September we were due to evict a household from their home in Poole. A warrant was due to be enforced by the county court appointed bailiff. The household concerned remedied their breach of tenancy on the morning that the eviction was due to take place and so the eviction was cancelled.

Thankfully these situations are still very rare for Sandbourne but we wanted to share this with you to go some way to reassure residents that we do take our obligations as a landlord very seriously.

Noise travels!

This is just a reminder, particularly if you live in a block of flats, that noise travels.

You might think you're not disturbing anyone, for example, by using washing machine or communal laundry late at night or when people are in bed.

However, washing machines spinning, or the humming noise from the vents of tumble dryers, can actually keep people awake.

We would, therefore, ask that you be considerate if there are flats adjoining communal laundries, or if your own appliances are on the adjoining walls with your neighbours.

Thank you.



New Sandbourne signage – over to you



We told you that we hoped to have all signage changed over to the new style by the end of September 2016. We'd now like to pass it over to you to let us know if you spot anything we've missed.

Ideally, if you see anything that says BHSE, BPHA or RDOPHS on it, we'd like to receive a photo of it and/or details stating where the sign is located.

Please also let us know if there are out-dated notices displayed so that we can update them.

With the best will in the world, we're bound to have missed something!

Expecting a repair ... heard nothing?

If the repair hasn't been completed by the expected date, or to an acceptable standard, we rely on you ringing or emailing us to let us know as we are unable to check ourselves that every repair has been carried out satisfactorily and on time.

You'd be surprised how many times we get phone calls late on a Friday afternoon to say a job has been outstanding for a couple of weeks and expecting us to sort it out immediately.

One of the problems we have is that when we chase the contractor to find out why a job hasn't been completed on time, it is very often because they have called the tenant and left a message on their voicemail and the tenant hasn't got back to them.

We would, therefore, ask that if you have reported a repair and are expecting either one of our maintenance team or one of our contractors to call, you check your voicemail to see if they have been trying to arrange an appointment.



Fund raising

There is probably a lot of good fund raising going on amongst our residents and we'd love to put this in future editions of *Sandbourne News* but we need you to tell us about it.

If you let us have any photos to publish, please remember we need permission from all concerned to use names and photos etc before publishing and you need to make those people aware that a copy of our newsletter will go on our website.

In the meantime, here's an example of some fund raising which took place in September ...

£80 was raised for Macmillan through a coffee morning held at Craigleith, organised by Jacqui and her team.

£317 was raised through a coffee morning at Woodlands for Bournemouth Hospital's Sensory Orchard Garden, organised by resident Jean Tigg. Since starting her fund raising for the hospital, and with the invaluable help and support of her friends, family and neighbours, a total of £1,056 has been raised.



Have you done something in your community recently, either to raise funds or to promote community spirit - if so, why not tell us about it?

Heating of communal areas at HOPS sites

We have taken your comments on board about the communal heating at our HOPS sites and accept that it is probably not the best policy to be too prescriptive about when the heating is turned on and off. We accept that seasons have changed with, for example, the weather suddenly turning chilly at the beginning of October.

We hope we sorted out any issues raised as they were reported to us. To help, we are now looking into thermostatically controlled systems where they are not already in place and where it is possible to have these.

In the meantime, it's the same old message - please don't alter settings or turn off the heating in communal areas, including communal lounges - our staff will make any necessary adjustments and we always aim to get an acceptable temperature to meet the needs of the majority of tenants.



Guest rooms and lounges at Bournemouth HOPS sites

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

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

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



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 note that dogs/pets are **not** allowed in our guest rooms, communal lounges or communal kitchens, unless they are assistance dogs and you have our prior permission.

Please contact the office for details/bookings.

Our Ringwood HOPS Residents

We received some feedback that we did not feature our Ringwood HOPS residents/schemes much in our last edition of *Sandbourne News* and we would like to address this but we do need your help.

We can only liken our Ringwood residents to our leaseholders and shared owners in that we don't have a lot of information to impart that relates specifically to you. Much of the sort of information we provide for our Bournemouth HOPS sites does not apply to you either as you don't have the equivalent facilities/services available. A good example is that it was discovered when writing an article about bin collections (the differences between Poole and Bournemouth Councils and what goes in which colour bins) that Ringwood collections are far less straight forward and our editor didn't want to venture into the complexities of explaining what happens in your area!

We would love to hear from our Ringwood residents about what you would like to see in this newsletter and if there are any useful contacts that we could promote for you and for new residents, for example the *Greyfriars Community Centre* where we understand a lot goes on - we are actually now displaying notices in *Greyfriars* promoting our Ringwood properties to the wider community.

Are there organisations or local authority departments you contact for help with your day-to-day lives?

This time we have mentioned on page 5 that you did have a winner amongst you for our repairs feedback questionnaire prize draw - good news! However, you were also badly affected by the September thunderstorms and lost some of your vital services for a short period of time - not such good news! (also page 5)

Please let us have your comments/items by letter, email to info@sandbourne.org.uk, or phone and speak to our Administrator on 01202 671222.

HOPS – Key safe numbers

At Sandbourne we have received an increasing number of phone calls from people demanding that we give them the key safe number so that they can access a tenant's flat.

We need to make it clear that our policy is that we do **not** give out key safe numbers to anyone other than the emergency services and then only in the case of an actual emergency.

This may inconvenience the relative, carer, nurse, etc, but we can only remind you that who you give your key safe number to is your responsibility - we have to assume that if someone doesn't have it, it is because you don't want them to have access to your home.

Please, therefore, think carefully about who you give your key safe code to and who may actually need it. Also, please make sure that Careline is aware of those people they can give your key safe number out to if, for example, you use your pendant and Careline cannot get a response from you.



TV displays - Bournemouth HOPS and Extra Care

Can't get down to the entrance lobby to check what's on the TV displays? Don't miss out on latest updates and information when you can now view the information from the comfort of your own flat from your laptop, tablet or other mobile phone/device.

To gain access, you must live at one of our Bournemouth HOPS or Extra Care (Craigleith) flats, and you will need to ring the office (01202 671222) to obtain a password.

Once you have this, you simply need to go on our website: www.sandbournehousingassociation.org.uk and go onto the 60+ page. You will see a tab at the bottom called 'Notice Board', click on this and enter the password to log on and view the information.

We must stress that, in the interests of site security, the password and information is for the use of tenants only.

Don't forget, if you have anything you would like displayed, for example an event, please contact the office.

We would again ask that residents do **not** interfere with, disconnect or turn off the TV displays in the entrances to our blocks of flats. The TVs are set by us to automatically come on in the morning and off in the evening. By turning the TV displays off your actions could stop other residents receiving important messages and updates.



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

If so, here's 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), 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.

If you want to add events or change details on this list, please contact the office.

Just for fun!

1. Which is the only planet that rotates clockwise?
2. Nursery rhyme: Elderly rural landowner counts his blessings?
3. In a deck of cards, which King is the only one who doesn't have a moustache?
4. Which actor was born Marion Michael Morrison?
5. 2012 X Factor winner who's just released 'Say You Won't Let Go'?
6. John's father has three sons: Snap, Crackle and ?
7. Who was the voice of the Bart Simpson animated character?
8. Which country won the most gold medals at the 2016 Paralympics?
9. Name of the 10 year old girl character in the 2016 film BFG?

Answers can be found at the top of page 16.



If you change your electric meter ... Bournemouth HOPS and Craigleith

If you have changed your electric meter to an 'electric key meter', ie one where you take the key to the post office, for example, to load money onto it, rather than receiving bills, we need to know so that we can place a note on your file.

Your meter is your responsibility and, if you decide to move, you will be required to have this changed back to a standard meter, at your own expense. If you fail to do this, then you will be re-charged for this work to be carried out.

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, using the form on page 16, or by ringing or writing to us.

Change of contact details ...

Have you changed your contact details recently and forgotten to let us know? If so, there is a form below 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 in the future and the services we provide to you. Alternatively, you can use the feedback page on our website to do this.



CHANGE OF CONTACT DETAILS

Please tear off this slip and return it to the office if you have changed your contact details (or email us at info@sandbourne.org.uk or phone us on 01202 671222).

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

Trivia answers:

- | | | |
|---------------------|----------------------------|-----------------------|
| 1. Venus | 2. Old McDonald had a farm | 3. The King of Hearts |
| 4. John Wayne | 5. James Arthur | 6. John |
| 7. Nancy Cartwright | 8. China (107) | 9. Sophie |

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.



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 just return this slip to us.

Name:	
1 st Line of your address:	

Feedback/suggestions:

Signed:		Date:	
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