

Welcome to your Spring 2019 newsletter and to any new residents who have moved in since our Winter edition. In particular, a special welcome to the residents of Ace Court in Winton, Bournemouth who have recently joined us (read more on page 3).

Since the Winter edition, we have started some conversion works to one of our communal lounges in Bournemouth to provide two more new homes for the 60+ (see page 9). There are also more properties for the 18+, as well as new developments in the pipeline and hopefully we can tell you more in the next newsletter. I'm sure you'll agree that it is always good to be able to provide more homes for all age groups.

We know that there are going to be a lot of changes coming about with the merging of the Bournemouth, Christchurch and Poole Councils and with the rest of the councils to make Rural Dorset. Plus, of course, there's Brexit, and none of us are quite sure how this is going to affect us all. However, we should have a clearer picture in time for our Summer newsletter, which is normally distributed at the beginning of June, so watch this space.

Sandbourne News ...

Our primary means of communicating and engaging with all our tenants, leaseholders and shared owners and keeping you informed!

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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Sandbourne Staff and Contacts

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A quick guide to who tenants should contact for what

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

- Anti-social behaviour
- Arrears – rent/service charges
- Car parking
- Complaints
- Direct Debits
- Estate issues
- Grounds maintenance and gardens
- Guest room bookings (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 residents to use is: **01202 452795**

Rented 18+ and 60+ without a Sandbourne provided 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 Sandbourne provided 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 attention or a repair affecting the structure of the building.

Important Spring office closures

As well as being closed for regular staff meetings (normally every six weeks from 10am to 12noon on a Wednesday) the office will be closed on the following Bank Holidays:

**Friday 19 April and Monday 22 April (Easter)
Monday 6 May and Monday 27 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 60+ resident with that Sandbourne provided facility, or call the out-of-hours service for emergency repairs if you are an 18+ or 60+ resident without a Sandbourne provided Careline service, by ringing 01202 452795.

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



Our new residents

As mentioned in our welcome on the front cover, Sandbourne is pleased to announce that the take-over of Winton based Bournemouth Ace Housing Association, was successfully completed at the end of February.

As a result, we now have 12 more flats for the 60+ age group in Bournemouth. With one flat being empty, this means we are welcoming 11 new residents to Sandbourne.

You will recall from previous newsletter articles that Bournemouth Ace Housing Association's small voluntary Board approached us last year when they decided that it would benefit their residents to be owned and managed by another small housing association (us). They appreciated the benefits we could offer their residents, in particular the skills of our housing management and maintenance staff as they did not employ any staff themselves.

Meetings were held with everyone concerned and residents met with Simon Raine, Housing Services Manager and Chris Wilce, Maintenance Manager, who will be working closely with them.

As with our Ringwood properties, when a similar take-over took place in January 2016, any monies brought into Sandbourne from Ace will initially be ring-fenced and used to bring the Ace Court flats up to modern Decent Homes Standards. The current empty flat will be a good opportunity for Sandbourne to see what is needed and how this can be best achieved.

We would again like to welcome the Ace Court residents to Sandbourne.





Why not pay your rent using the allpay App?



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

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



App

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

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 the small print along the bottom of your statement it clearly 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 on your statement, 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 useful to have more regular statements to help you manage your account, or if you just would like a one-off statement at any time, please contact the office on 01202 671222 or by email at info@sandbourne.org.uk.

Statements are provided free of charge.



18+ Service Charge Survey

As promised in our last newsletter, here is the outcome of the survey we sent out to those 18+ residents who pay service charges to us.

We appreciate that this did not relate to all of our 18+ residents and not everyone receives the same services, but it was a good opportunity for those people to have their say and feed back to us.

We not only wanted to find out what services were the most important to those residents, as we had previously undertaken with our 60+ residents, but we also wanted to ask about the frequency of the services they received, for example grounds maintenance or window cleaning.

130 surveys were sent out and 36 were returned (27.69%), so thank you to those who did respond and make this a viable result to work with.

The highest priority to residents turned out to be the cleaning of communal areas in blocks of flats, with grounds maintenance coming in a fairly close second.

Although window cleaning came in third, it was interesting that a lot of the comments received related to window cleaning services, or lack of them.

For frequency of services, the alternative options provided by residents differed quite drastically, although the majority, in all cases, were happy with how often they received their current level of services.

All comments have been passed to the relevant member of staff to look at and we will now be looking to carry out a full review of services across all of our properties which, when finalised, will be reported to our Board.

By looking at the results and feedback from all our surveys (18+ and 60+), it should enable us to set a new minimum standard across all of our properties where service charges are payable to us (predominately blocks of flats).



Struggling to pay your winter fuel bill?

In the last edition of *Sandbourne News* we added an article taken from the Dorset Community Foundation about older people donating their winter fuel allowance, if they did not need it, to help save lives.

We also added that if you needed help, you could contact your nearest Citizens Advice Bureau, or ring 01929 775500, as they could possibly help and could award Surviving Winter Grants of up to £200.

What we'd like to add is that it may not be just about you – you may know someone who is struggling with fuel costs, particularly during the cold months at the start of the year, and you could point them in the right direction to receive help.

Naturally, it will all depend on individual circumstances, but Citizens Advice is a good initial point of contact, irrespective of age. Alternatively, contacting the energy supplier direct to see what schemes they run, or looking on the government website www.gov.uk, could prove beneficial.



Please remember, no-one knows what financial help they can get unless they ask the question.

New repairs reporting and text messaging services now up and running



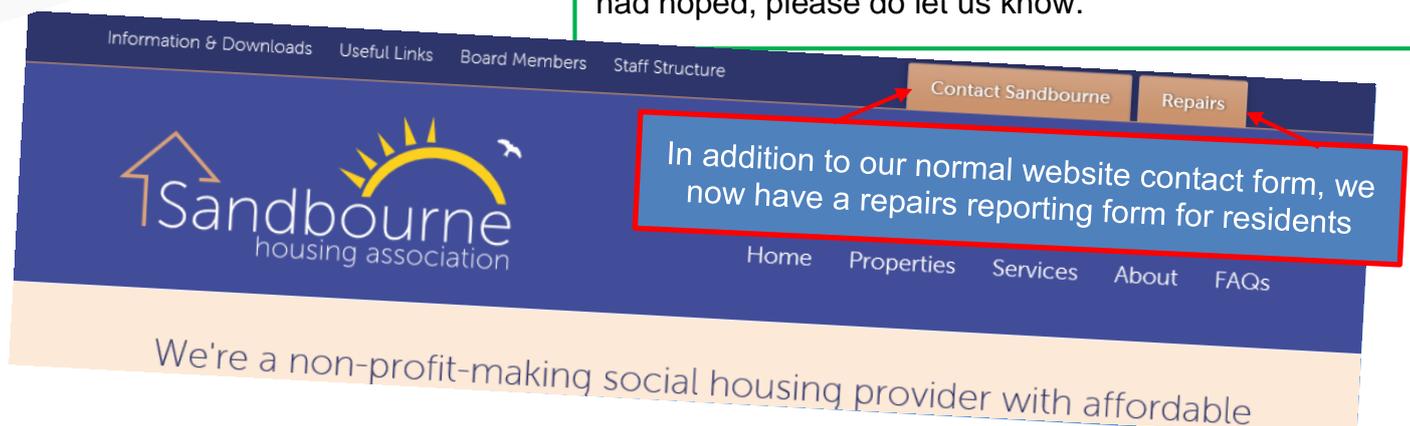
We mentioned in the Winter newsletter about our plans as a result of your feedback, to provide an improved repairs service to you by adding new ways of reporting repairs and a new text messaging service for tenants.

We sent a letter to all tenants, leaseholders and shared owners at the end of January explaining how things would work and enclosed a form to be completed and returned so that you could opt into the new text messaging service if you wanted to. The form was in line with GDPR (General Data Protection Regulations) and we explained that if you did opt in and changed your mind because it didn't work for you, you could opt out again at any time by writing to us.

In addition, we said that we had added a new email account (repairs@sandbourne.org.uk) and a new repairs contact form to our website (see below), so that you could report your repairs direct to our maintenance team. An added advantage of using one of these methods is that if one of our maintenance managers is away from the office (for example on holiday), the other one will automatically pick it up. (Please don't email the maintenance managers direct as your repair could be missed if they are away from the office.)

At the point of going to print with this edition of *Sandbourne News*, we have received 132 text messaging consent/opt-in forms back (28.26% of those sent out) of which 97 (77.48% of those who've replied so far) have subscribed to the repairs text messaging service. It is interesting to note that we have had nearly double the number of 60+ residents than the 18+ age group, signing up to this repairs texting service.

If you have mislaid your form and would like another one, or if you have anything you would like us to consider doing differently, or the system isn't quite working as you had hoped, please do let us know.



New 'Repair Guidelines – Reporting repairs, how we deal with them and an outline of our priority guidelines'

Although we have covered repairs reporting in numerous editions of *Sandbourne News*, some tenants have continued to 'nab' staff when they are on site and email repairs direct to the maintenance managers. We also take lots of calls in the office from tenants who think we should be undertaking a repair that is their responsibility, or feel we should be providing a service which is not down to us.

For this reason, to assist you all, we have now produced a new leaflet called 'Repair Guidelines'. This sets out how you should report your repair, how we will deal with it and it outlines our priority guidelines, ie the timescales we set against different types of repairs and maintenance works.

Copies of this new leaflet are available on our website under the Information & Downloads tab, in our drop-in rooms at Woodlands and Highfield for our Bournemouth residents, or upon request from the office.

We hope you'll take the opportunity to have a look at this leaflet if you are in any doubt about repairs and maintenance. However, if you are still unclear after reading it, please contact us via one of the repair options mentioned in the leaflet.



Right or wrong?

We know we sometimes get it wrong, but we're now starting to hear more about when we get it right!

How many of us are straight on the phone, email or even Facebook to complain about poor service but would never consider doing the same when we receive good service?

Whether you live in private housing or rented, everyone faces a degree of frustration when contractors are not available when we want them, do not arrive dead on time, or not being able to fix something on the first visit – frustrating but a fact of life as nothing can be that predictable and it isn't always possible to have what we want when we want it. We all, invariably, also want our repairs carried out at a time to suit us when it means, for example, not taking any or too much time off work, which isn't always possible.

It is, therefore, very rewarding when we receive compliments about either our contractors or staff and we enjoy passing these on to the appropriate person. Here's a few examples of some positive feedback:

"Thank you for sorting out the radiators so quickly."

"We just wanted to say THANK YOU for the new storage heater installed this morning. Dan and his colleague did an excellent job – it took four hours of solid hard work – and we were very impressed with their skill and expertise"

"Please can you send our gratitude to everyone at Sandbourne for our lovely new kitchen."

"Just a quick message to say thanks for getting the heater sorted. It's great, so much warmer. But I wanted to say how good the electrician was. He was very helpful and also he took great care of our carpets and took his shoes off as soon as he came in. I was very impressed with him and very polite."

"Thank you for my new front door. The contractor was excellent."



Your locks ... your responsibility?

Our 18+ residents, leaseholders and shared owners are aware of their responsibilities for their door locks and know that if they lose their keys, or have them stolen, they need to call out a locksmith to change their locks and supply new door keys. They also arrange for their own additional keys to be cut.



For our 60+ residents who live in blocks of flats with door entry systems, this has been different but, as mentioned in a previous newsletter, this is changing as we move away from having suited sets of keys.

It still remains that if you lose your keys, or have them stolen, then it is your responsibility to call a locksmith to gain entry to your flat and it is not down to Sandbourne to do this. (Unfortunately, on the advice of our Insurers, we cannot recommend a contractor to undertake this work for you.) It is for this reason that we have always advised residents to keep a spare key in their key safe.

If you have a door entry system on the main block doors, you will still be able to call Careline from the door entry panel to gain access to the block. However, if you report lost/stolen keys to them and they either call us or a contractor out for you, then you will be recharged for this.

As and when flats become vacant, or there is a need to change locks, Sandbourne will provide a unique lock and will no longer hold a master key for that property. From that point, in line with independent living, you will be able to get you own additional keys cut but you will also be required to sort out any problems yourself if you can't get into your property.

If you lose your keys or they are stolen and you have a main door entry key/fob on your keyring for the main block door, then it is vital that you let us know as this could compromise the security of the building.

If you are unsure about the contents of this article and need clarification about where you stand with your own keys and locks, you can always give us a call.

Finally, please make sure that you have contents insurance to cover for emergency locksmiths, etc.

Damage to communal area

Did you know that when we have to put right damage caused to communal corridors and areas, the charge for the works has to be added to the service charges for that block of flats?

It is always accepted that there will be a certain amount of damage to any shared hallways and corridors, through normal wear and tear for a building. It is also accepted that some damage may be caused by contractors or delivery people if they are carrying in equipment or furniture, etc.

However, there is an element of some residents not being careful moving around these areas and not taking a pride in where they live and it is to those people we would appeal and ask them to be more mindful of not causing damage. We reserve the right to recharge the cost to the individuals.

When we make good damage that has been reported to us, it is difficult for us to then justify further repairs and costs if this keeps happening, for example radiators being knocked off the wall. As a result, some communal areas are now, regrettably, looking shabby.



Walls gouged, wallpaper torn and hanging, and corners of walls and door frames battered, are just some examples of regular damage to communal areas.

Works under way to provide two new homes

The work finally started at the end of January to convert our St Kilda lounge into two new homes for the 60+ age group in Bournemouth.

After closing the lounge, our staff identified furniture and equipment which could be relocated into our Woodlands lounge and the guest rooms on the Stourwood Avenue site. Residents from that site were also given the opportunity to request items before anything was then offered to a local charity.

Although the laundry at St Kilda was closed, the washing machines and dryers were relocated to the other laundries on that site meaning that there was no reduction in the number of machines available to people living at Stourwood Avenue.

There is always the inevitable disruption caused by any works to existing blocks, but we're sure the benefits of having two extra homes to share the cost of service charges will be well received by residents. This is just like when we created three new flats from the old Woodlands office, one from an office at Craigeith, and one flat from the Highfield lounge in 2015.

From our point of view, it is good to know that we'll be able to help two more people in need from our waiting list when the works are completed in May.

We are also enhancing the area by extending the existing bin store, improving the bike store and adding the two additional car parking spaces, allowed by the Council's Planning Department, for use by residents.



Use of communal lounges

With the closure of the St Kilda lounge at our Stourwood site in Bournemouth, it is important that anyone wanting to use the remaining lounge at that site (Woodlands) books this via the Sandbourne office.

We have highlighted the need for this in previous newsletters as we want to make sure that clubs or activities organised by residents don't clash.

Therefore, if you hold a regular daily, weekly, or monthly gathering, whether there are just a few of you or a larger group, please let us know so we can add it to our bookings calendar.

There is no charge for using the lounge. However, if booking for an event such as a birthday gathering or a wake, we would emphasise that exclusive use cannot be granted. We cannot stop other residents popping into the lounge as it is there for everyone to use. We also cannot endorse its use for such purposes as political events.

We would normally ask that events don't start before 8.30 am and are finished by 10 pm and would remind residents using the lounge that they are responsible for putting the furniture back to its normal layout and clearing away and washing any crockery etc used. They are also responsible for the noise levels and behaviour of their guests.

There is strictly no car parking for non-resident visitors attending events in the lounge and their vehicles should be parked off-site on the road.

Finally, if preparing food in the communal kitchen for an event, we are obliged to send you a copy of our Policy and Procedure on Food Safety and Hygiene with your booking confirmation. A copy of this is also displayed in the kitchen and must be followed.

A bit about our properties ...

We ran this article back in the Autumn of 2016 but thought it worth repeating as you might be interested to know a bit more about the different types of Sandbourne properties.

18+ family rented housing

These are rented houses and flats for anyone over the age of 18. We don't hold a waiting list for these properties. When we receive enquiries we direct them to www.dorsethomechoice.org where all general housing vacancies are advertised. This runs similar to the council waiting lists whereby applicants need to register, are put into a band and can then bid for properties that are advertised. We are then advised by the council who they are nominating and who we should consider allocating the property to after we have undertaken our own assessment of their eligibility and suitability etc.



Leasehold properties

Sandbourne owns the freehold of these properties and the purchaser/owner has a lease and pays us service charges for communal services and major replacements, for example windows and roofs. They are responsible for repairs to their property. If the owner wants to move, it is for them to arrange for the advertising and sale of their property themselves, at their own expense. As the freeholder, Sandbourne needs to be made aware of the progress and completion of the sale. This is so that we can check that the lease obligations have been met and matters such as service charge implications are dealt with.



Shared ownership properties

This is where the property is part owned and part rented. If the shared owner wants to move, they must contact us to arrange for a formal valuation to be carried out by a qualified surveyor (RICS). When the sale price is established, we will initially arrange for the property to be marketed and for a prospective purchaser to be nominated. As Sandbourne is the freeholder, we need to be made aware of progress and the completion of the sale. This is so that we can check that the legal obligations have been met, eg ensuring that rent and service charge implications are dealt with. The owner is responsible for the repairs to their property.



60+ rented properties in Bournemouth

Sandbourne holds a waiting list for these flats which are in Southbourne and, more recently, Winton. However, in order to qualify, applicants must be over 60 years of age, either pay their council tax to, or have strong connections within, the Bournemouth Borough Council admin area (Bournemouth, Christchurch and Poole Council from 1 April 2019). In addition, they should not be able to secure suitable alternative accommodation themselves through their own means. As we hold the waiting list, we decide who will be allocated to any vacant property, in line with our Lettings and Transfers Policy. These properties **are not** advertised via Dorset Home Choice.



60+ rented properties in Ringwood

Sandbourne holds a waiting list for these properties (predominantly flats). However, in order to qualify, applicants must be over 60 years of age and have strong connections within the Parish of Ringwood admin area. In addition, they should not be able to secure suitable alternative accommodation themselves through their own means. As we hold the waiting list, we decide who will be allocated to any vacant property, in line with our Lettings and Transfers Policy.

Extra care (Craigleith) rented properties in Bournemouth

These flats are for people who need a little extra care and staff from a managing agency are available 24-hours a day. Extra care is not the same as you would find at a nursing home or care home where much fuller services are provided. To qualify for one of Sandbourne's extra care flats, applicants have to be over 50 years of age, be able to manage their own affairs, albeit with some support, and either pay their council tax to, or have strong connections within, the Bournemouth Borough Council admin area (Bournemouth, Christchurch and Poole Council from 1 April 2019). They must be referred by the Council's Social Services Team. Their needs are assessed and their details are put forward to a panel who, in turn, recommend to us who might be suitable for a vacant flat. We then decide who to allocate the flat to from the council's 'Supported Housing Hub' waiting list.

Exchanging (swapping your home) with another housing association or council tenant

It is possible for tenants [except during any new tenant(s)' first year as an initial 'starter' tenancy] to exchange their home with another Sandbourne or other housing association or council tenant, provided that all parties meet the criteria for the type of accommodation they want to exchange into and the type of tenancy agreement they have. The written consent of all landlords must also be received before any move can take place. In order to do this, all parties should go onto the HomeSwapper website, www.HomeSwapper.co.uk and register their interest. Sandbourne subscribe to this service and therefore tenants will not need to pay a registration fee. Tenants must not move until all landlords write to tell them that they can move. Landlords have 42 days to process the application and make a decision.

Transferring from your current Sandbourne property into another empty Sandbourne property

It is possible for existing tenants to transfer from one Sandbourne property to another provided that they meet the criteria for the property they want to transfer into. A transfer application form can be requested from the registered office. When we decide who to allocate or transfer to an empty property we normally take into account housing need, for example someone needing to move to a ground floor flat due to mobility issues and/or needing a shower as opposed to a bath, etc, in line with our Lettings and Transfers Policy.

Our Lettings and Transfers Policy

We provide all applicants with a copy of this Policy (it is also available on our website: www.sandbournehousingassociation.org.uk). For our 60+ properties in Bournemouth and Ringwood, we also provide all applicants with a Further Information sheet and an application form.



It's those pesky rats again!

Over the winter many of us try to think about the wildlife and how they can get food and water. A very caring and humane thought.

However, back in January we had to call out pest control at one of our sites due to a small infestation of rats, which turned out to be a result of food being put out for the animals and birds.

Once again, we would like to stress that wildlife will always find food from somewhere but, if you don't want to risk being plagued by rats and other vermin (including pigeons), then please don't put food and scraps out for them around your own property or in Sandbourne's communal grounds.

If vermin can find their way into your home, they can cause no end of damage including chewing through wiring as well as leaving waste matter around your home.



And rubbish areas too!

We've asked you about not leaving food out for the birds and wildlife because of the vermin it attracts, but it's also bins stores and bin areas that encourage them.

This is something that we've covered many times before in the newsletter and we continue to ask you not only to make sure that you put the right items in the right bins, but also that you actually carefully put the rubbish into the bins provided.

If you rely on others to take your rubbish out for you, for example visitors, cleaners or carers, could you please ask them to help us avoid the infestations of rats etc by ensuring that they use the bins provided.

All too often it relies on the good nature (or frustration) of one or more residents feeling that they need to clear up the mess that others have left when bags are dumped by the side of the bins or rubbish is put in the wrong bins. The councils will not pick up the bags and rubbish on the ground and we do not have the staff to do this either.

Finally, we should acknowledge that some of our bins and bin stores are near main roads and there is always the possibility of passers by throwing rubbish on our grounds, but that is hard to prove or do anything about.

Nuisance birds ... their protection

It's that time of year again when the birds are going to start nesting and we're going to start getting phone calls about them being a nuisance.

We've already said about not encouraging birds by feeding them but, when they do cause problems, particularly during the nesting season, our hands are tied in many instances and we need to check what we can or cannot do, legally, before taking any action.

The government's website issues guidance on wild birds and their protection, and extracted below are some of the points that they make:

"All wild bird species, their eggs and nests are protected by law. You must always try to avoid harming birds, or to use measures which do not kill or injure them, before considering taking harmful action."

They go on to give examples:

"You're breaking the law if you:

- intentionally kill, injure or take wild birds
- intentionally take, damage or destroy a wild bird's nest while it's being used or built
- intentionally take or destroy a wild bird's eggs
- possess, control or transport live or dead wild birds, or parts of them, or their eggs."

"Activities that can harm birds include:

- trimming or cutting trees, bushes, hedges and rough vegetation
- renovating, converting or demolishing a building
- creating disturbance, eg noise, lighting and vibration
- taking actions to prevent problems, eg shooting birds or removing nests."

As stated above, we will take your concerns seriously but any actions taken will have to be in line with the current lengthy government guidelines.



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's 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.

An interesting fact ... equality ... did you know?

Whilst sorting out some old office files, we came across some paperwork from 1988. In those days, to qualify for what is now known as 60+ accommodation, females could apply for one of the flatlets or hostel rooms at the age of 60 but males could not apply until they were 65 (the then retirement/state pension ages). In addition, applicants could not be over the age of 75.

It's good to know that equality has worked in people's favour and all applicants only need to be 60 with no upper age limit.

So who manages where I live?

During the lead-up to taking on the Bournemouth Ace Housing Association properties, it was decided to review who looked after which sites.

At the current time (we will notify you if this changes), your housing team members will be:

18+ tenants, leaseholders and shared owners:

Simon Raine, Housing Services Manager
Brian Griffiths, Maintenance Manager

60+ tenants at Belle Vue and Stourwood Avenue, Southbourne:

Sharon Doran, Housing Officer
Chris Wilce, Maintenance Manager

60+ tenants at Ace Court, Winton:

Simon Raine, Housing Services Manager
Chris Wilce, Maintenance Manager

60+ tenants at Ringwood:

Simon Raine, Housing Services Manager
Brian Griffiths, Maintenance Manager

Extra Care tenants at Craigleith, Bournemouth:

Sharon Doran, Housing Officer
Chris Wilce, Maintenance Manager



Simon
and
Sharon



Brian
and
Chris



Hopefully, you will have all met our housing team at some point, particularly our Ace Court residents who are new to Sandbourne.

However, please remember that our Housing Services Manager and Housing Officer will not deal with repairs and, likewise, our Maintenance Managers will not deal with housing related matters like your rent or service charge account.

Bournemouth Floating Support Team

Our 60+ Bournemouth residents have been used to Natalie Myles and/or Nathalie Kelly, from Bournemouth Floating Support, being available in our drop-in rooms and lounges.

Due to the reduced number of people dropping in to see either of them, it had been decided to cancel their visits to Craigleith lounge and the drop-in room at Highfield, as advertised on the TV screens. However, it has now been agreed to stop the visits to the Woodlands drop-in room as well. Again, this is due to the lack of people using the service in this way.

Bournemouth Floating Support are still able to provide a service but you will now need to either be referred by Sharon Doran, Housing Officer, or contact them direct. Their details will be updated on all Bournemouth (not Winton) noticeboards. Visits can then be arranged for you to be seen either in your own home or in one of the lounges or drop-in rooms – the choice is yours.

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 other types of abuse have 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.

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

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

Your words to find:

- Snowflakes
- Buds
- Blossom
- Bluebell
- Chilly
- Crisp
- Mothersday
- Blooming
- Newborn
- Fresh
- Bunnies
- Lambs
- Bright
- Yellow

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 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 'Contact Sandbourne' tab/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, for us to use. Alternatively, email us at info@sandbourne.org.uk or phone 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:	

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.

All articles are correct at the time of publishing (March 2019)

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



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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