

Our usual warm welcome to any new residents or shareholders reading this newsletter for the first time.

We always aim to make Sandbourne News as informative as possible, whilst trying to make it an interesting read for all.

There are so many changes happening, mostly as a result of the government revisiting and/or revising legislation and budgets. Unfortunately, as you will have noticed from the news, this inevitably results in more spending cuts being made, in many areas, which has a knock-on effect for us all.

As and when changes happen, we will keep you as up-to-date and informed as possible, so please do read the contents of this and future newsletters. Please also bear in mind that most articles do relate to all tenants, even if in very loose terms.

Steve Hayes, Chief Executive



## Spring closures

We will be closed on the following Bank Holidays:

**Friday 14 April**  
**Monday 17 April**  
**Monday 1 May**  
**Monday 29 May**

## 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.



## Some articles inside this issue:

Our Customer Service Standards	Page 3
Government policy changes	Page 4/5
December's survey results	Page 7
Repairs	Page 8
Tree surveys	Page 9
Shareholder vacancies	Page 12
Sandbourne's Leaflets/Policies	Page 13
Contact/Feedback forms	Page 15/16

## 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](mailto:info@sandbourne.org.uk)  
[www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk)

## Sandbourne Staff and Contacts

**Chief Executive**

**Steve Hayes**

([steve@sandbourne.org.uk](mailto:steve@sandbourne.org.uk))



**Director of Finance**

**Fiona Ferenczy**

([fiona@sandbourne.org.uk](mailto:fiona@sandbourne.org.uk))



**Housing Services Manager**

**Simon Raine**

([simon@sandbourne.org.uk](mailto:simon@sandbourne.org.uk))



**Housing Officer**

**Sharon Doran**

([sharon@sandbourne.org.uk](mailto:sharon@sandbourne.org.uk))



**Maintenance Manager**

**Brian Griffiths**

([brian@sandbourne.org.uk](mailto:brian@sandbourne.org.uk))



**Maintenance Manager**

**Chris Wilce**

([chris@sandbourne.org.uk](mailto:chris@sandbourne.org.uk))



**Finance Officer**

**John Wright**

([john@sandbourne.org.uk](mailto:john@sandbourne.org.uk))



**Office Manager**

**Annina Cooke**

([annina@sandbourne.org.uk](mailto:annina@sandbourne.org.uk))



**Administrator**

**Gail Phillips**

([gail@sandbourne.org.uk](mailto:gail@sandbourne.org.uk))



**Apprentice Customer Services Administrator**

**Molly Rolston**

([molly@sandbourne.org.uk](mailto:molly@sandbourne.org.uk))



## A quick guide to who tenants should contact for what

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

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

**Chief Executive and Director of Finance (Steve and Fiona)**

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

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

- Inspecting empty/vacant properties
- Key replacements (HOPS/extra care only)
- Lifts (HOPS/extra care only)
- Planned maintenance and redecorations to communal areas
- Repairs:
  - reporting for your own property
  - reporting for communal areas
  - reporting faulty communal laundry equipment (HOPS/extra care)
  - chasing outstanding repairs
  - 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

**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.

# Our Customer Service Standards

## Phones -v- emails -v- letters ..... which get the quickest response?

"Your Tenancy Handbook" sets out our Customer Standards on pages 7 and 8. However, as a reminder, if you make contact with us, whether by telephone, letter, email or our website contact form, this is a summary of what you can expect from us by way of response timescales:



### Telephone calls (office hours)

- We will try to answer calls within six rings.
- After this you can leave a message on the answer phone, which will normally be picked up and dealt with the same working day.
- If we can't respond fully at the first point of contact, we will arrange for an appropriate person to contact you.
- If the person you want to talk to is unable to take your call, we will ask them, or a member of their team, to get back to you as soon as possible.

**However, we must stress that we cannot guarantee a same day call back unless the matter is urgent. We would hope to have got back to you within five working days.**

When our office is closed, a recorded message will give you the office opening hours and tell you what action to take if you have an emergency.

### Letters, emails and website contact forms, we will:

- Acknowledge a letter, email or website contact form from you within five working days and reply in full within a further ten working days (if we can't give you a full reply within that time we will let you know).

We believe we exceed these expectations and normally respond to you far more quickly than outlined above. However, it is important to note that if we are busy, if the person dealing is not available, or your enquiry is not urgent, we can, and consider it is reasonable to, take up to five working days to respond to you.

Please don't assume that any of the above forms of communication will get your query sorted more quickly than another or that contacting staff directly by email will automatically get a quicker response.

Also, please don't report the same thing in multiple ways as this will only confuse and delay our ability to deal with yours and other queries.

## Bournemouth Careline

The Careline number for our tenants to use is: **01202 452795**

**General family rented** - only to be used to report 'emergency' repairs when the office is closed and it is something that cannot wait until the next working day.

**HOPS over 60s and extra care (Craigleith) tenants** - to be used to summon assistance, for example a fall; an 'emergency' out of hours repair; or to notify that you're going away and leaving your flat empty. Remember you can also use your emergency pull cord.

**Leaseholders and shared owners** - only to be used for communal area 'emergency' repairs.



## Government policy changes .....

### Important please take the time to read

We apologise in advance for the length of this article, but feel it is important for you to be informed.

You will be aware from previous newsletters that the government changed its 'rent settlement' policy in 2015 from allowing us to increase rents (excluding service charges) each year to requiring that we reduce rents (excluding charges) each year for the next four years up to April 2020.

The government has just published a new 'White Paper' on housing, which sets out a number of proposals to come in with their new legislation.

Part of those proposals is to consult associations on the next 'rent settlement' from April 2020 onwards. That might allow associations to increase all its rents (excluding service charges) by more than inflation each year, provided the extra percentage amount raised is committed to be used to provide additional affordable homes to rent or buy.

The government is applying ever increasing 'guidance', suggesting and warning of future legislative and regulatory pressure on all housing associations. That is all aimed at associations to 'increase their ambition' to provide more new homes (Development Programme) so as to meet the government's overall house-building targets.

For housing associations like Sandbourne, that normally means raising more money by increasing our borrowing and/or re-financing any loans that we have against your homes. We then need to use that money (that we still have to pay back to the banks), along with an amount from any surplus that we might have each year from our normal work, to build and/or convert more properties.

In addition to this, the government has also stated that from April 2019 Housing Benefit payments to cover rent and housing benefit eligible service charges will be fixed at the maximum Local Housing Allowance Cap (LHA Cap) for properties in that post code area. This is already in force in the private rented sector. Those tenants who are on benefits in the private rented sector and whose rents are higher than the LHA Cap have to find the extra rent money that is due from their remaining income/other benefits.

The government is seeking to ensure that rents and Housing Benefit eligible service charges for Housing Benefit payments (bill to the taxpayer) are restricted. The aim is that those benefit payments are both 'Value for Money' for the taxpayer and are outcome based for individuals. That, in reality, means that the taxpayer, through the benefits system, should not be funding services that are not required and are deemed excessive and/or where everyone is paying for something that only the few use and they should therefore pay that themselves.

We are already working on looking at what this might mean.

Early indications are that our general family rented properties are within that LHA Cap if it was to be applied now.

## Government policy changes continued ...

However, our HOPS properties, many of which have greater communal services such as communal heating, laundry equipment, lounges, cleaning, and gardening, etc, may struggle to keep within that maximum LHA Cap benefit payable from 2019 onwards.

The Board has agreed that we should seek to keep rents and Housing Benefit eligible service charges that we charge within those LHA Cap limits. This is to ensure that we can continue to rent properties to households in need and to those who are in receipt of benefits and cannot afford to secure themselves a property in the private sector.

We will be consulting with those tenants in those HOPS schemes later in the spring, once we have established more details, to see what options there are and what might need to be considered in time for April 2019 onwards.



## Do you have concerns about paying your rent?

If yes, please contact our housing team straight away to see what help and advice is available.

We recently had a case of ongoing large rent arrears and the court has now granted a possession order in our favour and someone will now lose their home as a result.

Although this is rare, it could have been avoided if the tenant had sought advice from us so that we could point them in the right direction with applying for help with claiming benefits. Support is not automatic these days and you have to apply for benefits from the government and keep them up-to-date with changes in your circumstances in a timely manner.

We have contact details for Bournemouth Churches Housing Association who can provide help to our Bournemouth HOPS tenants.

We have contact details for Sustain and also the Your Money Team, part of Poole Housing Partnership, who can provide help to our general needs tenants in Poole.

In addition, we can provide more frequent rent and service charge statements (usually sent out quarterly), on request, to help you keep track of your payments etc.

Call us on 01202 671222 if we can help.

## New allpay App to pay your rent

The allpay App is a FREE mobile application (App) available to download for your Apple or Android smartphone that enables you to pay your bills quickly and easily at the touch of a button.

Simply download the allpay App from the Apple App Store or Google Play using your smartphone and start making payments the smart way! A few of our tenants are already making use of this.

Please see allpay's poster on page 6.



# Why not pay your rent using the allpay App?



The allpay App is a **FREE** mobile application (App) available to download for your Apple or Android smartphone that enables you to pay your bills quickly and easily at the touch of a button.

Simply download the allpay App from the Apple App Store or Google play or scan the QR codes below using your smartphone and start making payments the smart way!



App

\*The allpay App is available free of charge to customers of allpay clients who have signed up to use allpay for accepting debit and/or credit card payments.

## We asked and this is what you told us ...

In our December newsletter we asked for your responses and feedback to some proposed changes to services and enclosed a questionnaire for you to complete and return.

We would like to thank the 30 residents (6.45%) who responded and here's a summary of what you said.

**Response groups:** 11 received from Bournemouth HOPS; 3 Bournemouth Extra Care; 8 General Needs; 0 Leaseholders/Shared Owners; and 8 Ringwood HOPS

**Proposal:** Changing the current four repairs priority categories to that of making convenient appointments to suit you and Sandbourne.

**Outcome:** 27 in favour and 3 against. Proposal to change to be adopted.

**Question:** How would you like to receive satisfaction surveys about the services we provide?

**Outcome:** As part of, or with, Newsletter 12; Posted direct when applicable 17; or Random telephone calls 1. We will therefore use a combination of questionnaires/surveys with newsletters or posted direct when only relevant to specific groups.

**Question:** When we need to consult with you on a particular issue, for example on service charges, garden services, etc, would you prefer?

**Outcome:** Contacted by post with details and form 16; Meetings - day time, central location, to express views 5; or To be informed - no form or meeting 9. We will therefore aim to consult with specific groups by post but will also aim to provide updates either through the post or in newsletters.

All comments and feedback, together with the results above, have been presented to Sandbourne's Board for their input and approval.

Although we cannot guarantee acting on all comments made, they have been discussed to ensure that we can accommodate as many views as possible when reaching our decisions.

Thank you again to those who responded.



## More survey results ... Ringwood stair lifts

We recently surveyed our Ringwood HOPS tenants to establish how many of them depended on the stair lifts currently in place.

As a result, it has been decided that the stair lifts will be retained.

The next challenge for us is to ensure that they are fit for purpose and that those who need to use them are properly trained in their use.

In addition, our insurers have requested that we seek to prevent them being used by others who don't need to use them and/or who haven't been trained in their use. We are currently investigating how best we can meet this requirement.

## How to make sure your repair gets properly logged and actioned

We know it's very tempting when you see one of our staff on site to just say "by the way can I report my tap/can I just mention that my shower doesn't work ...." etc, etc.

However, this tends to happen quite frequently and sometimes our staff can forget who reported what, particularly if they get a lot of people 'nabbing' them.

If you have a repair, the best way of making sure that it gets logged correctly and quickly, so that either Brian or Chris can pick up the report and deal with it, is to ring the office (01202 671222), send an email to [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk) or use the contact form on our website.

As always, please remember that if you leave reporting something until 3.55pm on a Friday, and you've known it needs doing for several days, it may be difficult to meet your expectations in getting the repair in hand before the weekend.



## Repairs response times and expectations

Following the review of repairs reporting and priorities, and taking your views into account from our December survey, this is what should happen when you need a repair:

1. You either ring the office (01202 671222), email us ([info@sandbourne.org.uk](mailto:info@sandbourne.org.uk)), or use the contact form on our website ([www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk)).
2. If you ring us and a member of the maintenance team is available, you will be put through to them. If you contact us via email or the website, we will acknowledge receipt and forward that communication on to the maintenance team.
3. If the maintenance team are not immediately available, details of your repair will be forwarded to them by the person who has taken your call.
4. Once the repair details are known to the maintenance team, they will assess whether it is urgent or not. They will then either call you direct, or contact one of our contractors and request that they ring to make a mutually convenient appointment with you direct.
5. Our aim is to deal with the repair on the first visit. However, sometimes we, or our contractors, will need to diagnose the problem and either order parts and make a second appointment to fit them, or try to fix the problem with the promise of a follow up visit if you tell us that the repair hasn't been successful.
6. No pre-set timescales are laid down for works to be carried out, unless it is an emergency (24 hours) - everything will be to suit both you and us or our contractors - usually during normal office working hours/days. This may rely on you picking up voicemail messages when left.
7. If we happen to have a contractor in the area and they are available and able to sort your repair quickly they will but we cannot guarantee the same speedy service the next time.
8. If you are concerned that your repair has been forgotten, please ring and speak to us.
9. If you are not sure whether to report something, ring us for advice rather than leave it until it becomes a problem.
10. Inform us straight away if you are not happy with a repair or service you have received so that we can try to remedy it.
11. Missed appointments or those cancelled at short notice may be recharged to you if we are charged by the contractor.

Finally, please make sure you let us know your up-to-date contact details.

## Survey of Sandbourne's trees

Some of you may already have seen people wandering around looking at the trees where you live.

This is because we have instructed a tree consultant to visit all of our sites, whether they are general family, HOPS, shared ownership or leasehold properties.

They will be looking at those trees where the trunks are physically on Sandbourne land with the aim of reporting back to us on their condition. By doing this, we hope to be able to deal with any trees that are not only overgrown and becoming a hazard but, more importantly, those that are dangerous.

We will not be looking at any trees on neighbouring sites that are not owned by us, even if the trees are overhanging our properties.

When planning any necessary work, for example cutting back branches, we will need to take into account the bird nesting season to ensure that we comply with government legislation and best practice guidelines.



## Managing illegal parking

We have had a recent spate of cars using our car parks (across all of our sites) that should not be there.

We have reviewed the legal position as clamping is no longer legally allowed and we cannot remove vehicles until we have been through a lengthy process. Also, we cannot remove them if we can establish who the owners are.

The vast majority of unauthorised parking is, for example, people with no legitimate reason to be there and/or are parking in a designated disabled bay without displaying a disabled badge, etc.

We have now commenced 'sticky ticketing' cars (as advised by our solicitors) warning the owners that we will take legal action if the vehicle is not removed.

We have also withdrawn the provision of visitor car parking for people using the guest rooms at our Bournemouth HOPS sites due to the limited car parking available there.



## Do not feed the birds and wildlife

We've asked residents before, particularly in our flats that have communal grounds, **not** to feed the birds and wildlife, but our requests seem to fall on deaf ears.

It's not just about the mess that the birds and animals can make, or their droppings which can damage cars and property. It's also very much about the vermin that are attracted to the food residents put out, which result in us getting complaints about rats in the gardens and bin stores. Rats spread disease through their urine and droppings and can cause damage to property (gnawing through just about anything). They're never far away but you can't always see them so don't encourage them!

We will continue to write to those residents who choose to ignore us, but our stance remains the same

**... do not feed the birds and wildlife.** The more you feed, the more will come!



## Oh no, not the bins again!

Yes, we are afraid so. We accept that some residents do not read this newsletter and that they may be the ones who 'dump' rubbish, and other larger items, around the bins or cross contaminate the bins by putting the wrong rubbish in them.

Here are some examples to demonstrate why other residents are complaining to us.

If we can prove who the culprits are, we have the right to recharge for the rubbish clearance and could take action due to a breach of their tenancy/lease. However, if we can't, the charge can be divided equally between all residents in that block and will form part of your annual service charge.



## Keeping communal areas and corridors clear

Whether you live in one of our general family flats, shared ownership flats, leasehold flats or one of our HOPS flats, we have been advised that, under fire safety, you need to keep the corridors and entrances clear of all obstacles. This could mean not having personal doormats or tables outside of your flat, or it could mean not leaving bicycles etc in the corridors.

Think 'fire' – think how items left in the corridors could hinder your exit in an emergency such as a fire and the potential obstruction or trip hazard they could cause to you, your neighbours or, indeed, the fire service if they have to attend a fire.

We can, will, and have in the past removed and disposed of items.

Some residents are also storing items in the electrical cupboards outside of their flats. Again, this should not be happening as not only will we remove and dispose of items but this is a breach of your tenancy/lease.



## Smoking

Thank you for not smoking in the communal internal areas at our blocks of flats.

However, we still have issues with people who smoke in their own flats leaving their front doors open so that smoke drifts along corridors. We are also aware that some of those who smoke outside of the main entrance doors to the blocks of flats are leaving discarded cigarette butts lying on the ground.

We don't employ anyone to clean up the cigarette butts and would ask you to dispose of them responsibly, as you would any other rubbish.

A copy of our Smoking Policy can now be found on our website.



## Stourwood Avenue 'Cabbage Patch' – what working together can achieve

We told you about some work which was due to commence on the conversion of an old planted area at one of our Bournemouth sites, which became known by our residents as the 'Cabbage Patch'. The work commenced in March and the transformation into a turfed area with shrubs and some memorial trees has made some good progress.

This came about through the efforts of one of our residents who contacted Barclays and other companies and individuals for sponsorship and donations and a group of Barclays' volunteers keenly started by digging over the area.

The resident who is co-ordinating this project said:

"The photos show the end product of the volunteers' efforts at the close of the first day - a great job! A number of people have commented already on how much better it looks, even at this half-way stage. There have been lots of residents, their families and their friends who have helped in some way or other, from all the blocks on site".

This work has also co-incided with a legacy left to us by a former resident Board member in whose memory three trees will be planted in the new area.

When the work is completed we plan to hold an event to mark the achievement of individuals and companies working together to improve these communal gardens.



We have been approached for other types of memorial plaques and planting by residents and need to establish, in advance of making any decisions, what volume of interest there would be. If this is something you have been thinking about, please write in to the office with details.

## Legacies

In addition to the legacy we mentioned in our Stourwood Avenue 'Cabbage Patch' article (above), and the kind donations towards that project, we were recently very pleasantly surprised to hear that a local man from Southbourne had left us a legacy in his Will.

The man was not known to us but, from the list of other people he bequeathed money to, he obviously saw us (Bournemouth Housing Society for the Elderly that was) as a good and worthy cause.

To our further surprise, the final sum was £30,000.

We aim to put this to good use at our Bournemouth sites to benefit the residents living there.

## Generations apart ....

We recently realised that our oldest tenant is 101 and our youngest tenant is 19 - potentially five generations between them!

## Housing Ombudsman determination

You will have seen us make reference to the Housing Ombudsman in various communications.

We recently had the Ombudsman consider four separate complaints from a tenant covering a variety of issues and how we managed them.

This is the first time that a complaint(s) has been considered by the Ombudsman in connection with Sandbourne or the pre-merged organisations.

The Ombudsman's report and determination were considered by the Board.

It was re-assuring to note that the Ombudsman found in favour of Sandbourne in three out of the four issues that had been raised.

We have addressed the one issue found in the tenant's favour, as required by the Ombudsman, and this has been accepted by the tenant.

## Voluntary Right to Buy

At our AGM on 1 March, we advised those present that the Voluntary Right to Buy (VRTB) scheme now had an extended regional pilot to be put into effect by the government from April 2017 (not in this area). Therefore, it had effectively been 'kicked into the long grass'.

Consequently, despite what anyone might hear on the local news/radio or from leaflets, etc, Sandbourne properties cannot normally be bought.

As always, we will update you should this position change in the future.

## Annual General Meeting (AGM) 1 March 2017

In our December edition of *Sandbourne News*, we invited all tenants, shared owners and leaseholders to attend our AGM on 1 March 2017 in Bournemouth.

The Board wishes to thank the seven (1.5%) of residents who attended.

After the formal business took place our Chairman (Keith Mallett) and Chief Executive (Steve Hayes) updated attendees on some of our forthcoming challenges.

These included:

- Right to Buy (see article on this page).
- The government's pressures on associations to build more new homes; suggested 3% to 4% per year for associations towards the government's target of one million new homes (see article on pages 4 and 5).
- The introduction of a Local Housing Allowance Cap (LHA Cap) (see article on page 4 and 5).

## Board and shareholder membership update

At our AGM on 1 March 2017, both Albert Barnes and Michael Barrow retired from the Board having served the maximum term of office of nine years.

The Board wishes to make you aware that they appreciate, on your behalf, both Albert and Michael's service which has been undertaken in an entirely voluntary and unpaid capacity, helping steer the business successfully through many challenges and changes.

Shareholder and Board membership is at the absolute discretion of the Board and the Board has now agreed that future shareholder membership (including resident shareholders) will be restricted to persons who have a desire and are eligible to become Board members. They must also have the skills, knowledge and experience that are needed.

As a result of reviewing the shareholders register after the AGM, we currently have 29 shareholders, 22 are non-resident shareholders and seven are resident shareholders. That means that, as only a third of residents can become shareholders, we currently have two resident shareholder vacancies.

If you are interested in becoming a resident shareholder, with the intention to be considered for future Board membership, please contact the office on 01202 671222 for further information and an application pack.

**All articles are correct at the time of publishing (March 2017)**

**Copies of this newsletter are available, on request, in large print, and can also be downloaded from our website: [www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk)**

## Sandbourne leaflets

We continue to produce more leaflets when we think they might prove useful to you, our tenants.

There are more in the pipeline, but listed below are those available on our website:  
[www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk).

If you don't have internet access you can request a copy of any leaflet by emailing or ringing the office.

We also have copies available in our Bournemouth HOPS drop-in rooms.

If there are any you are looking for and cannot find, let us know so we can consider producing one.

## New Sandbourne Policies

We have now undertaken a review of several more of our Policies, many of which can be found on our website:

[www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk).

If you don't have internet access, you can request a copy of any of the following by emailing or ringing the office:

- Admitting New Shareholders Policy
- Aggression and Violence Towards Staff Policy
- Anti-Bribery and Corruption Policy
- Anti-Bullying and Anti-Harassment Policy
- Anti-Social Behaviour Policy
- Asbestos Management Policy
- Compensation Policy
- Complaints, Compliments and Comments Policy
- Data Protection Policy
- Development Policy
- Disclosure of Personal Information Policy
- Election of Non-Resident Board Members Policy
- Election of Resident Board Members Policy
- Equality and Diversity Policy
- Equal Opportunities Policy
- Fraud Policy
- Gas Safety and Servicing Policy
- Gifts and Hospitality to Staff Policy
- Health and Safety at Work Policy
- Housing Income Recovery Policy
- Lettings and Transfers Policy
- Management of Unreasonable Behaviour and Unreasonably Persistent Applicants/Residents
- Managing Tenants' Financial Affairs Policy
- Planned and Cyclical Maintenance and Service Contracts
- Rent and Service Charge Setting Policy
- Resident Involvement/Participation Policy
- Responsive Repairs Policy
- Safeguarding Policy
- Smoking Policy
- Tenure Policy
- Value for Money Policy
- Whistleblowing - Public Disclosure Policy

Telephone Call Recording Guidelines



## 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 report them.

## Bournemouth Guest Rooms ... book early to avoid disappointment!

When booking a guest room, please bear in mind:

- There is no on-site parking for guests.
- There is no WiFi in the guest rooms, although this is available in lounges and drop-in rooms.
- There are no TVs or TV licences for guest rooms.
- There is a small nightly charge for all our guest rooms.
- If rooms are booked, they must be pre-paid and no refunds can be given if they are cancelled.
- Remember that as the tenant, you are responsible for your guests.



On a positive note, they are well used, can normally be booked well in advance and are a really good means of having your family and friends stay for a short break at only a small cost.

## Bournemouth HOPS ... Debra has left BCHA

Natalie from Bournemouth Churches Housing Association recently advised us that Debra has now left BCHA.

The service provided to our Bournemouth HOPS residents has not changed though and Natalie will still be available at her normal times and places:

Every other Tuesday between 10am and 12noon in the Woodlands drop-in room  
and

Every four weeks on a Friday between 10am and 12noon in the Highfield drop-in room

You can also contact Natalie direct:

By phone on 07966 809186 or by email on [NatalieMyles@bcha.org.uk](mailto:NatalieMyles@bcha.org.uk)



## 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 12noon

**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.**

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

## A 'Spring flowers' quiz

1. William Wordsworth poem that starts "I wandered lonely as a cloud" refers to "A host of golden .....
2. Famous East Sussex Steam Railway
3. Patricia Routledge played her in Keeping up Appearances
4. Fictional Princess character who appears in Walt Disney's 1992 animated film Aladdin
5. A famous London hill and expensive residential area north of Regent's Park
6. A part of the eye
7. 1958 Max Bygraves song about these flowers from Amsterdam
8. Ladies' perfume and toiletries are made from this flower but, in 'Breaking Bad', were poisonous
9. Often the first blossoming flower of the year symbolising hope that winter is transforming into spring
10. An anagram for this flower: occurs



Answers can be found at the top of page 16.

### 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](mailto:info@sandbourne.org.uk) or phone us on 01202 671222).

1 <sup>st</sup> 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:	

## Spring flowers quiz answers:

- |                     |                              |                                     |                   |
|---------------------|------------------------------|-------------------------------------|-------------------|
| 1. <b>Daffodils</b> | 2. <b>Bluebell</b> Railway   | 3. <b>Hyacinth</b> Bucket (Bouquet) |                   |
| 4. <b>Jasmine</b>   | 5. <b>Primrose</b> Hill      | 6. <b>Iris</b>                      |                   |
| 7. <b>Tulips</b>    | 8. <b>Lily of the Valley</b> | 9. <b>Snowdrop</b>                  | 10. <b>Crocus</b> |

## 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, or at lunch (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](mailto:info@sandbourne.org.uk)

**Website:** [www.sandbournehousingassociation.org.uk](http://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/lease, or make suggestions, please just return this slip to us.

Name:	
1 <sup>st</sup> Line of your address:	

Feedback/suggestions:


Signed:		Date:	
---------	--	-------	--