

Sandbourne News

Edition 25, Winter 2019



A warm welcome to all our readers and I hope you enjoy this Winter edition of the Sandbourne newsletter. As the year draws to a close it seems a fitting time to reflect on what has certainly been a busy period. We've experienced times of unprecedented change. Nationally there is continued uncertainty as Britain plans its exit from the EU, or not dependent upon who is elected on 12 December and locally, of course, we have seen the merger of some of our local councils. Throughout this Sandbourne has continued to provide an exemplary standard of service thanks to the dedication of its staff and our vision remains: to be a high quality housing provider in this area. This year also sees us saying farewell to Steve Hayes as he steps down from the role of Chief Executive. He is looking forward to taking on new projects and exploring different opportunities. Steve has been instrumental in shaping Sandbourne over the last five years and, of course, prior to that at BHSE. We all wish him well. Fiona Ferenczy has stepped across from Director of Finance into the position of Chief Executive and is committed to providing the same high level of service that has become the hallmark of Sandbourne.

Over the last year 12 properties from Bournemouth Ace Housing Association have transferred over to Sandbourne. Currently they are being updated to comply with the latest regulations and will provide modern accommodation for our tenants. In addition, two properties have been purchased on the open market and two new flats created from an under-used lounge at Southbourne meaning four additional Sandbourne homes available to tenants.

Rather like the twelve days of Christmas, the past year has also seen the replacement of: 5 bathrooms, 7 boilers, 15 kitchens, windows at 16 properties, front doors at 48 properties all in addition to the regular repairs and maintenance.

And finally on that festive note, I would like to take this opportunity to wish everyone season's greetings and a happy and peaceful New Year.



Liz Lees, Chair of the Board

Contacting Sandbourne

The only office telephone number 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

Repairs: repairs@sandbourne.org.uk

Out of Office Hours Emergencies only:
01202 452795

Some articles inside this issue:

| | |
|--------------------------|-------------|
| Christmas/New Year Cover | Page 3 |
| New Head of Housing | Page 5 |
| Leaflets and Handbooks | Page 6/7 |
| Policies consultation | Pages 7 |
| Fire safety procedures | Page 8 |
| Security | Pages 10 |
| Recycling | Page 12 |
| New Tenants Surveys | Page 14 |
| Contact/Feedback forms | Pages 15/16 |



Sandbourne Staff and Contacts from 2.12.19

Chief Executive

Fiona Ferenczy

(fiona@sandbourne.org.uk)



Head of Housing

David Hall

(david@sandbourne.org.uk)



Housing Services Manager

Simon Raine

(simon@sandbourne.org.uk)



Housing Officer

Sharon Doran

(sharon@sandbourne.org.uk)



Maintenance Manager

Brian Griffiths

(brian@sandbourne.org.uk)



Maintenance Manager

Chris Wilce

(chris@sandbourne.org.uk)



Finance Officer

Annina Cooke

(annina@sandbourne.org.uk)



Finance Officer

Vanessa Payne

(vanessa@sandbourne.org.uk)



Administrator

Gail Phillips

(gail@sandbourne.org.uk)



Administrative Assistant

Molly Rolston

(molly@sandbourne.org.uk)



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 Head of Housing (Fiona and David)

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.

Sandbourne News ...

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

Careline (Bournemouth)

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 communal areas or the structure of the building.

Christmas/New Year Cover



A reminder that the registered office will be closed from 12 noon on Tuesday 24 December and will not re-open until Thursday 2 January at 9 am.

We will also be closed on Wednesday 18 December.

All of our emergency contact details are shown in the articles on this page or can be accessed from our out of office hours' voicemail message.

We would, however, remind you to only contact Careline for genuine emergencies as it is obviously a very busy time for them. Anything that can wait until the office is open again, for example routine repairs which can be emailed to repairs@sandbourne.org.uk or rent or housing queries which can be emailed to info@sandbourne.org.uk, should not go through to Careline.

As always, those tenants with emergency pull-cords should use them in the usual way.

Non-urgent messages can also be left on our voicemail over the Christmas/New Year shut down.

Out-of-hours emergency repairs

This is to remind you that you should only report emergency repairs to Careline if it is an 'emergency' and the office is closed.

All non-emergency repairs should be reported to the office during normal office hours by ringing us on 01202 671222 (messages can be left on the answerphone when we're closed), or by emailing the repairs@sandbourne.org.uk email address, or by using the contact form on our website: www.sandbournehousingassociation.org.uk).

For genuine out-of-hours emergency repairs, Careline's number is **01202 452795**. If you can't lay your hands on this number when we are closed, you can always ring the office and listen to our pre-recorded message which gives you the number to call.

By ringing Careline during normal office hours, or at other times when it could wait until the next working day, you could be preventing them from dealing with someone who needs their immediate help.

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.



Got a repair to report?

Please don't wait hoping to see our staff on site to report it - contact the office to ensure that it is logged on our system.

You can:

Telephone: 01202 671222

Email: repairs@sandbourne.org.uk

or use the website contact form on:

www.sandbournehousingassociation.org.uk

Please also make sure that you give us your up-to-date contact details and that you check your phone for missed calls, messages or updates about your repair.

And, finally, don't forget to sign up to our repairs text messaging service, if you haven't done so already, to receive a notification of your repair being reported and details of who will contact you to deal with it.

A welcome to you from our Chief Executive

This is my first newsletter in my role as Chief Executive and I would like to offer you a very warm welcome.

As you will recall from our Special Edition and Autumn Edition of *Sandbourne News*, I took over the reins as Chief Executive on 1 October when Steve Hayes stepped down from that role. Steve is with us until the end of December working on special projects but will formally retire at the end of December; the team and I would like to thank him again for his commitment and contribution to Sandbourne and wish him well.

As the former Director of Finance of Sandbourne, my main focus will be that of the finances of the Association, along with taking on the governance aspects of our work. To replace the housing side of Steve's expertise and skills, we have created a new role of Head of Housing and have appointed David Hall to that position. Please see the article below about David.

We know the future will continue to be unsettled for a while and, by the time you receive this newsletter, we may or may not know the result of the December elections, and Brexit will no doubt still be a hot topic. However, for Sandbourne we are looking forward to working together both as a team and with you, our residents, over the coming year.



Fiona Ferenczy, Chief Executive

And it's welcome to our new Head of Housing

Sandbourne is pleased to welcome David Hall, who joined us as our new Head of Housing on 2 December.

This is a newly created post and David will cover all aspects of Housing Services and Housing Maintenance, heading up those teams. He will also take on the other aspects of housing for the Association's work previously covered by Steve Hayes and will deputise for Fiona Ferenczy, Chief Executive.

David has a wealth of housing association experience, both working as part of a small office with a small team (similar to Sandbourne's registered office) within a large national housing association, and also working in senior roles with larger teams within larger associations.

More recently, David also sat on the Board of Sandbourne and, when the opportunity came up for the Head of Housing position he decided to apply; he knew what we were about and liked the thought of working for and with us, although it did mean that he had to resign from our Board.

You may well already have seen David being shown around some of our sites so that he can familiarise himself with them.

We know he will be a valuable asset to Sandbourne and the team at the registered office and we all look forward to working with him.



David Hall, Head of Housing

More changes to Sandbourne's Board

As soon as David Hall accepted the position of our new Head of Housing he relinquished his shareholding in Sandbourne and immediately resigned from the Board. This was a great loss to the Board but is outweighed by the benefits he will bring to Sandbourne now he is a member of our registered office team.

With other recent changes, this left us with fewer Board members than we have been used to and the Board have been looking to see what skills' set it has and where we might benefit from recruiting new members to ensure a good balance.

Our latest edition is Michael Owen, a Solicitor with a south coast company. Michael is well known to us and specialises in housing law so will be a welcome addition to the Board.



Acting Reasonably
 UNACCEPTABLE

ASB
 (Anti-Social Behaviour) and your ASB Complaint

Asbestos in Your Home

Closed Circuit Television (CCTV) and Drones

Communal Facilities

Complaints

Condensation and Damp

Customer Service Standards

Data Protection (GDPR)

Flats (Living in)

Gardens
 (your garden and/or communal gardens/grounds)

Gas Safety and Servicing

Guest Room and Communal Lounge Bookings

Home Improvements

Legionella

Moving On (Ending a Tenancy)

Night Storage Heaters

Parking

Payments (Ways to Pay)

Pets (Living with Pets in a Sandbourne Property)

Recharge Guidelines

Rent and Service Charges

Repair Guidelines

Resident involvement and engagement

Tenancies

Safety in the home

Sandbourne Housing Association

Sandbourne Housing Association

A basic guide to 'Your Tenancy'

A guide to your safety and the safety of your home

Rented housing for people aged 60 and over in Southbourne and Winton

Rented housing for people aged 60 and over in Ringwood

Sandbourne Housing Association
 Registered Office: Dwell House, 25-26 Sandbourne Road, Poole, BH15 2JG
 Tel: 01202 871222 Email: info@sandbourne.org.uk
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New leaflets to replace the 'Your Tenancy Handbook'

You will recall that in the Autumn edition of *Sandbourne News* we asked residents to let us know, by 1 November, if they wanted to keep the 'Your Tenancy Handbook'.

Our plan, subject to consulting with you, was to replace this with leaflets covering all the relevant information contained in that handbook, together with many more topic related ones.

As no comments were received, the 'Your Tenancy Handbook' will be superseded by our set of leaflets (as shown on the opposite page) with effect from 1 January 2020.

This means that, by 1 January (latest), you will be able to access up-to-date information from our website or upon request from our office. It also means that the leaflets are relevant to all of our residents: tenants, leaseholders and shared owners, whereas the old handbook was more tenant related.

We hope you will agree that this is a far more cost effective and efficient way of ensuring the information you have access to is as up-to-date as possible.



Omfax Repairs reporting guide for tenants

Following consultation with you all in our Autumn edition of *Sandbourne News*, we will no longer be issuing the Omfax Repairs guide to any new tenants.

Comments were sought from you by 1 November and none were received.

Please see our various leaflets covering repairs, which are available on our website or on request from the office.



New Sandbourne Policies

As part of the recent major review of all our policies, several have had very minor amendments, for example removing or changing names or job titles and complying with the latest legislation on equality, etc.

However, some are required to go for consultation with our residents (which includes tenants, leaseholders and shared owners) where any changes might affect you. You may recall that we did this for our Policy on Gas Safety in our Autumn newsletter.

There is only one further policy from the review which is out for resident consultation as listed below. If you would like to see and comment on this policy, please contact the office and we will send you a copy. It will also be published on our website. All comments and feedback must be received by **Friday 10 January 2020**.

Policy for resident consultation is on:

Resident Engagement/Involvement/Participation

Copies of all updated policies, where applicable to residents, will be available on our website during December.

Your 2020 Sandbourne calendar

Once again, we'd like to thank Sandbourne Board Member, David Joicey, for providing us with the lovely photos for our 2020 calendar.

This year he has produced photos which include some recognisable local scenes together with a few from further afield. We hope you will enjoy looking at the photos as well as finding the calendar useful.

We would like to thank David for sharing his photos with us, which he does free of charge, and we are already looking forward to what he might produce for 2021.



Fire safety procedures

Back in the Summer 2017 edition of *Sandbourne News* we had a three-page special of articles on fire policies and procedures – this followed the tragic events of the Grenfell Tower disaster.

Grenfell has been on the news again recently and we promised to keep you updated of any outcomes from the enquiries. However, those enquiries are still very much ongoing with no definitive outcomes. Therefore, the advice to you will not change unless or until there is a change to advice provided by the Regulatory Authorities or the Fire Service or as a result of change coming about from a fire risk assessment being undertaken by one of our contractors.

This means that, in short, there is no change to the advice previously given and we will inform anyone affected of any change in the future and also explain the reasons, should the need arise.

As a reminder to all of our tenants, leaseholders and shared owners, whether you live in a flat or a house, please note the following.

For all properties and occupiers:

- You should read any fire safety/prevention leaflets/laminated sheets included in your pack when you signed up for your tenancy
- If there is a fire in your own house or flat, evacuate the property immediately, closing the door behind you and ring 999 for the Fire Service
- Check your smoke detectors regularly or, if wired in, report faults/low batteries immediately to us
- Do not take batteries out of smoke detectors where these are not wired in
- Check the condition of white goods to make sure they are in a safe condition (wires, cables, etc)
- If you or your family/visitors smoke, make sure that cigarettes are put out properly
- Ensure that you have your own contents insurance on your home

For blocks of flats:

- See separate information below re 'Staying Put' in the event of a fire
- Do not use the lift in the event of a fire
- Please report any defects, such as a faulty fire door (do not assume that someone else will) and do not wedge fire doors open – wedges will be removed
- Do not park vehicles so that they block entrances and/or prevent emergency services getting close to buildings in the event of an incident
- Keep your own front door (fire door in blocks of flats) closed
- Do not prop open fire doors or block access to them
- Do not store any items in communal corridors or under stairwells
- Do not store combustible materials in communal cupboards
- Do not obscure fire safety signage



Staying Put (blocks of flats):

The Fire Service has stated that, for all our schemes of flats, the advice is to 'stay put' in your flat in the event of a fire, unless the fire is actually in your own flat in which case you should leave and close your flat door behind you and raise the alarm.

Where fire alarms are connected to Careline and they are triggered, either in your flat or in communal areas, Careline will call out the Fire Service, if necessary. If your flat is not connected to Careline, you will need to call the Fire Service yourself.

Your main flat front door has a minimum 30-minute fire safety rating. It is important that, on a day-to-day basis, you keep the main door to your flat closed to prevent any fire spreading into the communal areas, or vice-versa, should a fire break out.

If the Fire Service needs to evacuate the building, you should go to one of the fire assembly points until the Fire Service tells you that you can return to your flat.



When you leave a pet behind ...

We have run articles in previous newsletters suggesting that you give some thought to what would happen if you were unable to look after your pet or, worst case scenario, you were to pass away leaving a pet behind.

We recently experienced, at first hand, how distressing it was when a resident passed away leaving a cat in their home without having made any provision for its care.

The first call made by our staff was to the RSPCA but they were unable to help. The Cats Protection League in that area had over 30 cats waiting to be re-homed so couldn't help either. It took days, and several more phone calls, before a member of staff actually found someone who could take the cat. In the meantime, the poor cat had to be fed by staff who also had to clean up behind it.

None of us know what lies around the corner for us and assume that someone like the RSPCA will step in and rescue the situation. However, recent experience shows that this shouldn't be taken for granted. All we are asking, therefore, is that you think about what would happen to your pet if you are not there to care for it and that you make sure that someone close to you knows your wishes.



Parcel deliveries

At this busy time of year, we wanted to remind you that, as your landlord, we have no responsibility for dealing with any parcels left outside of your property, whether they are for you or not.

Also, if you have, or accept, a parcel for a neighbour by mistake or have one left that is wrongly addressed to your property, you should take this up with the Post Office or courier service direct and not contact us.

If you take a parcel in for someone, please put a note through their door to avoid them ringing us because they think their parcel has gone missing.



Car parking

We highlighted on page 7 about our new leaflets, one of which is on Car Parking.

No matter what we say, or how we say it, we continue to have parking problems which cause so much upset to and between residents.

We are not going to go on at length or repeat ourselves in this article and would simply ask you to consider how you would feel if, for example, an ambulance couldn't park close enough to the home of one of your relatives in an emergency because of inappropriate and/or inconsiderate parking by residents or their visitors.

Imagine how you'd feel if you were a new resident moving in, or the family of someone who is clearing the property of someone who has had to move out, and the removal people were harassed by residents demanding to get to 'their' parking space.

Please do remember that, in particular at our blocks of flats where parking spaces are not allocated, there is no such thing as 'their' parking space and there are occasions when residents may have to park away from where they would usually like to park, even if it is 'inconvenient' at the time.

On a final note, what if a neighbour had to get into their car in an emergency and couldn't as you'd blocked them in because you didn't like where or how they'd parked and you wanted to make it difficult for them.

Please be considerate.



Christmas cards/letters not for you?

With the increase in post over the Christmas period, please remember that if you receive post that is not for you, you should simply write something like "not known at this address" on the envelope and pop it back in the post box.

Please do not leave this post for us to deal with.

If you believe the person lives on the same site as you and it looks like something important (eg a hospital letter), we may be able to offer to re-deliver it for you if you drop it in the office and we have someone actually on site, but we can't always promise to be able to help.

A bit about security ...

Please stay safe, especially over the Christmas and New Year break, and remember it's not just about the new age electronic scammers, there are other fraudsters out there as well, so:

- don't leave your windows or doors open or unlocked
- don't let anyone into your home if you are not expecting them or don't know them
- always ask callers to your home for ID
- don't leave presents under your Christmas tree in full sight of passers-by in the street
- don't buy dodgy Christmas decorations - make sure that they are in good order, kept away from open flames, and that your lights have the appropriate safety symbols on them.

Why not take a look at our new leaflet on 'Safety in the Home' for more tips and advice! This is available on our website, our drop-in rooms at Woodlands or Highfield in Bournemouth, or on request from the office.



Something suspicious going on?

It is not always appropriate for you to contact us when you think something suspicious is happening, for example if there is an intruder at night or weekends, or when your car has been damaged by a vandal. The situation may be life threatening, may be outside of our office hours, or be nothing to do with us as your landlord.

Dorset Police have a 'Contacting Dorset Police' flyer giving the different options for getting hold of them and this depends on how urgent the matter is.

There is the obvious **999** when a crime is in progress or life is in danger, but this is the emergency number.

If you want to speak to someone but it is not an emergency, then you can call their non-emergency number, **101**, which is available 24 hours a day, seven days a week. However, they do advise that, as calls are prioritised based on urgency, there may be a delay in answering.

You can also go to www.dorset.police.uk/do-it-online, where you can make general enquiries, report crimes or incidents that are not urgent, request a call back and/or leave a message for an officer. They say this might be quicker than calling 101.

There is also a service called AskNed which is a non-emergency directory offering advice and information on topics that are often reported, along with contact details for those people who can help. For this, visit www.dorset.police.uk/askNED.



If you are hard of hearing or have a speech impairment, you can use their emergency only SMS text service: 80 999 but you need to register by texting 'register' to 80 999 or online at www.emergencysms.org.uk. Their textphone emergency is: 18000, textphone non-emergency: 18001 101, or SMS text non-emergency: 67 101.

Finally, although not advertised on their flyer, don't forget there is ActionFraud where you can report scams, etc. You can call them on 0300 123 2040, or visit their website www.actionfraud.police.uk.

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 during a break-in.

Keeping warm and healthy this winter

This is advice that we add to our Winter newsletter each year as a reminder and following advice from the government, NHS and other agencies, who generally recommend you:

- Check if you or your family can get your free flu jab, which you're entitled to if you are pregnant, have certain medical conditions, are 65 or over or are a registered carer, etc.
- Before Christmas, or if the weather forecast is bad, check that you have enough medicines and food.
- Keep your home warm; TV/radio NHS adverts suggest 18° as a minimum for your lounge.
- If you know your heating isn't working properly, do something about it now and don't wait for it to break down. Heating companies get very busy this time of year.
- If your heating does break down, please ring the registered office to report this (during office hours). However, if you have no other form of heating and the office is closed (over Christmas/New Year), please contact Careline (see page 3).
- Wear lots of layers of clothing to stay warm and wear shoes with a good grip if you go outside.
- Food is a vital source of energy, which helps to keep your body warm, so try to have regular hot meals and hot drinks throughout the day.
- If you can't get out, try to keep active round your home.
- Good hand hygiene can help prevent the spread of germs and viruses.
- Please keep an eye on older and more frail neighbours and relatives.
- Finally, if you're going away and you have a neighbour who you have regular contact with, let them know as they might worry if they don't see you around.

Snow and ice - 'to grit or not to grit?'

This is the question that landlords are faced with each year and so we will repeat previous years' Winter newsletter articles:

As a landlord we are **not** legally obliged to clear snow and/or grit communal footpaths/car parking areas that are in our ownership, even where we may feel that we have a moral responsibility to do as much as we can to ensure the safety of vulnerable residents.

We need to ask ourselves whether we, as a landlord, leave ourselves exposed to greater risk of a claim if we decide to grit an area that we are not responsible for. The answer, according to our insurers, is 'yes' although ultimately it will depend on the facts of any such claim.

In the event of a claim, it would have to be established whether the act of gritting had made the risk worse. For example, if inadequate amounts of grit or salt had been used which then resulted in a partial thaw before subsequently freezing overnight – a particularly treacherous set of conditions if the ice is then covered by a fresh layer of snow.

For these reasons, based on our insurer's advice and after some soul searching, we are re-confirming our previous approach. We **will not** grit communal area paths and car parking areas. However, we **will** continue to provide grit bins and do our best to keep them supplied with grit for residents to make use of, should they wish to, but this will be at their own risk.



Real Christmas Trees

On a quick look at the various local council websites, it appears that they are no longer doing kerb-side collections of real Christmas trees. Instead, they will have to be taken to recycling centres (or other agreed sites) to be composted.

Volunteers from local charity 'Diverse Abilities' will collect Christmas trees for a minimum £10 donation (over the weekend of 11-13 January but you must book by 2 January). You can ring them on 01202 711507 or visit their website: treecycling@diverseabilities.org.uk.

Please **don't** put your Christmas trees out with the general household rubbish.

The problem of recycling continues ...

and will only get worse over the Christmas and New Year with all the additional packaging and rubbish generated.

We've recently had several instances of the council refusing to empty bins and placing a 'yellow sticker' on them. This sticker says the bins won't be emptied by the council until the contaminated items have been removed.

It really isn't fair that any of our more diligent residents, or our staff, should have to sift through the tops of bins and move items between recycling and general waste because others can't be bothered to put the right items in the right bins. It is also potentially hazardous for residents and staff to do so.

We accept that sometimes it might be confusing, or someone may put your rubbish out for you, but please can we just ask that all of our residents are more careful and ensure that only recyclable items are put in the recycling bins.

In addition, the council won't accept recycled rubbish, as shown in the picture below at one of our Bournemouth sites (they have black recycling bins), if it is bagged up.

If the recycling bin is too full, and there are no other recycling bins available, please don't just dump your rubbish. This isn't something that just happens with our 60+ residents, it happens across many of our 18+ general family sites as well.



Surviving Winter – Help Older People in Dorset Stay Warm and Safe This Winter

For the last couple of years, we've published an article on behalf of the Dorset Community Foundation and their campaign continues ...

They ask that, if you do not need your winter fuel allowance, you consider donating it to help save lives in Dorset.

Dorset Community Foundation is a local charity who work with people like the local Citizens Advice Bureau to recycle unwanted winter fuel allowances and disperse them in the form of winter fuel grants to local Dorset people in need.

To Donate: Online at www.dorsetcommunityfoundation.org or send a cheque made out to 'Dorset Community Foundation' to: DCF, The Spire, High Street, Poole, BH15 1DF.

If you need help

Surviving Winter grants of up to £200 are available along with additional help around fuel poverty. Contact your nearest Citizens Advice Bureau or ring the Dorset Community Foundation on 01929 775500.



Power gone off?

Before ringing the office, have you checked with your neighbours to see if they have power or not? We won't know about power cuts to any of our homes until someone has reported it to us.

You could also check with your energy provider, for example, the www.ssen.co.uk website to see if it is an area fault. Their website gives regular updates and the following numbers: for emergencies 0800 072 7282 and for checking or tracking updates 105.

There are lots of energy suppliers who provide this information on their website.

This time of year we tend to repeat of lot of articles but this is because we are aware that the Winter and Christmas can be difficult and lonely time for many people, particularly the elderly (69% of our residents are over 60 years old), and we want to give you as much advice and information as possible.

We always give a mention to 'The Silver Line' which is the only free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.

Dame Esther Rantzen is the face of this service and they work closely with Age UK.



You can ring them to ask about services in your area, talk in confidence if you are being mis-treated/abused, get some friendly advice or quite simply have a chat.

If you would like further information please go to The Silver Line website (www.thesilverline.org.uk) or ring the helpline on 0800 470 80 90.



Citizens Advice Bureau

We often refer to the Citizens Advice Bureau (CAB) in our articles and they are a long-standing and valuable provider of help and information.

The CAB offers free advice from experts and they cover such things as: benefits, housing, consumer issues, employment, debt, family and relationships, legal and immigration to name but a few.

We can only provide general information and cannot list contact details for every one of the areas where we have properties. The majority of our homes are in Bournemouth and Poole and that CAB recently merged their services (Bournemouth, Christchurch and Poole Councils). As part of this, they closed their office in Poole (located in the same building as us) and changed their ways for contacting them.

If you need to seek help or advice and you live in Dorset (we know not all of our residents live within the BCP council area), you can ring them on 03444 111 444, go on www.citizensadvicebcp.org.uk, or www.advisedorset.org.

They can help you either over the phone, via email or arrange a face-to-face meeting.

For the New Forest area, you should ring 0300 3309 009.

Are you a 60+ resident with a Careline service and planning to go away over the Christmas and New Year period?

If so, please remember to let Careline know if you are going away and advise them of the dates when your property will be left empty (you **don't** need to let Sandbourne know). You should let them know the date you are going away and then let them know when you are back at your flat.

The reason we ask this is in case there is a problem at your property while you are away, for example a burst pipe, that Sandbourne may have to deal with in your absence. Or, it could be that a neighbour is concerned that they haven't seen you around for a while, in which case Careline can check with your next-of-kin that you're okay. For this reason, it is also important to update your next-of-kin details with both Careline and us.

Some washing machines don't like very small loads

Over the years we've had a few instances where the washing machines in our communal laundries, particularly at our Bournemouth 60+ sites which have larger machines, appear to be stuck mid cycle and the door won't open and it's been reported as a fault.

However, it may not be a fault; it may actually be that the load is too small for the bigger industrial type machines to recognise if you have, for example, just put a single bath mat in to wash.

We have signs in our communal laundries to advise residents of this, but please bear in mind that it's not a good idea to wash single items as it could stop the machine from finishing its cycle and your washing could be trapped inside until an engineer is able to call. It's also not an economical way of using the bigger washers and dryers.

A final reminder, please wipe the door seal after use in case any hair or other particles are left on it, particularly if you have been washing items that pets may have been in contact with. As previously advised, you should **not** wash the bedding where you pet sleeps in these machines.



Are you a new tenant who has been sent a 'New Tenants Survey'?

If so, have you returned this to us yet?

We take your feedback very seriously and, for this reason, we are holding a **quarterly prize draw to win a £20 High Street voucher** for all those new tenants who have returned their completed survey.

As we always say, it doesn't matter whether the feedback is positive or negative as long as it is honest and constructive. This is a good way for us to learn what is important to you and what we can do to improve on the service we provide.

We will announce the winner of the first prize draw in our Spring edition of *Sandbourne News* and, because this is new, we will include (as a one-off) anyone who has returned their survey in the last six months of 2019.

We have the following guest rooms at our 60+ sites in Bournemouth (costing £20 per night):

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

and communal lounges at two of our 60+ Bournemouth sites (no cost involved):

These lounges are at Woodlands and Craigleith in Bournemouth.

Sole use cannot be given as these lounges are designed for use by **all** residents.

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

You can also see our leaflet on Guest Room and Communal Lounge Bookings.



Coming soon ...

Following feedback received about our guest rooms, we will be looking to upgrade them gradually. However, at the moment we don't have a fixed programme for these works and hope to be able to tell residents more about that and progress with other projects, like the new Stourwood Avenue buggy store in our next edition of *Sandbourne News*.

Please bear with us and watch this space!

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

Your words to find:

- Reindeer
- Sleigh
- Dasher
- Dancer
- Prancer
- Vixen
- Comet
- Cupid
- Donner
- Blitzen
- Rudolph
- Rooftops



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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

Repairs: repairs@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 (December 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: | |
| 1st Line of your address: | |

Feedback/suggestions:

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| Signed: | | Date: | |
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