

Welcome to all our residents and shareholders, particularly any new ones reading this newsletter for the first time.

It is turning into quite a difficult time for the country with the recent atrocities in Manchester and London and the tower block fire, also in London. Our thoughts go out to all those affected.

We have several items on fire safety in this newsletter (pages 8, 9 and 10) and hope that you will take the time to read the articles.

We are not going to apologise for the amount of coverage we are giving the subject of fire safety. We not only want to re-assure residents of the plans/procedures we already have in place (and have reviewed again) but also to ask for your co-operation in minimising risks, particularly within the communal areas of our blocks of flats.

On top of everything else, we've also had a general election and I'm sure that some of you may be wondering what affect the results will have on you when it comes to your housing matters.

Currently, we only know that there is a new Minister for Housing, Mr Alok Sharma, MP for Reading West, who was appointed on 16 June, so National Housing Policy will now be a bit in limbo again for a while. (See article on page 3.)

As always, we will keep you up-to-date on matters via our quarterly newsletter, or contact you directly on important issues that might affect you.

Steve Hayes, Chief Executive

## 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)

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## Sandbourne Staff and Contacts

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### 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.

## New Housing Minister appointed

As mentioned on the front page, Mr Alok Sharma was appointed to the position of Housing Minister on 16 June (he has been an MP since 2010).

It is interesting that he will be the 13<sup>th</sup> Housing Minister in the past 16 years! He has previously voted in favour of the bedroom tax and reduction in welfare spending. On the parliamentary website he lists his interests as trade, industry and finance but does not mention housing. He is a trained chartered accountant.

So, what will this mean for you, our tenants, leaseholders and shared owners? Only time will tell. However, any existing plans, such as the LHA Cap and rent reductions that have currently been put in place to be implemented, will still take place unless the government makes any u-turns.

If anything we've recently reported on in our newsletters does change, we will, of course, get details out to you as quickly as we can.



## Possible changes to tenancies and rents

Sandbourne currently has a mixture of weekly and monthly tenancies which, in turn, means that some tenants pay their rent weekly and some monthly.

We are considering moving away from what happens with our Bournemouth HOPS properties (including Craigleith) where tenancies are let on a weekly basis and rent and service charges are paid weekly. The move would be to monthly tenancies and monthly rent and service charges. This would initially be for **new tenants** only.

Our aim is to gradually bring our Bournemouth HOPS properties in line with our Ringwood and general family properties and also in line with how the government will be changing benefit payments to monthly.

There is nothing for existing tenants to do at this stage and we will contact you if and when this will affect you.

## Rent and Housing Benefit

Some people are under the impression that housing benefit is actually part of the rent. It isn't.

Rent is charged on your property together with service charges (for those people who pay service charges).

If you are on a low income and need help with your rent (and service charges), then you should contact your local council housing benefits office.

The housing benefits office will assess your income and expenditure against your rent (and service charges) and, if they think you are entitled to assistance, they will award you housing benefit. This can be paid either directly to us with you paying the difference to us, or it can be paid directly to you with you being responsible for paying the full rent (and service charges) to us.

It is then your responsibility to update the housing benefits office of any changes in your circumstances relating to your income or outgoings etc so that they can re-assess any benefits paid.

If your housing benefit is paid to us and the housing benefits office decide to claim some of it back from us, ie they have over-paid benefit following a change in your circumstances, we will make an adjustment to your rent account, just like we would if it was a 'bounced cheque'.

You can always talk to our housing team if you want some advice.

## Allpay direct debit payments to Sandbourne

Allpay say they "now have the ability to reduce the collection waiting time from 12 working days down to just five. Additionally time saved during the cooling off period is now reduced from 10 working days to three."

This means that we can set your payments up (with your consent) to commence sooner than was previously the case but you have less time to cancel it on ones that are initially being set up by us on your behalf.

You can, of course, cancel an existing direct debit yourself at any time or can ask us to do that for you.

## New development plans and conversions

In a bid to provide more homes, as part of a government requirement linked to rents, we have the following planning applications lodged with the relevant local authorities.

Planning application for:

- Three new two-bed rented bungalows for the 60+ age group on our Stourwood Avenue site in Bournemouth.

Plus the following conversions:

- Three rented flats (two one-bed and one two-bed) for the 60+ age group from our Woodlands lounge and office in Bournemouth. Further possible two rented one-bed flats for the 60+ age group, if agreed at a later date, from our St Kilda lounge in Bournemouth. Also an improved bin store area in front of Woodlands/St Kilda.
- One two-bed rented extra care flat from part of the lounge and kitchen at Craigleith, Bournemouth, with the option to turn the main lounge into a two-bedroom flat in the future.

There is also a pre-planning enquiry application for part of an in-fill site on land we own at Fernhill Close in Poole for three two-bed general needs flats. However, we have now been advised that an application would be rejected and so we will not be pursuing this for the foreseeable future.

All of the above applications, except the pre-planning enquiry, can be viewed on the local authority website or in the lounges for the affected blocks.

Finally, we are in discussions re a possible new site in Poole which could provide a further ten two-bedroom flats.

All the properties that we build or create from conversions from lounges will be let at the lower social rents that everyone else benefits from. We are not charging the higher 'Affordable' rents (80% of market rate) that are increasingly common for all new homes provided by other associations.

Once we know the outcome of the planning applications, we will hold meetings with the affected tenants to explain what will happen next and when.

## New bungalows in Bournemouth

We have received a few queries regarding the planning application that has been submitted to build three bungalows on the Stourwood Avenue site in Bournemouth. Residents have said that they consider these new properties will be too close to the existing buildings and should be further back.

However, the position of the proposed new bungalows was considered and is the only one which is viable. This is because the planners say there is a tree root protection area on this site and if we move the proposed location we could breach that protected area.

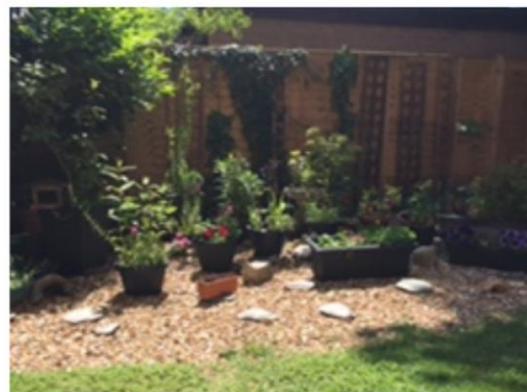
The planners have also given us permission to cut back and remove some trees which we intend to do as part of any new-build work.

## From gravel to .....

This is an example of residents who, with our permission, worked together to transform a gravelled area of a shared communal garden into something more interesting and attractive at Milne Court in Bournemouth.

If you have other examples of what your community has jointly achieved, why not let us know for our next edition of the newsletter!

Please note that you need Sandbourne's permission to undertake any works in communal areas.



## 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.

### Careline/Lifeline Services

If you are not one of our HOPS (60+) residents who are already linked to and pay for your Careline and Telecare service (through your service charge), you might benefit from having this.

You can pay privately for, and have, a home alarm unit installed and connected to your existing landline telephone and, by wearing a pendant or wrist band, you can summon help 24 hours a day, 365 days a year.

The Careline trained call centre operators are available to assist, comfort and re-assure you should you need help. This is particularly useful if, for example, you live alone and have a fall as you can press the alarm and they will get you the help you need and/or call the emergency services. Great for independent living with peace of mind for you and your family or friends as well!

If you do not already have one, you would need to have a key safe installed outside of your property, at your own expense, to allow for emergency access.

There are also other benefits like having a fire alarm installed which is linked to the Careline service and alerts them if your fire alarm goes off.

Sandbourne currently has a contract for this service with Bournemouth Careline for our HOPS tenants but Careline will also provide this service for any age group living in the BH postcode area.

If you live in one of our other properties (non-HOPS) and wish to have your own free no obligation demonstration you can contact them on 01202 452795.

Other Careline providers are available.

### Thinking of getting a mobility scooter (buggy)?

If so, please contact us first so that we can advise you on how and where this can be stored.

Following advice from our insurers, we have recently reviewed our procedures and will need to carry out a risk assessment with you. This is irrespective of whether you intend storing a buggy in your own property or in our designated buggy stores (at our Stourwood Avenue and Craigleith sites in Bournemouth).

Where residents have been allocated a space in a Sandbourne buggy store, they will now have to pay an annual charge to cover the cost of electricity used for charging the buggy's battery, maintenance of the store and management charges. This is currently £100 per year per buggy. There is also an agreement that has to be entered into and conditions to be met, for example safety and the need for third party insurance.

We have compared the charges we have implemented with other associations and local authorities and consider this is fair and reasonable.



## Replacement of major components

In response to a number of questions that we have received recently about the replacement of windows, kitchens, etc, in Sandbourne properties, we thought that it would be useful to set out the guidelines that we use when making decisions about these matters.

All Sandbourne properties meet the requirements of the government's Decent Homes Standard (DHS) as a minimum and it is the guidance included in this Standard that we use as our starting point. Using this guidance we have set the following timescales:

Component	Sandbourne Guideline timescales for replacement	DHS timescales
Bathrooms	30 years from installation	30 years
Boilers	10 years from installation	15 years
Communal boilers	30 years from installation	30 years
Kitchens	20 years from installation	20 years
Roofs	60 years from installation	80 years
Windows & external doors	30 years from installation	40 years



Sandbourne has records showing when all these components were installed in each individual property and we use these records to plan our repairs work over the next few years.

The Maintenance Managers will assess the condition of each individual component in each individual property as it nears this guideline date and make recommendations about its replacement. Replacement will be dependent on the state of the component, but also on the level of funds available in any given year.

The timescales for replacement are only guidelines and many components are expected to, and do, last longer than this. Replacements before the guideline date will only be carried out in exceptional circumstances and where there is no other reasonable alternative.

We are currently looking at the budget for October 2017 to September 2018. Components that we will be reviewing for potential replacement in that period are the windows at Harling House, the kitchens at Broadway Heights, Harcourt Grange and Milne Court and the upgrade of the plant (boiler) rooms for Harling House and Milne Court. Residents in those properties will be contacted directly about any planned works.

If you have any questions about the components in your own home, please contact the office and speak to one of the Maintenance Managers and they will be able to let you know when any works may be due.

## Double glazing

When will we consider replacing windows? We have had an increased number of telephone enquiries recently about misted windows that tenants feel we should automatically be replacing.

We did cover this matter in our April 2016 newsletter when we were telling you about the government's announcement requiring housing associations to reduce rents. At that point we said that some works, like replacing misted windows, would not happen unless they could be paid for out of service charges.

We thought it might be helpful to clarify what we would normally do:

The double glazed sealed units mist when the seals break down and these are usually guaranteed under British Standards for five years, beyond that the sealed units stability is not affected and should only be replaced if normal transparency is severely affected to the room in question.

PVCu window frames are expected to give a life of 30 years and normal use of handles and hinging should last for the same period if inspected and serviced on a planned maintenance basis.

Therefore, unless the integrity of the window is compromised and the double glazing is not doing its job, it is unlikely that we will be replacing windows purely based on them misting.

Please continue to let us know if you think there is a problem with your windows although we cannot guarantee that they will be replaced.



## Microchipping your dog

Did you know that from April 2016 it was compulsory for owners to ensure their dog was microchipped, with possible fines in place for those owners who do not comply?

The government website reports that microchipping has huge benefits in reuniting lost, stray or stolen dogs with their owners as well as tracking down the owners of dogs who carry out attacks on people.

If you are a dog owner, it is not only important that you comply with the law but also that you keep your details up-to-date if you have recently moved.

If you are a cat owner, microchipping is also available for them and you might want to consider this in case they wander off.

## What will happen to my pet if ...

We don't want to offer you advice or to tell you what to do if something happens to you and you haven't made provision for your pet.

We simply want to remind you that if you are hospitalised as an emergency or at short notice, have an accident or, worse, you pass away, it would be so much nicer for your pet if you have made plans in advance for their welfare.

Please think about who knows that you have a pet, could they gain access to your home to feed, toilet or exercise them, would they be able to temporarily look after them, and would they know your wishes for their permanent care, if necessary.

There are lots of organisations on the internet that can offer you help and advice in planning for your pet's future.

## Keeping safe when dog walking

We have recently heard that some of our tenants feel vulnerable when walking their dogs at night. This is particularly the case at our over 60s blocks of flats.

The rules have to apply about toileting your dog away from Sandbourne premises and grounds, but have you considered joining together with another tenant or tenants and walking your dogs together?

There is safety in numbers and a dog walking buddy could be just the answer.

## It's car parking again!

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

Despite regular articles in our newsletters, we are still experiencing problems with unauthorised parking in the car parks.

This has resulted in some elderly and disabled tenants having to park quite a distance from their homes. In addition, ambulances have not been able to get close to building entrances.

We cannot stress enough the importance of parking correctly in the car parks yourselves and also the need to remind your visitors and tradesmen etc that parking (where provided) is for tenants only, or for legitimate visitors or our contractors in the designated visitor spaces.

Again, where parking is provided, tenants should only park in marked or designated bays.



# Fire Safety ....

## London 'tower block' fire

As we said on the front page, we are not going to apologise for the number of articles we have in this edition of the newsletter about fire safety. This doesn't just relate to our blocks of flats as much of the information contained here relates to any occupiers of our properties.

With the recent tragic events in London, we hope that you will appreciate the importance of your co-operation to ensure both your own safety and security and that of everyone else around you, including the Fire Brigade attending the incident.

You may have heard the term 'tower blocks' used. This relates to blocks of flats with 11 stories or more and would not relate to any of your homes.

We would also assure you that none of our properties have the type of cladding used in the London tower blocks and, indeed, the government was quick to get a compulsory survey out to all housing associations asking us all to confirm this point.

We have always taken fire safety seriously and set out on the next page are details of our procedures.

We are confident that, in the light of recent events, new legislation will come in to prevent such tragedies happening again. This will result in us having to be more assertive in our enforcement with residents who don't comply.

## Fire extinguishers

Why were fire extinguishers removed in blocks? We were asked this again recently and explained that we removed the fire extinguishers in the communal areas of our blocks because it was at the recommendation of our insurers. It is their experience that having untrained people attempting to use them would cause a greater risk of harm than not having them. Also, there is no requirement to have these. We did cover this at the time in our newsletter.

## Your co-operation

At the time of producing the article we do not know what the actual cause of the tower block fire was so cannot give specific advice. We can only ask for your co-operation in trying to prevent a major incident where you live and ask that you:

- Keep your own front door (fire door in blocks of flats) closed
- Do not prop open fire doors or block access to them
- Do not store any items in communal corridors or under stairwells
- Do not store combustible materials in communal cupboards
- Do not obscure fire safety signage
- Check your smoke detectors regularly or, if wired in, report faults/low batteries immediately to us
- Do not take batteries out of smoke detectors where these are not wired in
- Check the condition of white goods to make sure they are in a safe condition (wires, cables, etc)
- If you or your family/visitors smoke, make sure that cigarettes are put out properly
- Please report any defects, such as a faulty fire door, and do not assume that someone else will and do not wedge these open – wedges will be removed
- Do not park vehicles so that they block entrances and/or prevent emergency services getting close to buildings in the event of an incident
- Ensure that you have contents insurance on your home

The list goes on and we've included some photos of examples of hazards from a recent inspection of our properties which could potentially hinder the evacuation of a building during a smoke filled fire! (See page 10.)

## What are Sandbourne's policy and procedures

As mentioned, we want to re-assure all residents that we have no properties with the cladding that has been mentioned on the news and in the press in connection with the recent tower block fire in London.

However, we thought it might be appropriate to give you some information to try and set your minds at rest about our properties and what we do and would do in the event of an incident.

- We provide all new tenants with fire prevention leaflets or laminated fire safety instructions.
- We undertake fire risk assessments, as recommended to us, every three years and complete any works that are recommended.
- For all 60+ schemes the smoke detectors in flats and communal areas link through to Careline. They will automatically send the Fire Brigade out to any alarms going off. It is Careline's policy not to take at face value any resident who says 'it is all okay' as, in the past, they have had incidents where this has not been the case.
- In the event of there being a fire in a block of flats we have a 'stay put' policy and the Fire Brigade will take charge and evacuate people from their homes, if they believe it to be necessary. However, if there is a fire in your own flat you should not put yourself at risk and should leave and close your own main front (fire) door of your flat behind you and raise the alarm.
- In the event of a real fire from blocks of 60+ or general family flats Careline have our details and will contact us. Sandbourne staff attending will take advice from the Fire Service and other emergency services.
- We have a duty to co-operate with the emergency services.
- Careline's central control inform Sandbourne of all incidents whether they are fire alarms going off, calls from passenger lifts, communal area alarms and both false alarm and genuine calls made through the fire detection of residents' Careline emergency call system.

## After an incident

- Sandbourne staff will attend, if requested or if it is necessary, eg to reset the alarm system/secure the building.
- If necessary, we would seek to secure temporary accommodation and offer it to you/your household and any pets and this will be paid for through our insurers. If it was a major incident, eg a fire in a block of flats as opposed to a single property, our insurers would attend as well and they have contingencies in place to secure temporary accommodation and offer it with transport arrangements for multiple households as local as possible.
- Transport to and from temporary accommodation would be provided and be paid for until either the original property was fit to return to or reasonable suitable alternative accommodation has been offered.
- As previously advised, you are strongly recommended to have your own contents insurance as Sandbourne are not liable for your contents and possessions.

## Staying put

Our fire policy in the event of a fire will depend on the type of property you live in.

The Fire Service have stated that, for all our schemes of flats, the advice is to 'stay put' in your flat in the event of a fire, unless it is in your own flat when you should leave and close the door behind you and raise the alarm. The Fire Service will then evacuate the building, if necessary.

Your main flat front door has a minimum 30 minute fire safety rating.

It is important that, on a day-to-day basis, you keep the main door to your flat closed to prevent any fire spreading into the communal areas, or vice-versa, should a fire break out.

## Keeping communal areas and corridors clear

Thank you to those residents who have co-operated with our request to clear personal items from communal areas and corridors in our blocks of flats, following the article in the Spring edition of this newsletter.

This not only related to personal items such as door mats, but also to storing your belongings in communal cupboards owned/managed by Sandbourne.

For those residents who don't see why we should be implementing this (we have done so for many years in our Bournemouth 60+ blocks of flats), the Fire Service say that anything that can cause an obstruction or is combustible in the event of a fire in communal corridors should be removed.

This advice impacts on Sandbourne's insurance requirements as we need to do our best to manage this risk and to comply with such advice in order to maintain our insurance cover.

Luckily, we have no examples of obstacles actually endangering lives during a Fire Service call-out in any of our properties in the past, but we really don't want to ever report that such an incident has happened to us in the future!

Below are some photos taken during a recent inspection of our schemes, just to highlight what could cause a potential hazard in the event of a fire and could hinder the emergency services, or could even cause a fire in the right conditions.



## Fire safety talks

The local fire crew from Springbourne Fire Station visited our Stourwood Avenue site in Bournemouth in June to give a free fire safety talk to our residents. (This was arranged before the tragic event in London.)

The fire crew were available to answer questions and offer advice on how residents could make themselves safer in their flats. A video of a flat fire was shown to demonstrate how quickly a fire can develop and advice was given on what should be done if this happened.

This was open to any of our Bournemouth HOPS residents and the talk was well received by them.

More fire safety talks are being arranged at our Belle Vue site in Bournemouth in August, so please check TV screens and notice boards for details nearer the time. If you live in one of our other blocks and would find this useful, please let us know.



## False alarms

The local Fire Brigade reported that in the last 12 months they were called to one of our sites in Bournemouth on 34 occasions but only once was it a real fire. This was caused by a tenant putting items on their hob and switching the wrong hob on. However, we're sure the Fire Brigade would rather attend a false alarm than put a life at risk. You could help by following some of the guidelines contained in this newsletter and being more careful in your home, for example watching the toast so that it doesn't burn and set off your alarm!

## 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.

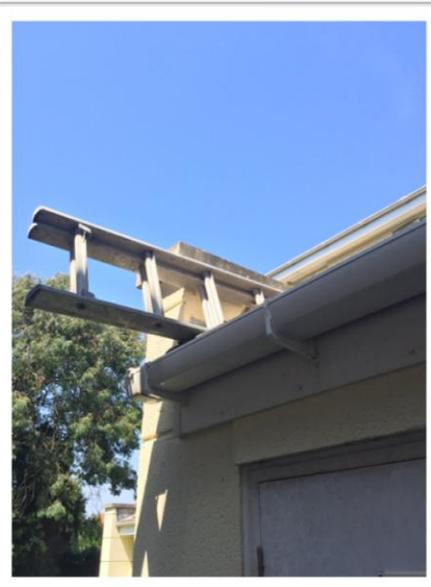
### Staying secure in your home

A recent breach of security occurred at one of our blocks of flats in Bournemouth and, at the time of producing this newsletter, was still being investigated by the Police.

To re-iterate previous advice given, please do not let anyone into your home whether you are a general needs tenant/leaseholder, or a tenant in one of our blocks of flats, unless you know the person and they are visiting you. Anyone who should need to access your block should have the appropriate codes to do so and should not need to ask you.

Please also remember to ask for ID, even from our own staff if you don't know them. You can never be too careful.

Finally, although not connected to any recent incident, please don't make it easy for people to break in by leaving them a means of doing so!



### 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.

### Newly co-opted Board Member

David Hall was co-opted onto the Board at its meeting on 28 June 2017. David has a wealth of housing experience and will be a good replacement for Albert Barnes whose background was also in housing and who recently retired from the Board.

His formal election onto the Board will take place at the 2018 Annual General Meeting.

Further details of all our Board members can be found on our website:

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

## Customer Service Standards

Following our article in the Spring edition of this newsletter, we now have a leaflet explaining our Customer Service Standards. This is available by contacting the office, from our website, or from our drop-in rooms at Woodlands and Highfield in Bournemouth.

There is a large variety of leaflets available but if you can't find the one you are looking for, please let us know. Similarly, if you think people would benefit from another leaflet on a particular subject, please let us know what and why so we can consider it.



## Holding events in communal lounges

Sandbourne's communal lounges are available for any tenants to book for events but, as all tenants have the right to use them, exclusive use for, say, invited family and friends for a birthday party, cannot be granted.

To make a booking please contact the office. If you will be using one of our kitchens to prepare food, please let us know so that we can make sure you have a copy of our updated food hygiene policy. This will be sent to you with your booking confirmation. A copy can also be found on our communal kitchen walls at Craigleith, St Kilda and Woodlands.

For those of you who enjoy events held in our lounges, or just enjoy sitting in them with a friend or neighbour for a cup of tea and a catch-up, please carry on using the lounges. For those of you who don't use them, please remember if you don't use them, you could lose them!

## Are we really all that bad after all .....

Whilst on holiday in Europe last month I drove my husband to distraction with "that would be a good photo for our newsletter". However, he did make me draw the line at taking a photo of one of the many grassed areas used by locals for toileting their dogs!

It made me think that perhaps, although not perfect, we are so much better than some countries and a lot of people do care about their environment they live in.

I could not believe that someone had emptied out a large pile of food for the birds in a nice park area which also turned out to be one of the areas where dogs had 'done their business'.

This not only attracted several flocks of pigeons, over several hours, but that evening a pigeon landed on our outside dining table at the hotel and I couldn't help wondering if it was one of those pigeons who'd been feasting on the food left in the park whilst walking over the dog mess. All those germs it potentially carried didn't bear thinking about!

Dogs were allowed to wander the streets, not on leads, with owners not taking any notice of them. One dog decided to dice with death and chased a car down the road, barking at the driver – what a lucky escape he had but he could have caused a serious accident.

Then there were the cigarette butts spoiling the streets and the lovely little side alleys. The cafes and hotels provided ashtrays, so why couldn't people use them!

So, what is the point of this story?

The vast majority of people do care properly for their dogs and clean up after them. The vast majority of people don't feed the birds except for on designated bird tables. The vast majority of people do dispose of cigarette butts responsibly. However, some people really don't seem to care or think about the consequences of their actions and it's those people we would ask to think about what they are doing and change their habits.



Gail Phillips

## A good response to residents' service charge survey

In May this year we held meetings with our HOPS residents regarding the Local Housing Allowance Cap (LHA Cap) which was going to impact on their rent and service charges.

We also asked those residents to complete surveys for us so that we could find out what services were important to them and if the frequency of any such services could be changed.

A detailed outcome is enclosed, for HOPS residents only, as an insert to this newsletter.

We had a really good response so thank you to all those who returned the surveys:

- Southbourne residents = 110 (67%)
- Craighleith Extra Care residents = 12 (37%)
- Ringwood residents = 32 (72%)

As a result of analysing the feedback we feel that, in the main, we can formulate what we think could be done to keep service charges within the LHA Cap in the future in the knowledge that we have a good representation of people's views.

It was also interesting that Tunstall (Careline and door entry systems etc) and laundries were top of the list for many people, whereas guest rooms, communal lounges and broadband in communal areas (where these are provided) were of least importance. This was pretty consistent across all sites.

**A similar survey is to be undertaken later this year for general family rented properties that have a significant service charge profile.**



## Progress with the Stourwood Avenue 'Cabbage Patch'

The Barclays volunteers have been working with the residents and the turf is now laid and has had its first cut. When all the pots and tubs are planted up we will have some nice photos to show you what's been achieved (in our next edition). We'll also let you know details of the event to be held late September/early October when the memorial cherry trees will be planted.

## Nathalie and Natalie



Hopefully by now our residents at the Belle Vue and Stourwood sites in Bournemouth will have met Natalie Myles from Bournemouth Churches Housing Association's Floating Support Team and discovered the help, advice and support services available.

Natalie was recently joined by a new team member, Nathalie Kelly, who you may also see on site when Natalie is on holiday etc.

If you want to contact Natalie, she is usually available every other Tuesday between 10am and 12noon in the Woodlands drop-in room, or every four weeks on a Friday between 10am and 12noon in the Highfield drop-in room. Her number is 07966 800186 or email [NatalieMyles@bcha.org.uk](mailto:NatalieMyles@bcha.org.uk) if you want to make an appointment to discuss your support needs with her.



## Getting together ... Crumbs events



Clubs and activities seem to be falling by the wayside a bit at our Bournemouth HOPS and Extra Care sites, having recently seen the demise of the Craighleith weekly CRUMBS lunches and the Woodlands fish and chip lunches.

We are not sure, in all cases, why this is happening but things do change as residents leave us and new ones move in, some of whom still go out to work and don't have the same social needs or outlook as others.

Crumbs have recently been trying to bring residents together to enjoy their lovely homemade food and also to join in some of their social activities and have a bit of fun.

Their Food Service Manager, Erika, and her team are promoting the following, and would love to see you:

- Lunches - delicious home-cooked meals followed by bingo.
- Pop-Up Shops - selling home-made cakes and pastries. They also take orders for sandwiches and evening meals.
- Cream Teas - an afternoon of fun, including a raffle.

Details of venues and dates will be posted on notice boards and also advertised on our TV monitors.

Please do join in and take the opportunity to meet some of your neighbours.

Erika and her team always welcome suggestions for other gatherings they could offer you.

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

## 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

**Library**, St Kilda's Lounge, every month on a Thursday

**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 'Summer Fun' Quiz



1. Who sang the 1970 hit song "In the Summertime"?
2. Cliff Richard starred in this 1963 summer film?
3. Wiltshire location for the Summer Solstice celebrations in June?
4. An anagram for this summer flower: aldahi?
5. Date the 'meteorological' summer starts?
6. My birthday is 7 August - what star sign am I?
7. 2016 men's singles Wimbledon tennis champion?
8. Famous music festival held in June?
9. The kids love what this summer song means ...
10. A dream of a play by Shakespeare?



And just for a laugh, when is a beach hut not a beach hut ...  
when it's 'Beech House' (in Poole, of course!)

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. Mungo Jerry | 2. Summer Holiday       | 3. Stonehenge   |                             |
| 4. Dahlia      | 5. 1 <sup>st</sup> June | 6. Leo          |                             |
| 7. Andy Murray | 8. Glastonbury          | 9. School's Out | 10. Midsummer Night's Dream |

## 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:	
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