

Sandbourne News ...

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

There has certainly been a lot of activity since our last newsletter, with the merging of various councils, the delays to Brexit, local elections, European elections and now (by the time we go to print) a new Prime Minister. However, it will be a while yet before we know what the impact of all that will be and we will let you know of any changes relating to housing which might affect you as and when things become clearer.

On a happier note, we are proud to be able to say that we have now been providing 60+ housing in Bournemouth for 75 years and we have produced a six-page special about this (pages 13-18). Our thanks go to John Wright, former Sandbourne finance officer, who has always been interested in local history and housing and carried out some research in our archives for us (in his own time) before he left.

We have some really old and interesting photographs and newspaper cuttings in our archives but, unfortunately, due to not wanting to infringe copyright laws, we cannot risk sharing some of these, particularly those with people in them, as they may not be ours to share. (All of the old photos we have used of our buildings are re-produced from old BHSE handbooks.) We hope you'll find the articles interesting.

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

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

Some articles inside this issue:

Office closure dates	Page 3
New homes to rent	Page 4
Reporting repairs	Page 5
Bulky household waste	Pages 6
TV Licensing and scam	Page 7
Surveys	Pages 9
Car parking	Page 10/11
Housing Ombudsman	Page 12
75 Years of 60+ housing	Page 13/18
Contact/Feedback forms	Page 19/20



**Celebrating 75 years
of 60+ housing
in Bournemouth**
(see pages 13-18)



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

Summer office closures

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

Monday 26 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 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.



A new member of Sandbourne staff

We mentioned that John Wright, one of our part-time finance officers, had left us. This was in May when he relocated to another part of the country. John had been with us since January 2013, having joined us at a time of great change within the Association. His help and support was invaluable and he will be missed by his friends and colleagues at Sandbourne who wish him well in his new ventures.

Looking forward, we would like to introduce you to Vanessa Payne, who has been with us since the end of April. Vanessa was previously a Finance Controller, most recently with Bournemouth Transport where she worked for 12 years. She is also part-time, will work closely with Fiona Ferenczy, Director of Finance, and brings a wealth of finance knowledge and experience with her.



Now that we have BCP (Bournemouth, Christchurch and Poole Council) and Dorset Council ...

Many of us can see the reasoning behind Bournemouth, Christchurch and Poole Council calling themselves BCP. However, we also know this as the name of a national car park and, for businesses it stands for Business Continuity Planning (where you make plans in case, for example, the office has a flood and you need to work from somewhere else). We're sure there's lots of other meanings as well!

We understand that this was the only name that the Councillors of the then three councils could agree on in the short time allowed for the legalities for the council to be created. It may, therefore, change in the future.

It is likely to be some time before we know the full effect of the recent local elections and how that might impact on you in the immediate or longer term. However, it does mean that we now need to open up our 60+ waiting list to those people living in Christchurch and Poole. This is because we need to include anyone with a strong connection to the council's administrative area. This no longer means a connection to just Bournemouth but now covers all of Bournemouth, Christchurch and Poole.

60+ Waiting List

As most of you will know, we hold transfer and waiting lists for our 60+ properties in both Bournemouth and Ringwood.

Every so often we highlight just how many people are on those lists and, in particular, how long those applicants might need to wait before even being considered for one of our flats.

At the current time we have 185 people registered for the Bournemouth properties (only a small handful though for Ringwood) and it is interesting that we currently have 189 properties for rent in the Bournemouth area.

However, now that the Bournemouth Council has merged with Christchurch and Poole, this means that we need to open up our waiting list to people in the whole of that new council administrative area. Previously we have turned down people applying whose connection was with either Christchurch or Poole.

So, why are we telling you this? Because it highlights the fact that the number of people in housing need for the 60+ age group not only continues to grow, but the list is now likely to substantially increase to take account of people applying from those newly merged council areas.

Some people currently on the Bournemouth waiting list have been on there since 2010 but, as they don't have priority needs, there is little chance of us realistically helping them. Historically, we know that Poole seems to have plenty of 60+ housing but there is not much available for Christchurch residents and we have previously had to turn people away who are, for example, living in static caravans on various Christchurch sites.

We know that there has been an increase in people applying to us from the age of 60, which may be due to the increase in the state pension age and the ability of applicants to continue to work and pay private rents until that new pension age is reached. We are also aware that private landlords have increased their rents and most do not like letting to anyone in receipt of benefits. It seems a shame, therefore, that so many people, for whatever reason, are turning to housing associations to find accommodation when they reach 60 and that we cannot produce enough new homes to keep pace with this.

If you want to know how we decide on who to offer accommodation to, please see our Policy on Lettings and Transfers, a copy of which can be obtained via the office or on our website. This sets out our criteria for housing and how we prioritise applicants.

New homes to rent ...

We said that we would update you further about future developments affecting Sandbourne, but we don't have much to report in this edition.

Where a couple of our shared owners have purchased a greater share in their property, we have been able to use that money to purchase a further three houses for rent to the 18+ age group in Poole. These have been in areas where we already own houses for rent in a particular road or development.

As yet, we haven't been able to progress the demolition of the building adjoining one of our properties in Poole, where we had hoped to provide a further 18+ home for rent, and this is ongoing. You may recall the property in a recent newsletter, which looked like an old stone shed (above).

We have completed the conversion of the lounge in one of our blocks of flats in Southbourne and are now able to offer two one-bedroom flats to suitable 60+ applicants. As part of that planning application we have also created a new bin store area, new bike stores, and created two more car parking spaces.

Also we have been using the money brought in from our take-over of the Bournemouth Ace Housing Association properties to carry out some asbestos works and are refurbishing two vacant flats there as part of a programme to bring all of those 12 flats in that block up to Decent Home Standards.

We are still waiting for the council to release the land to be able to start on site to provide four new bungalows and two houses for rent at a site in Oakdale, Poole.



Reporting repairs

Just a reminder that you can report your repairs direct to the maintenance managers by using our new repairs email address:

repairs@sandbourne.org.uk

or by using the repairs contact form on our website.

The main advantage of this is that if one maintenance manager is, for example, off sick or on holiday, the other one will automatically pick up the email.

We will, of course, continue to take repairs over the telephone at the office if you prefer that method.



Repairs timescales

In line with our repairs guidelines, we will always aim to deal with genuine emergency repairs within 24 hours, even if only to undertake a temporary repair until, for example, a part has been ordered and a full repair can be carried out.

However, for routine repairs, once reported to us, we need to raise a works order which asks our contractor to make contact with you directly. Therefore, you will need to allow us time to do this and we can never guarantee that someone will contact you the same day to arrange an appointment – this would normally be within three working days.

If the item reported needs one of our maintenance managers to call at your property to assess what is required, again we cannot guarantee to do this the day you report it.

Our maintenance managers cover nearly 500 properties, communal areas and grounds, between the two of them and these are spread over many locations. Therefore, they cannot always respond immediately to non-urgent repairs reports as they may not be in your vicinity.

We would also ask that if you've been given a date and time for a contractor to call, you allow them a few minutes extra in case of traffic delays etc, before you ring us to find out where they are.

Repairs text messaging service

If you have not yet subscribed to the repairs text messaging service, it is not too late – we can send you another form with a reply paid envelope if you contact the office.

By subscribing to this service, you will receive a text message from us confirming that an order for your repair has been placed, together with the name of the contractor who will be carrying out the work and the job number.

You will not be able to reply to this text but at least you will know that an order has been placed and who to expect a telephone call from to arrange an appointment to carry out your repair.

National problem of blocked drains and sewers

As well as some fascinating TV programmes on the subject of blocked sewers and what is contained in the sewage having to be removed, there was an interesting article in Wessex Water's newsletter about campaigns with the government over toilet wipes and whether they are flushable or not. Apparently, most toilet wipes contain plastic and can cause blockages in drains and sewers more easily than standard toilet paper. Wessex Water say that they are now calling on supermarkets to clearly label and only stock toilet wipes that are flushable – something for us all to watch out for.

They also go on to remind consumers that wrong items being flushed down the toilet can not only be bad for the environment and expensive to remove, but can also cause problems with sewage backing up into homes.

Finally, they remind everyone not to flush nappies, sanitary products, condoms or wet wipes down the toilet and to dispose of them safely in bins, along with not pouring fat and items of food down kitchen sinks.

At Sandbourne we get call-outs for toilet and sink blockages, which are the responsibility of the tenant, leaseholder or shared owner. However, when it is a blockage in the drains or sewers, it is expensive for us to get these cleared and the cost does have to be passed on via service charges, so please stop and think about what you put down your toilet, sinks or outside drains.

Disposing of electrical and other bulky goods responsibly ...

We often highlight this subject and don't apologise for doing so again as we still have a problem with people dumping their unwanted larger items outside of their property. This does seem to apply equally across all our sites, irrespective of age groups or property types and can cause a hazard as well as an annoyance to both your neighbours and us.

We would re-iterate that dumping your unwanted items is not acceptable and, if Sandbourne can discover who the culprit is, they will be recharged for our costs in removing the item(s). In the absence of being able to recharge someone, the disposal costs ultimately get added to the scheme's service charges.

We've also advised that councils will not collect bulky household items as part of their weekly collections and we would ask you to report to the office if you see anyone dumping items in the household waste or by bins.

In addition, we continue to ask everyone to make sure that they put the right items into the correct bins, as contaminated recycling will not be collected by the local councils.

So what's new?

At the time of producing this article we don't know if the newly merged councils have any plans to change any of the bin services or to change any of the bin colours (currently different, for example, between the old Bournemouth and Poole Councils). However, on browsing the website it would appear that there have been some changes for bulky household items.

- **Dorset Council's website** now refers people to Dorset Reclaim as part of the Dorset Waste Partnership. This is for anyone paying tax in any of the seven Dorset Councils and also includes Bournemouth, Poole and the New Forest. Their telephone number is 01202 679350 (Monday to Friday 8.30am to 4pm) and they charge £30 for the first item (electric/gas cookers, fridges and freezers, microwaves, tables, chairs, etc) and £6 for every item after that. Subject to the condition of any item(s), they may reuse or recycle it. You can also donate items to Dorset Reclaim (01202 679080) or, if you want to buy something from them, you can get a 25% discount by registering with them if your household income is less than £25,000 per year (01202 678080).
- **BCP (Bournemouth, Christchurch and Poole) Council's website** shows that they have contracted out their bulky household waste service to Watson Contract Cleaning (Watson CCS) and instructs members of the public to contact them for a quote (minimum cost £36 for up to 3 standard items). They will take away fridges, freezers, washing machines, beds, mattresses, sofas, armchairs, tables and chairs, TVs, etc. They also say that they will recycle items or reuse them, where possible, and can provide house clearance and cleaning services. Their telephone number is 0800 0665 579 or 01202 559918. Monday to Friday 9am to 5pm.
- Both of the above Councils give you options to dispose of your unwanted items at a reasonable cost. They also provide details of some charities that will collect re-saleable items for free.
- **New Forest District Council's website** shows they have separate arrangements to those mentioned above. They advise going online and completing their 'Donate or dump it' form. If they do 'dump it' it will cost £25 for the first item and £6.50 for each item after. You can also get one free collection of up to 3 items once a year if you are in receipt of certain benefits. Their telephone number is 023 8028 5000 if you want to ring and check with them.



If you can't sell an item, and don't want to pay to have it taken away, please consider the charity shops. As mentioned, some will collect free of charge and can make money for good causes from your unwanted items in addition to helping by selling at reasonable prices to people who might be less fortunate.

Please don't dump – just look on the internet or make a phone call, even if it's to one of our staff so that we can offer you some advice.

We appreciate that the majority of our tenants, leaseholders and shared owners would never dump unwanted items, and this article is aimed at offering advice to those people who aren't sure what to do.

Are you over 75 and still paying for a TV licence?

Although the government has been talking about scrapping free TV licences for the over 75s at some point in the future, apparently there are still many people who continue to pay the licence fee direct to the TV Licensing Authority when it's free and they currently don't need to.

From 1 April 2019 the cost of a TV licence went up to £154.50 and if you are over 75 you don't need to pay this but you do need to tell the TV Licensing Authority and apply for your free licence. Just one person in the household needs to be aged 75 or over to qualify for that property.

In addition, once you have had your 74th birthday, you can contact the TV Licensing Authority and ask for a short-term licence to cover you until you are 75 so you're only paying for the months up to your 75th birthday?

If you have over-paid your TV licence because you didn't realise that you could get a free licence, you can contact the TV Licensing Authority and ask for a refund and this can be back-dated. You will need to ring them on 0300 790 6130 or visit their website to check this out (you'll need your National Insurance Number to do this).

If you are one of the few remaining 60+ residents who pay a concessionary licence fee of £7.50 to Sandbourne and are reaching 75, you still need to apply for your free TV licence yourself as it will not be automatically issued (Sandbourne cannot do this for you). Because you are already paying a reduced fee, you can't apply for the short-term licence though under this scheme, only your free licence from the age of 75.

Finally, did you know that if you are blind (severely sight impaired) you could apply for a 50% reduction off the cost of your TV licence?

If you have any questions about your TV licence, please contact the TV Licensing Authority directly on 0300 790 6117.

Yet another scam ...

A member of staff opened an email recently on their mobile phone, from the TV Licensing Authority, saying a direct debit payment had been declined by their bank and their TV licence had not been renewed and the alarm bells rang.

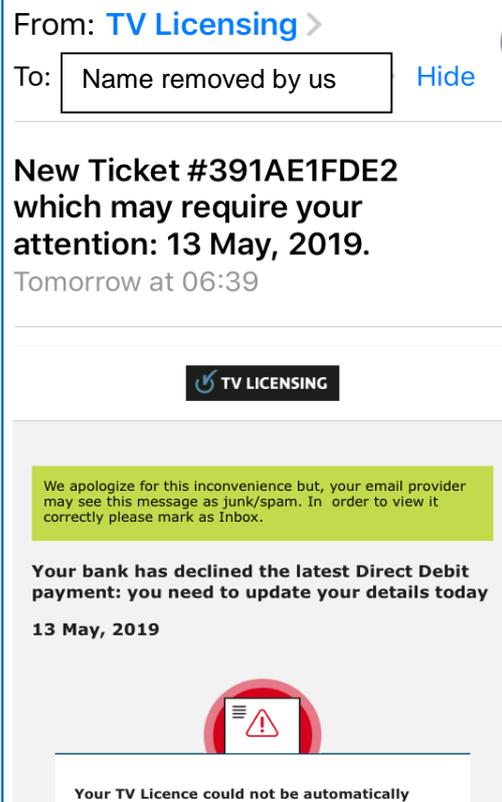
'New Ticket #' in the heading is very American, as is the spelling of 'apologize' in the text in the green band.

The member of staff immediately checked when their TV licence was due for renewal and it had been renewed earlier in the year. They then also checked the TV Licensing Authority website and found that this scam had been going around since the beginning of the year, both in email and text message formats.

TV Licensing very strongly advise that people should be wary and no-one should open any links in such emails or enter their bank details. They say that for their email address, they will always send from the following 'donotreply@tvlicensing.co.uk' and will include your name if you have previously provided it to them.

They will never contact you, unprompted, offering refunds or discounts, never ask you for bank details for missed payments without asking you to sign in using your licence number, surname and postcode, and never ask for your mother's maiden name or your date of birth (unless you have applied for your over 75s licence).

TV Licensing offer lots of advice on their website (www.tvlicensing.co.uk) and useful links to organisations like Action Fraud to find out more about scams doing the rounds or to report something if, for example, you have entered your details before realising that the email was a scam.



Rung us and not had an immediate call back?

Please remember that our housing staff are responsible for nearly 500 households between them.

If they are in an appointment with another resident, or an outside person, they may not be able to ring you back immediately.

Staying safe this summer

Hopefully, following some recent good weather (and a good summer weather forecast), we're in for a hot summer and will be able to enjoy some time in the garden. However, there are always words of caution from us, so here goes:

- Whether you are going out to work, out for the day, or just popping to the shops, please don't leave your windows open if someone can get in. Even leaving a small top window open can provide opportunities for burglars if they can reach in and open up larger side windows.
- Don't be tempted to leave your front door open to let the breeze through as that is just inviting people to walk in. If you live in a block of flats, please keep your front door closed and open your windows if you are home and want to get some fresh air in. This is particularly important if you are prone to nodding off during the day or are feeling unwell. Leaving your flat door open, when living in a block of flats, also compromises the fire safety within that block and could endanger your neighbours.
- Never open or prop open fire doors/emergency exit doors to let the breeze through into communal areas – the doors are there as security doors and for fire safety and should not be tampered with.
- If you are in the garden at the back of your property, please remember to lock your front door and close your front windows.
- If you've been cleaning your windows, or doing some DIY, or a bit of gardening using ladders, make sure that you lock them away after use so that they are not left lying around the garden or on shed or garage roofs where someone can use them to break in.
- Keep your car doors, sheds and outhouses locked when not being used.
- Keep your dog(s) on a lead in communal areas and don't allow them to roam around.
- Stay safe if using a BBQ – never use one near to a shed or fence or close to other items that could catch fire, make sure they are stable, and fully extinguished after use. And, look out for your neighbours' washing!



Enjoying the sunshine

We've been enjoying some really good weather in May and June but would remind you that, whether you live in a block of flats or a house, everyone has the right to peacefully enjoy their garden areas. Please therefore:

- Be aware of where you place garden furniture so that you do not sit under someone's window; noise travels and if, for example, someone is unwell, works unsociable hours, or is watching their favourite drama on the tv, people just talking in a normal voice can be annoying or upsetting.
- Likewise, if you enjoy listening to music in the garden, please keep this at a reasonable level and remember that your music may not be to everyone else's taste.
- Try not to cut your lawn at an unsociable hour (early morning/late evening).
- If you like topping up your tan that's fine but please remember that the way you dress (or do not dress) may offend others. Please be considerate about where and how you sunbath if you are likely to be overlooked.





Surveys

As many of you will know, we frequently carry out surveys to get your views on specific matters. For some we get a good response but for others not so good, however we usually have enough feedback to work with.

Repairs

We have taken on board what you said about our repairs service, which you say is the most important service that we provide for you, and we've introduced repairs text messaging, a new direct repairs email address and a repairs website contact form. However, at the point of going to print, only 159 out of the original 480 residents written to have returned the text messaging service form we sent them, with only 121 people having actually signed up for repairs text messaging. In addition, although, the traffic on our repairs reporting email or website option is gradually increasing, it is not currently being used by many people.

Services

As mentioned in a previous newsletter, we are looking at ways to set minimum standards for services provided (for example communal gardens and window cleaning), across all of our sites, for residents who have them and pay service charges to us, and recently asked the views of our 18+ residents. However, it may take us a while to work through all of the feedback received from the different groups, so please continue to bear with us on that one.

Car Parking

At our largest 60+ Bournemouth site in Stourwood Avenue, we have carried out a car parking survey this year and have been working on the feedback provided. Some 'quick fixes' were immediately identified, in particular adding more 'resident only' parking signs. We are currently seeking to create ten more non-allocated parking spaces (subject to any planning requirements) without diminishing the landscaped areas which are enjoyed by so many people. We are very conscious of the need to strike a balance between those residents who own cars/drive and those who do not and rely on others picking them up and dropping them off. Therefore, we are also creating designated 'pick-up and drop-off' zones (like we have at Craigleith in Bournemouth), with time restrictions on them.



Buggy Stores

At that same site in Bournemouth, we have been trying to establish the need for an additional electronic buggy storage. We already have two buggy stores serving the 136 households but we were asked to provide more. Sandbourne is currently looking into options for this, based on feedback received and subject to any necessary planning requirements.

At Belle Vue in Bournemouth we asked those 60+ residents about their need for a buggy store, in addition to their existing bike store, but a need was not identified at the current time.

We are very grateful to those tenants (and some leaseholders and shared owners, where applicable) who returned completed surveys to us as this is the most effective way you can influence change.

Finally, please bear in mind that where planning enquiries/applications are made, delays may be experienced and this is out of our control.



Car Parking



Many of our residents are not fortunate enough to benefit from on-site parking and have to rely on parking on the road. Although we do have some 18+ leaseholders and shared owners who have allocated parking spaces, and some even have designated visitor spaces, this is not the norm across Sandbourne sites. It's mainly down to what the planners required when the properties were built although we have, where permitted, and where there is a demand and finances allow, tried to create additional parking.

At some (but not all) of our 60+ Bournemouth sites, where parking on-site is provided, there has continued to be issues with car parking and this resulted in Sandbourne undertaking a survey of those residents.

From the feedback received, it appears that one of the main problems seems to relate to visitors thinking that they can park on site and some of those (and some residents) parking inappropriately so that access for emergency vehicles is severely compromised, potentially putting lives at risk. Blue badge holders can also experience difficulties parking in the designed disabled bays due to the inconsiderate parking of others.

Of the 60+ Bournemouth residents at our Stourwood site, it was established that nearly half don't own a car and therefore rely on being picked-up and dropped-off by family and friends. The very fact that they don't take up a car parking space benefits the whole site but, in turn, it does mean that they should be able to be picked-up from or dropped off at the door of their block, particularly in bad weather or if they are disabled, frail or elderly. However, we have always asked that those drivers/visitors providing this service don't park on site once their passenger has arrived safely at their flat.

We would ask that all residents take responsibility for all of their visitors and make them aware that they cannot park up on site as parking is strictly for residents. (Future tenancy agreements will be updated to re-inforce this requirement.) This not only includes family and friends but also your own carers and cleaners and those people using our guest rooms or attending events in the communal lounges.

So, who can you expect to see parked on site?

Firstly, all residents are equally able to park on-site if general parking is provided by Sandbourne. However, unless you have been specifically told by Sandbourne that you have an allocated parking space (for example at some of our 18+ sites), then spaces should be used on a first come first served basis. Just because you normally park somewhere does not make it your space.

Who else might be able to park, for short periods, on site?

As with everything, there are always exceptions and, in a previous edition of *Sandbourne News*, we highlighted some of the types of people residents might reasonably expect to see on site for short periods of time. These are people who are providing a service to Sandbourne's residents and include (but not exclusively):

- Any of the emergency services (Ambulance, Fire Service, Police, etc)
- Hospital courtesy cars collecting or returning residents
- Doctors
- Home from hospital care teams
- District nurses
- Meal home delivery services
- Removal companies/families moving residents in or out of their home
- Tradesmen unloading goods (eg carpet fitters, boiler replacement fitters, kitchen fitters)
- Contractors unloading tools and machinery (eg gardeners, cleaners)
- Taxis
- Post Office and parcel delivery services
- Car breakdown services



What about Disabled bays?

As with all car parks, whether in the town centre, at supermarkets or at your site, only those people who can display a Blue Badge should park in a marked out disabled bay.

What about my family or friends picking me up or dropping me off?

Sandbourne is currently looking at the possibility of marking out specific bays for 'dropping off' residents, for example by family and friends, close to our blocks of flats (as is the case at Craigleith in Bournemouth) – we should remember that some residents may not be able to walk to or from the road or stand for any length of time. However, there will be a maximum time limit of 20 minutes for the use of these spaces after which the driver should move their vehicle and park on the road. Those 'drop off' areas will be clearly marked.

We would stress that residents must not use pick-up and drop-off spaces to park their own vehicles.

So what about unauthorised parking?

Sandbourne is currently looking at ways to improve signage at our sites to indicate who can park and where. However, we do have nearly 500 properties to manage and we do not have the staff resources to routinely monitor car parking.

If residents do report to us that unauthorised/inconsiderate parking is taking place and they provide us with the details, we will try to do something about it.

Why do people sit with their cars running outside my window?

We don't know, but this is a common problem where we have blocks of flats and was highlighted in our recent 60+ car park survey. All we can do is ask that residents make sure that their visitors don't do this and ask them to turn off their engine if picking up or dropping them off. No-one likes to have fumes entering their flat through open windows, or listening to the constant noise of running engines.

If it is a regular offender, particularly a contractor, please let us know and we will see what we can do about it.

We would also ask, and have some signage up, asking residents to park facing buildings rather than reversing up to them to again avoid fumes entering flats.

What about cars blocking my natural light?

This is a difficult one and Sandbourne has previously asked that residents do not park very high or large vehicles in front of ground floor flat windows and block out the natural light to that resident's home. Please be considerate and park large vehicles in alternative spaces away from flat windows.

In all walks of life, wherever people live, and with ever increasing levels of car ownership, parking will nearly always be a problem and primarily relies on people being sensible and considerate.

If the parking bay is not marked out by white lines, or has hatch markings or other restrictions, then it isn't a parking space and you should not be parking there.

So, what's changed as a result of the Stourwood Avenue survey

In terms of practical outcomes, we:

- are trying to achieve a further ten car parking spaces from areas without using any communal garden areas but this may require, and be subject to, planning permission first
- are also marking out areas as pick-up and drop-off zones and will display suitable signage
- are looking at alternative signage to stop inappropriate parking by visitors to the blocks
- are covering this subject again, in depth, in this newsletter which goes to all tenants as well as leaseholders and shared-owners.



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.

Housing Ombudsman determination

You will have seen us make reference to the Housing Ombudsman in various communications.

We recently had the Ombudsman consider nine separate complaints from a tenant covering a variety of issues and how we managed them.

This is only the second time that a complaint(s) has been considered by the Ombudsman in connection with Sandbourne, including from our pre-merger organisations.

It was re-assuring to note that the Ombudsman found in favour of Sandbourne in five out of the nine issues, with the Ombudsman not being able to consider two of the issues raised as they did not fall within their remit.

Where two issues were found in the tenant's favour, we have followed the recommendation of the Ombudsman.

The Ombudsman's report and determination were considered by Sandbourne's Board.

It is best practise for organisations to make residents aware of the Ombudsman's determinations. However, under General Data Protection Regulations (GDPR) we are not allowed to publish the specific details in order to keep the complainant's details confidential.



What will happen to my pet if ...

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

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

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

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

And, finally, don't forget about microchipping your cat or dog in case they stray off!

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.



Celebrating 75 years of 60+ housing in Bournemouth



Sandbourne Housing Association 75 Years of 60+ Housing in Bournemouth What happened when ...

- 1944 Old People's Welfare Committee founded
- 1945 First 2 hostels opened
- 1946 Highfield hostel opened
Renamed Bournemouth Old People's Welfare and Housing Society
- 1948 3 hostels opened including Craigleith
Society has 6 hostels with nearly 200 residents
- 1953 St Kilda flatlets opened
- 1957 Woodlands flatlets opened
- 1965 Gladman House flatlets opened - the Society's first new build
- 1969 Society's Silver Jubilee
Society has 181 residents in hostels and 86 tenants in flatlets
- 1973 New Woodlands opens - the Society's first self-contained flatlet block
First hostel closes
- 1980 Highfield hostel closes
- 1983 Two new blocks of flatlets opened at Highfield
- 1984 Hostels re-designated as Residential Care Homes
- 1989 Harling House opened - the Society's first flats with separate bedrooms
- 1992 Renamed Bournemouth Housing Society for the Elderly
- 1993 Milne Court opened
- 1994 Society's Golden Jubilee
Society has 73 residents in Care Homes and 150 flats (mainly bedsits)
- 1998 Harcourt Grange completed
- 1999 Two Highfield blocks converted to flats and re-opened as Highfield and Redlands Court
- 2003 New St Kilda opens
- 2006 New Woodlands opens - the third building to carry the Woodlands name
- 2007 New Gladman House opens
Craigleith Care Home closes
- 2011 Craigleith Extra Care facility opens
- 2015 Renamed Sandbourne Housing Association following merger with Broadway Park Housing Association
- 2016 Not Bournemouth, but Ringwood 60+ properties acquired
- 2019 Ace Court in Winton, Bournemouth, acquired
75th Anniversary of providing 60+ housing in Bournemouth
Association provides 189 over-60s flats and 32 Extra Care flats in Bournemouth



"HIGHFIELD"
"The Sir Alexander Maclean Gift Hostel."



CRAIGLEITH (Front)



Milne Court



Ace Court



A brief run through our history ...

The origins of our 60+ flats in Bournemouth can be traced back to a meeting that took place 75 years ago this Spring. In this edition of the newsletter, we take a look at the history, the people and the buildings over those 75 years. (All old photos were reproduced from former BHSE handbooks.)

1944 - 1969

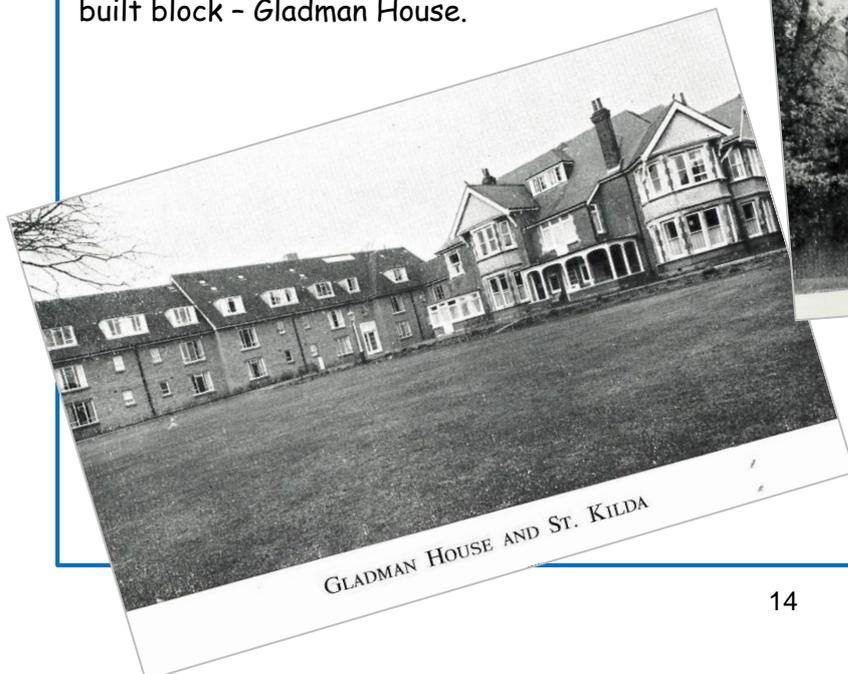
At a meeting on 26 May 1944, the then Mayor of Bournemouth, Alderman Jabez Richards, proposed forming an Old People's Welfare Committee to address the problem of elderly people who had suffered through the war and were living in poverty. Out of the committee emerged the Bournemouth Old People's Housing and Welfare Society, a predecessor of Sandbourne.

Through private donations, flag days and other money raising events, the Society opened its first hostel in 1945 and within another three years, six hostels were operating. Four of these were gifted to the Society by Sir Alexander MacLean, including our present day sites in Belle Vue Road (Highfield) and Derby Road (Craigleith).

The hostels each housed around 30 residents, or 'guests' as they were known. They were run like small hotels with a matron or warden in charge and were fully staffed. The guests either had their own rooms or shared a room and had food and heating provided for them.

There was an ethos of volunteering in the Society. In the hostels, private individuals and societies, such as the WVS, helped organise events and provide staff cover, etc. The management of the Society relied on the voluntary contributions of the Committee of Management members, equivalent to today's Board. The Society's officers and advisors, such as Secretary, Treasurer and Solicitor also gave their time in an honorary capacity.

After 1948, local councils were given the power to run their own hostels so the Society changed its policy and started to invest in blocks of "flatlets". Flatlets were essentially bedsits and were designed to provide a more independent lifestyle than the hostels. It signalled a subtle shift in policy from care and welfare to housing. The first block of flatlets was at St. Kilda and was largely funded by a legacy from the former Vice-Chairman, Mrs Edith Devis. There were 100 applications for the 14 flatlets available. Further flatlets were provided in converted houses in the late 1950s, including the original Woodlands, but it was not until 1965 that the Society opened its first purpose built block - Gladman House.



1970 - 1994

The demand for flatlets was growing all the time. In 1973, the original Woodlands was demolished and replaced by a new block of 39 self-contained flatlets. Described as 'luxurious', these were the first to have their own bathroom facilities - previous ones having shared facilities.

By contrast, the hostels were entering a period of decline. The first two hostels to open became the first to be closed when they were purchased by Bournemouth Council for planned developments in the mid-1970s. A third, Highfield, closed in 1980. By this time, the fabric of the buildings was deteriorating and the Society was starting to experience difficulties in filling vacancies. Highfield was demolished and replaced by two blocks of flatlets.

In 1984, the Registered Care Homes Act came into place, which required higher standards of care. Two of the remaining hostels, were upgraded to comply with the act and the third closed in 1986. The proceeds from the sale were used to fund the Society's next development, Harling House. These were the first flats to be built with separate bedrooms.

By its Golden Jubilee in 1994, the Society had two ageing care homes and 150 flats. Although most of the older flatlets had been converted to self-contained, the majority were single bedsits.

1995 - 2019

Through the first fifty years, the Society's development programmes were largely funded through donations and legacies. Even as late as the mid-1990s, they were still averaging around £30,000 per annum. But donations and legacies were drying up. Loans and grant funding would now be needed to fund the development required to bring the property portfolio up to the standards people were now demanding.

Between 1997 and 2007, the sites at Belle Vue and Stourwood Avenue were totally revamped with all the flatlets replaced with new one or two bedroom flats. At Belle Vue, a property adjacent to Highfield was purchased and replaced by a new block, Harcourt Grange. The two Highfield blocks were refurbished and re-opened in 1999. At Stourwood, the old St Kilda, Woodlands and Gladman House blocks were demolished and replaced with new buildings. The new Woodlands would be the third building to carry the name - the second had lasted barely 30 years.

By 2007, only Craigleith remained of the original six hostels. The building was in chronic need of repair and a decision was taken to close it. Acquired by the Society in 1947, it had served as a hostel and latterly a care home for almost 60 years. In its place, a new 31 flat extra care facility was opened on the site in 2011.

In 2019, Ace Court became part of Sandbourne's 60+ Bournemouth housing portfolio.

Today, the waiting list for the Bournemouth properties (excluding Craigleith) stands at 185 applicants. Through 75 years of change, from community-style hostels to self-contained independent living flats, one thing has remained the same - there is still a pressing need for affordable housing for the over 60s in the town.





The Buildings

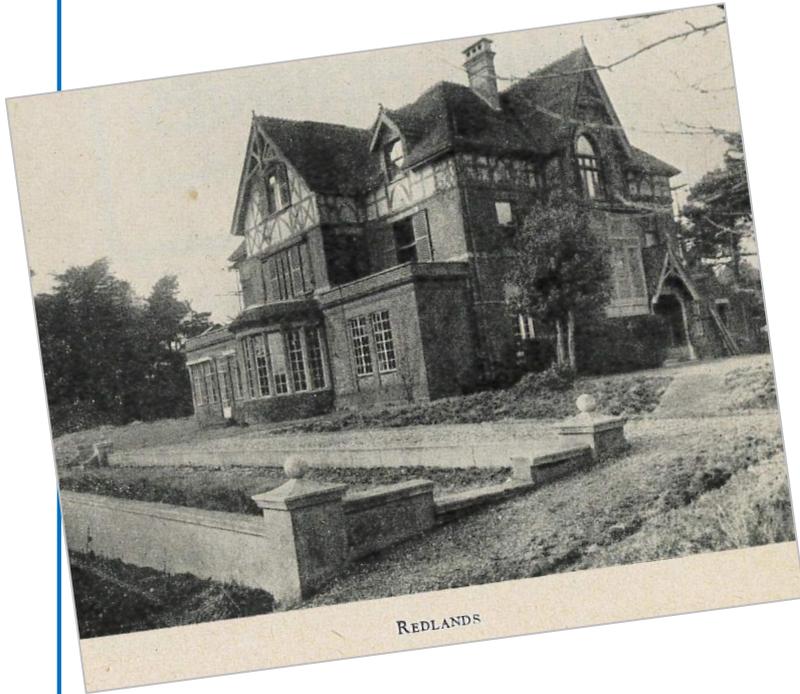
Most of our properties take their name from the original building on the site. Some were formerly large houses, such as Woodlands.

The original St Kilda was an Edwardian school and Craigleith was a hotel of the same name before the Second World War. More recently, Harcourt Grange was built on the site of the former Harcourt Holiday Flats.



Gladman House is named after a Bournemouth businessman, Mr G J Gladman. Mr Gladman left a legacy to the Society to provide a home of 'single rooms for elderly people in need'. Harling House and Milne Court were named in honour of Mr Walter Harling and Mrs Kay Milne, Chairman and Vice-Chairman respectively for 22 years from 1975 to 1997.

When Highfield was refurbished in 1999, the Foxholes Road block was renamed Redlands Court. Redlands was the name of the Society's former hostel and care home in Branksome Park, Poole, closed a year or so before. Interestingly, the Society had a presence in the Borough of Poole for over 50 years.



Flatlet Life

The early flatlets were either double or single rooms. Each was provided with hot water, sink cabinet, small food cupboard and main furniture. Some had separate kitchenettes. Gas and/or electricity was paid for by the tenants using slot meters.

Prior to the 1970s, the flatlets were not self-contained. Tenants on each floor of the flatlet blocks were entitled to the joint use of the bathrooms and toilets on that floor, the care and cleaning of which was the responsibility of a caretaker.

Hostel Life

According to the Society's handbook in the 1950s, taking up residence in one of the hostels meant a new lease of life, free from the stress and strain of modern day living. No food problems, no heating worries and complete safety and security in sickness and health. However, this happy state could lead to boredom! Guests were therefore encouraged to take up an interest, such as needle-craft, painting or knitting, and to 'busy themselves' with voluntary duties either inside the hostel or in the gardens.

Intending applicants had to prove that they were suitable for the communal life of a hostel by passing an interview with a Selection Committee. When a vacancy occurred, they would then meet the Warden or Matron of the hostel and undertake a medical. The hostels had either single or double bedrooms and new residents usually had to share a room. However, it was the Society's policy to convert double rooms to single rooms where possible.

The People

Alderman Jabez Richards

Alderman Richards was the Mayor of Bournemouth in 1944. Originally from Cornwall, he moved to the town in 1921. He represented Southbourne and lived locally in Montague Road. He was vice-president of the Boscombe Bowls Club. As Mayor, he was best known for highlighting the plight of lonely and unhappy old people in the town and founding the Bournemouth Old People's Housing Society. Alderman Richards was the first Chairman of the Society from 1944 to 1954 and then its first President until his death in 1958, aged 91. His son was the partner in Richards and Morgan Solicitors in Southbourne Grove, who served as the Society's honorary solicitors for many years.

Sir Alexander MacLean

Sir Alexander MacLean was known as the "Toothpaste King". Originally from Scotland, his parents moved to New Zealand when he was two. At 15, he went to work in Australia and then to the USA where he was a salesman for the Spirella Corset Company. Posted to London, he went on to found a chemical manufacturing company in west London famous for its MacLeans Peroxide Toothpaste. In retirement, Sir Alexander owned a house in West Overcliff Drive and became a benefactor to a number of organisations. He purchased the Society its third hostel, Highfield, and went on to gift three more hostels. Sir Alexander was given the Freedom of the Borough of Bournemouth shortly before his death in 1948, aged 75.

Mrs Edith Devis

Originally from Lincolnshire, Mrs Devis was a successful businesswoman in Leamington Spa before the Second World War. Mrs Devis retired to Bournemouth in 1937 and became a founder member of the Bournemouth Old People's Welfare Committee and the Society's first Vice-Chairman in 1946. Mrs Devis was both a generous benefactor to the Society and an enthusiastic volunteer. She was credited for her negotiation skills in securing the early hostels but also made regular personal visits to the hostels. Mrs Devis was killed in a car accident in 1951 at the age of 68. In her Will, Mrs Devis left a substantial legacy to the Society, which was used to purchase the original St Kilda, the Society's first property in Stourwood Avenue.



Leisurely pursuits in the 1940s at one of our first sites

The National Air Raid Distress Fund

The Society's last three Hostels were formally opened on the same day in 1948 by the ex-Mayor of London, Sir George Wilkinson, but what was the connection?

Sir George was Chairman of the Lord Mayor's National Air Raid Distress Fund. The fund was set up during the war to provide relief to civilians affected by air raids with donations mainly from the US and the empire.

After the war, the fund helped voluntary organisations and housing societies provide services to elderly people. The fund made a number of grants to the Society on condition that it accepted a proportion of people who had been affected by air raids. It was estimated that around 25% of the Society's residents had suffered as a result of enemy action.



The "Sick Bay"

One of the less successful and publicised aspects of the Society's work was the purchase and subsequent closure of a nursing home, known as the sick bay.

It was clear after the opening of the first hostels that provision was needed for residents who had fallen ill and needed additional care. The initial solution was the creation of a six bed sick bay for women in one of the Society's hostels.

This was clearly inadequate, so a nursing home was purchased in 1950 in Queen's Park Gardens.

The home was at first run by the Society and then leased out but it was not financially viable and was sadly closed in 1964.



"NORMANBY" SICK BAY
The Society's latest acquisition

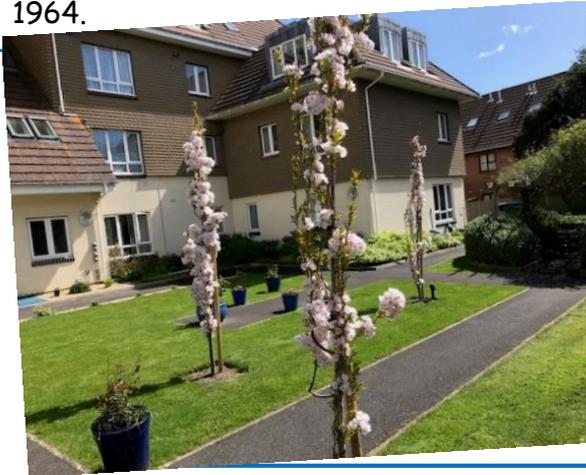
The Gardens

A recent survey at Stourwood Avenue, revealed the importance of our grounds to many of our current residents. And that has always been the case.

For many years the Society had its own team of gardeners and a garden supervisor who was on the Committee of Management. The gardens were seen as a place to bring 'peace and healing' for the residents and therefore to be 'as beautiful as the Society could afford'.



The 'old' Highfield on its former site (rear view)



The 'cabbage patch' garden and landscaping at Stourwood Avenue, resulting from the work of residents and volunteers, showing that gardens are just as important to people today.



The 'new' Highfield (rear view)

Our thanks to John Wright, Sandbourne's former finance officer, for his work in both researching and plotting the text of the history of our 75 years of housing for the 60+ in Bournemouth. It is good to have this recorded ready for our next major anniversary!



And did you know ...

According to website sources, in the Spring and Summer of 1944:

- The PAYE (pay as you earn) tax system was introduced
- Married women were no longer prohibited from working as teachers
- D-Day for the World War II Normandy landings
- First V1 flying bomb (nicknamed the 'doodlebug' or the 'buzz bomb') attack on London
- First temporary prefab houses built
- Education Act created new school system of secondary, technical and grammar schools
- The Summer Olympics, which were due to be held in London, didn't happen because of the War

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

Your words to find:

- June
- July
- August
- Sunshine
- Hayfever
- Wasps
- Wimbledon
- Strawberries
- Cream
- Beach
- Sand
- Sea
- Bikini
- Holidays

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 (June 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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