

I'm sure that a lot of us are wondering what this year is going to bring.

For us, as a housing association, it is already bringing changes, albeit small ones. For example, our Regulator, the Housing Communities Agency (HCA) changed its operating name in January to the Regulator of Social Housing (RSH). Nothing for you, our tenants, leaseholders or shared owners, to worry about but it does mean an added admin burden for us in changing all of our documents and website to reflect this. However, our letterhead won't be changed until further supplies are needed in order to keep costs down.

There is the introduction of Universal Credit and we've been busy getting to grips with how that works. The merging of councils has been announced and this will affect us all (see page 10).

We've also had to rename our various housing categories, the main one being the removal of the word 'HOPS' when referring to our rented 60+ tenants. Again, this doesn't directly affect you but adds to our workload in changing everything our end.

There will, no doubt, be many important changes throughout the year, particularly with yet another new Housing Minister.

And, Sandbourne has a new Chair of our Board (see page 14).

This newsletter remains our primary method of communicating with everyone and we will continue to run a regular update section in future editions, so please do have a look throughout the year in case the changes affect you.

Finally, welcome to anyone reading this newsletter for the first time.

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,
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Email: info@sandbourne.org.uk
www.sandbournehousingassociation.org.uk

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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 (60+ Bournemouth)
- Housing Benefit
- Leaseholder queries
- Mutual exchanging with another resident
- Pets
- Rent and rent statements
- Service charges
- Terminating your tenancy
- Transferring to another property
- Universal Credit

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 (60+/extra care only)
- Lifts (60+ Bournemouth/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 (60+/extra care)
 - chasing outstanding repairs
 - minor repairs
- Safety checks:
 - electric, gas, fire and water
 - emergency exits and lighting
 - fire alarms and smoke detectors
 - Tunstall equipment (60+/extra care only)

Administrator (Gail)

- General enquiries not covered above
- Newsletter items and articles
- TV screens (60+ Bournemouth/extra care)

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 at the office.

Anonymous correspondence

We are sorry but Sandbourne will not normally take action on anonymous correspondence or on any points raised therein.

If you feel the need to complain about someone or something, please see our leaflets about 'Acting Reasonably – *Your guide to how we deal with unacceptable behaviour*' and also 'Complaints – *Your guide to considering what is a complaint and how to go about reporting it*'. These can be found on our website, in our Highfield and Woodlands drop-in rooms in Bournemouth, or can be obtained via the registered office.

If you don't feel confident/comfortable going down this route, you can always contact the Citizens' Advice Bureau or see a legal advisor to check what you can do.

All complaints will be treated in confidence.

Spring office closures



We will be closed on the following Bank Holidays:

**Friday 30 March and Monday 2 April
Monday 7 May and Monday 28 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 rented 60+ resident or call the out-of-hours service for emergency repairs if you are a rented 18+ resident or do not have an emergency call system.

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

Bournemouth Careline

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

Rented 18+ - 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.

Rented 60+ 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 Careline pull cord.

Leaseholders and shared owners - only to be used for communal area 'emergencies', eg a fire that requires our attention or repair that affects the structure of the building.

Use of Careline - call outs for out-of-hours non-emergencies

Sandbourne needs to remind everyone who has Careline access that you should only contact the out-of-hours' service for genuine emergencies that cannot wait to be reported until the next working day.

If Careline contact our staff and/or our contractors to deal with situations that we do not consider to be an emergency and/or that could have waited and been reported the next working day, we reserve the right to recharge you with the costs incurred for any such call-out.

If, for example, your neighbours are causing a noise nuisance or you are concerned because you are hearing shouting or screaming etc, please call the police. Normal domestic household noise and activity at reasonable times of the day and evening would not be considered to be an emergency by Sandbourne.

This is the same as we would expect you to do if there was a possible intruder or someone suspiciously lurking around in the car park or communal grounds. In this case also, ring the police rather than calling Careline.

Disposal of large household items

Some charity shops seem to be increasingly reluctant to take large household items these days, possibly because of the need to have toughened glass in wall units or fire safety labels on furniture or perhaps because they don't have adequate shop space or storage facilities to take the larger items.

If you find yourself in the position of wanting to dispose of something and can't sell it on or give it away to a good cause, then the council tip may be your only option. We covered this in our last edition of *Sandbourne News* but can now add the following feedback we've received.

We can't speak for all local councils, but Poole Council seem to be on the ball. We've been told that you can book a collection very quickly (usually within two days) and just need to be able to pay a £20 deposit over the phone. The balance is payable on collection. You can choose your timeslot and, on the feedback received, they kept to it.

For as little as £36 you could dispose of, for example, a king size mattress and an old fridge (£30 for the first item and £6 for the second item). At the other extreme, on the feedback we received, for £66 (£30 first item and £6 for each item after) the council took all of the following bulky/hard to dispose of items:

A small fridge, small freezer, king size mattress, king size base, a large arm chair, a small arm chair and a heavy wooden outer door.

In addition, the workers were quick, helpful and friendly. They will also quote for house clearances.

Items left in communal areas

Sandbourne needs to inform tenants/leaseholders who have shared communal areas of our intention to implement a new policy regarding items left/stored in those areas.

As previously advised, due to fire safety, items should not be left in stairwells and corridors that could cause an obstruction or potential fire hazard. This also relates to general safety as we recently had a tenant trip over an item left in a communal corridor by another tenant - they were seriously hurt and needed hospital treatment.

To-date, we have removed items (where possible) and stored them until claimed back. If not claimed, we have then disposed of them. In particular, this related to mats in corridors outside flat doors. However, this will now also include items like bicycles, children's toys, etc.

The number of people choosing to ignore our requests to remove items, across Sandbourne's properties, means that signs will soon be displayed in all blocks to advise that:

Items may be removed, stored and a charge made before they can be collected.

Sandbourne will require reasonable notice to be given for items to be collected.

Items not claimed after a reasonable period of time will be disposed of.

Sandbourne's costs for the disposal will be charged to the tenant/leaseholder concerned.

It's a shame that we have had to come to the decision to implement such a policy but our priority has to be the safety of **all** our tenants/leaseholders who share communal areas. If this means enforcing the above, then we will do so.

A request from our bin cleaners ...

Some of our residents, where there are communal bin stores, have their bins cleaned by one of our contractors.

They have asked us to pass on a request that, when using communal bins, residents tie their rubbish bags. This especially relates to dog poo bags.

Thank you.

Parcel deliveries

We have recently had reports of parcels going missing from outside of front doors.

If you have ordered an item for delivery to your address, please make sure you leave 'safe place' instructions for the carrier if you are not going to be in.

Your parcels are completely your responsibility with the carrier and Sandbourne cannot get involved.

If you live in a block of flats, this is another reason for not leaving the main door open and not letting strangers in.

Fire Risk Assessments

Sandbourne is still working through the reports and priorities of our recent Fire Risk Assessments and are waiting for the final findings from the Grenfell disaster in June 2017.

We had hoped to let you have an update in this edition of *Sandbourne News* but, unfortunately, need to hold this article over until the Summer, by which time everything should, hopefully, become clearer.

Burnt the toast again?

It doesn't take much to set off a smoke detector/fire alarm when cooking certain types of food and toast is a good example.

Whether you live in a house or a flat, it is really important that you do not take batteries out of smoke detectors or disconnect them in any way. You should also **not** interfere with them, for example, by covering them up, in order to stop them going off.

If your alarm goes off, open your window to allow the smoke to escape.

If you live in one of our blocks of flats, please follow the advice given by the fire service and 'open your window but not the main door to your flat as that may trigger the communal alarms'.

The fire service does get frustrated when Careline calls them out to false alarms and we are considering what we can do to reduce the number of these call-outs.

We will continue to gather the best advice to pass on to you and will do so again if anything different comes out of the Grenfell fire enquiry.

In the meantime, a working, active, smoke detector could save your life (and that of your neighbours), so please leave it to do its job and don't tamper with it.



What lurks behind ... ?

They say beware of what lurks behind closed doors, well here's an example of something recently discovered by one of our contractors.

The contractor was at one of our Ringwood sites and had to run some cables through the back wall of a Sandbourne cleaners' cupboard.

To his surprise, when opening up the back boarding, he found a staircase lurking behind. This had been boarded up before we took over the block of flats and we never knew it existed.

The staircase was, indeed, redundant and is to be fire-proofed and re-boarded up for someone else to find in years to come.



So, what is an urgent repair and what isn't?

We all think that our repair is urgent and want it dealt with straight away. However, when talking to our tenants over the phone it has often become apparent that the caller has started off by saying "this is really urgent" only to go on and say "but I'm out today and tomorrow".

Another type of call we get is, for example: "It's urgent as I've had no heating for a week" but the tenant hasn't reported it to us during that period so we haven't had the opportunity to call a contractor out to investigate.

Please bear in mind that "urgent" should only mean "urgent", for example your only toilet isn't flushing and/or is overflowing. A tap may be annoying because it is dripping but would not normally be considered as an emergency. No heating or hot water at all in the winter would be classed as urgent. However, water and heating being tepid as opposed to hot would not be classed as an emergency.

If something is urgent and is a health or safety risk we will do our utmost to get it sorted as quickly as possible, but this does rely on you being available for our maintenance staff or contractor to visit your home with you being at home to let them in. We should add that we will not enter your property unless a responsible adult is there.

(We will only enter your property, without your consent, if we receive reports of something like a gas leak or water pouring through the ceiling and we cannot contact you.)

Additionally, if you have a missed call or voicemail message about your repair, please make a note of who has rung you and don't automatically ring us only to be told that it was the contractor who had tried to contact you. Failure to do this means that we have to ring the contractor and ask them to ring you again and this, again, relies on you being in to take the call.

Please help us to help you.

Asking for ID

We would just like to remind you of the importance of always asking for ID if someone calls at your door and says that they are from Sandbourne or that they are one of our contractors calling on Sandbourne's behalf.

It is common practice these days for tradespeople to carry ID so anyone calling on you should not be surprised that you are asking to see it.

Please keep safe and apply this to anyone who calls at your home if you do not know them.

Getting your repairs appointment could rely on you listening to your voicemail messages or checking for a missed call and ringing that number back.

We won't instantly know who's rung you so ringing us to find out will only delay things while we check with the contractor if they have rung and then try ringing you again, in the hope that you will be there to take their or our call.



Your contact telephone number(s) and email address

Just a reminder that it is important, particularly when reporting a repair, to make sure that we have your up-to-date telephone number(s) and email address.

As part of future planning, we (or our contractors) will be able to text or email you when a works order has been placed to say who will carry out the work and for them to text or email you with an appointment time.

When this comes into effect we will let you know but it will rely entirely on us having the correct contact details for you.

Smart meters

Many of you, who pay for your gas/electricity direct to your energy provider, may have either received letters asking you to install a smart meter or have seen adverts.

If this is something that you are interested in, then Sandbourne has no objections to you having one installed. Indeed, for many, it could help you manage your budget if you know what in your home costs you the most to run.

We would just add that it would be your responsibility to contact your supplier and it is not something that Sandbourne would do for you.

Unfortunately, if you pay for your gas/electricity as part of your service charge, ie share a communal boiler, then this is not possible.

Creating new car parking spaces

Where we can, we will endeavour to provide more car parking spaces.



In this instance it was at one of our rented 18+ sites at Dewlish Close, Canford Heath in Poole where we were able to provide two new additional unallocated car parking spaces after making a successful planning application for these works.

(It is worth noting that councils do not now normally approve 'allocated parking spaces' for new or amended schemes, with the possible exception of disabled parking spaces.)

This area was in urgent need of repair works and, after costing the job, it proved better value for money to create the new parking spaces instead.

We certainly think that, on this occasion, it was worth the inconvenience while the work was carried out and good to have a win-win outcome for both our residents and us.



Car Parking

We haven't covered this in *Sandbourne News* for a while, but the issue of car parking has reared its ugly head again.

If you are a resident of one of our general rented 18+ properties and have a designated parking bay, then you should use that and **not** those designated for visitors.

If a neighbour has parked in your bay, please ask them politely to move and don't just park in someone else's space.

The issue of parking in our 60+ properties continues to be an issue, with some residents refusing to follow our guidelines.

We are doing our best to deal with these issues as and when they arise.

Finally, please don't block other cars in and don't make access impossible for anyone who is disabled or if the emergency services have to be called.



Do you store a bike in an area provided by Sandbourne, eg a bike shed/store? If so:

Do you have our permission to store it there? If not, please write in to us for permission.

Do you still use it? If not, you could be preventing someone else from storing theirs in there. Please consider disposing of it, responsibly, and letting us know that you have done this.

Have you got it covered under your own home contents insurance? Sandbourne cannot accept any responsibility for anything stored in areas like bike sheds – it is stored there at your own risk. If, for example, you have a bike stored in a bike store and it is stolen or damaged, it will be down to you to claim under your own home contents insurance and we will not accept any liability for its loss or damage.

Even if you don't use a shared area for storing items like bikes and you have your own private shed, please bear in mind that you should insure the contents.

Is the storage area lockable? If yes, please make sure that you lock it up after you to prevent possible theft or damage.



Oh rats ... that problem again!

We have covered the problem of feeding the birds and local wildlife in numerous editions of *Sandbourne News* and in Spring 2017 we made special mention of rats.

This problem hasn't gone away, with tenants still insisting on putting food scraps out for the birds, which in turn encourages rats and other vermin.

We have recently been quoted £360 a year for rat prevention at one of our sites. If this problem doesn't go away, we will need to consider re-charging the resident who is putting the food out, if we can identify who that person is. If not, then we may need to spread the cost against all residents at that site within their service charges.

We can only repeat what we said last Spring:

"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!"



Labour

wants to strengthen the rights of tenants to keep a pet ...

Some of you may have read in the press, or seen on the TV, about Labour wanting to strengthen the rights of tenants to keep a pet in their property as part of a package of proposed animal welfare measures.

They mention that some private landlords insist on **no** animals in their properties, but this is not something Sandbourne imposes.

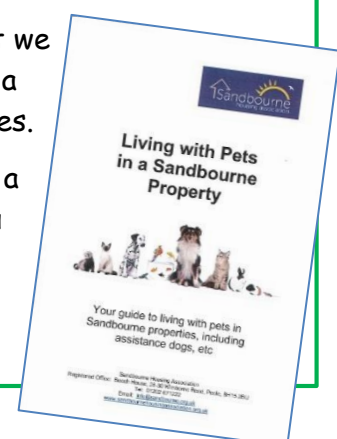
Under the 2015 Consumer Rights Act, a landlord can only refuse permission if it is reasonable to do so, for instance on the grounds of the animal's size, the damage it could cause and its impact on future rental prospects.

As we see it, there are two sides to this:

Firstly, it justifies that tenants do have the right to keep a pet, and we all know of the huge benefits that this can bring in terms of companionship and exercise.

Secondly, it also confirms that we can refuse permission to keep a pet under certain circumstances.

If you are considering getting a pet, please make sure that you read our leaflet on 'Living with Pets' and get our permission before you get one.





Survey for Rented 18+ tenants

We advised in the last edition of *Sandbourne News* that a survey would be going out with this newsletter to those 18+ tenants who lived in properties where significant service charges applied. This is similar to one that went out to our 60+ residents.

This survey relates to our rented and leasehold 18+ blocks of flats with communal areas like door entry systems and gardens etc, where we want to find out what services and frequency of services are important to you.

However, with there being such a variation in the services provided, it has been decided that the surveys will be spread out over this year and will be divided into batches.

If this applies to you, you will receive something from us during 2018.

Once we have the information across all our properties where service charges are applied, it will help us formulate what services (and frequency of services) are important to the majority so that we can set a future minimum standard across all sites.



Service charge consultation meetings for rent 60+ residents

You will recall that when the Local Housing Allowance Cap (LHA Cap) was going to be introduced by the government, it was envisaged that this would impact on what services would be eligible or ineligible for Housing Benefit.

This, in turn, could have resulted in residents having to pay more for their service charges. It was for this reason that we carried out a survey to see what services were most important to you and we agreed to hold a further meeting with you to put costings and options against the various services provided.

However, as the LHA Cap was scrapped (we advised you of this in the last edition of the newsletter), the urgency to provide this information has gone and we will be able to take more time to consider what to do.

As mentioned in the above article about surveys going to the 18+ residents, we will be surveying them during the course of this year to establish what services and frequency of services are important to them. Once we have done that, we can combine the information gathered from all of our residents and set a basic minimum standard for the services that we provide.

Therefore, we will not be holding any meetings to discuss this issue further at the current time and hope to be able to have analysed all information and come up with a standard list of services, including frequencies, by this time next year.

The information you have already provided will help us significantly in this process and we will, of course, consult with you at the appropriate time before anything is implemented.

Yet another Housing Minister

The new year started off with the announcement that yet another Housing Minister had been appointed in January.

The new Housing Minister, Dominic Raab, has a legal background and is the fourth Housing Minister in three years.

What changes will he implement during the coming year - who knows! We will keep you posted on anything that we feel is relevant.

Councils in Dorset to merge in April 2019

Apologies to our Ringwood (New Forest District Council/Hampshire) residents who this article doesn't apply to but hope you still find it interesting.

After a lot of debate and time taken to review proposals, along with considering objections, the Secretary of State, Sajid Javid, announced on 26 February that, if approved by Parliament, the existing nine councils in Dorset will be turned into two on 1 April 2019 with the first elections to the councils being made on 2 May 2019.

Bournemouth, Christchurch and Poole will become one council and the remaining councils in Dorset will become another. The names of the councils are yet to be confirmed although one is likely to be called 'Bournemouth, Christchurch and Poole Council'.

The Police Service will remain unchanged for the whole of the existing Dorset area but they are in merger talks with Devon and Cornwall Police.

This is the biggest shake up in local government (council) administration in decades and will doubtless cause teething problems while the services merge and decisions are made as to who is in charge and how the services will be run and prioritised across the new councils.

One of the simplest things to illustrate this is the refuse bins: Bournemouth, Christchurch and Poole have different coloured bins for the same items and Christchurch has a greater variety of bins for different things. So will collection dates and frequency change? Whose colour bins for what type of refuse/recycling will be adopted when new bins are needed or if they are replaced, etc?

Another major change is that Bournemouth, Christchurch and Poole Councils, as they are now, all have different Education, Planning, Social Services departments, etc, running them. Each of those services will need to become one service for the new council. Whose services, culture and priorities will win out and what will that mean on the ground for those who need and receive the services?

The number of elected councillors will also reduce by around 50% and there will be officer redundancies.

No one tends to like change and this is bound to have an impact on how everything works, or doesn't work, for a while until new ways of doing things are embedded.

We will keep you updated as and when we hear about the changes.

Ringwood waiting list

About a year ago we transferred our small waiting list to New Forest District Council to be managed by them and they advertise when they have any vacancies, including ours, and people can bid for them and the council then nominates the household to us.

However, we have been surprised that there has been very little demand or interest expressed via the council when we have vacancies.

We believe that there must be people aged 60 and over in Ringwood, or who have a connection with Ringwood, who cannot find themselves suitable secure, affordable accommodation and would welcome the opportunity to rent one of our properties.

If any of you have relatives, friends or acquaintances who might qualify and who are interested, please ask them to get in touch with us.

If you live in Ringwood, we would also ask you to tell us what you like about your home and location to help us promote our Ringwood properties. In addition, please let us know where you think we might be able to more effectively advertise our homes in Ringwood, reaching out to those people in need who may not be aware of us.

We intend to review the situation with the council and might start operating our own waiting list again.

Over 60 and living in one of Sandbourne's rented 18+ properties ...

Did you know that as an existing tenant of Sandbourne you are eligible to apply to go on our transfer list for our rented 60+ flats in Southbourne in Bournemouth or Ringwood?

If you think you might be interested, particularly if your home is now too large for you, or you like the idea of living independently in a block of flats with the benefit of communal services/lifestyle with people around your own age, why not find out more.

You can go on our website and download a leaflet about our 60+ properties, or look at the information sheet under 'Housing application packs'. Alternatively, you can ring us (01202 671222) and we can send you some information together with a transfer application form.

You will not be committing yourself to anything by asking for information, or by completing and returning a form. Even if you go on our transfer waiting list and are offered alternative accommodation, you don't have to accept it and can still stay where you are.



Some Bournemouth Properties



Some Ringwood Properties



Do you live at Ringwood and want to transfer to another property?

Our 60+ residents at our Bournemouth sites have been able to go onto a transfer waiting list so that they can move to an alternative suitable flat if one becomes vacant.

As a 60+ resident at Ringwood you can also apply to go on the transfer waiting list if, for example, you live in an upstairs flat and, for health reasons, you now need to move to a ground floor flat.

If you think you want to consider a transfer, please ring the office and ask to be sent a transfer application form.

When considering this, please bear in mind that we would normally consider those with the most urgent need to move as a priority. However, if two people are in equal need of, for example, a move to a ground floor property, then we would offer it to the person who registered first on the transfer waiting list and has been waiting the longest.

If you see a property become vacant, please don't assume that it will automatically be offered to you. You can always ring the office and discuss your prospects of a move with our housing team.

So, what is happening re the St Kilda Lounge

In the December 2017 edition of *Sandbourne News* we gave the results of our residents' ballot about which one of the St Kilda and Woodlands lounges in Bournemouth residents wanted to keep. The result was clearly in favour of keeping the Woodlands lounge.

We also said that, based on the results, a revised Planning Application would be made to Bournemouth Council early in the New Year for the St Kilda lounge to be converted into two rented flats for the 60+ age group and also to extend/reconfigure the main bin store in the main car park.

A reminder to read page 13 of *Sandbourne News* was also added to the TV screens at our Bournemouth 60+ sites at the same time as the newsletters were being delivered.

In an earlier notification to our 60+ Bournemouth residents (1 June 2017) we also clearly stated that "If planning permission is granted we then have three years before we need to start any works on site and we will give you plenty of advance warning when and if that is to occur".

It was, therefore, disappointing for Sandbourne to hear that some residents were unhappy to discover that a Planning Application had been submitted for the conversion of the St Kilda lounge.

We stand by what we have previously advised residents and will let you know the outcome of the Planning Application, which closed on 19 February 2018. This will be followed by advance notice, if it is successful, of how we will proceed with all or any of the works.

In summary, the Planning Application included:

1. To convert the St Kilda lounge into two one-bedroom rented flats for the 60+.
2. Extend the main bin store area.
3. Improve the bike store.
4. Add four additional car parking spaces outside the front of the existing St Kilda lounge.



This would also mean the closure of the existing St Kilda laundry containing two washers and two driers but will still leave laundries in Milne Court and Woodlands. However, both washers and driers could be relocated to the Woodlands and Milne Court laundries.

Legacy to Sandbourne

Last Spring, we told you about a legacy left to us by a local man who was unknown to us.

From the list of other beneficiaries, he obviously saw us (Bournemouth Housing Society for the Elderly that was) as a good and worthy cause in the Southbourne area.

In addition to the original sum of £30,000, we have now received a final payment of just over £7,000.

At Sandbourne's Board meeting in February it was decided that, subject to the outcome of our Planning Application, this legacy should be used to part fund the conversion of the St Kilda lounge into two flats, improve the bin store area and provide additional parking for the long-term benefit of existing and future tenants. It will also help towards increasing the supply of much needed affordable accommodation in the area.

Building communities

We can't make you get on with your neighbours and recognise that we all know someone who isn't really our 'cup of tea'.

However, what we would ask is that where we have communities living closely together and where events are held, for example at our 60+ properties, please welcome your neighbours and encourage them, and their families and friends, to join in and make them feel part of your community.

I'm sure we all have experience of being ostracised by others and their cliques and it doesn't cost anything to be polite.

There is the old saying that 'you can choose your attitude' and this goes a long way as to how you might be perceived by others, especially if it isn't what you intended.

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.

Use and booking of communal lounges

We encourage and welcome use of the communal lounges, although exclusive use, say for private parties, cannot be granted as residents still have the right to go into/use the lounges.

However, if you use (or want to use) any of the communal lounges at our Bournemouth sites for one-off or regular clubs or gatherings, etc, please make sure you tell us about it so that we can book it on our system.

In particular, if we don't know about regular groups or clubs that you hold in the lounges, and they aren't booked out on our system, you could find yourself clashing if Sandbourne takes a booking for another event that another resident may be holding.

Unfortunately, in the event of a clash, Sandbourne would take the view that the person who had booked the use of the communal lounge through us would be the one whose booking would stand.

Booking is also really important if more than one group of people intend using the kitchen. (When using the kitchen for an event, please make sure you have obtained and read a copy of our Food Hygiene Policy.)

We now have a leaflet on 'Booking a Guest Room or Communal Lounge', available on our website, from drop in rooms, or on request from the office.

Please avoid possible double bookings and disappointment.

Sandbourne Leaflets

Just a reminder that our growing suite of leaflets can be found on our website www.sandbournehousingassociation.org.uk under 'Information & downloads' and are also available on request from the registered office. Our Bournemouth 60+ residents can also find them in the Woodlands and Highfield drop-in rooms.

Topics covered are:

- Acting Reasonably
- Asbestos in Your Home
- Complaints
- Condensation and Damp
- Customer Service Standards
- Data Protection
- Housing for People Aged 60 and Over in Ringwood
- Housing for People Aged 60 and Over in Southbourne
- Living with Pets in a Sandbourne Property
- Moving On (Ending a Tenancy)
- Night Storage Heaters
- Recharge Guidelines
- Ways to Pay
- Your ASB (Anti-Social Behaviour) Complaint

and our latest edition: Booking a Guest Room or Communal Lounge.

If there is a leaflet you would like to see, please let us know.



Sandbourne's Financial Statements

Sandbourne's Financial Statements (Accounts) for the year ended 30 September 2017 were approved at our Annual General Meeting on 28 February 2018 and have now been sent off to our bankers and regulators etc.

These are available on our website at www.sandbournehousingassociation.org.uk or upon request from the registered office by emailing info@sandbourne.org.uk or by ringing 01202 671222.

Sandbourne's Board Membership

We advertised, in the December 2018 edition of *Sandbourne News*, for nominations for a Resident Board Member from our 60+ group of residents.

Theresa Saunders (current Resident Board Member) had put herself up for re-election and another resident, Garry Taylor, also put himself forward to stand. With no other nominations, the ballot papers went out to our 60+ group of residents across Bournemouth and Ringwood and the election count took place on 7 February.

The result was that Theresa Saunders had the majority vote and was subsequently put forward and re-elected to the Board at the Association's Annual General Meeting on 28 February for a further three-year term of office. Theresa said: *"The support and encouragement I have received is much appreciated. Thank you! I am pleased that Residents had a choice of candidates."*

We would like to thank those residents who cast their votes (a total of 51% received) and also thank Garry Taylor for putting himself forward as a candidate.

At the Annual General Meeting, David Hall was also elected onto the Board. David has a wealth of housing knowledge and experience working for housing associations and we're sure he will be a valuable asset to the Board.

At our Board meeting, following the AGM, Keith Mallett stepped down as Chairman (later becoming Vice-Chair, and Liz Lees (who was Vice-Chairman) was unanimously voted in as our new Chair. Keith has one year left to serve on the Board in line with Sandbourne's nine-year rule for membership and we are grateful to him for his commitment and service over the last eight years, particularly as Chairman.

We currently have eleven Board Members, two of whom are Resident Board Members (Ann Schofield for the 18+ age group and Theresa Saunders for the 60+ age group). There can be a maximum of twelve Board Members at any one time with a maximum of one-third being residents. Staff cannot be Board Members.

Resident Shareholder Vacancy

Following our Annual General Meeting held on 28 February 2018, we have reviewed our Shareholders' Register.

We currently have 25 shareholders, 18 are non-resident shareholders and seven are resident shareholders. As we can have one-third of our shareholders as residents, this means that we currently have one vacancy.

Sandbourne's aim is for potential shareholders to have the desire and eligibility to become a Board member, along with the skills, knowledge and experience needed. Acceptance is at the absolute discretion of the Board.

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

Activities at our Bournemouth 60+ sites

Here's a taste of some of the events that happen at our three Bournemouth **HOPS** sites:

Activities and get-together (Open Morning), Woodlands Lounge, every Thursday from 10am to 1pm

Bingo, Woodlands Lounge, every Tuesday 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 Thursday at 10am to 2pm

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 details of the above events, and others, please check the notice boards and the TV displays.

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

A	U	H	Z	K	C	Y	T	V	Y	W	N
S	A	Q	D	A	F	F	O	D	I	L	S
R	S	E	B	G	D	H	F	N	R	G	A
W	N	P	M	C	O	R	C	H	I	C	K
M	O	V	R	A	I	N	D	S	S	B	P
Q	W	J	D	I	J	N	K	J	E	A	U
I	D	L	P	L	N	D	O	F	S	X	B
O	R	B	I	G	X	G	C	I	E	I	T
U	O	R	T	S	A	F	T	E	Q	Z	F
C	P	Y	L	R	E	C	U	I	L	M	K
A	S	B	X	E	T	L	H	K	M	I	G
W	V	N	E	W	J	E	A	S	T	E	R
J	N	K	S	O	R	A	Z	Q	H	G	Y
X	G	P	M	H	F	N	Z	L	P	G	S
L	A	M	B	S	H	D	R	W	V	S	I

**Just for fun -
your Spring
Word Search**

Your words to find
are:

**Springtime
Lambs
April
Showers
Rain
Clean
Easter
Eggs
Chick
Daffodils
Irises
Snowdrops**

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:	

All articles are correct at the time of publishing (March 2018)

Copies of this newsletter are available, on request, in large print, and can also be downloaded from our website: www.sandbournehousingassociation.org.uk

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

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/lease, or make suggestions, please just return this slip to us.

Name:	
1 st Line of your address:	

Feedback/suggestions:

Signed:		Date:	
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