

Sandbourne News

Edition 18, Summer 2018



Welcome

It seems like we've had a very long, and very changeable, first half of the year but at least it's been warm and sunny recently.

As always, we hope you will find *Sandbourne News* an interesting and useful read. As well as imparting information that we feel you need to know, we have also tried to address quite a few issues raised recently by our tenants, in particular car parking and gardens. We still, therefore, think this quarterly newsletter is the best method of getting the same message out to all of our tenants, leaseholders and shared owners at the same time.

We continue to encourage feedback and suggestions from you all, not just about this newsletter, but about other issues (positive or negative). Please remember that a form is available on page 16 to enable you to do this. You can still, of course, email us at info@sandbourne.org.uk, use the website contact form, or telephone us to make your views known. We'd also like to know what information you would like us to publish here.

Finally, our usual warm welcome to any new residents who have joined us since the Spring edition of *Sandbourne News*.

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
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.

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 (where applicable).

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.

Summer office closures



We will be closed on the following Bank Holiday:

Monday, 27 August

**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 (where applicable) 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.

Want to see us in the office?

Well, you really do need to make an appointment.

We've covered this in previous editions of *Sandbourne News* but have noticed a marked increase in the number of tenants 'popping in' to see us in Poole without checking first to find out if the person they want to speak to is in and available.

Please remember that our four housing management and maintenance staff have to go out of the office for appointments with tenants and outside agencies – they are not completely office based and are not always at their desks during office hours.

We have had to tell Beech House reception that we could not see a tenant on several occasions recently as there was no appropriate member of staff in when they called into the office.

We did not like having to do this and no doubt the tenants weren't happy either, but we either didn't have an appropriate person in to deal with the particular query or it would have left our phones and office unmanned.

We would add that we do not disclose where our staff are when they are out on site. They usually have specific appointments and it is not fair if they are 'nabbed' and delayed by other tenants wishing to 'have a quick word' with them, which might make them late for an appointment or miss the person who is waiting in and expecting to see them.

On a similar matter, we also have an increasing number of people expecting to be put through to our housing management and maintenance staff when they ring into the office or they demand a call straight back. This is not always possible and should not be considered as a realistic expectation.

Finally, an email may not achieve a quicker response, so is not always a suitable alternative. However, as with a letter, it may help you to say what you want and give our staff a chance to investigate/consider the matter before getting back to you.

Please help us to help you – ring and fix an appointment and be patient with our housing staff as they are always busy and may not be able to see or speak to you as urgently as you would like or expect.



Enjoy the Summer but ...

Please don't spoil it for other people by sitting outside of/close to/ under their windows or the communal entrances. Noise travels, as does smoke (from cigarettes and BBQs), so please be considerate and sit away from buildings, where possible, and keep any music to an acceptable level.

We want everyone to enjoy either their own gardens or the communal gardens and grounds during the lovely weather.



Communal gardens – some guidelines

It's the summer and the phone calls have already started about the use of communal gardens and areas. However, the majority of the following doesn't just apply to the summer – it applies all year round.

Communal gardens are just that – they are 'communal' and are there for everyone's enjoyment. This means that all tenants have the same rights as each other and no-one is entitled to claim part of those shared areas as their own personal space.

Here are some guidelines, which we hope might help everyone concerned:

- Maintenance – communal gardens should be maintained by Sandbourne and we cannot endorse or permit residents to use tools or machinery that could potentially lead to accidents or injuries to anyone.
- Personal spaces – residents should not take over areas of the communal gardens for their own use or prevent other residents from using specified areas.
- Feeding animals, ie bird feeders – any animal feeders must only be installed with the permission of Sandbourne to ensure that there are no risks to residents and to minimise the attraction of pests and vermin.
- Flower pots or similar – these should not be placed in communal areas without permission and in any area where they might create or cause a trip hazard, such as near paths or doorways.
- Garden furniture – large or permanent items should only be placed in communal areas with permission from Sandbourne and based on a risk assessment. Any furniture that is agreed to be placed in the communal area must be for the benefit of all residents.
- Shrubbery and bushes – residents should never cut back or remove any shrubbery or bushes that are the property of Sandbourne.
- Plants – any existing plants planted in the 'communal gardens' by residents should have been with Sandbourne's permission for the benefit of all residents. Please do not add your own plants without asking us first.
- Windows – items like garden furniture and plants should not be placed directly under windows where you might invade the privacy of other residents.
- Noise – noise should be kept to a minimum when close to buildings, particularly in the summer when the windows are open.
- Sunbathing – for those who enjoy it, is a normal and acceptable summertime activity.
- Parties, eg using the communal lounges, which may spill into the communal gardens/grounds – please seek our permission and we will require all residents to be generally invited.



If you have any concerns or questions about the above, please contact the registered office.

Who would do a thing like this?

We mentioned in our article on communal gardens about not cutting back our shrubs or bushes, but this also applies to trees.

To our amazement, someone at one of our Bournemouth sites has been choosing to not just 'cut back' but to 'cut out' a tree and has created a hole in the boundary to the main road.

We do not know why this is happening but it is clearly not acceptable to do this and especially at this time of year as it may disturb nesting birds, which is a criminal offence.



And

At the same site, the shrub/hedge on the corner between Gladman House and St Kilda is constantly being flattened by a vehicle driving over the kerb and smashing into the plants - it's even pushing the light over!

It is a shame when so many people care for and enjoy the grounds and others simply destroy it.



A blooming success

We reported in several editions of *Sandbourne News* about the excellent work at one of our Bournemouth schemes where an area of garden was transformed by residents working together with other organisations, with our permission, last year. This project was known as the 'cabbage patch'.

Well, members of staff couldn't help but take photos at the end of April/early May to show just how lovely this looks. This was some seven months after the work was carried out and the cherry trees were in blossom. We are sure that residents get a lot of pleasure looking at and using this area.



Following a request from our bin cleaners ...

In the last edition of the newsletter we added a note from our cleaners requesting that, where there are communal bins/bin stores and we have the bins cleaned, rubbish bags are tied up. This particularly related to dog poo bags.

We continue to have problems, particularly at our Bournemouth sites, with dog poo being put in the communal household waste and recycling bins without even being put in a bag. We'll spare you the photos!

However, it has occurred to us that this could be resident dog owners from our site, but could equally be casual non-resident passer-by dog walkers who like to dispose of their dog poo in any old bin that just happens to be on their route.

If this is the case, then there's not much we can do about it. We can only ask that our dog-owning residents do their best to ensure that their dog poo is disposed of responsibly, especially where dog poo bins are located on their dog-walking routes.



Recycling ... confusion?

Some residents have asked us to clarify about recycling and give some guidelines on what can or can't be recycled.

This is as a result of several reports by residents about contamination of recycling bins. This has included, for example, dog poo bags, clothing, ashtray contents and garden waste wrongly going into the recycling bins. Indeed, three recycling bins were not emptied by Bournemouth Council recently due to contamination of contents, across three different sites (see example photos on page 7).

We would start by saying that human nature is such that someone will always put something in the wrong bin, whether deliberately or accidentally. Some people don't care, which is a shame for those that do. Indeed, the Sandbourne registered office shares a suite of offices with three other companies and there are often wrong items in the bins that we share.

It is, however, difficult for us to be specific about what can or can't be recycled as our properties span five local authority areas who all operate slightly differently. As we've mentioned in previous newsletters, each local authority has different colour bins for the same items.

For example, in Poole recycling goes in blue bins but in Bournemouth, East Dorset and North Dorset it goes into the black bins (lid colours may vary) and New Forest District Council has clear recycling bags. Some councils also have separate food and glass boxes/bins to confuse matters further.

One common theme though is that for all recycling, items like baked bean cans, meat trays and milk cartons should be rinsed out before putting them in the bin as residual food can cause contamination. Also, items should **not** be put in recycling bins in plastic carrier or bin bags, not even shredded paper.

It is also important to look for recycling marks on packaging as two similar items can carry different markings with one being recyclable and one not. It's a bit of a minefield really. Older items may not carry any symbols if they are from the pre-recycling era, eg older style plastic Tupperware containers.

We have compared what the different local councils say (not an easy task) and below are some guidelines that we believe are general to them all, although you should always follow the leaflets provided by the council or information provided on their website:

YES – for your recycling bin	NO – for recycling bin
Paper: newspaper, magazines, junk mail, envelopes and foil free wrapping paper	Paper: wet paper, laminated paper, tissues, kitchen towel or napkins
Cardboard: cereal boxes, packaging, boxes, tissue boxes (but not the tissues)	Cardboard: wet cardboard
Plastics: drinks bottles, detergent bottles, tubs, shower gel bottles and plastic lids	Plastics: crisp packets, sweet wrappers, plant pots, CD or DVD cases, plastic carrier bags, clear plastic covering from meat trays or magazines, polystyrene
Cartons: All food and drink cartons, but →	Cartons: not for East/North Dorset
Metal: food and drink cans, metal lids, aerosol cans and large biscuit tins, foil and foil trays, but →	Metal: industrial aerosols, paint tins, other metals, electrical appliances or wires, but not foil and foil trays for East/North Dorset
Glass: any colour glass bottles and jars (where separate boxes are not provided)	Glass: light bulbs, Pyrex, ceramics, mirror glass, drinking glasses
Other: n/a	Other: food or garden waste, textiles, shoes, wood, pet waste, clinical waste, batteries

If anything shown in the lists on page 6 is incorrect for your area, or we've misquoted your bin colours, etc, please let us know so that we can let other residents know in the next newsletter.

Tip: If your bin fills up too quickly, why not squash/flatten your bottles and cans and flatten your cardboard boxes so that they take up less room, particularly bulky ones like soap powder boxes.



Reasonable noise ...

Are we becoming less tolerant of noise? If you are an older person, you may recall playing out in the street till it was dark, kicking a ball against the wall and generally running around making as much noise as possible without a care in the world. Our parents viewed it as us 'tiring ourselves out before going to bed' and it was deemed to be 'normal'.

Today, possibly since the arrival of computer games and mobile devices, perhaps more children are sat inside playing so, when they do make noise outside, we are less tolerant of it.

We all have times when we can't stand noise – a neighbour putting their washing machine on at 6.30am when we have the day off work and had planned a lie in, a motor bike left running on a driveway, someone cutting their grass at 8.30 in the evening when we're watching our favourite tv programme, or a one-off birthday party or BBQ.

What we all need to consider, and Sandbourne needs to establish as a landlord, is whether this is about normal daily living and within reasonable expectations.

Both 'Your Tenancy Handbook' and 'Your ASB Complaint' leaflet cover this and explain the various courses of action open to tenants. This can be from a starting point of speaking to your neighbour about the level of noise, which they may not be aware of, to completing incident diary sheets to show that the noise nuisance occurs on a regular basis.

The key here is about whether the noise is a one-off or infrequent incident and is acceptable as part of daily living, or whether it forms a regular pattern and your neighbour has refused to accept the negative effect it is having to what the average person would consider to be a reasonable quality of life. If it is the latter, please contact us for some advice.



A step too far?

It was surprising to read an on-line article in the Daily Mail in April about residents being served with an ASBO (Anti-Social Behaviour Order) for putting plants and a welcome mat outside of their Liverpool flat.

This was two pensioners who'd lived at their home for 35 years and wanted to brighten up the communal area. The Order actually forbade the residents from 'placing any items in the communal areas'.

Although this might seem a bit extreme and not something we had thought of implementing ourselves, the residents did end up in court and potentially faced possible eviction if they persisted with their actions.

Ultimately though, the housing association concerned was only following their fire safety policy, quite rightly putting the safety of **all** of their residents first, and the court agreed.

We would, therefore, remind residents that they should not leave any items in communal areas, for example tables, plants, door mats, bicycles, prams, children's toys, etc, for health and safety and fire risk reasons.

Did you know? ...

A telephone call to the office recently highlighted something that might be obvious to some but wasn't to the person taking the call.



The caller said "I'm (name) from the maintenance department" to which we replied "the maintenance department from where". This conversation went on for a while and didn't seem to be getting anywhere.

When the phone call ended, and the conversation was repeated in the office, all became clear. One of our main contractors, **TMD**, are, in fact, called "**The Maintenance Department**" but it is abbreviated to "TMD".

So why are we telling you this? So that if you get a telephone call or voicemail message saying it is the maintenance department calling, it is most likely to be from our contractors TMD.

If we are calling you, we will always say that it is, for example, Brian or Chris from Sandbourne.

Reporting repairs early

Whether it is you that has a repair to report, or it is in one of our communal areas/ grounds, please tell us as quickly as you can by ringing (voicemail messages can be left if we're closed and it can wait till the next working day) or you can email the office.

We've mentioned this before but would remind you that we will only take your repair as being recorded from the date you report it. Please don't ring saying you've had no hot water for a week and then expect us to sort it straight away – tell us as soon as you realise. By doing this you could also prevent the problem becoming more serious (and more expensive to resolve).

If it's a communal area fault or repair, we'd rather know twice than not at all.

Some more possible homes in Bournemouth

Sandbourne was recently approached by a very small local housing association to see if we were interested in taking them over and adding to our 60+ accommodation in Bournemouth.

The housing association had heard good reports about us and liked what they saw, so felt happy asking us to consider a Transfer of Engagements for their block of 12 flats. Sandbourne's Board considered this in May and negotiations have now started.

What does this mean for you? No change is the simple answer. It will just be like when the Ringwood properties were transferred into Sandbourne's ownership/management and it will mean more flats for us and more choice for everyone in Bournemouth.

As happened with our Ringwood residents, an initial meeting has been held with the residents of the other housing association and our Resident Board Members attended to answer any questions from a tenant perspective. We will keep you updated on progress.

Contrary to what you may hear, Sandbourne staff are not paid a bonus for, and salaries are not based on, the number of properties we own/manage. We do things because we consider they are the right thing to do. Therefore, to add more homes, which are similar to those we already own/manage, seems right for all concerned.

Some positive feedback

We recently completed the window replacements at Harling House in Bournemouth as part of our ongoing planned maintenance programme.

We received lots of really positive feedback from residents, not only about how pleased they were with the windows, but also saying how clean, tidy and professional our contractors were.



We also got a nice thank you from a resident in Broadway Court for the way our maintenance team dealt with the problem of blocked drains.

It was pleasing for us to get this sort of feedback and to know that residents had taken the time to contact us as, all too often with life in general, feedback tends to be more negative than positive.

Quarterly rent statements

Our current policy is to send out rent statements to our tenants four times a year.

We would like to remind you that when you receive your rent statement, you should bear in mind that these are sent out on a set date by us and, therefore, will not include charges due/payments made on your account after that date. If, for example, you have paid rent to us by direct debit, using your allpay card, or by cheque, it will take a few days for the transaction to be processed, reach your account and appear on your statement.

In small print along the bottom of your statement it says: *"It may take a few days before any payments appear on your rent statement. Please keep any receipts for any payments that you make as this is your proof of payment."*

If you are concerned about the balance shown, please consider the timing of your regular charges and payments, and any one-off payments you have made recently, and then ring us if you are still worried.



If it would be helpful to have more regular statements to help you manage your account, or if you would like just a one-off statement at any time, please just contact the office on 01202 671222 or by email at info@sandbourne.org.uk. Statements are provided free of charge.

Revenue and Benefits Service – did you know ...

Stour Valley & Poole Partnership have notified us that their service is changing.

As from 4 June, all customers needing to attend their local office to speak to an advisor will need an appointment.

For East Dorset, North Dorset and Poole Councils, you need to ring **0345 034 4569** or email svpp@poole.gov.uk to make the appointment.

Data Protection and the new General Data Protection Regulations (GDPR) which became effective 25 May 2018

You may have heard of 'GDPR' on the news or had correspondence about it through the post, by email, on social media eg Facebook, or from companies that you have subscriptions with etc.

Sandbourne has been working through what this might mean for us and have updated our information and guides on our website.

However, there are two principles, namely the need to be 'doing things for':

1. A Legitimate business interest/purpose'
2. The need to seek consent.

If a business needs information to run its business or to assess people to receive a service or to comply with legislation, such as proof of right to rent, then we do not need to seek your consent to collect or use that information.

The newsletter is an excellent example of this principle whereby Sandbourne uses the newsletter as a primary means to keep everyone informed and updated. Therefore, we do not need your consent to send it and you cannot opt out of receiving it, etc.

If, however we were a marketing company, we would need your informed consent to promote certain products or pass your details onto those organisations to get in contact with you.

We are still reviewing other matters such as how long we keep information on files (computer or manual) before we dispose of them and how much and what type of information we keep and why, etc.

We will keep you informed of any significant changes that affect how we have to do things and manage Sandbourne's business (eg Privacy Statement and Data Processing) as it relates to the services we provide and how we go about it.



Some clarification about parking

Sandbourne was recently challenged by a resident about apparent anomalies between our tenancy agreements, parking signs at our sites, what actually happens in practice and/or is conveyed through newsletter articles. We therefore feel that we should explain to you why we implement what we do to avoid confusion.



Firstly, Sandbourne's current wording in most tenancy agreements states:

"You must not block roadways and other vehicular or pedestrian access, or use or permit to be used the car parking spaces, garages or any other land we own for car or other vehicle repairs – other than minor servicing, or for parking any commercial vehicle, caravan or boat, or for the storage of other items, but only for the purpose of parking properly taxed/roadworthy vehicles. Sandbourne Housing Association does not normally allocate and/or restrict the number of parking spaces for use of individual tenants or staff or specific visitors. Parking spaces are normally provided on a 'first come, first served' basis."

So, if we are differing from what the tenancy agreements say, why? Well, we have a whole variety of housing stock and to tailor a tenancy agreement to each individual property/property type would be virtually impossible. Therefore, a generic agreement has been drawn up, by our solicitors, to cover all our properties to enable us to manage situations in general and on a case by case basis. This clause is regularly updated, but this does mean your wording may vary slightly. We also have some properties with allocated parking and others without.

So, we've set out our expectations and have put up signage at our schemes advising no visitor parking (a few schemes do have allocated visitor spaces). We've also had several articles in our newsletters covering the subject. Where there is general shared parking, we've advised that this is on a "first come, first served" basis. However, to further clarify what should happen, in practice:

Signage has been put up as a deterrent against visitors parking on-site and to try to protect what parking there is for residents.

At our 18+ schemes, some of our residents/leaseholders/shared owners have allocated parking spaces and there may also be allocated 'visitor' parking spaces. We have always stated that, where applicable, residents/leaseholders/shared owners only use an allocated space and, if someone else parks in it, then to ask that car owner to move rather than use someone else's space.

At Craigleith in Bournemouth, there is no on-site car parking for residents or visitors. At our 60+ sites, which are nearly all in blocks of flats, we again discourage parking by visitors. This is because we want to ensure that as much parking as possible is available to residents to use.

We are aware that occasionally visitors may park in the car park, but this should only be to pick up and/or drop off residents. Carers and contractors are requested to park on the road, but again may need to park temporarily to unload heavy goods/materials. Visitors using guest rooms or attending events in communal lounges are also requested not to park in the car park.

Although this may seem a bit harsh, please try to imagine a situation where an event is being held in one of the communal lounges with all those families and friends attending being permitted to park in the car park. This would prevent residents from parking their cars and cause no end of problems.

Please also consider what might happen if we allowed anyone to park in the car park and not in designed bays, where we have them. If access and vehicles are blocked or people have parked badly and the emergency services are called, how could they get their vehicles close enough to the entrance to a block? The same applies to blue badge holders if they can't park in one of the designated disabled bays or get close enough to their flat.

Sometimes people may park in the car park for exceptional reasons, such as when helping a relative to move in, or clearing the property if their relative has passed away. We would ask everyone to show a little tolerance and understanding in these circumstances.

On every estate or road, wherever you live, there are always parking issues and there are always people who will disregard signs or park badly. The increasing number of people owning more than one car per household certainly doesn't help either.

What we are trying to achieve with our articles and signage is stopping non-tenants from using the car parking areas, especially where there are limited spaces, by asking visitors to park elsewhere and to be mindful about how they park so as not to obstruct others. If we know that someone is persistently parking wrongly, then we will try to resolve the matter.

Car parking ... common sense prevails

In life in general we are all expected to have to put up with occasional annoyance or nuisance in our lives and this particularly relates to car parking/car parks, whether at home, at work, or parking at the supermarket.



When things don't go quite right, getting angry, personal, or aggressive, is not likely to resolve a situation and is more likely to provoke a similar reaction. At Sandbourne, we don't always want to get involved in parking disputes but we will when other avenues are exhausted between residents themselves.

To help alleviate problems and conflict, here are some simple guidelines for residents to follow:

Don't:

- reverse up to a building under someone's window causing fumes to enter their property
- park large vehicles in front of windows blocking the natural light to a property
- carry out major repairs to your vehicle in communal car parks
- leave your vehicle unattended whilst undertaking minor repairs
- park on yellow or other hatch line markings
- block in other cars or vehicles
- obstruct emergency exits to/from the building
- park in disabled bays unless you are an authorised blue badge holder
- park in someone else's designated parking bay (18+ schemes) if someone has parked in your space
- leave your vehicle unattended with the engine running as it (or its contents) could be stolen.
[On a public highway it is an offence to leave a car running and unattended (called "Quitting a motor vehicle").]



Do:

- turn off your engine if waiting for someone in the car park to avoid disturbing other residents or allowing fumes to enter through open windows
- park within the lines of a parking bay
- make sure that your visitors are aware of these guidelines so that they can follow them as well
- let us know if you know of regular offenders so that we can investigate the situation
- be considerate to others and park as you would expect other people to park.



Thank you for your co-operation.

Board membership update

Ian Kendall resigned from the Board in April this year to concentrate on other responsibilities.

Ian served for over four years and helped to steer Sandbourne through a time of significant change.

The Board want to let you know that the time, expertise, insight and experience Ian volunteered was of considerable benefit to the Association. Ian will be missed and we wish him well for the future.

Sandbourne has 10 Board Members out of a maximum of 12 allowed. Up to a third of the Board can be residents of Sandbourne.

The Board regularly reviews the mix of skills and experience that are needed in the short, medium and longer term to strategically direct and run Sandbourne as a viable charitable social housing business. The requirement is to provide well managed and maintained homes for you now and into the future as well as provide more homes for those in need. That is what Sandbourne is all about and what we are here to do. We will, therefore, be looking to recruit a replacement who has a similar skill set to Ian's.

View from the Chair (*Chair of the Board*)

The Board Members of Sandbourne have a broad range of skills and experience. Our two Resident Board Members provide a strong customer voice and bring an important perspective to proceedings. They both give a lot of their own time and conscientiously work through numerous reports and papers, often cutting through the jargon and asking key questions. It's a balancing act for our Resident Members who use their knowledge of day-to-day issues to challenge and formulate the strategy of Sandbourne Housing Association, for which the Board and I (as Chair) thank them.

Liz Lees, Chair of the Board

And, a view of our Resident Board Members ...

As Resident Board Members we volunteer our time and play a proactive part in the discussions and strategic decision making of the business, eg all aspects of finance, development of new properties, policies, Health and Safety, etc. We serve on sub-committees, which meet outside of the main Board meetings, to consider in detail specific issues and policies leading to recommendations presented to the full Board and contribute to the Business Plan and make sure the viewpoint from a residents' perspective is heard. We participate fully alongside the other Board Members, who are all unpaid volunteers from a variety of professional backgrounds.

In the past we have and continue to:

- help to shape consultation information on issues before it goes out to residents
- attend resident consultation meetings, including for Ringwood residents at the time of the merger
- give feedback to the staff and the Board on the outcome of residents' meetings that we or Sandbourne attend to help shape how meetings and information/feedback can be improved in the future
- attend conferences with other small housing providers to see how others do things and what we can all learn from them
- attend the opening and counting of ballot papers, including for example for the St Kilda lounge conversion and for the new Resident Board Member elections
- attend training sessions and Board away-days to further develop skills needed for the role
- ask staff to explain why things are the way they are or done the way they are and if there are alternatives that can be considered and explained to residents in newsletters articles, etc
- keep up-to-date with latest issues on an ongoing basis through reading articles and updates provided on matters that affect residents from a housing perspective.

We feel very privileged to be in a position where we can make a difference to ensure our homes and yours are being well managed and maintained now and for generations to come.

Ann Schofield and Theresa Saunders, Resident Board Members

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.

Fraudsters on Facebook

For many of us Facebook is a wonderful way of sharing photos and our experiences and keeping in touch with family and friends, not to mention the tips and jokey type posts which we find interesting or funny.

However, a recent post on Facebook, which purported to be from a Police Department, was warning against answering quiz type posts where you are asked to say, for example, your favourite teacher's name, your first car, where you were born, your first pet's name, the street where you first lived, etc.

Innocent and as fun as it may seem, it transpires that hackers can gather this sort of information to form a profile of you from this and other sources. This is because these are the type of questions often asked and answered for security purposes when logging into accounts. With this sort of information hackers could, potentially, hack into your accounts or even open new ones up in your name.

It's horrible to think that we can give so much information away about ourselves, without realising how it can be seen, shared and misused by others.

Another banking scam

In April this year, Saga magazine ran an article about bank-card scammers and we thought it worthwhile highlighting a few points to you based on what they said.

It appears that a recent scam involved gathering information from electoral registers etc and targeting, in particular, the elderly.

In one case it was what seemed a genuine call from a police officer advising that someone was trying to use their bank card. The caller gave them the number of the bank to ring. However, the police officer was bogus and the number, when rung, was a fake phone line playing fake music.

The next part of the scam was asking the caller to type in their PIN number. As if that wasn't bad enough they (the bogus police officer) then said they needed the card as evidence and arranged collection by a courier.

Money was then taken by the scammers from the accounts.

The reason we are highlighting this is as a reminder:

- Never give out your PIN number to anyone, in person or over the phone, and never key it in on a phone keypad if asked to do so.
- If asked to call your bank, independently check out what the correct number to ring should be, perhaps by ringing your local branch, or looking on a letter from your bank.
- Use a different phone, if you can, to make these calls to the bank, just in case the scammers have connected to your line.
- Don't give your personal details out over the phone.

Some other things you can do are:

- Opt out of the 'open' electoral register (via your local electoral registration office) so that your details aren't easily available.
- If you have a landline, make your number ex-directory.
- Help prevent nuisance calls by registering with the Telephone Preference Services (tpsonline.org.uk or 0345 070707).

New details for Natalie at Bournemouth 60+ sites

Please check notice boards and TVs for Natalie's (floating support) new contact details and visiting times (and for Nathalie).

Right to Buy

Inside Housing is one of Sandbourne's main sources of finding out what's going on in the housing world.

In June they ran an article about the piloting of the Right to Buy scheme.

Their final sentence simply summed up the situation with:

"So while the pilot will land in the Midlands this summer, don't expect the scheme to be taking off nationally any time soon."

For those of you who have expressed an interest in this scheme, we are sorry but there's nothing to add at this stage.



St Kilda lunch club closes

It was sad to hear that CRUMBS felt that they had to stop their Thursday lunch club, due to a continuing drop in numbers attending.

The last lunch was held on 31 May and we're sure that residents will miss this now it's gone. We did run an article last Summer saying that this might happen if people didn't want to join in. We had thought the drop in numbers was due to the fact that some of the older residents who enjoyed the lunches were no longer with us and that perhaps the newer residents did not have the same social needs or still worked.

It was a wonderful opportunity, which started in 2014, to help a local company as CRUMBS has a training programme which provides specialist training for mixed-ability trainees and helps them gain the confidence and skills to hopefully obtain employment.

We wish CRUMBS continued success in what they do and promised to let our residents know that they are still available to cater for any functions you might have. Erika, their Food Services Manager, can be contacted at CRUMBS on 01202 519320.

Popularity of our 60+ properties in Bournemouth

A recent analysis of our housing waiting list for our 175 properties for the 60+ in Bournemouth proved to be quite interesting.

We have experienced the lowest turnover of tenants for many years; good for the stability of those living in those communities, but not so good for those people on our waiting list.

As at the beginning of June we had 167 people on our waiting list, of which 30 were priority cases (those who are in desperate or urgent need of housing). This also included a number of tenants requesting transfers to, for example, ground floor accommodation at the same or an alternative block. Some applicants (less urgent housing need cases) have been on our waiting list since 2010.

Demand is continuing to grow at a steady pace but the priority cases are increasing quite rapidly, mainly due to the high rents and poor services provided by private landlords and the lack of security of tenure.

Hopefully, this goes some way to justify our need to continue to build on our existing stock in the Bournemouth area. It also supports our plans to convert the St Kilda lounge into two flats, which was approved by the Planning Officer in June. A separate notification is enclosed for Stourwood Avenue residents on the conversion.

On a final note, it is pleasing that so many people enquiring about our accommodation know one of our tenants or our flats and are keen to secure a home with us.

Do you know of anyone who is 60+ and in need of housing in Ringwood?

Why not ask them to ring or email us to discuss options and ask for more information.

Activities at our Bournemouth 60+ sites

Usually, you would see a sample list here of the type of activities you could pop along to at our Bournemouth 60+ sites.

However, due to so many things changing recently, sometimes at quite short notice, it has been decided that it is better not to add these details to the newsletter as we cannot guarantee how up-to-date the information will be when it delivered to you.

All we can say is that if you send us in the information about your activities and events, we can add them to the TV displays in your block, provided you tell us in plenty of time.

We would also recommend residents look at the notice boards, as well as TVs, for details of what's going on.

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

Just for fun - your Summer Word Search

Your words to find
are:

Sunshine
Beach
Swimming
Seaside
Flowers
Picnic
Holiday
Hayfever
Bees
July
Lollipop
BBQ

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 (June 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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