

Sandbourne News

Edition 26, Spring 2020



Welcome to Sandbourne's Spring Newsletter - the first of the new decade! This is also the first one that I have welcomed you to since I took over as Chief Executive.

There have been a lot of changes since the last newsletter - Steve Hayes formally retired at the end of December, David Hall is settling in well as Head of Housing, we have re-organised the office at Beech House to (hopefully) better reflect the way we want to work, and the long-term staff members have had to adapt to all these changes while still seeking to provide you with the best service that we can.

You will note that we have included a survey with this newsletter, so please return it to let us know how you feel about Sandbourne and what we can do to try and improve the service we offer.

Over the next few months we will be reviewing the Fire Risk Assessments in all our properties with communal areas to ensure that we continue to comply with all the relevant legal requirements to keep you safe. We are also looking to provide some more buggy spaces and parking spaces at one of our 60+ sites and we hope to be able to start a new development of six properties in Poole. There is information about some of these projects in this newsletter but more will follow as and when we can confirm it.

I hope that you continue to find this newsletter informative and useful - it is Sandbourne's primary way of passing on general information to all our residents. If you have any ideas of articles that you would like to see in the future, do let us know and we will see what we can do.



Fiona Ferenczy, Chief Executive

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:

Spring registered office cover	Page 3
Advance rent payment	Page 4
What do you think of Sandbourne?	Page 5
Shared ownership properties	Page 6
Communal areas	Pages 8/9
Fire risk assessments	Page 10
Stourwood Avenue works	Page 11
Priority service – power/water cuts	Page 13
Fuel bills	Page 14
Contact/Feedback forms	Pages 15/16



Don't forget the clocks go forward on 29 March. We also have four bank holiday days in April and May (when Sandbourne will be closed) - see page 3.

Sandbourne Staff and Contacts for 2020

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(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 are 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.

Spring cover 2020

The registered office will be closed on the following dates:



Friday 10 and Monday 13 April

Friday 8 and Monday 25 May

and don't forget to put your clocks forward an hour on Sunday 29 March.

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 office voicemail.

Out-of-hours emergency repairs

For genuine out-of-hours emergency repairs, Careline's number is: **01202 452795**.

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

Handiworks Plus Service to end

We have been notified by Help and Care that their Handiworks Plus service will, regrettably, be ceasing after 31 March 2020.

This is partly due to them making losses after significant charitable funding was removed and also a declining membership.

This is a service which has been used by many of our 60+ Bournemouth residents for many years to get help with things like changing light bulbs or other minor repairs that they are responsible for.

Sandbourne is due to meet with Help and Care to discuss what other services they might be able to offer our residents. If anything positive comes out of this meeting, we will let you know.

In the meantime, please do **not** contact them to carry out any works for you after 31 March 2020.

We won't know about a breakdown in service, eg your hot water, unless you tell us

It is so frustrating for our office staff when a resident rings us complaining that they've had no hot water or heating, for example, for three days and demanding it gets sorted, but they haven't previously reported it. You might also be surprised how often people also leave it until 3.55 pm on a Friday, just as we're closing the office, and expect us to sort their repair straight away.



We would simply remind you that if you don't tell us when something goes wrong as soon as it happens, we can't do anything about it. If you wait three or four days to tell us, you shouldn't then complain about how long you've been without that service if we haven't been told in the first place.

If the office is closed, for example when you get home from work and there is no hot water, please remember that you can send an email to our repairs email box (repairs@sandbourne.org.uk) which is monitored regularly by our maintenance staff. If you don't do email, then you can leave a message on our answer phone which will be picked up the next working day (usually by 9.30 am). You don't have to wait to ring us in person to report your repair.

If you feel that the matter can't wait until the next working day when the office is closed, and it is a genuine emergency, there is the out-of-hours emergency service (01202 452795). However, they will only deal with emergencies and if a routine repair is reported to them they will advise you that you should be contacting the Sandbourne office.

Advance rent payment

Some Sandbourne tenants have monthly tenancies and some tenants have weekly tenancies.

If you are a tenant, you will be aware from the terms of your tenancy agreement that whether you have a monthly or a weekly tenancy your rent is due to be paid in advance.

If you have a monthly tenancy, your tenancy requires you to pay on the first day of each month and if you have a weekly tenancy you should pay on the first day of the week.

Once your payment is made you should have no rent arrears but, if you do, there should be an agreement in place with us to clear these.

If you are currently paying your rent very late in the month, you will be required to either bring your payment forward or pay an additional amount each month until the payments are made in advance to comply with your tenancy agreement.

The only circumstances when Sandbourne will accept payment in arrears is where housing benefit is paid directly to us by the council. This is because the council pay housing benefit in arrears and neither the tenant nor Sandbourne has control over the way payments are made to us. In these circumstances, we are kept informed regularly by the council about changes to the housing benefit entitlement, such as when there is an increase or decrease in payments or if the entitlement is stopped or suspended.

If you do pay your rent in arrears, for whatever reason, please contact the registered office to speak to a member of the housing team to discuss bringing your rent account into advance payment or to make a repayment agreement.





So what do you think about Sandbourne?

As many of you will know, I joined Sandbourne in the new role of Head of Housing at the beginning of December. The time since then has flown by and I would like to thank everyone for making me so welcome.

Generally, I have been impressed by the homes I have seen and the way that we go about delivering services. However, equally I also know that there is always room for improvement, which is where you come in.

I want to know from you what it's like living in a Sandbourne home, both the good things and those things we might be able to do a bit better. There is a short survey enclosed with this edition of the newsletter and if you have a few minutes to complete and return it in the envelope provided that would be a really helpful start. Surveys should be returned to us by Friday 27 March 2020. If you are a joint tenant or owner, you will see that we have enclosed a copy for each of you as we appreciate that you may have differing views.

You will see that the survey form only refers to where you live in general terms and this is to help us identify issues that are site specific and make the outcomes meaningful. If you wish to complete the survey anonymously you can. Alternatively, if you are happy to identify yourself then please complete your details in question 7 before returning your form.

My plan is to review all the responses and, where there might be common themes/issues on particular sites, look at these in more detail. If there is sufficient interest, then I would arrange to meet with residents to discuss what we may be able to do differently in the future, hence why it is useful to know which site you live at.

I am keen to establish an ongoing dialogue with residents and better understand what you want from Sandbourne as a landlord so the more surveys returned the clearer your experiences and future expectations will be.

We will publish both the results of the survey and any changes to the way that we do things as a result, either on a particular site or across the business, in the Summer edition of the newsletter.

Thank you in advance for your time; this is your chance to tell us what you think and I look forward to hearing what you have to say.

Where the completed surveys include a name and address, these will be entered into a prize draw with the opportunity to win a £20 High Street voucher.

The winner will be announced in the Summer edition of the newsletter.



David Hall,
Head of Housing

Prize Draw Winner ...



We advertised in the Winter 2019 edition of *Sandbourne News* that we would hold a quarterly prize draw for new tenants who completed and returned one of our New Tenant Surveys.

The first draw took place in January. This was for a £20 High Street voucher for anyone who had returned their survey between 1 July and 31 December 2019.

The lucky winner was one of our new Ringwood tenants who has now received their voucher.

As previously mentioned, Sandbourne introduced this prize draw to encourage new tenants to give us their feedback on how they found the process of applying for and then moving into their new home.

We are always keen to get feedback from our residents to help us improve the services we provide or, indeed, to confirm that we're getting it right.

So, if you are a new tenant reading this article and you receive a New Tenant Survey form, why not complete and return it for a chance to win a £20 voucher. We only have, on average, about 30-40 new lettings a year, so the chances of actually winning are quite good!

What are shared ownership properties?

These are where the property is part owned and part rented.

The shared owner purchases a part of the property from us (an agreed percentage, normally starting at 25%) and then pays for the rest of the property by way of rent which is paid to us.

The shared owner can also ask to buy a higher percentage in their property (known as staircasing) and in some instances, although fairly rare, may purchase the remaining share in the property and own it outright.

If the shared owner wants to move, they must contact us to arrange for a formal valuation to be carried out by a qualified surveyor (RICS). When the sale price is established, we will initially arrange for the property to be marketed and for a prospective purchaser to be nominated.

As Sandbourne is the freeholder, we need to be made aware of progress and the completion of the sale. This is so that we can check that the legal obligations have been met, eg ensuring that rent and service charge implications are dealt with. The owner is responsible for the repairs to their property.

Until January this year properties were normally advertised through the Help to Buy South West website but this has now changed. Until things become clearer, we have set up a link on our website (on our properties page) so that anyone interested in becoming a shared owner can email us (info@sandbourne.org.uk) and we can provide them with details of anything we might have available at that time.

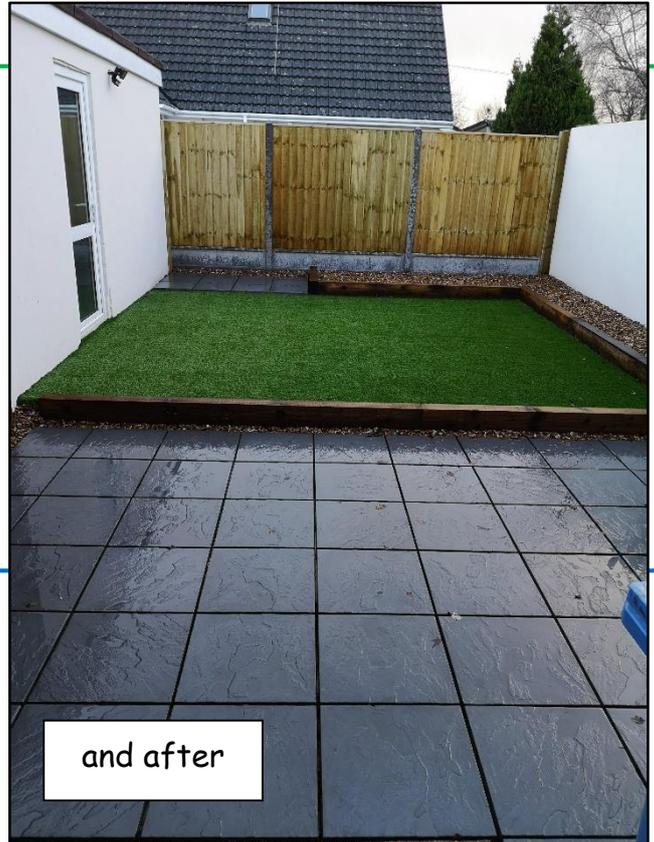


A garden transformation ...

We were recently sent some before and after photos of how one of our Poole residents transformed their garden to suit their family needs.

They kindly agreed for us to share the pictures with you to show how you can turn a fairly non-descript garden into one which is smart and practical and something to take a pride in.

We hope they will enjoy their new garden when the nicer weather arrives.



TV Licensing – make sure you're covered!

There is much in the news lately about TV licences; firstly, about the free licences for the over 75s, and then about whether or not it would be a criminal offence not to have one (no matter what your age).

However, it seems like the TV Licensing Authority may be having a bit of a purge to check who is covered so, until something definite is confirmed, please make sure you have a valid licence.

At Sandbourne, we recently received several TV Licensing enforcement notices and threats of proceedings about TV licences that were cancelled well over ten years ago (and a few more recently) because the premises changed their use (converted offices and lounges to flats), or we stopped providing TVs (guest rooms), and no longer needed a licence.

When speaking to TV Licensing on the telephone a member of our staff was told that they are currently updating their records, hence the overload of notifications we were receiving which indicate that they will be having a purge on checking all licences.

We, therefore wanted to remind you that, with the exception of a very small handful of people with special concessionary 60+ licences who pay their fee to us (you know who you are), you are all responsible for your own TV licence.

For the over 75s, we know, at the time of going to print, that free over 75s licences will only be issued up to 31 May 2020. Then, only those in receipt of pension credit will qualify for a free TV licence. If you currently have a free over 75s TV licence, it will only cover you up to 31 May 2020 and you should receive a letter direct from TV Licensing telling you what you need to do.

If you have moved into your new home recently, please make sure you've told TV Licensing so that they can transfer your licence to your new address.

Please don't get caught – if in doubt, check it out.

Major repair Works

Sandbourne has a programme of planned works for all our properties and the two Maintenance Managers regularly survey properties and update this programme with accurate information about the current state of properties. This is then used to decide how we spend our limited resources each year.

In the last year we have spent over £80,000 at one of our developments in Poole on necessary repairs and maintenance, including roof repairs, window and gutter replacement and insulation works. This work is not as exciting for residents as getting a new kitchen or bathroom, but it does ensure that our properties remain safe, secure and fit for purpose and is a vital part of our maintenance programme.



Please don't dump ...

We frequently run newsletter articles about residents dumping items by communal bins or in Sandbourne bin stores.

Here are some more examples of the types of things that people leave by the bins and expect the council's refuse collectors to take away.

These items will not be taken away as part of the normal refuse collections and, as such, it then falls to us to dispose of them. This has a cost implication to Sandbourne as we have to use contractors to remove 'dumped' items and take them to the council tip.



We have previously mentioned that we will try to discover the culprit when items have been dumped by the bins and will then re-charge them the clearance cost. However, it is still the case that if we can't trace that person, the disposal costs automatically get charged to the scheme's service charges and therefore everyone has to pay for this.

If you rely on your family, friends or carers to help with your rubbish disposal, please stress to them that it's not acceptable to dump in this way.

You can always ring the office for advice on rubbish disposal if you cannot access the internet to find out details of your local tip or people who might take items away for you (at a small charge).

Keeping communal areas and corridors clear

We have run regular articles on this subject but unfortunately need, once again, to stress the importance of keeping communal areas and corridors clear.

Many residents, including leaseholders, have taken notice of our previous requests and we'd like to thank them for this. However, we are increasingly finding personal items creeping back under stairwells and outside of flats in communal areas in our blocks of flats.

We would remind you that items like personal door mats, tables and plants are not permitted outside of flat doors. In addition, toys, pushchairs and bicycles, etc, should not be stored in corridors, under stairwells or on balconies.

This isn't something new and follows the advice given by the Fire Service who say that anything that can cause an obstruction or is combustible in the event of a fire in communal corridors etc should be removed. This also applies to personal belongings being stored in Sandbourne owned communal cupboards.

Apart from considering the safety of residents, this advice impacts on Sandbourne's insurance requirements and fire risk assessments as we need to manage this risk and to comply with such advice in order to maintain our insurance cover.

We always say that we don't ever want to be in a position whereby we have to report that something left in a corridor has caused a serious or fatal accident, or where something combustible has caused or accelerated a fire breakout.

Although we will give residents the opportunity to remove any personal items in a communal area, we will remove them if the request is ignored. We will then only store them for a short period of time before disposing of them.

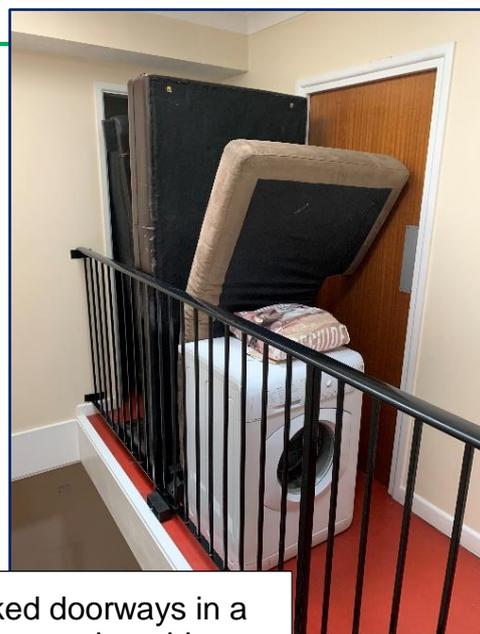
Please don't ignore any signage which advises you not to leave or store your items in communal shared areas and remember that your safety and that of your neighbours is paramount.



Trip hazards under stairwells



Blocked doorways in a communal corridor



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.

Fire risk assessments – the next steps ...

We employ a specialist company to carry out fire risk assessments (FRAs) in all blocks of flats every two years. These FRAs always have a number of recommendations about good practice and how, as a landlord, Sandbourne can improve fire safety.

Although all our blocks have a 'Stay Put' policy, endorsed by Dorset Fire and Rescue, the most recent FRAs recommend that where residents of our 60+ homes may have great difficulty in evacuating in the event of a fire in their own home, we should be able to provide the fire service with more information about their circumstances.

This further information is known as 'Personal Emergency Evacuation Plans' (PEEPs), designed to ensure that in the event of someone with very limited mobility, hearing or eyesight needing to evacuate, the emergency services have the information that they need to ensure that this happens as safely and quickly as possible.

We already have PEEPs in place at our extra care scheme, Craigleith in Bournemouth, and over the course of the next few months are planning to make them more widely available across 60+ homes in Bournemouth and Ringwood.

So what does a PEEP involve, who does it, and should I have one?

The process is quite simple and will involve a member of Sandbourne staff visiting the resident and completing a short questionnaire together that records the particular challenges that person may face if they need to leave their home in the event of a fire.

The information provided forms the basis of the PEEP for that person which, for example, tells them:

- Where there are temporary refuges (places of safety) in the building where they can safely wait for further assistance, and for a staged evacuation.
- Safe routes – the best and safest routes that someone should take to evacuate the building.
- The safest evacuation route from their home.
- If specialist equipment, such as an evacuation chair, may be required.
- If they have a visual or hearing impairment, whether a different type of fire alarm may be needed in their home.

Anyone who has a PEEP will be provided with a copy and, with their permission, it will also be kept securely on site (accessed only by the emergency services). If the home is connected to the Careline service, the PEEP will also be held by them.

We will be contacting everyone in our 60+ homes over the next few months to offer an appointment for a PEEP, but if you feel that this would be helpful for you right now, then please just let us know and we will arrange an appointment with you in the coming weeks.



Use of communal lounges in Bournemouth

Just a reminder that if you hold regular clubs or want to hold an event in either of our Woodlands or Craigleith communal lounges, this should be booked via our office.

Likewise, if you've been holding clubs that subsequently fold, please also let us know.

Why do we need to know? So that we can make sure that bookings don't clash and so that we can also update the TV screens, where necessary. The last thing we want is to tell someone that they can use the lounge for an event, only for them to find it is already in use without us knowing.

Stourwood Avenue, Bournemouth - Additional car parking spaces and buggy store - update

We have received a few enquiries recently about when works will start to provide the additional car parking spaces, and the new buggy store at Stourwood Avenue – those residents will recall that we consulted you about this last year.

This process has taken rather longer to progress than we originally anticipated, but we are now pleased to tell you that we expect the works to commence in April.

With regard to the new buggy store, we would remind you that this will be created in the area at Woodlands which is currently used as a staff office and residents' drop-in room.

We will, as usual, let residents know the exact date and the expected duration of the works in due course. Inevitably there will be some disruption when the contractors are on site, and we would ask for your continued patience to ensure that they can complete the work as efficiently as possible.

The new car parking spaces will not be allocated to anyone and residents will be able to park on a first come, first served basis, as happens now.

As for the buggy store, our housing officer will liaise with residents nearer the time about the allocation of spaces in the new store.



Other changes to Stourwood Avenue, Bournemouth office and guest rooms - update

We mention in the adjacent article about the works to provide a new buggy store at Stourwood Avenue, which will be where the current staff office and drop-in room are located at Woodlands.

As our housing staff will still need an office on site, they will be temporarily relocating into the ground floor guest room at Woodlands as that room is already fitted out with the facilities they need. Information displayed in the drop-in room will be moved to the lounge at that time.

Because of having to move our staff office, we will only be taking bookings for the ground floor guest room at Woodlands up to and including Easter.

On a positive note, we will be upgrading our existing guest rooms. This will initially be the top floor room at Woodlands with works due to be carried out there in February/early March.

We would remind our Bournemouth residents that, as well at Milne Court at Stourwood Avenue, we do also have guest rooms at Harcourt Grange on our Belle Vue Crescent site and at Craigleith in Derby Road, which are both only a short drive away from Stourwood Avenue.

Finally, we would stress that no current bookings will be affected by either the closure of the ground floor Woodlands guest room or the refurbishment of the top floor Woodlands one.



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.

BCP withdraws its Floating Support Service for Bournemouth 60+ residents

Sandbourne was surprised to learn in January, without any prior notice, that the newly merged/re-organised Bournemouth, Christchurch and Poole (BCP) Council is no longer offering their bespoke Floating Support Service for older people and that team had been disbanded.

Many of our Bournemouth 60+ residents will have received help and advice from Natalie or Nathalie as part of the service they provided but they are no longer available and, if you have their details, you should no longer contact them direct.

BCP Council still has a Generic Floating Support Team which covers all age groups and they will offer help and advice to tenants who are facing homelessness. If you contact Sandbourne's housing team they can refer you to them.

Please don't worry or struggle in silence. If you are concerned about paying your rent, don't risk losing your home; contact us at Sandbourne (01202 671222) to get some help and advice. We can point you in either the direction of BCP Council or other agencies that might be able to help you.

Nuisance birds ... their protection

Our usual reminder that the birds will soon be nesting and may become a nuisance, but they are protected and we're limited with what we can do.



For this reason, we would again ask that you don't encourage the birds by feeding them, particularly near to our blocks of flats. They can make an awful mess, which can damage cars etc, and the food can also encourage vermin.

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

We cannot therefore remove nests that are being built, and need to avoid trimming or cutting trees, bushes, hedges and rough vegetation during the nesting season.

Sandbourne will always take seriously your concerns about nuisance birds, but any action taken will have to be in line with the current lengthy government guidelines.

Please help us though and, as mentioned above, do not leave food out for the wildlife near to your home.

Pets hair on washing!

Despite guidance in several recent newsletters articles, putting up signage in communal laundries, and setting out some rules in our 'Pets' leaflet, we still continue to receive regular complaints about residents washing pets bedding in the communal washing machines.

Our staff spend so much time on something that is really quite simple. If you have a pet, then you should **not** wash the bedding that they sleep on using the communal washing machines (or dryers).

If you are a pet owner and use the communal laundries, please make sure that you wipe the seals and clean the filters if hair has transferred from your pet onto the clothing you are washing/drying.



Are you eligible for a priority service during power cuts or water supply interruptions?

We were recently handed a leaflet which is jointly produced by Bournemouth Water, Scottish & Southern Electricity Networks and the Wessex Water YTL Group. This is about how to contact them and get extra support, 24 hours a day, during power cuts or water supply interruptions. This is not an age specific service, so please read on.

The following information has been extracted from their leaflet, which we think you might find interesting and helpful.

Did you know, for example, that Bournemouth Water looks after all the water pipes in the area, fixes leaks and looks after water bills? However, it is Wessex Water who are responsible for the sewers in your area and for the repairs to them and for sewerage bills?

Scottish and Southern Electricity Networks (SSEN) are responsible for looking after the wires and cables that supply the electricity to the area and will fix power cuts as quickly and safely as possible. However, they do not send out electricity bills as that is down to whichever energy provider you are with.

Working together, the above companies all have Priority Services Registers to help and support those who need it most. They also work with people like the British Red Cross, local authorities, emergency services and other agencies to further support people registered with them. Examples given of those people who may need the service most are those who:

- are deaf or hard of hearing
- have a disability
- live with children under five
- are blind or partially sighted
- have a chronic illness
- use medical equipment/aids reliant on electricity and/or water
- are aged over 60
- have dementia

However, if you think you may also 'need' the service, you can always contact them to discuss it.

The various contact details they provide for their free service are:

Telephone: 0800 294 3259 or text phone 0800 316 5457

Water: 01202 590 059

Power: 105

Sewerage: 0345 600 4 600

or you can look on the following websites:

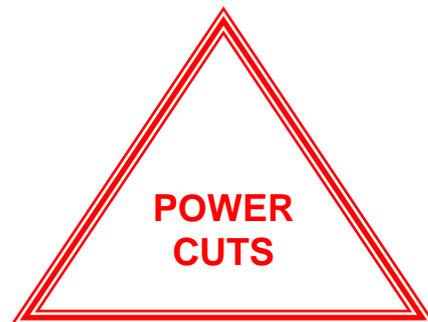
www.bournemouthwater.co.uk/priority-services

www.ssen.co.uk/priorityservices

www.wessexwater.co.uk/priorityservices

Advice given, is to keep the following items handy for emergencies:

- a supply of bottled water
- charged power pack for mobile phones
- battery or wind-up radio
- battery or wind-up torch
- spare batteries
- phone that plugs directly into a wall socket
- first aid kits
- important medicines
- spare keys to your home and car
- emergency contact numbers



Register for Priority Service



LEAP (Local Energy Advice Partnership)

We've been given a leaflet containing energy advice information for residents which we thought you might find interesting.

Some residents may already have heard of LEAP which is a free energy and money saving service available for local residents and is supported by Bournemouth, Christchurch and Poole Council. They say that they can help you save money and keep your home warm and cosy but you do need to be eligible for this service.

Their services include free home visits, energy tariff checks, energy saving measures to reduce your bills, hints and tips, help with benefits, debt and other money problems.

Some examples of eligibility given in the leaflet are listed below but this service is not just for the elderly and applies to anyone struggling to pay their bills:

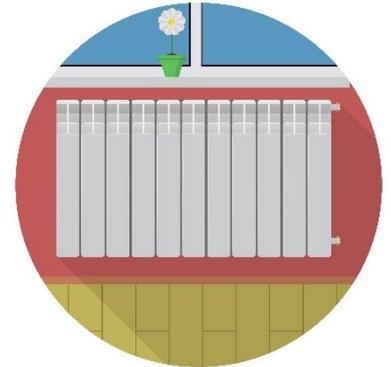
- low income
- receive tax credits, housing benefit, income or disability related benefit
- have a long term illness or disability

There are lots of examples of vulnerability criteria, including being a victim of domestic violence, recent bereavement, etc, along with a long list of health issues, and even more benefit categories.

It could be worth contacting them and having a chat to see if they can help you, or looking online for more information:

You can give them a call on: 0800 060 7567 or visit their website: www.applyforleap.org.uk.

We can also provide you with a photocopy of their leaflet if you contact us.



Struggling to pay your winter fuel bills or able to donate to help others ...

Each year we mention the Dorset Community Foundation and the work they do to help those people across our area who can't afford to pay their fuel bills, and often turn down their heating and feel isolated in their homes.

This year they have lowered their age limit for help from 60 to 50. Working with local Citizens Advice Bureaus and the Centre for Sustainable Energy, they disperse money raised to help people in need.

However, they also rely on donations from the public and have, in previous years, asked those who are in receipt of a heating allowance who don't need it, to consider donating it to them. Their campaign continues and they would happily receive any donations.

If you can either help with a donation, or are someone who needs some assistance to pay your heating bills, why not contact them on 01202 670815, or write to them at: The Surviving Winter Appeal, Dorset Community Foundation, The Spire, High Street, Poole, BH15 1DF. More information can also be found on their website: www.dorsetcommunityfoundation.org.



The cheek of some scammers ...

We can't say too much, but we've had two incidents recently where scammers have had building materials delivered to one of our sites without our knowledge or permission.

It gets better, though, as it seems the goods are delivered during the day to the car park area and then they are collected during the night. However, during that period, the payment to the company they purchased the materials from bounces. So, the companies concerned have delivered their materials in good faith but then haven't been paid for them and cannot recover the goods.

We will involve the police for anything like this, particularly if it is happening on our premises, but it's not clear how much they can do.

If you see anything suspicious going on around your home, please either call us (during office hours) or, if it is life threatening, dial 999. Don't forget you can also ring the police 101 service to make a report.

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

**Just for fun -
a food Word
Search**

Your words to find:

- Spaghetti
- Bolognese
- Pizza
- Lasagne
- Ciabatta
- Pepperoni
- Calzone
- Pasta
- Carpaccio
- Risotto
- Tiramisu
- Ravioli
- Gelato

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 are 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 (March 2020)

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:

Signed:		Date:	
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