

I know that our last issue of *Sandbourne News* was quite a heavy read but there were several matters raised by residents that we needed to cover in depth. Hopefully, this edition's contents will be lighter, but none-the-less still important, whilst also being informative and interesting.

At Sandbourne, we're always talking about changes: some within our control like converting the St Kilda lounge in Bournemouth into two extra flats and our take-over of another small housing association; some are outside of our control which may possibly come about through local government re-organisations in Dorset or the newly published government Green Paper (articles on all these items inside this edition). All we can promise is that we will try to keep you as up-to-date as possible without alarming anyone unnecessarily.

We are also keen to continue asking for your feedback to better understand your expectations and what is important to you. Therefore, in addition to all the usual ways of feeding back to us, we are enclosing a survey (and pre-paid envelope) with this newsletter and will have other separate surveys going out to specific groups as well.

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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Our lovely autumnal squirrel photo has been provided by (and is copyrighted to) David Joicey, Sandbourne Board Member.

You will have seen his photography before on Sandbourne's 2018 calendar.

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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+ and 60+ with no Careline service - only to be used to report 'emergency' repairs when the office is closed and it is something that cannot wait to be dealt with until the next working day.

Rented 60+ and extra care (Craigleith) tenants with a Careline service - 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 affecting the structure of the building.

Autumn office closures



Below are the dates when the registered office will be closed between now and you receiving your Winter copy of the newsletter. This is for staff training.

Wednesday 3 October 2018 (pm)

and

Wednesday 10 October 2018 (am)

During these times, the office phone will go to voicemail and your messages won't be dealt with until the office re-opens. Those of you who have a Careline service will, of course, still have that in the case of an emergency.

Similarly, when the office is closed, it also means that emails and website contact forms will not be dealt with until the office is back open.

Your opinion counts

In every edition of *Sandbourne News* we encourage feedback and suggestions from our tenants, leaseholders and shared owners.



This time we are enclosing a simple survey with this newsletter, which we would ask you to complete and return to us in the pre-paid envelope (also enclosed). There is only one question and we would simply like you to rank just your top three things in order of how important they are to you. We know that some options won't apply to everyone.

Your responses should help us to review our current processes to see how we can improve managing and dealing with the things that are important to you.

You don't have to add your name and address etc but, if you do, we will enter you into a £50 High Street voucher draw, the winner of which will be announced in the Winter edition of *Sandbourne News*.

We look forward to receiving your constructive and honest response.

Service Charge Survey for 18+ properties

In the winter 2017 edition of *Sandbourne News* we advised that we would be sending out service charge surveys to our 18+ tenants, which relate predominantly to blocks of flats.

We're sorry for the delay in getting this to you, where applicable, and arrangements are now in hand to post tailor made surveys to you within the next few weeks.

Due to the limited services provided for this category of housing, we are asking more about the frequency of services, eg window cleaning.

We hope you will take the time to let us know your views and thank you in advance.

New Home/Tenant Surveys

In a bid to find out a bit more about how our new tenants feel about the experience of becoming part of Sandbourne, their expectations and the quality of their new home, we will shortly be sending out New Home/Tenant Surveys.

These will go to new tenants by post a few weeks after they have had the chance to settle into their new home. We will then use the feedback to help us see how we might improve managing the process with people and what their expectations might be now that they are new to Sandbourne and new to social housing.

Anonymous correspondence ...

We are sorry but Sandbourne will not normally retain or take action on anonymous letters, emails or telephone messages, or on any points raised in them. This decision has been supported by Sandbourne's Board. We will, however, take anonymous safeguarding issues seriously.



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 upon request from 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.

Behaviour towards Sandbourne's staff and contractors

We all have times when we are angry or frustrated and we need to vent but occasionally this spills over and can be demonstrated towards our staff and contractors.

We are pleased to say that the vast majority of people we have contact with are pleasant, polite and friendly in their dealings with us. On the rare occasion when someone has rung the office and 'vented' with our staff, it has been apparent that there is a reason behind it and often an apology has followed (from either side).

However, we would remind you that certain types of behaviour cannot be tolerated towards our staff and contractors.

If you are dissatisfied with one of our contractors, please let us know so that we can look into it – if we don't know, we can't do anything.

If you are unhappy with the way a member of our staff has spoken to you or dealt with your query, again please let us know but there are channels you need to go through if you want to make a formal complaint.

Whatever the issue, we would ask that when reporting anything to us either by email, letter, on the telephone, or in person (by appointment if at our office), you make it clear, concise and constructive. Please refrain from making any personal comments or attacks on individuals, whether this relates to our staff, contractors or your neighbours.

Telephone calls to and from our registered office are recorded and our staff do have the right to end a call if the person is being abusive to them or becomes personal or threatening. Such behaviour may also contravene the conditions of your tenancy agreement or lease.

Leaflets are available on our website, from the office or in our Bournemouth drop-in rooms, on a range of topics surrounding complaints, anti-social and unacceptable behaviour.



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.

What's trending nationally on complaints ...

According to a recent article in Inside Housing, one of housing's primary magazines, complaints to the Housing Ombudsman rose by 16% in the last year.

Apparently the Housing Ombudsman service received 6,806 complaints in 2017/18 as opposed to 5,870 in 2016/17.

According to their annual report, repairs was the biggest ground for complaints (37%), followed by the behaviour of tenants (11%).

Four in five complaints (79%) were actually closed without the need for formal investigation and the average time for an Ombudsman case was down from nine to eight months which they hoped to reduce further.

In its annual report the Housing Ombudsman had predicted that complaints would rise by 10% in 2017/18 as a result of 'changes in the sector' such as the 1% rent reduction and welfare reforms.

Please remember that the Ombudsman will only become involved in a complaint once the tenant has completed the organisation's internal complaints policy/procedure. If you contact them before that, they will make enquiries to check if that has occurred.

Your Garden (and/or communal gardens/grounds)

The wonderful weather of the recent months prompted us to produce another leaflet, this time on 'Your Garden (and/or communal gardens/grounds)'.

Why have we produced this? Because this summer we seem to have received a record number of queries and complaints from residents about things happening with their neighbours and wanting clarification on what people could or couldn't do in their own (or communal) gardens.

The new leaflet can be found on our website under the 'Information & Downloads' tab and is also available in our Highfield or Woodlands drop-in rooms in Bournemouth or upon request from the registered office.

If you have a query or concern, please check the leaflet before you contact us.

Thank you.



Dogs in communal grounds and gardens

The subject of dogs in communal grounds has been raised again but this time about them being allowed in the communal gardens.

In this case our policy is that dogs should not be exercised or toileted in the communal grounds. However, we would not want to stop them being allowed to sit quietly, on a lead, with their owners in the communal gardens and grounds enjoying the good weather, particularly if they are out of the way of other residents.

All we would ask is that dog-owners respect that some people are frightened of dogs so they must be kept under control at all times.



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 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.

Who we might expect to park on site

Following the extensive articles on car parking in our Summer edition of *Sandbourne News*, we thought we would add, for clarity, our 'practical' expectations regarding non-resident visitors, particularly at our Bournemouth 60+ sites.

We think it is reasonable for the people in the list below to be able to park on site, unobstructed. This list does not cover every group and only contains examples.

These groups are people who provide a service to our residents and, as such, we do not think this is unreasonable. We would, however, expect many of these people to then park off-site once they have unloaded their passengers or goods.

- Any of the emergency services (Ambulance, Fire Service, Police, etc)
- Hospital courtesy cars collecting or returning residents
- Home from hospital care teams
- Doctors (designated medic space)
- District nurses
- Meal home delivery services
- Removal companies/families moving residents in or out of their home
- Tradesmen unloading goods (eg carpet fitters, boiler replacements, kitchen fitters)
- Contractors unloading tools and machinery (eg gardeners, cleaners)
- Library service unloading books
- Relatives/friends picking up or dropping off residents – particularly frail residents and those with walking difficulties (to park off site afterwards if stopping)
- Taxis
- Post Office and parcel delivery services
- Car breakdown services



We hope that this article helps to explain our position so that we can limit the space given to this subject in future newsletters.

On one final note, please remember that if everyone owned a car the problem of finding a parking space would be even worse. Therefore, please be tolerant of those people who don't drive and rely on others to drop them off and pick them up – they may cause a temporary inconvenience but at least they are not permanently taking up a car parking space!


Paying your rent and/or service charges

We don't like reminding you but Christmas, for those who celebrate it, is only a couple of months away and many of us are heading for an expensive time when we stretch our resources to a limit.

During the coming months, please remember that you will still be expected to pay your rent and/or service charges on time. However, if you think that you are going to have problems doing this, please make sure that you contact us now to speak to one of the housing team who can discuss your options with you.



Please don't risk losing your home, especially at this time of year. Please act now!

 TV LICENSING

Don't get caught without a TV Licence!

Apart from a few residents with 'preserved rights' (where payment is requested via Sandbourne) everyone under 75 is responsible for purchasing their own TV licence.

All residents turning 75 should inform the TV Licensing Authority so that they can receive their 'free' TV licence, irrespective of whether they usually pay their fee to Sandbourne or direct to the TV Licensing Authority.

Although the communal lounges in our 60+ schemes are covered by communal TV licences, our guest rooms are not and the watching of 'live' TV or catch up on demand services on any devices is prohibited in them.

If you have any queries, you can check on-line at www.tvlicensing.co.uk or call them on 0300 790 6131. Alternatively, you can contact the registered office.

Fire Assembly Points ...

It seems like an age away since the Grenfell Tower fire disaster (June 2017) and the long awaited government report, that we keep referring to, still hasn't been finalised by them.

However, we wanted to clarify something following a query made by a resident recently regarding Fire Assembly Point signage possibly contradicting our 'stay put' policy in blocks of flats.

Sandbourne's policy remains that 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.

The purpose of the Fire Assembly Point signage is to direct residents to a central congregation point in the event of an evacuation and to give visitors to the block, or residents who happen to be outside of the block when a fire alarm is raised, a place to gather rather than them trying to enter the building.

It was an interesting point that was raised but hopefully the above clarifies the position and demonstrates the need for both the 'stay put' policy and the 'Fire Assembly Point' signage.



Fire door safety

The Government Building Safety Programme re-enforces Sandbourne's advice about the importance of fire doors and also working self-closers.

Whether you are a tenant, leaseholder or shared owner, please note that the government says that:

- Flat entrance fire doors leading to a shared area, escape route or communal area are required to provide fire and smoke protection and are critical to most fire strategies for buildings.
- Residents should be made aware of the importance of working self-closers on all fire doors.
- The self-closing device should be capable of closing the door securely into its frame from any open position, and overcoming the resistance of the door latch and edge seals.

We need to stress the importance of not replacing fire doors without our permission as we need to ensure that the correct fire doors are fitted and comply with Building Regulation guidance for resistance and smoke control from both sides.

We also need to stress the importance of not disabling the self-closers and advising us when these are not working properly.

Got a repair?

Please don't wait to 'nab' a member of staff to tell them about your repair when they are on site as they may, understandably, forget about it whilst dealing with other matters or in between appointments.

Please ring 01202 671222 or email info@sandbourne.org.uk to guarantee that your repair is logged on our maintenance system!



The Maintenance Department (TMD) has changed ...

We were advised in August that works previously allocated to one of our contractors, The Maintenance Department (more commonly known as TMD) are now being carried out by 'Homeshield Plus Limited'.

As always, please ask to see a contractor's ID card if he/she says that they are visiting you to carry out works. If you are not expecting them, or are concerned, please ring the office on 01202 671222 to check why they are calling.

Fitting new front door locks

We hope you will read this article as it applies to any replacement door locks Sandbourne may fit for you, as well as changing them for new tenants.

Some of our newer tenants already know that we have been trialling replacing suited personal front door locks in our blocks of flats to locks that are totally individual to the new tenant. This gives those tenants greater control about their keys and where and how many keys they get cut and who they give them to. Existing tenants currently have to request keys from us.

So how does this affect you?

If you are a new tenant, then we will explain (or will have explained) to you at your tenancy sign-up that your front door lock is unique to you and will not be part of the suited system used by other tenants in your block of flats. You will, however, still have the same door entry fob as other tenants for the entrance to the block.

If you have recently had, or in the future need, a new lock fitted to your front door, we will still install one and this will then be unique to you.

In all cases of new locks and new tenants, described above, Sandbourne will **not** hold a master key and will therefore not be able to let you back into your home if you are locked out. You will be responsible for that lock and if, for example, you get locked out or lose your keys, it will be down to you to get a locksmith to sort this for you. We will still be able to help you with a replacement lock, but you will be re-charged for the cost of any work we carry out and for any part supplied or fitted.

We would also encourage those of you who have a key safe outside of your flat to keep a spare key in it, remembering the key safe code and who, after careful consideration, you have given this to. For those of you with the Careline service, please consider letting them know the code in case they need to give it to the emergency services, or to someone who has your permission to enter your flat, avoiding the need to break in if it is felt necessary to do so.



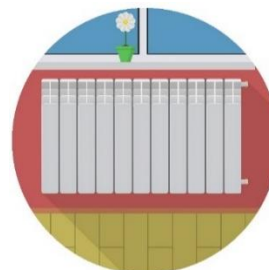
Communal heating in blocks of flats

We have had residents asking when the communal heating will be turned back on. In fact, we were even asked this question in August during the hotter part of the month.

Our policy, where we have to set the heating, is to turn the communal heating on at the beginning of October and turn it off in May, subject to the weather at the time.

We would, however, remind you that our staff will be responsible for setting the radiators to control the temperature. You may think you are helping to save money by turning it off because you personally don't like it too hot, but you are only adding to staff time in dealing with telephone calls and arranging for the heating to be re-set. In addition, the communal area then has to be brought back up to the correct temperature and this then adds to the cost of heating which ultimately forms part of the service charges.

We would add that the heating in communal lounges is usually left on so that the temperature is comfortable for residents to use them and/or drop in, etc, so should **not** be turned off.



Not used your heating yet this autumn!

With the lovely weather we've been experiencing over the summer, we probably haven't given our heating much thought.

However, please check it now so that if it doesn't work properly it can be sorted before it gets too cold. Remember that contractors get busy this time of year as everyone starts turning their heating on only to find out that, in some cases, it isn't working.

A little fact ...

Pizza takeaway boxes can't normally be recycled due to the fatty residue soaked into the cardboard from the pizza.

Preventing damp and condensation

It's now that time of year when the heating goes on, the windows get closed when we're cooking or showering, it's hard to dry washing and the damp and condensation problems start.

The cause of condensation is usually lack of adequate heat and ventilation as moisture and humidity levels increase, which turns into water (condensation).

Here are some tips to help prevent this:

1. Where possible, try to dry clothes outside or, where there are communal laundries use the driers, and avoid drying clothes indoors.
2. If you have your own washing machine/tumble drier, make sure the room is properly ventilated, ie keep doors and windows open when in use.
3. When showering, bathing or cooking, keep the door closed and/or use the extractor fan if you have one or open a window. It could take up to 15-20 minutes for the steam to clear.
4. Covering saucepans with a lid can also help prevent steam and condensation.
5. We always discourage the use of portable gas and paraffin heaters as, not only are they a health and safety hazard, they also cause extra condensation.
6. Prevent condensation turning into mould by wiping down wet surfaces where water has settled in the bathroom and kitchen.
7. Try to keep a moderate amount of heating on throughout your home to avoid drastic temperature changes between rooms.
8. If possible, keep a window slightly open when using a room as even breathing creates condensation!

Did you know that moisture is formed by simple daily living? The following shows how much water vapour is created by these day-to-day activities:

using a tumble drier = 4 litres; cooking = 2 litres; taking a bath or shower = 1 litre; and two adults breathing = 2 litres!

A copy of our leaflet on Condensation and Damp is available on our website, upon request from the office, or in our Bournemouth drop-in rooms.



Thinking about Christmas decorations yet?

Oh dear, we hate to be bah humbugs, but please check that your Christmas decorations are made of fire retardant material, including your fairy lights.

We can't tell you what you can or can't put up in your own home, but we do need to tell you that any decorations put up in communal lounges or areas must be in line with fire safety regulations. In addition, we would ask residents in blocks of flats not to put wreaths on their front doors or other decorations that might cause an obstruction or possible fire risk.

We are sorry if this means that you might have to go out and buy new decorations but safety (yours and that of your neighbours) must always come first.

New Board Member co-opted onto Sandbourne's Board

At its last meeting in July, the Sandbourne Board co-opted a new Board member. This is Henry Taylor, who has been the Chairman of Bournemouth Ace Housing Association for some 20 years.

As a new Board Member, Henry has all the same rights as other Board Members but has to be formally elected at the Association's AGM next year.

You may recall from our last newsletter that we told you Sandbourne was in talks with another small housing association. We can now tell you that this is Bournemouth Ace Housing Association who have a block of 12 social rented flats for the 60+ age group in Winton, Bournemouth. An initial meeting has been held with the residents concerned and it is hoped to have all of the formalities in place by this Christmas.

Planning approval for another new home

Earlier this year we purchased some land which backed on to one of our properties in Poole. We were then granted planning permission to knock down the existing building and build a new house.

We will feature this project in our newsletters as it highlights how we will use an opportunity such as this to not only improve an area that backs on to one of our existing properties, but also provide a much needed social rented one-bedroom house for someone in need (aged 18 or over) in Poole.

Potential tenant(s) for the new property will be nominated through Dorset Home Choice.



Three more new social rented homes to be provided in 2019



St Kilda lounge conversion to provide two new homes

After waiting over three months longer than a planning application should normally take for a decision, the Council finally approved a revised application in June 2018.

Our Stourwood Avenue residents in Bournemouth were advised and consultation meetings are to be arranged with them before any works start.

The delay had been as a result of the Planning Officer having concerns about disturbing tree roots near the bin store and so the plans for the bin store and the bike store locations had to be slightly amended.

More interestingly, the Planning Officer had concerns and had considered rejecting the planning application if we proceeded with our requirement for four additional car parking spaces. The Planning Officer was prepared to compromise and allow us to have just two extra car parking spaces, which we agreed to.

This, in turn, highlighted that it is not always possible for us to create more car parking spaces at any of our sites unless we can obtain planning permission to do so. We also have to abide by existing planning restrictions.

Once completed we will also be able to house two more local applicants, who are over 60 years old and in housing need, at social rents, as we did for the three households in Bournemouth when the registered office at Woodlands was converted a few years ago.

Ringwood 60+ Waiting List

As mentioned in our previous newsletters, we have no problem letting any vacant properties we have at our Bournemouth 60+ sites. However, our waiting list is very short for our Ringwood 60+ accommodation.

If you know of anyone who is over 60 and has connections with the Parish of Ringwood and might be interested in renting one of our properties, please encourage them to make contact with us.

We obviously do not like having empty properties when we know that there must be plenty of people out there desperate for a nice affordable permanent rented home in such a lovely area.

Existing tenants can, of course, apply to go on our transfer waiting list, with no obligation to move if they change their mind.



What our housing teams have to deal with

We wanted to highlight what our housing staff (management and maintenance) sometimes have to deal with when tenants move out, which can be quite shocking for them and also very costly to put right. The photos below are just a few taken at different empty properties.

It's not about us shaming people or judging people's circumstances; we just want to demonstrate the position our housing staff are put in when confronted with these sort of conditions. A visit to a badly treated or neglected property can have an enormous detrimental effect on our staff, particularly when realising that the elderly or families have been living in such an environment.

In some instances, a property may have to just be cleaned before it can be re-let to new tenants, but in others it may need to be cleared of rubbish, cleaned, redecorated or completely refurbished before new tenants can move in. Pest control might even be involved if there has been a flea or rat infestation. The cost of getting a property to an acceptable standard can cost anything from £500 up into thousands of pounds which has to be added to the rent and service charge budgets generally. On top of this, there is also the loss of rental income during the period of any works.

A landlord does have the right to seek to inspect its properties to ensure that they are kept up to a good standard, but it is not always possible to gain access, if the person refuses, without us obtaining a court order.



Some interesting facts and figures

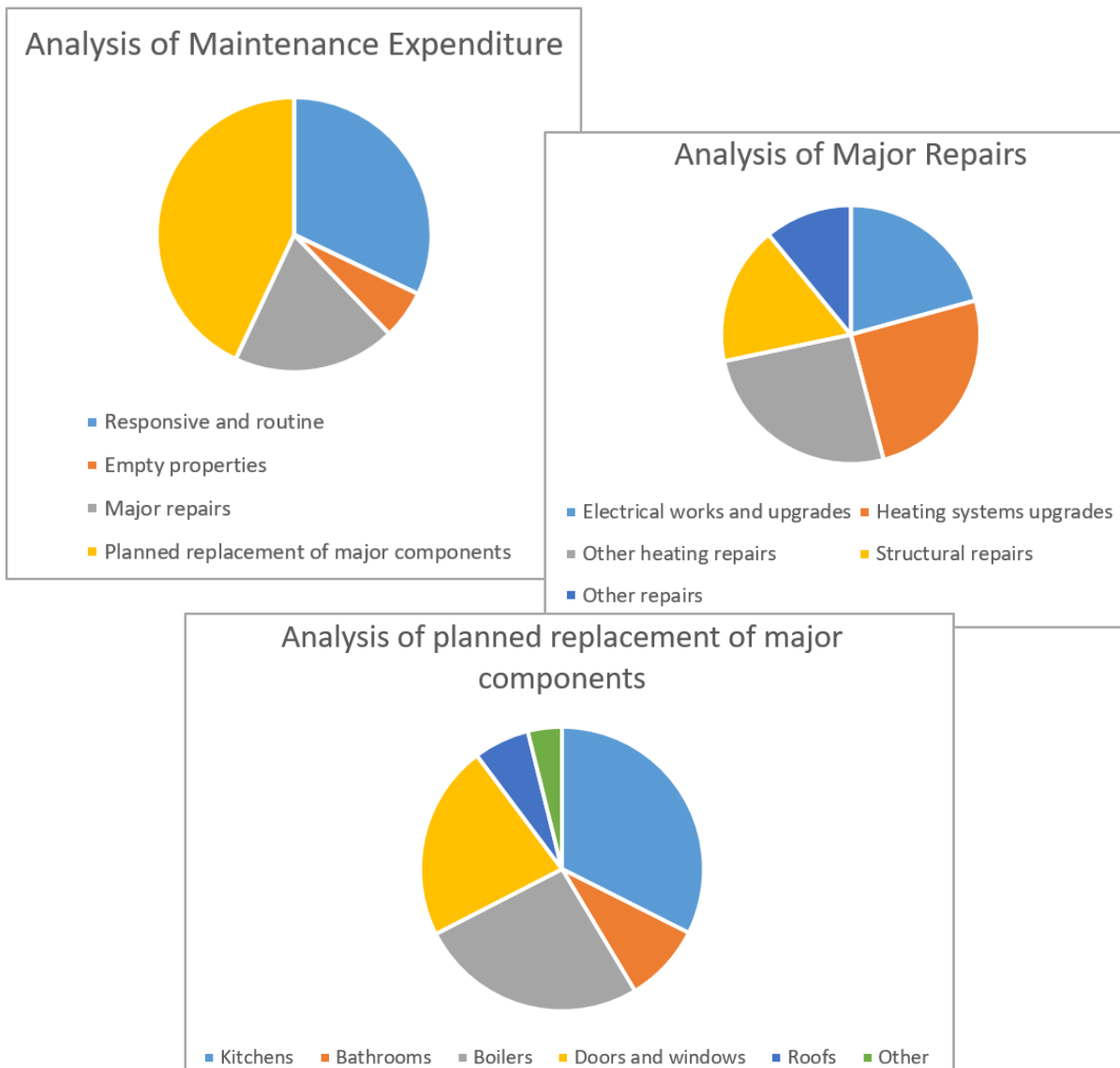
We're hoping that you might find it useful to see some facts and figures about Sandbourne's expenditure on maintenance over the last year.

So, for the 12 months from July 2017 to June 2018:

- We re-let 27 properties during that period and it cost Sandbourne £32,154 to get them ready for the new tenants to move in.
- During the year, the total number of repairs and other works carried out was 2,447 and the total cost of those works was £560,664.
- The £560,664 spent on repairs was made up as follows:
Responsive and routine (day-to-day) £179,977, Empty properties (as above) £32,154, Major repairs (eg collapsed/damaged roof or wall) £107,482, Planned replacement of major components (eg replacement windows, kitchens, bathrooms) £241,051.

We should add that we have to set budgets to cover our planned maintenance programme works, like kitchen and window replacements, and have a set timetable for these works as well, to comply with 'Decent Homes' standards.

If there's something, or another subject, that you want to know more about, please tell us so that we can answer you directly or publish something in the next newsletter.



Always focusing on the negative and not the positive

Why do we do this? Sandbourne always asks for ‘constructive’ feedback so that, if it’s negative, we can do something about it – that way we can improve our processes and procedures and try and get it right next time.

Negative feedback that is not ‘constructive’, however, becomes destructive and often one negative comment can wipe out a dozen positive ones.

We therefore thought we’d share just a few of the more positive comments received from our tenants, leaseholders and shared owners. These mainly relate to repairs and our staff and contractors:

“The engineer called to fix the pull cord and I wanted to let you know that he was very friendly and very helpful and I am very happy with the service.”

“The contractor has just rung me to say that he couldn’t make it this week to carry the work to my shower. He’s now coming next week and he was very courteous and professional. It was nice to be kept up-to-date.”

“Thanks for dealing with the boiler and tap problems – a very efficient young man and excellent job.”

“Thank you very much, hot water problem now fixed – very promptly and hopefully without any setbacks.”

“Thanks for the quick response to fixing the window handle.”

“I just want to let you know that the gardener has been and has done a fantastic job and thank you for getting the grass cut.”

“Thank you for the new standard of gardening. Very happy with the new gardener and he’s done a great job. Wanted you to know how pleased I am.”

“The newsletter was a good read and the car parking article was very clear – thank you.”

It’s good to know that some tenants are happy with the services provided by Sandbourne and its contractors and we appreciate the feedback.

Have you had your flu jab?

Most of you will probably have received a text message from your local surgery, or seen advertisements telling you when the flu jab clinics are being held.

The NHS Choices website says that for adults

“People who should have a flu jab are:

The injected flu vaccine is offered free of charge on the NHS to people who are at risk. This is to ensure they are protected against catching flu and developing serious complications.

You are eligible to receive a free flu jab if you:

- are 65 years of age or over
- are pregnant
- have certain medical conditions
- are very overweight
- are living in a long-stay residential care home or other long-stay care facility
- receive a carer’s allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill
- are a front-line health and social care worker. It is your employer’s responsibility to arrange vaccination for you.”

For some people who are house-bound, district nurses visiting them may be able to give you your flu jab so why not ask your surgery.

Government Green Paper

You will have heard us mention, on numerous occasions over the last couple of years, that social housing is going through a period of unprecedented challenge and change and we have provided you with many examples.

The latest, and long awaited, is the government consultation 'Green Paper' titled 'A new deal for social housing'. This is the first 'Green Paper' in a generation and was published in August. It is 74 pages long and is seeking views from the sector, interested parties and individuals on the following subject areas:

1. Ensuring homes are safe and decent
2. Effective resolution of complaints
3. Empowering residents and strengthening the Regulator
4. Tackling stigma and celebrating thriving communities
5. Expanding supply and supporting home ownership.

The closing date for replies is 6 November 2018.

For anyone who might wish to read a summary or access the full paper and/or respond to the consultation directly the details of the website are below:

www.gov.uk/government/news/social-housing-green-paper-a-new-deal-for-social-housing

Tel: 030 3444 0000 or

Write to: The Ministry of Housing Communities and Local Government,
2 Marsham Street, London, SW1P 4DF

Sandbourne will now be mindful of the consultation and will not normally seek to change anything significant in the way we do things unless we have to and until we have a clear idea of what changes will be imposed on all the sector. This will be once the consultation is over, the government decides what it will do, when it will do it and we know what we will have to do and when etc.

We will keep you updated on any significant developments.

Local Government Re-organisation in Dorset (LGR)

You will probably have heard about Christchurch Council not wanting to join forces with Bournemouth and Poole Councils and that they had objected and gone to court to stop it happening.

Christchurch Council has now withdrawn its objection. This means that, unless someone else launches and succeeds in a legal challenge, LGR will come into effect in April 2019 with elections for Councillors for the two new councils, that replace the nine existing councils, taking place in May 2019.

1. The three existing Bournemouth, Christchurch and Poole Councils will cease to exist and will be replaced with a new single council that covers all those areas.
2. The five existing East Dorset, North Dorset, West Dorset, Purbeck and Weymouth Councils will cease to exist and will be replaced with a new single council that covers all those areas.
3. Dorset County Council will cease to exist and will transfer all its functions into the two new councils.

This will mean significant changes to how council services are both administered and delivered to you.

For Sandbourne, it will mean us getting used to who we will need to contact to deal with things like refuse collections, Housing Benefit and Social Services. It will also mean that our Bournemouth 60+ waiting lists will then be open to people who live in or have a connection within the new Bournemouth, Christchurch and Poole Council administrative area and not just the Bournemouth Council administrative area as it is now.

We have the following guest rooms (costing £20 per night):

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



and communal lounges (no cost involved):

at St Kilda (possibly closing January 2019 and to be converted into flats) and Woodlands in Bournemouth. Sole use cannot be given as these lounges are designed for use by **all** residents.

Demand is heavy at certain times of year, for example Christmas, so if you want to book a guest room or lounge, or want more information, please ring the office on 01202 671222 for further details.

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

Just for fun - your Autumn Word Search

Your words to find
are:

Squirrels
Leaves
Golden
Acorns
Wellies
Coats
Autumn
Hibernate
Heating
September
Bonfire
Halloween

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 (September 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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