

# Sandbourne News

Edition 29, Winter 2020



Hello everyone and welcome to this Winter edition of the Sandbourne newsletter. Well, what an extraordinary year 2020 has turned out to be. To think that this time last year we were unaware just how much our lives were about to change.

It has proved a year of challenges for us all. In March, as Covid spread to the UK, Sandbourne, along with the whole country, had to rapidly adjust to a nationwide lockdown with its new rules and restrictions. It meant staff working from home and our provision of services for residents adapted to comply with the regulations. The priority was always to maintain safety standards, provide support and communicate what changes were needed and why. Clearly we are still nowhere near back to how things were and the Sandbourne team are constantly looking how best to adapt to the changing circumstances and continue to provide the best service possible.

As you will appreciate, Sandbourne's development plans this year have been majorly disrupted by the pandemic restrictions but, nevertheless, the new 'buggy store' at Stourwood Avenue in Bournemouth is now well underway and a site at the back of properties in Poole has been cleared to provide a safe space for the tenants. Refurbishment of studio flats in Bournemouth is continuing and we are still hopeful that a new small development of accommodation in Poole can start next year. Sandbourne, along with its contractors, have adapted procedures and introduced new protocols which means that important fire compliance work and ongoing maintenance is continuing along with general upkeep such as gardening and the cleaning of communal areas.

I know the Board join me in thanking Fiona Ferenczy, Sandbourne's Chief Executive, and all members of staff for their efforts and their willingness to go that extra mile throughout these stressful times. I am very aware that people have had to cope with real difficulties and it has been a tough time for many but there have been wonderful acts of kindness as well which have brightened all our days. When staff have received positive comments it has been really appreciated and I hope the sense of community which has strengthened throughout 2020 will be a lasting legacy.



Liz Lees,  
Chair of the Board

I sincerely wish everyone season's greetings and a safe, happy, and peaceful New Year.

## Contacting Sandbourne

The only office telephone number is:

**01202 671222**

(9 am to 4 pm, Monday to Friday)

All correspondence should be addressed to:

**Sandbourne Housing Association**  
Beech House, 28-30 Wimborne Road,  
Poole, BH15 2BU

Email: [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk)  
[www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk)  
Repairs: [repairs@sandbourne.org.uk](mailto:repairs@sandbourne.org.uk)

**Out-of-Office Hours Emergencies only:**  
**01202 452795**

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## WE ARE STILL OPEN!

Our office currently remains open during the coronavirus pandemic, albeit it with a skeleton staff.

When staff are not in the office, we can get a message to them while they are working from home.

# IMPORTANT – EMERGENCY CONTACT INFORMATION

## Christmas and New Year Cover



A reminder that the registered office will be closed from 12 noon on Thursday 24 December and will not re-open until Monday 4 January at 9 am.

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](mailto:repairs@sandbourne.org.uk) or rent or housing queries which can be emailed to [info@sandbourne.org.uk](mailto: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 and New Year shut down.

## 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.

## 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.

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.

All **non-emergency** repairs should be reported to the office during normal office hours. You can ring us on 01202 671222 (voicemail messages can be left when we are closed), email [repairs@sandbourne.org.uk](mailto:repairs@sandbourne.org.uk), or use the contact form on our website [www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk).

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 new types of abuse have now been added to these examples (forced marriage, modern slavery, self-neglect, exploitation or radicalisation, sexual exploitation, internet/cyber bullying)]. Alternatively, you can report this directly by contacting the relevant safeguarding team for your local authority area:

**Bournemouth: 01202 454979**

**Poole: 01202 633902**

**Dorset: 01305 221016**

**Ringwood: 0300 555 1386**

Please note, if we receive any reports, we are obliged to notify the safeguarding team.

## Do you ring the office and think you're hearing the 'out of hours' message during the day and hang up?

Since we've had our new telephone system installed and added a new pre-message about calls being recorded for training and information purposes, we've noticed that we get a few people hanging up and reporting that our 'out of hours' message was on during office hours.

If you do ring us Monday to Friday between 9 am and 4 pm, we would ask that you please listen to the short message – it's only 10 seconds long and just tells you that you've reached Sandbourne, that calls are recorded for training and information purposes, and that you'll be put through to our team.

As mentioned in the Autumn newsletter, this is something new that we needed to put on our phones, in line with normal business practice these days.

The only time you will go straight to a voicemail during the working day is when our lines are busy. If you leave us a message, we will get back to you as soon as possible.



That 'busy' recorded message, along with our other 'out of office hours' message, is slightly longer, but you should always be able to leave messages for our team.

## Asked for a call back from us?

If you ask for a call back when you speak to one of the office team or when leaving us a voicemail message, please remember to tell us when you will be available to take that call and make sure that you leave us a contact telephone number.

Our staff will always try to ring you back as soon as possible but often find that their call isn't answered. Where there is an option, they will leave a message for you. The number displayed, or the number they ask you to call back on, will normally be the office number (01202 671222). However, they may not be in the office and may be working from home. If so, please bear with us whilst we relay any message to them.

We would also ask that you do not ring a member of staff on a mobile number or write to them on their own email address, unless specifically asked to, as this won't be picked up if they are away from the office on holiday or sick.

## Keeping us up-to-date to help you ...

Please remember to let us know if you have changed any of your contact details. You can use the form at the back of this newsletter, email us at [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk), use the contact form on our website ([www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk)), or ring us on 01202 671222.



We need to know if:

- your mobile number changes, please tell us your new number and the number it replaces
- your landline number changes or you no longer have one
- your email address changes and which address it replaces
- we have the spelling of your name wrong on correspondence and what it should be.

In some cases, we hold information for more than one household member, so it would be helpful if you could confirm those details to us at the same time.

Having up-to-date contact details is really important, particularly when arranging for one of our contractors to contact you to make an appointment to carry out a repair; if we have the wrong contact details on our system, it could cause serious delays.

Whether you are a joint tenant, leaseholder or shared owner, please help us and keep us updated.

## Keeping up-to-date with your rent and service charges

We know that many people are experiencing financial difficulties during the current pandemic and also that many will want to ensure that their family enjoys a good Christmas.

However, we want to remind you that if you are having, or think you will have, difficulties in paying your rent and/or service charges, you should contact the office and speak to one of our housing team so that they can run through your options with you. Please don't risk losing your home.

If you would like a statement for your account at any time, just ask us and we can send you one.



## A reminder and quick guide to who tenants should contact for what

**Housing Services Manager (Simon Raine)  
Housing Officer (Sharon Doran)**  
– housing related queries, ie:

- Anti-social behaviour
- Arrears – rent/service charges
- Car parking
- Complaints
- Direct Debits
- Estate issues
- Grounds maintenance and gardens
- Housing Benefit
- Leaseholder queries
- Mutual exchanging with another resident
- Pets
- Refuse/Rubbish
- Rent and rent statements
- Service charges
- Terminating your tenancy
- Transferring to another property
- Universal Credit

**Chief Executive (Fiona Ferenczy) and  
Head of Housing (David Hall)**

By appointment only, via the Administrator, if other channels have been exhausted (for example for complaints)

**Maintenance Managers  
(Brian Griffiths and Chris Wilce)**  
– 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 Phillips)**

- General enquiries not covered above
- Newsletter items and articles
- Guest room bookings (60+ Bournemouth)
- TV screens (60+ Bournemouth)

**Asking for the correct person when contacting us will help us to deal with your enquiry more swiftly. Thank you.**

### Sandbourne Repairs Service

**We will always try to tell you in advance if there is likely to be a change in the repairs service we can deliver to you, particularly during the current coronavirus pandemic.**

At the time of writing this article, the four-week full lockdown has ended (on 2 December) and we have gone into a Tier 2 lockdown. We will always endeavour to tell you that during such times we will only be carrying out emergency/urgent repairs, as happened in the initial lockdown in March. However, in the event of further lockdowns, we will automatically place the same restrictions on services to ensure that we can focus on the safety of our residents.

We wanted to thank you for your patience and understanding with routine repairs and would remind you to continue to report these to us, preferably by directly emailing the [repairs@sandbourne.org.uk](mailto:repairs@sandbourne.org.uk) service, or via the repairs contact form on our website ([sandbournehousingassociation.org.uk](http://sandbournehousingassociation.org.uk)). However, you can still phone the office if you prefer on 01202 671222.

Please remember that you should not report repairs if you happen to see a member of staff on site; you need to direct your report to the office. In addition, please don't ask, or expect, contractors to carry out additional works for you whilst undertaking a Sandbourne repair as this has to come through us.

The reduction in service to emergency/urgent repairs is not only to protect you by limiting the number of people visiting your home, but also to protect our contractors and staff by limiting their contact.

As before, if you are self-isolating, please let us know so that we can note this on our records to avoid sending a contractor out to you without mutual agreement in an emergency, and then tell us when your self-isolation ends.



## A note from the Chief Executive

Well, what a year it has been! Who would have thought at the beginning of 2020 that a global pandemic would cause such chaos and heartache right across the world. There have been times here in Dorset when it has felt like we were escaping the worst of the impact, but I do know people locally and among Sandbourne's residents who have suffered from Covid-19 over the last nine months and at least one person who sadly died from it. That all makes it very real!

Here at Sandbourne we have tried to ensure that all our residents and staff are kept as safe as possible. We would like to thank you all for your patience when we have not been able to respond to you as quickly as normal or when you have had to wait for non-urgent repairs. As I write this, we have gone from being in a full lockdown straight into a Tier 2 lockdown but who knows what will happen between now and Christmas, and this means that we have had to return to emergency repairs and responses only for a while. I hope that we can restore a fuller service very soon.

Although it has been a very difficult year for everyone, there are now signs that things will improve in the New Year. News of the various vaccines is very encouraging and there seem to be almost daily reports of new treatments and therapies to combat Covid-19. It feels that if we can get through this Winter, then things might be better in 2021. We might be able to get together with our friends and family again, visit shops and restaurants freely and even plan a holiday! Sandbourne should also be able to re-instate a full service to you and meet up with you all again, which is something that we have been missing.

I would like to take this opportunity to wish you all a very happy Christmas, in whatever way we are allowed to celebrate it. Please take care and keep safe and we look forward to seeing you again as soon as we can in 2021.

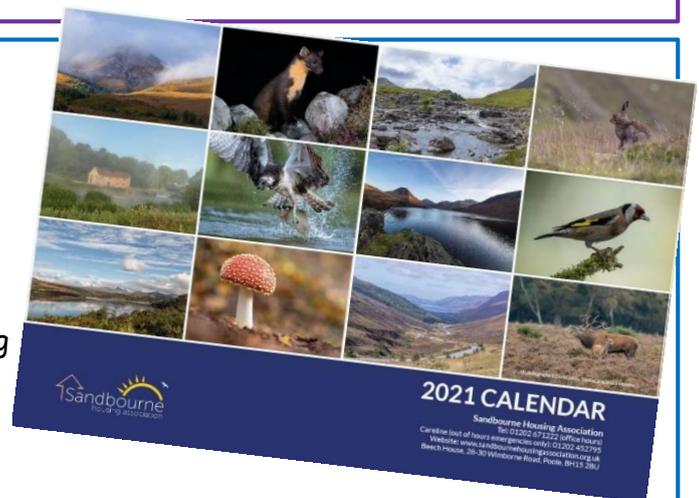


Fiona Ferenczy

## Your 2021 Sandbourne calendar

For the past few years Sandbourne Board Member, David Joicey, has been providing us with some lovely photos for our calendars and this year is no exception.

We have another 12 beautiful photos to share with you and hope you will enjoy looking at these as well as finding your 2021 calendar useful. We've had some really good feedback in the past so wanted to continue with the tradition of the calendar again this year.



We would like to once again thank David for sharing his photos with us, which he does free of charge.

## What are you missing in the newsletters?

**We know that we have been producing smaller than usual newsletters during the current coronavirus pandemic and want to know what you've missed hearing about.**

Why have we had to do this? It is partly down to wanting to get important news out to you on our usual quarterly basis while staff are working part from home and part from the office. It is also to help to keep down costs due to posting everything rather than our staff hand delivering to our larger sites.

However, we would like to know if there is something that we have not been including that you look out for or would like to see. If so, please use any of these methods of communication to let us know: you can email [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk), use the contact form on our website [www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk), use the form at the end of this newsletter or telephone us on 01202 671222.

Thank you and we hope it won't be too long before every edition is back to being a full size one.



## The results are in ...

**In October we wrote to residents of our 60+ homes in Bournemouth to explain that the contract we have to provide communal washing machines and dryers on a number of sites was due for renewal.**

Following investigation, we established that, going forward, the current supplier (JLA) would provide the best value for money with an overall annual saving across the contract of £8,280. This will be reflected in the next service charge review at each scheme.

At our largest development, Stourwood Avenue, which has 136 homes, several residents had approached us in recent months and suggested that as many people now had their own machines, we should consider reducing the number of washers and dryers provided under the new contract.

In response we consulted everyone at Stourwood Avenue, and provided two alternative options for them to consider. These options, together with the number of replies received were:

Replacing the existing 8 washing machines and 8 tumble dryers with the same numbers (total 16 machines):	<b>73</b>
Reducing the total number of machines to 5 washing machines and 6 tumble dryers (total 11 machines):	<b>19</b>



Thank you to everyone who took the time to respond. The results indicate that a clear majority prefer to retain the existing number of machines and a new seven-year contract with the supplier JLA has now been signed on that basis.

As part of the new contract we expect that, before the end of this year, all existing machines will be replaced with larger more modern ones, but do not expect this to have a major impact on the availability of the service at any site.

## Coming to Ringwood soon...

**The majority of our sites for 60+ residents in Bournemouth have had information TV screens in the communal hallways and CCTV cameras covering the entrance doors for some time.**

Both facilities have proved to be useful and generally popular with residents, so we are now looking to extend these facilities to include Mary Mitchell Close, Christy Close and Guys Close in Ringwood.

The TV screens are a really quick and easy way of Sandbourne getting relevant information to those residents affected and can also provide an opportunity to let people know about local events and activities. These have proved very useful for providing our other 60+ residents in Bournemouth with Coronavirus updates and reminders of when, for example, any contractors or tree surgeons etc may be on site (see below).

The CCTV cameras are fixed and only record who is entering the main communal entrance to each block and the images are recorded and retained on the camera's memory card for no more than 20 days before being over-written.

We are in the planning stage for these improvements at the moment and will write to all residents concerned to provide details of the likely cost of these improvements and seek their views early in the New Year.



Example of type of information you might see on TVs



## New Tenant Surveys – Quarterly Prize Draw

**Due to the restrictions imposed on housing associations letting properties during the Coronavirus pandemic, we put our quarterly prize draw for new residents on hold. This was because we had not been letting empty properties over the Spring and early Summer.**

Although we have been letting properties again in between the two lockdowns, the number of new tenant surveys returned has been very low. We appreciate that, in the current situation, our survey may not have been a priority for those concerned. However, if you received one from us and didn't return it, you can always request another copy and be in with a chance to win a £20 high street voucher if you complete and send it back before the end of December. We always welcome your feedback to help improve our services.

We will make the draw in January 2021 and will include all new tenant surveys received during 2020. We will announce the winner in our Spring newsletter but the lucky winner will receive their voucher in January in the hope that the shops will be open and they are able to spend it!

## New Buggy Store nearly complete ...

**The building works at our Stourwood Avenue site in Bournemouth are nearing completion.**

Works to create an extra buggy storage area at Woodlands should, hopefully, be finished by Monday 14 December.

Over the coming weeks our Housing Officer will review the waiting list and will contact those residents who have put their names down, in the hope of allocating the buggy spaces early in the New Year.

Thank you for your patience during this project.



## Parcel and post deliveries

**With the increase in people ordering on-line, particularly at this busy time of year, we want 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, or with wrongly delivered letters.**

If you 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 agree to take in a parcel for a neighbour, you could put a note through their door to let them know you have it so they don't think it has gone missing.

In addition, if you get cards or letters delivered which are not for you, please mark them as 'not known at this address' or similar, and pop them back in the post box.

We are sorry but, due to Data Protection, we cannot tell you where someone lives or has moved to.



## Yes, it the rats again!

**Yes, sorry but rats and feeding the birds continues to be an ongoing problem.**

We know that many people take pleasure in feeding the birds but this has to be done in a responsible way and birds and other wildlife will always find food from somewhere and won't go hungry.

At some of our 60+ blocks of flats we have had to call in pest control to lay bait boxes for the rats which have been causing a problem. The cost of this goes on the service charge for the whole block so naturally other residents get upset when they follow our guidelines but others still insist on putting their left over food down on the ground for the birds. This food then makes easy pickings for the rats.

We all know the mess that birds can cause when they excrete down the windows and over cars and the damage caused by the acidic waste they drop. However, rats are a much bigger problem and can easily climb walls and get into lofts and can be very difficult to get rid of. They also breed rapidly.

If we know of a specific resident who persistently throws waste food on the grounds of our properties, we will write and ask them to stop. However, we would ask you again to make sure that you don't encourage the birds or the rats as there is only so much that we can do to resolve this problem.



# News from the Housing Ombudsman

Like all registered housing associations, Sandbourne is a member of the Housing Ombudsman Scheme. This is an independent service available to residents who have a complaint that has been considered at all the internal stages of the landlord's complaints procedure and they remain dissatisfied with the outcome.

Early next year the Housing Ombudsman will begin publishing information about individual landlords and we recently received details of this as it relates to Sandbourne. We thought it would be good to share this with you in advance.

The table below shows the categories of enquiries and complaints received by the Ombudsman about the individual landlord between 1 April 2017 and 31 March 2020. For Sandbourne, one complaint is recorded, which was determined by the Ombudsman on 27 March 2019 and we reported this to residents in the Summer 2019 edition of *Sandbourne News*.

**Nature of landlord Enquiries / Complaints received\*:**

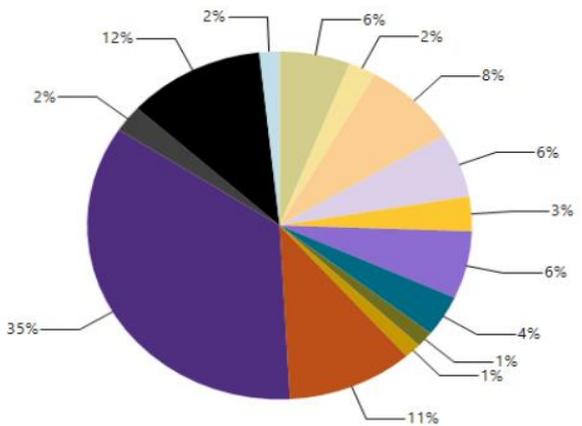
Category Heading	2018 / 2019	
	Number	%
Staff	1	100%
<b>Total enquiry and complaint categories received</b>	<b>1</b>	

\*single complaint can have multiple complaint categories

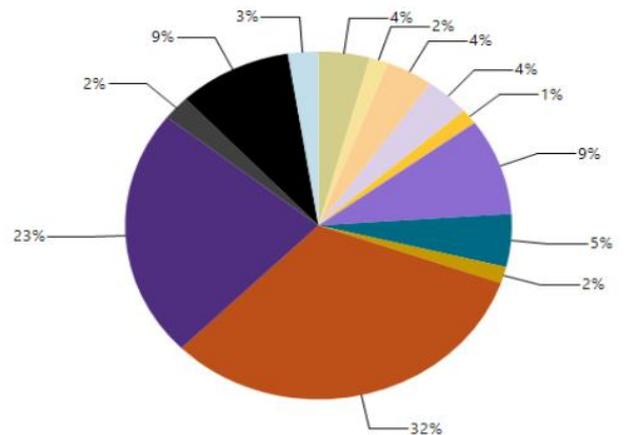
The two pie charts (which are not easy to reproduce here and are available from the office on request) relate just to the period 1 April 2019 to 31 March 2020 and provide details of:

- The proportion of enquiries and complaints by category received by the Ombudsman across all housing associations.
- The proportion of enquiries and complaints by category received by the Ombudsman across all housing associations with less than 1,000 homes.

Average of all Housing Associations - 2019 / 2020



Average of all landlords with less than 1,000 units - 2019 / 2020



continued/

## News from the Housing Ombudsman continued ...

### Orders made to the landlord for compliance during 2019 / 2020

Type of order	No. orders
Compensation	2
<b>Total</b>	<b>2</b>

### Compensation orders made to the landlord for compliance during 2019 / 2020

	Total Compensation Amount
<b>Sandbourne Housing Association - 2019 / 2020</b>	<b>£200.00</b>

Sandbourne appears in this section because although the Ombudsman's determination on 27 March 2019 was outside the reporting period, the requirement to comply with the order and pay compensation (separate awards of £150.00 and £50.00) by 19 April 2019 was within it.

We hope that this information is of interest but remember, if you are dissatisfied as a result of something that we have done or not done then please let us know as soon as you can and we will do our best to resolve the situation.

Further information is available in our complaints leaflet, which we can send to you on request, or can be found on our Information & Downloads page of our website ([sandbournehousingassociation.org.uk](http://sandbournehousingassociation.org.uk)).

## New Sandbourne Policies

### Policy on Reasonable Adjustments

We have a new policy which we would like to consult with residents on. This is the Policy on Reasonable Adjustments. This Policy explains that "A reasonable adjustment is a physical change or a change to working practice to avoid or correct a disadvantage to a person with a disability" and sets out guidelines.

You can access this Policy on our website ([www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk)) under the Information & Downloads tab, or contact us at the office and we can send you a copy.

This new policy was agreed by the Board, in principle, at its September Board meeting and will go to the first 2021 Board meeting to be re-considered and formally approved.

Any feedback should be received by us no later than **Friday 8 January 2021**.

### Housing Ombudsman Code of Conduct and Sandbourne's Policy on Complaints and Compliments

In July the Housing Ombudsman published a new Code of Conduct for all housing associations, requiring them to review their complaints policies by means of this Code and self-assess their compliance with it.

This has led to some changes to the Complaints and Compliments Policy.

Copies of both of the Association's self-assessment and the revised Policy on Complaints and Compliments will be available on our website mid-December but will also be available upon request from the office.

## Sandbourne's Annual General Meeting

**In our Autumn newsletter we promised to update you following our AGM which was held on 23 September 2020.**

Due to the Coronavirus restrictions, it was a close call as to whether we could hold our AGM this year, particularly as the government announced changes to the guidelines only a couple of days before.

Luckily, despite a fairly low turn-out of Shareholders this year due to the circumstances prevailing at that time, we had enough people present to carry out the business of the day and remain well within our rules for making decisions.

We'd like to thank those Shareholders who did attend, particularly those Resident Shareholders who did make the meeting, and also those who couldn't attend but sent in their proxy votes in advance.

We have a separate article in this newsletter regarding our Financial Statements for the current year, copies of which are available on our website, and it was agreed to retain our current auditors for a further year.

We also have articles on Board Membership and the role of our Resident Board Members.

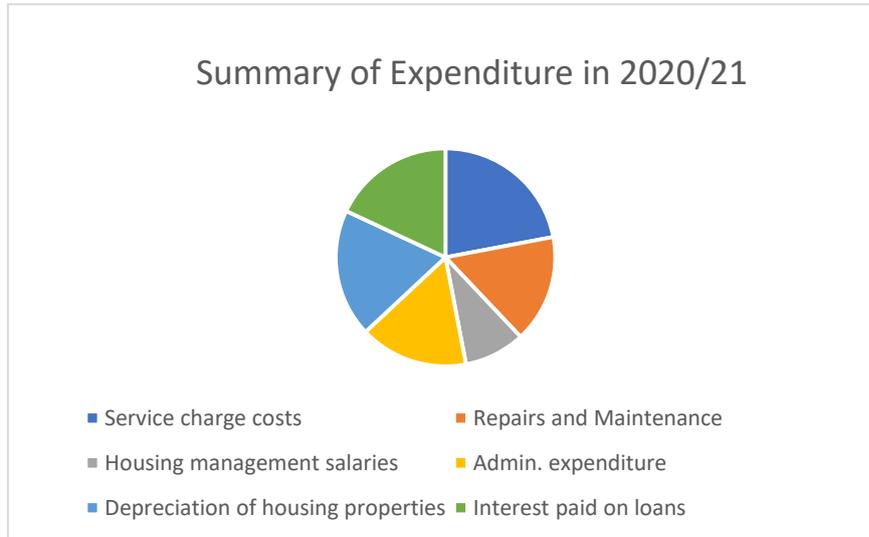
Let's hope things are back to some form of 'normal' by next September so that we are again able to invite residents to see what goes on at our short, but essential, Annual General Meeting.

## Summary of Financial Information ...

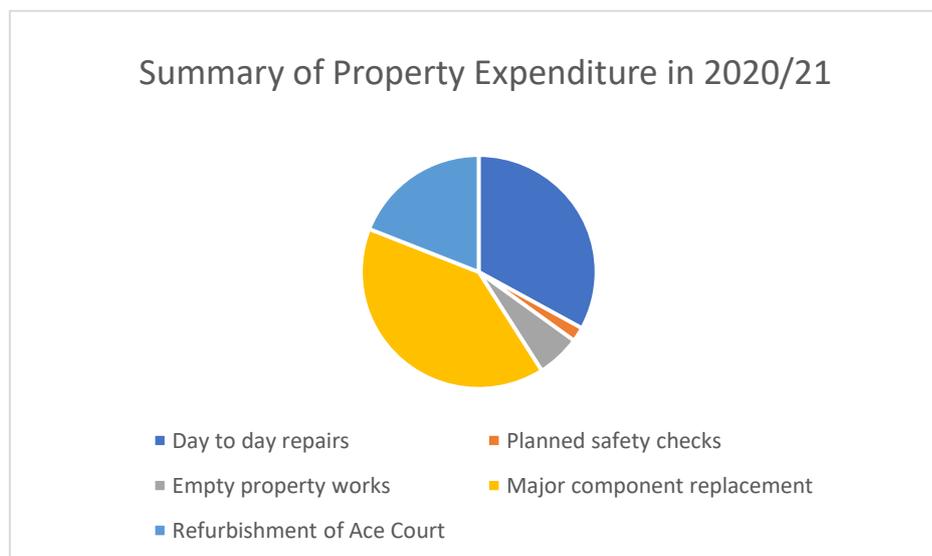
We thought that you might be interested in some financial information relating to Sandbourne. The audited Financial Statements for the year ended 31 March 2020 were approved by the AGM in September 2020 and a copy is available for viewing on the website. If you would like an actual hard copy of the accounts, then please contact the office, and we will be able to send one to you.

Here is a brief summary of the information contained in those Financial Statements:

- The total income in the year to 31 March 2020, which is made up predominantly of rent and service charges paid by you, was £2,668,254.
- Total expenditure in the year (net of a small amount of other income) amounted to £2,272,381, giving us a surplus for the year of £395,873.
- The expenditure can be broken down as shown in the chart below.



- The surplus of £395,873 is all kept within Sandbourne and is used to improve existing properties and develop new ones.
- The total expenditure on the repair and maintenance of existing properties in the year amounted to £940,144. The mix of expenditure is shown in the chart. For clarity, the term “Major component replacement” refers to the replacement or upgrading of kitchens, bathrooms, windows and doors, heating systems and roofs.



- At the end of March 2020, Sandbourne owned property which had cost it £33,026,113.

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## Summary of Financial Information continued ...

- At 31 March 2020 there was a total of £1,822,964 in the bank. £1,000,000 of this is a loan which will be used to build new properties in the next year and which must eventually be repaid. The remaining £822,964 will be used to fund normal day to day expenses for the business including an estimated £385,000 which will be spent on fire safety measures at the 60+ developments.

We intend to include more information about Sandbourne's finances in future newsletters, but if you would like to know more before then please contact the office.

## A General Summary of the Year

**At our Annual General Meeting in September, Fiona Ferenczy, Chief Executive and Secretary of Sandbourne, gave a summary of the last year to those attending. Some of that summary is included with the financial information elsewhere in this newsletter, but this is just a brief overview of other matters, which we thought you might be interested in.**

### Staff members

- Retirement of Steve Hayes in December 2019 after 10 years as Chief Executive of Sandbourne.
- Appointment of David Hall as Head of Housing in December 2019.

### Development

- Acquisition of Ace Court in Winton. Refurbishment work now being carried out. Delayed by Covid-19, but expected to be completed in 2021.
- Completion of the conversion of the communal lounge at St Kilda in Bournemouth to create two new one-bed flats.
- Purchase of a two-bed house in Canford Heath, Poole.

### Repairs and Health and Safety

- Replacement of the communal boiler at Highfield in Bournemouth.
- Upgrading of electric heating in 20 properties and replacing the boilers in a further 11.
- Replacement of 9 kitchens and 11 bathrooms.
- Upgrading of 10 roofs.
- Replacement of external doors in 11 properties and some or all of the windows in a further 13.
- Review of the Fire Risk Assessments in all of the 60+ blocks and an action plan produced to carry out all the identified works by March 2021. Further reviews may be required when the recommendations from the Grenfell Tower enquiry are finally agreed.

### Events since the year end on 31 March 2020

- Draw down of a £1,000,000 from Triodos Bank to be used for development work.
- Plans to convert an office at the Stourwood Avenue site in Bournemouth into another buggy store and create some more parking spaces on the site. Work delayed by Covid-19 but started in October 2020.

## Board Members

**At our AGM in September, three of our existing Board Members were re-elected after serving three years of their nine-year term of office, as required under the Association's Rules.**

Ann Schofield, who we featured in our Autumn newsletter, was also re-elected to continue in her role of 18+ (General Needs) Resident Board Member. We'd like to thank Ann for taking up this baton again.

Following the AGM, Sandbourne held a Board meeting and this included co-opting a new Board Member, Bill Law, a retired Chartered Accountant. This meant that, for the first time in a while, we have a full 12 Members sitting on our Board with a wide range of skills and experience. Thanks to Bill for joining us and we look forward to working together.

Something worth mentioning for anyone not familiar with our Board is that all Members provide their skills and expertise to Sandbourne on a voluntary basis, free of charge; they do not get paid for attending meetings or providing advice when needed, and only claim nominal expenses, for example petrol costs for getting to and from a meeting based on their actual mileage.

We are grateful to all Board Members for their commitment to Sandbourne and please see our other article on page 12 about the role of our Resident Board Members.

## The Role of a Resident Board Member ...

As previously advised in *Sandbourne News*, we have two Resident Board Members serving on the Sandbourne Board.

Our two resident Board Members volunteer their time and play a proactive part in the discussions and strategic decision making of the business, eg all aspects of finance, development of new properties, policies, Health and Safety, etc. They serve a three-year term and can be re-elected following this period but only usually after we have canvassed interest from other residents for the vacancy in any one particular group.

They also serve on sub-committees, which meet outside of the main Board meetings, to consider in detail specific issues and policies leading to recommendations presented to the full Board and contribute to the Business Plan and make sure the viewpoint from a residents' perspective is heard. They participate fully alongside the other Board Members, who are all unpaid volunteers from a variety of professional backgrounds.

In their role, they are privy to both confidential information about our sites and sometimes information about our staff or staff structure etc. As this is 'privileged' information they are bound by a whole host of rules and regulations. They are not being awkward or unhelpful if they can't tell you something or answer a particular question, it is simply that they must not normally divulge such information to anyone.

Resident Board Members cannot deal with any individual enquiries from you about your tenancy, or discuss or report repairs, which you must always do via the office. Therefore, if you ask them something which they are unable to answer, or if they advise you to contact the office as they cannot deal with an issue, please respect their position. They are there to give a 'resident perspective' on strategic matters relating to running the business and not to take on individual queries or complaints or to act as a tenant representative.

## Caring for your pet

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. This seems even more relevant now with the Coronavirus and people becoming sick, hospitalised or sadly passing away.

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, experience has shown that this shouldn't be taken for granted as the RSPCA are not always in a position to help.

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. If you become ill or hospitalised, is there someone you could contact to care for your pet, making sure they are fed and looked after? In the event of you no longer being around, have you made your wishes known to a close family member or friend for their future welfare?

No-one wants to think about the worst case scenario, but it is so important to put plans in place for the welfare of pet.

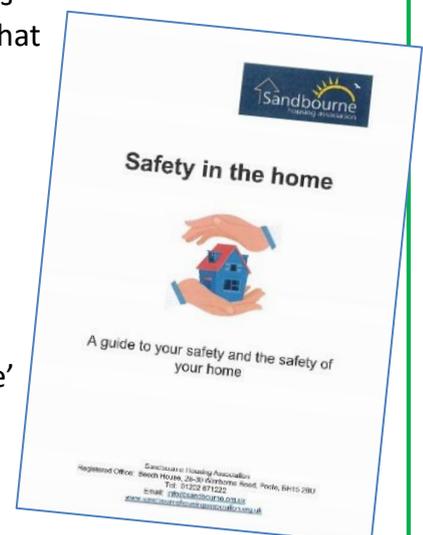


## A bit about security ...

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 allow anyone to tailgate you into a block of flats
- 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 leaflet on 'Safety in the Home' for more tips and advice! This is available on our website or on request from the office.



## The scammers are out in force!

Something working from home some of the time has highlighted to us is the sheer volume of scam telephone calls received during the day. Residents have also been ringing us with their concerns.

We have always advised everyone to be scam-wise and to ignore scam telephone calls and, if worried, make a note of the caller's number and report them to Action Fraud on 0300 123 2040 or on their website [www.actionfraud.police.uk](http://www.actionfraud.police.uk).

There really are too many scams to list here but it seems that the HMRC threatening automated phone calls are back, along with ones telling you that an Amazon order has been placed for an extortionate amount of money. Remember that HMRC will never ring you. If you use Amazon, log on to your account in the normal way just to check nothing untoward has happened. Please do not be tempted to ring the caller back as suggested in their message.

There are text messages which have been alarming residents from PayPal, which should not be confused with 'allpay' (example rent card to the right), the company who you pay your rent through.

Now, with Christmas upon us, there is a whole plethora of junk mail, some of which is personally addressed and worrying.



We can only advise that you never give out or confirm your bank details to anyone over the phone or on the internet via an email or text link. Always go back to the company direct via a route you are familiar with.

If you want to support a charity, go to their official website and don't respond to anything that may be a scam which you receive through the post. If you don't like receiving their letters, you could always pop them back in the post saying "Remove from mailing list – unwanted mail".

Please take care, don't take things at face value and be cautious!

## 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.

## 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.

## 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 properties until someone has reported it to us.**

You could also check with your energy provider, for example, the [www.sse.co.uk](http://www.sse.co.uk) website to see if it is an area fault. Their website gives regular updates if you ring 105. For electric emergencies they say to ring 0800 072 7282 and for gas to ring 0800 111 999.

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

## 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](http://www.dorsetcommunityfoundation.org) or send a cheque made out to 'Dorset Community Foundation' to: DCF, The Spire, High Street, Poole, BH15 1DF, or ring 01202 670815.

### 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 01202 670815.



**This time of year we tend to repeat a lot of articles but this is because we are aware that the Winter and Christmas can be a difficult and lonely time for many people, particularly the elderly, and we want to give you as much advice and information as possible. This is even more relevant this year with the current pandemic.**

We always give a mention to 'The Silver Line' which is a free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year. Calls from landlines and mobiles are free and they are there for anyone who needs them aged 55 or over.

You can ring them to ask about services in your area, talk in confidence if you are being mis-treated or 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](http://www.thesilverline.org.uk)) or ring the helpline on 0800 470 80 90. They estimate that around 225,000 elderly people go through their day without talking to anyone!



## Christmas Treecycling returns!

**Diverse Abilities website says that, in exchange for collecting your tree, they ask for a £10 donation per tree.**

They and their volunteers will come and collect your Christmas tree and dispose of it responsibly over the 9, 10, and 11 January 2021 but, due to popular demand, they advise you book early to avoid disappointment on-line at [treecycling@diverseabilities.org.uk](mailto:treecycling@diverseabilities.org.uk) or by ringing 01202 711507.



## Need support during Covid-19?

Our community response helpline is open 9am to 5pm Monday to Friday, for people in vital need of food and essential household items

# 0300 1237052

[bcpcouncil.gov.uk/TogetherWeCan](http://bcpcouncil.gov.uk/TogetherWeCan)

### Are you self-isolating? No family or friends on hand to help?

You are not alone. We have a dedicated helpline and online information for vulnerable local people and can support you by putting you in touch with local volunteers, council staff and others.

#### We can help with:

- ✓ deliveries of food and other essentials
- ✓ advice about access to food
- ✓ loneliness and wellbeing issues
- ✓ prescription collection

To find out more and request help using our online form visit: [bcpcouncil.gov.uk/TogetherWeCan](http://bcpcouncil.gov.uk/TogetherWeCan)

For all other council services visit [bcpcouncil.gov.uk](http://bcpcouncil.gov.uk), or contact us in the normal way:

Bournemouth **01202 451451** Christchurch **01202 795000** Poole **01202 633633**

**f myBCPcouncil**  **BCPcouncil**

**#TogetherWeCan** 



### FEEDBACK/SUGGESTIONS/CONTACT DETAILS FORM

If you would like to give us some feedback on either this newsletter or any other matter relating to your tenancy/lease, make a suggestion, or let us know your new telephone number, please just return this slip to us.

Name:	
1 <sup>st</sup> Line of your address:	

Feedback/suggestions/change of contact details (eg telephone number):


Signed:		Date:	
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## Sandbourne News ...

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

### Sandbourne registered office:

**Address:** Sandbourne Housing Association, Beech House, 28-30 Wimborne Road, Poole, BH15 2BU

**Telephone:** 01202 671222

When calling you will:

- hear a short pre-recorded message before being connected to one of the team (when ringing during office hours) advising that calls may be recorded for information and training purposes
- be able to leave a message on the answer phone, 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)
- be able to leave a message on the answer phone outside of office hours (which will be dealt with the next working day).

Occasionally we may need to close our office but we will aim to tell you this in advance.

**Email:** [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk)

**Repairs:** [repairs@sandbourne.org.uk](mailto:repairs@sandbourne.org.uk)

**Website:** [www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk)

**Office opening times:** Normally **9 am to 4 pm**, 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.

**(Face-to-face meetings are only available by appointment during the lockdown)**

### 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](mailto:repairs@sandbourne.org.uk), or using the contact form on our website: [www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk)).

All articles are correct at the time of publishing (December 2020)

Copies of this newsletter are available, on request from the office, in large print. They can also be downloaded from our website: [www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk)