

A seasonal greeting

I would like to start by wishing all of Sandbourne's residents and stakeholders Season's Greetings and a Happy New Year. I would also like to add the same for our staff who are recognised by the Board as a prized asset for the Association.

Over the past twelve months the theme followed by Sandbourne has been one of consolidation. We achieved so much in the previous eighteen months that the Board sought to allow time for the new organisation to settle down after the mergers, to re-inforce its commitment to improving services to its residents and to embed value for money principles into its activities.

The Board has been working on a new five-year Business Plan which is being adopted. The Plan will aim to demonstrate that Sandbourne seeks to remain a small, locally based, independent association dedicated to the continued provision of high quality affordable homes. There is likely to be a small increase in the number of homes under its control year on year, provided such growth can be afforded and represents value for money.

Changes in legislation affecting the housing sector are expected to be introduced over the next twelve months and the Association will tailor its services to meet such changes. When we know more about the impact of these changes, we will aim to share that information with you. In the meantime we are seeking your views on some proposed changes (see pages 8 and 9) and would also like to invite you to attend our 2017 AGM (see page 11).

Best wishes for the festive season.

Keith Mallett, Chairman



Important – Christmas/New Year office closure

As well as being closed on Wednesday 14 December, please note that this year the Sandbourne registered office will close at 12 noon on Friday 23 December 2016 and will re-open at 9am on Tuesday 3 January 2017.

In an emergency (when the office is closed)

If you have an emergency when the office is closed, please report this as you would during normal out-of-office times, ie use your emergency call system if you are a HOPS resident or call the out-of-hours service for emergency repairs if you are a general needs resident.

Craigleith residents will, of course, still have the council's contracted care and support team operating on site as normal.



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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

<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

A few dates for your diary

The registered **office will be closed** on the following dates and staff will not be available:

Wednesday 14 December 2016 (all day)

Friday 23 December 2016 from 12 noon until Tuesday 3 January 2017

Wednesday 1 March – 9 am to approximately 2 pm (our Annual General Meeting)

Bournemouth Careline

The Careline number for our tenants to use is: **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 and it is something that cannot wait until the next working day.

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

- summon assistance if you have a fall
- report an 'emergency' repair (that can't 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, and who can have your key code number for access to your flat.

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. [Please note that some new types of abuse have now been added to these examples (forced marriage, modern slavery, self neglect, exploitation or radicalisation, sexual exploitation, internet/cyber bullying)]. 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 notify the safeguarding team.

Sandbourne's 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.

Leaving messages when we're closed

As you will know, we usually open from 9am to 4pm, Monday to Friday and we don't answer our phones outside of these times, even if we are in the office working.

Voicemail messages: Our daily aim is to listen to all voicemail messages left on 01202 671222 as soon as the phone is switched over from the out-of-hours service at 9am (Monday to Friday). These are passed to the relevant member of staff immediately, usually by 9.15am. Due to the number of voicemail messages left for us, it is not our policy to call residents back to say that your message has been received – that will be down to the appropriate member of the housing or maintenance team, etc, and may not be immediate (unless vitally urgent).

Email messages: After dealing with voicemail messages, we then deal with all messages sent to us via the info@sandbourne.org.uk email address or using the website contact form and these are forwarded to the relevant person, usually by 9.30am. We will acknowledge your email/contact form and let you know who we have passed it to for action. **Please do not, however, expect an immediate response to your email, unless it is vitally urgent** – emails are like letters and will be prioritised with other work. In addition, members of our housing or maintenance teams may be out on site or in appointments and not able to respond immediately.

If you have left messages using either of these ways, please do not ring us as well as this will not only tie up staff time but will also duplicate the reporting of issues.

Your 2017 Sandbourne Calendar

We hope you like your 2017 calendar and will find it useful.

We would assure you that the cost of producing this does **not** get passed on to residents and does **not** form part of your service charges and, due to a really good on-line deal, it was only marginally more expensive than last year's calendar.

If you have strong views about us providing this calendar, either in favour of it or against, please let us know and your comments will be taken into account before we consider producing one for 2018.



We featured this service in last year's December edition of *Sandbourne News* and thought it would be useful to include it again.

The following are extracts of information provided by The Silver Line service, which we hope some of our older residents might find useful.

"Esther Rantzen's vision to create a "ChildLine for older people" is a simple concept – the first, free 24 hour helpline, available every day and night of the year, where you can ask about services in your area, talk in confidence, get some friendly advice or quite simply have a chat. And for people who would appreciate a regular call from the same person every week there are now more than 1500 volunteer Silver Line Friends who share the belief that a simple connection with another human being can be life-changing."

"More than half of all 75 year olds in the UK live alone and one in ten suffers "intense" loneliness but is reluctant to ask for help. In a poll conducted by ComRes for The Silver Line, 9 out of 10 older people told researchers that "a chat on the phone" is the most helpful solution when they feel lonely but 1 in 4 older people say they rarely have anyone to chat to. Some older people go for several days without talking to another human being."

If you would like further information please go to The Silver Line website (www.thesilverline.org.uk) or ring their helpline on 0800 4 70 80 90 (from a mobile call 0300 4 70 80 90).

It is interesting to note that Saga supports this charity and recently promoted the service in their magazine. They also highlighted Silver Line's need for donations to keep the service going and replace the lottery funding which has been helping to fund the service and is coming to an end.



Keeping safe

In the recent editions of *Sandbourne News* we raised the issue of security in your home and asked you not to leave your front doors open for both security (potential intruders) and health and safety (fire risks) reasons.

Although this article is mainly aimed at our HOPS schemes, some of the advice given below does apply to all our residents, particularly with regard to letting people into your home without proper ID. Whether you live on a main road, a housing estate or a block of flats, please take the time to read this advice as we want to help you keep yourselves safe, particularly at this time of year.

1. CCTV is installed on all main entrance doors to our blocks of HOPS flats in Bournemouth; this will benefit those residents because we can monitor and track unusual activity such as intruders. This will also enable us to assist the Police in the event of an incident. Please note we are obliged to provide a copy of any recording, upon request from them, to assist with their enquiries.

However, if you live in any of our blocks of flats, we need your support; do **not** let anyone into the blocks if you don't know who they are. Don't be afraid to tell someone that you are unable to let them in and they must use the door entry panel to gain access. If they have a genuine reason to enter the block, they should not object.

2. Below is a list of some of the contractors you may see around our sites. We aim to make appointments, if they need to access your flat, and you should always ask for their ID.

Jacksons, JLA, More Than Gas Ltd, RTJ, TMD, Tunstall, Umbrella

3. All Sandbourne staff have photo ID cards so, if you haven't met them before, ask to see their ID. You can also check their identity from our photos on the inside cover of this newsletter or on our website.
4. If someone says they're a Sandbourne contractor or member of staff and you don't know them/are not expecting them, don't let them in and ring the office, or use your pull cord if out of office hours, to check if the caller is genuine.
5. Please do not prop main entrance doors open to any blocks of flats or change door entry timer settings; this could have consequences like intruders getting into your block.
6. If there is a fault with your main entrance door, please report it to the registered office as soon as possible, or Bournemouth Careline if out of office hours.
7. We would discourage all residents from displaying their names on their front doors. By advertising your name, anyone can knock at your door and introduce themselves/strike up a conversation with you as if they know you but not everyone is genuine or has good intentions!
8. If you see unusual activity around your home and you are concerned that someone may be 'casing the joint' please let us know but also remember you can contact your local Police by calling 101 or, if you feel genuinely threatened or think someone may be in danger, call 999.
9. If you have a key safe, please only give the number to those people who you trust and who really need it and don't leave a key 'under the mat' where anyone can find it.
10. Please do not use any of our blocks as a 'cut through' to gain access to other blocks; only enter other blocks if you have a good reason, eg to use the laundry facilities or communal lounges.



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.

Keeping warm and healthy this winter

There is lots of advice from the government, NHS and other agencies, who generally recommend you:

- Check if you or your family can get your free flu jab, which you're entitled to if you are pregnant, have certain medical conditions or are 65 or over, etc.
- Before Christmas, or if the weather forecast is bad, check that you have enough medicines and food.
- Keep your home warm; TV/radio NHS adverts are suggesting 18°s as a minimum for your lounge.
- If you know your heating isn't working properly, do something about it now and don't wait for it to break down. Heating companies get very busy this time of year.
- If your heating does break down, please ring the registered office to report this (during office hours). However, if you have no other form of heating and the office is closed (over Christmas/New Year), please contact Bournemouth Careline (see page 3).
- Wear lots of layers of clothing to stay warm and wear shoes with a good grip if you go outside.
- Food is a vital source of energy, which helps to keep your body warm, so try to have regular hot meals and hot drinks throughout the day.
- If you can't get out, try to keep active round your home.
- Good hand hygiene can help prevent the spread of germs and viruses.
- Please keep an eye on older and more frail neighbours and relatives.
- Finally, if you're going away and you have a neighbour who you have regular contact with, let them know as they might worry if they don't see you around.



Snow and ice - 'to grit or not to grit?'

This is the question that landlords are faced with each year.

As a landlord we are **not** legally obliged to clear snow and/or grit communal footpaths/car parking areas that are in our ownership, even where we may feel that we have a moral responsibility to do as much as we can to ensure the safety of vulnerable residents.

We need to ask ourselves whether we, as a landlord, leave ourselves exposed to greater risk of a claim if we decide to grit an area that we are not responsible for. The answer, according to our insurers, is 'yes' although ultimately it will depend on the facts of any such claim.

In the event of a claim, it would have to be established whether the act of gritting had made the risk worse. For example, if inadequate amounts of grit or salt had been used which then resulted in a partial thaw before subsequently freezing overnight – a particularly treacherous set of conditions if the ice is then covered by a fresh layer of snow.

For these reasons, based on our insurer's updated advice and after some soul searching, we are re-confirming our previous approach. We **will not** grit communal area paths and car parking areas. However, we **will** continue to provide grit bins and do our best to keep them supplied with grit for residents to make use of, should they wish to, but this will be at their own risk.

Repairs feedback - £50 prize draw

The draw has been made and included all questionnaires returned between July and September 2016.

We are pleased to tell you that this quarter's lucky winners were Mr and Mrs P from Bournemouth, and they received a £50 'One4all' gift card to spend at a whole range of shops.

Poole tenants ... your bins

Sandbourne's Poole tenants should now be getting used to having fortnightly bin collections for both recycled rubbish and the normal household waste (which ends up in landfill sites). We know it can be frustrating as it now involves even more effort in ensuring that rubbish is correctly placed into the appropriate bin, with cardboard etc being flattened/broken up before recycling so that it doesn't take up so much room.

For those residents who have their own individual bins, Poole Council has been allowing people to upgrade them to the larger capacity ones – you just need to contact them if you need to and haven't done so yet. Their original qualifying criteria may have been relaxed.

For those residents who share the large communal bins, ie those who live in flats, the new fortnightly collections have identified an issue. Because not all residents are putting the correct items in the correct bins, they are becoming overloaded and this, in some cases, has resulted in rubbish overflowing onto the ground.

If we ask the Council to empty the bins more frequently because they are full, they will charge to do this and that cost will be passed on through the service charge to all those residents sharing those bins – something we want to avoid.

If bins are contaminated with the wrong items, the Council can refuse to empty them until the offending items have been removed and then impose a charge for any return visit they make. Again, any costs will be passed on to all the residents in that block.

Poole Council have issued leaflets to all residents about what can go into which bins and we have put labels on the communal blue recycling bins so that residents know what can go into them. Please check carefully when disposing of your rubbish.



Could some of this waste been recycled?

Sharing communal areas

Do you live in a block of flats or an estate where you share communal facilities?

We have covered in this newsletter about communal bin areas and, although that article primarily relates to our general needs tenants, it also affects all of other tenants where we have communal bin areas, so we hope you will all take time to read that article and adopt good recycling principles. We also hope that tenants will avoid 'dumping' unwanted items in communal garden areas/bin stores.

However, we now need to highlight another aspect of shared communal areas as we have been advised by the fire service (and our insurers) that such areas should be kept safe and free of personal items. This relates to those tenants who live in blocks of flats where we have always advised that the use of personal door mats in the corridor area is prohibited and that tenants should not have tables, ornaments, plants, etc outside of their flats. This is because such items can cause an obstruction and present a hazard to others.

A tour of our HOPS and extra care sites will be undertaken in January and any items which should not be there will, unfortunately, be removed by our staff.

We will also review this at our general family sites.

 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 or catch up on demand services 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.



Proposed changes to:

- managing your repairs service;
- undertaking repairs satisfaction surveys;
- undertaking resident satisfaction surveys; and
- undertaking future consultation and feedback.

Our proposals are detailed below and, as we are asking you what you think, we are enclosing a feedback form and pre-paid envelope to enable you to respond to us.

1. Managing your repairs service - proposed changes

Our current policy is for repairs to be prioritised by our maintenance team before a works order is placed with one of our contractors. The contractor would then contact the tenant and, ideally, complete the repair within one of the following set timescales:

1 day for emergencies; 7 days for urgent; 14 days for priority; or 28 days for routine

However, it has not always been possible to achieve these targets, often because our contractors are unable to make contact with the tenant or to make a mutually convenient appointment within that timescale.

We are therefore proposing to move away from the above set timescales, other than for emergencies, but want your views before we do this.

What we would like to see is that when you report a repair to us, we raise a works order with our contractor who will then try to contact you, the tenant, direct to arrange a time and date to suit you to have the repair carried out. No set timescale would be involved as it would normally be a mutually agreed and convenient appointment, during normal working hours.

For this to work successfully, it would involve you ensuring that you provide us with an up-to-date telephone contact number(s) and also checking your voicemail messages in case the contractor has been trying to contact you.

It would also be reliant on you letting us know if you have not heard from us or one of our contractors within three working days to arrange an appointment.



What do you think? Please let us know on the enclosed feedback form.

2. Undertaking repairs satisfaction surveys - proposed changes

As most of you will know, Sandbourne has been sending our repairs satisfaction surveys to tenants when works orders are generated by us for a repair and these have been accompanied by a pre-paid envelope.

However, the maximum response rate for returned surveys has only ever reached 24%. To be able to do anything statistically significant and meaningful with the results, we would ideally need a consistent response rate of at least 40%.

Even with the £50 quarterly prize draw as an incentive, the response rate only went up from an average of 19% to 24% and we feel that the desired 40% is never likely to be achieved.

We therefore decided to stop sending out the satisfaction surveys from 1 October 2016 onwards. By doing this, we hope to save around £1,000 a year in addition to staff time in managing the process. However, you can still contact us by telephone, in writing, by email, or via our website to let us know what you think about any aspect of the repairs service – good or bad!

What do you think? Please let us know on the enclosed feedback form.



3. Undertaking general resident satisfaction surveys – proposed changes

Sandbourne has sought your views through various surveys and questionnaires specific to your type of housing, and generally through newsletters. However we are now also considering new ways of gauging resident satisfaction on a number of services that we provide. This could include starting random sample telephone surveys but we often hear people say that they find telephone surveys to be annoying and of little value.

What do you think? Please let us know on the enclosed feedback form.

4. Undertaking future consultation and feedback – proposed changes

Sandbourne has started to and plan to have more focused methods of consultation/feedback in the future.

This could be a combination of postal surveys on particular items for specific groups of residents, for example general family rented and/or HOPS and/or leasehold/shared ownership, etc.

It may also include having pre-arranged meetings with residents at schemes for matters such as the quality and frequency of, say, communal gardening, cleaning etc. However, these meetings have, in the past, generally been very poorly attended and, although they can be interesting and informative, they cannot normally be considered to be the representative views of the silent majority.

Sandbourne, in many cases, therefore still has to let everyone know what happened/had been suggested before then implementing any changes. Moreover, Sandbourne's staff are not employed to and/or expected to work and/or attend meetings in the evenings and/or weekends etc when it might be more convenient for tenants to attend.

What do you think? Please let us know on the enclosed feedback form.

Your response

As mentioned at the beginning of this article we welcome your views, comments and/or suggestions on the above items. We would prefer this to be in writing to the registered office at Beech House, 28-30 Wimborne Road, Poole, BH15 2BU, and as stated, we have enclosed a feedback form and pre-paid envelope. However, you can also give us your views by email to info@sandbourne.org.uk, via our website feedback page at www.sandbournehousingassociation.org.uk. You can also ring the office on 01202 671222 if you prefer. Thank you.

Right to Buy – Autumn Statement

The Chancellor has announced an extension to the existing Voluntary Right to Buy pilots which means the scheme is unlikely to be available to housing associations for at least another year.

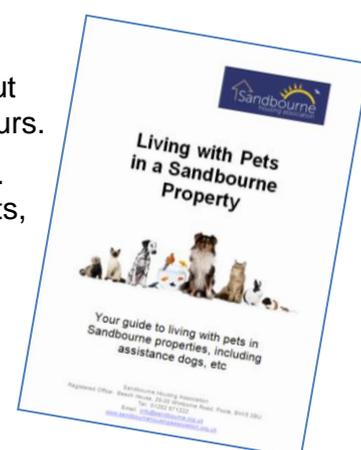
Living with Pets in a Sandbourne Property

Many of you will have read, in previous editions of *Sandbourne News*, about the problems that pets can cause amongst our residents and their neighbours.

We have, therefore, now replaced our previous hand-out with a new leaflet. This outlines our expectations of pet owners, those people looking after pets, and non-pet owners.

As you will need Sandbourne's permission to have or look after a pet, including assistance dogs, we have added a form at the end of the leaflet for residents to use.

Copies of the leaflets are available from the office, from our website, or in our Bournemouth HOPS drop-in rooms.



Review of Sandbourne Policies

Policies

The following policies have recently been approved by our Board:

- Anti-Social Behaviour
- Development
- Lettings and Transfers
- Tenure
- Aggression and Violence Towards Staff
- Anti-Bribery and Corruption
- Compensation
- Gifts and Hospitality to Staff
- Housing Income Recovery
- Managing Tenants' Financial Affairs
- Smoking

These policies have previously been approved by our Board and have recently been reviewed:

- Admitting New Shareholders
- Anti-Bullying and Anti-Harassment
- Complaints, Compliments and Comments
- Data Protection
- Disclosure of Personal Information
- Election of Non-Resident Board Members
- Safeguarding
- Whistleblowing/Public Disclosure

Finally, details of the following policies, which are up for tenant consultation, are given below:

- Election of Resident Board Members
- Rent and Service Charge Setting

Copies of all the above policies are on our website (hard copies available from the office on request).



Election of Resident Board Members Policy

This policy has been reviewed to allow for an equal number of representatives from each of our three main groups of residents (general family rented, HOPS and leasehold/shared ownership). In the event of a vacancy, we will aim to prioritise applications to achieve a balance of membership between those groups of residents.

In addition, the revised policy will require existing representatives to put themselves up for re-election every three years.

Unless there are strong and reasonable objections received, the revised policy will become effective from 1 February 2017.

A copy of the updated policy is available on request from the registered office and comments should be made by Friday 20 January at the latest.

Rent and Service Charge Setting Policy

This policy has been reviewed to state that our rents are intended to be affordable to people in receipt of benefits and that they will normally be kept to within the Local Housing Allowance Cap (LHAC).

From April 2019 Housing Benefit and the equivalent of Universal Credit, will be restricted to the maximum LHAC rent and eligible service charge that applies for that size of property in that postcode area.

The LHAC is already in place for tenants renting in the private sector, ie those renting direct from private landlords.

Unless there are strong and reasonable objections received, the revised policy will become effective from 1 February 2017.

A copy of the updated policy is available on request from the registered office and comments should be made by Friday 20 January at the latest.



Sandbourne's AGM in March

Last year we invited all tenants, leaseholders and shared owners to attend the Sandbourne Annual General Meeting (AGM).

Our 2017 AGM will be held on **Wednesday 1 March 2017** at the Wessex Hotel in Bournemouth. This will again be an open meeting and you are invited to attend. We plan to have a talk on a topical subject (to be agreed nearer the time) and some free time to answer any general questions you may have. However, we will be unable to take questions relating to your own individual tenancy/lease, etc, which could be better answered via our housing and maintenance teams.

Please note that during the formal business of the AGM, only Sandbourne Shareholders will be able to vote on the formal business, for example to approve the Association's Annual Report.

We hope residents will use this as an opportunity to not only come along and meet the Sandbourne Board Members and staff but also to find out what's going on and ask questions. Therefore, if you would like to attend, please complete and return the form enclosed in the envelope provided with this newsletter so that we can send you any necessary updates nearer the time. You can keep the top section of that form to put in your diary.

A Visit to Parliament

As Chief Executive of Sandbourne part of my role is to stay up-to-date with what is happening in the wider 'housing world' and also keeping Board members, staff and residents up-to-date, as necessary. This, in turn, will help to ensure that Sandbourne remains fit for purpose in meeting new challenges.

It has been mentioned previously, and those of you who attended the Annual General Meeting last year will recall, that both the Chairman and I stated that, in our individual thirty years plus experience in social housing, the last couple of years have seen the most change and uncertainty that we have ever known.

After Brexit, and with a new Prime Minister and government ministers, things are continuing to change, including revisiting existing changes, and there is no sign of any slowing down, along with increasing uncertainty over the future direction for the housing sector.

Fortunately, after our two mergers, Sandbourne is in a strong position to manage and adapt to the changes that have occurred as well as those that are known and likely to occur in the future. As mentioned by our Chairman on page 1, this has resulted in our five-year business plan being approved by our Board, indicating that we have a good idea and plan for where we're going.

This has now resulted in me being in a position of being able to devote more time to applying my operational knowledge and experience to the changes and challenges ahead.

As an example of this, I was recently invited onto a Committee of the National Housing Federation (NHF) that is making recommendation for the implementation of the Voluntary Right to Buy for Housing Association tenants. I was subsequently invited to, and attended, an event held by the NHF at the House of Commons on 14 November to meet the Secretary of State for Communities and Local Government. After that event I also met the Local Poole MP, Robert Syms, to 'talk housing' at the House of Commons.



My visit was not only very interesting, but could prove very useful to Sandbourne. I already feel that I have gained an invaluable insight into the thinking of the powers that be and this will hopefully continue in the future through these new contacts. This will in turn help me when contributing towards the future of housing associations and the way they operate.



Steve Hayes, Chief Executive

Are you a HOPS resident and planning to go away over the Christmas/New Year period?

If so, as mentioned before, please remember to let Careline know if you are going away and advise them of the dates when your property will be left empty (you don't need to let Sandbourne know). You should then also let them know when you are back at your flat.

The reason we ask this is in case there is a problem at your property while you are away, for example a burst pipe, that Sandbourne may have to deal with in your absence. Or, it could be that a neighbour is concerned that they haven't seen you around for a while, in which case Careline can check with your next-of-kin that you're okay.

It is also important to update your next-of-kin details with Careline and Sandbourne.



HOPS Residents - Morning Calls ...

If you would like the peace of mind of having someone contacting you each morning to check that you are okay, you can arrange this direct with Bournemouth Careline by ringing them on 01202 452795.

There will be a charge for the service which is provided to you directly by Careline and you can get the up-to-date details from them.

HOPS - Early Christmas present for the New Year!

Good news for you but a more challenging time for Sandbourne?

For our HOPS tenants the government have now confirmed that for the next three years, for rents that are to be reviewed from April next year, the net rent (excluding Service Charges) will now go down by 1% per year. That will be the same as has already happened for our general family rented properties this year and everyone will now have the 1% reduction applied for the next three years.



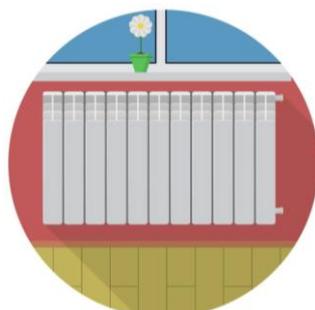
Heating of communal areas at HOPS sites

We know that everyone likes differing degrees of heat, but when it comes to communal areas within our schemes, we would ask that you do **not** interfere with the settings or turn the heating off. Please tell us so that we can sort it.

The exception is if you have an event planned in the communal lounges. You will need to check it before the event and, if it is too hot or too cold, you can turn the heating up or down, but please remember to turn it back when leaving the room.

If you have concerns, please contact the registered office on 01202 671222.

Thank you.



Amie Pendants for our HOPS and Extra Care residents

For your own personal safety we would ask that if you have a faulty Amie pendant (Tunstall personal alarm), or you have lost or broken yours, you let us know so that we can arrange a replacement for you.

Unfortunately, if we have provided you with this equipment and you do require a replacement we will need to re-charge you the cost of this but we would urge you not to let this put you off. The pendants are a really important part of keeping you safe and giving you piece of mind that someone is on hand if you need them.

If you don't think you can afford a replacement, please don't let it put you off – contact us anyway to discuss your options.

In the meantime, please do take care of you pendants.



Greyfriars Community Centre at Ringwood

Sandbourne has held meetings at the Greyfriars Community Centre and, as mentioned in the last edition of *Sandbourne News*, we are advertising our Ringwood properties to the wider community on their notice board.

However, a member of Sandbourne's staff recently picked up a leaflet in Ringwood produced by the Ringwood and District Old People's Welfare Association. This, in turn, prompted us to look at the Welfare Services page of the Greyfriars Community Centre's website and it was quite interesting to see what a hub this is in the Ringwood community.

For new Ringwood residents, here are some of the services/facilities they offer:

- Hearing aid batteries (available from their office)
- Ringwood and District Good Neighbourhood Scheme (volunteers providing help and support, for example with hospital appointments)
- Young at Heart (social club for the physically less able/older members of the community)
- Luncheon Club (meals for the frail, elderly and socially isolated guests)
- Ringwood and Fordingbridge Club for the Blind
- St John's Ambulance (meetings for training in first aid) and
- Ringwood Old People's Welfare Association (an umbrella body bringing together local organisations whose aims include the welfare of older local people)

If you think any of the above sounds interesting, why not ring the Greyfriars office (office hours) and ask them for the relevant contact details on 01425 472613.



Crumb's Lunch Clubs - Bournemouth

Crumb's have asked us to highlight the lunch clubs they run at our St Kilda site (Stourwood Avenue) on Tuesdays and Craigleith (Derby Road) on Wednesdays.

The clubs are open from 12 noon and lunches start from 12.30. Residents from all of our Bournemouth sites are welcome to attend either of these, irrespective of which site they live at. You can enjoy a home cooked meal and dessert and also enjoy the company of other residents.

Why not look out for the notices that Crumb's put up in the various blocks and/or look at the digital TV displays to see what the meals are going to be on offer each week.

However, if you want to know more you can always contact Kathy at Crumb's on 07585 337607.

The Stourwood Avenue 'Cabbage Patch'

Some residents at our Stourwood Avenue site will recall the 'cabbage patch' as it was named by some residents. This is the area of shrubbery set behind Woodlands and in front of Harling House/Milne Court and we have received a request to replace that with a primarily grassed area.

Some residents may remember the late Anne Chapman, a former resident of Milne Court from 1993 to 2015, who was also a Resident Board Member for a time. Anne kindly left a small legacy to Sandbourne in her Will.

These two items are linked in that we have agreed to use Anne's legacy along with the grant monies raised by residents to refurbish the 'cabbage patch', including having a tree planted in Anne's memory.

This is likely to happen early in the New Year and we will give Stourwood Avenue residents more details when they are firmed up.

Well done also to the residents who have secured the grant monies to improve this area.



Changes for 'new' HOPS residents

Following the Board approving the revised Tenure Policy, and with effect from 1 January 2017 as HOPS properties are let, all new tenants will have 'Starter' tenancies.

This is, in effect, a 'probationary' tenancy, usually lasting for one year, and means that the tenant has fewer initial rights. An example is that they would not have the right to make improvements to their home during the period of the starter tenancy.

Also, during the first year, whilst the starter tenancy runs, we can take court action to recover possession of the property in the event of the new tenant(s) not complying with the terms of their tenancy agreement and the court has to give possession.

After the first year has ended, and provided the tenancy has not been extended or possession action started, the tenancy then automatically converts to a normal full assured tenancy with all the rights and obligations that go with it.

This is the same as currently happens with our general family properties.

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, Southbourne, 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.

Guest rooms and lounges at Bournemouth HOPS sites

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

- Craigleith (Derby Road) - third floor twin with level access shower
- Harcourt Grange (Belle Vue) - second floor twin with bath
- Milne Court (Stourwood Avenue) - first floor twin with bath
- Woodlands (Stourwood Avenue) - ground floor twin with level access shower
- Woodlands (Stourwood Avenue) - third floor family (double bed and a bed settee) with level access shower



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, communal kitchens or laundries, unless they are assistance dogs and you have our prior permission.

Please contact the office for details/bookings.

Just for fun!



1. When did Good King Wenceslas look out (Christmas carol)?
2. Singer-songwriter who died in November, famous for 'Hallelujah'?
3. 1946 Christmas film starring James Stewart?
4. Who sang the 1973 Christmas number 1 'Merry Xmas Everyone'?
5. Which town did Mary and Joseph travel from to go to Bethlehem?
6. Lucky for some, but Health and Safety probably wouldn't approve of this in your Xmas pudding?
7. From which country did the Christmas Satsuma originate?
8. 1999 Fictional James Bond character in 'The World is Not Enough'?
9. How many 'Swans a Swimming' feature in the '12 Days of Christmas' song?

Answers can be found at the top of page 16.

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

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. On the feast of Stephen | 2. Leonard Cohen | 3. It's a Wonderful Life |
| 4. Slade | 5. Nazareth | 6. A silver sixpence |
| 7. Japan | 8. Dr Christmas Jones | 9. Seven |

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: To ensure that someone is available, appointments should always be made if wanting to see staff in the registered office.



FEEDBACK/SUGGESTIONS FORM

If you would like to give us some feedback on either this newsletter or any other matter relating to your tenancy/leasehold, or make suggestions, just return this slip to us.

Name:	
1 st Line of your address:	

Feedback/suggestions:

Signed:		Date:	
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