

As I write this note to you we have just come out of a very cold period, the sun is shining, the temperature is warmer and it almost feels spring-like. I haven't yet seen any daffodils, but surely they will not be long! And the government has announced that they have achieved their first vaccination target of 15 million people. I am starting to feel optimistic that the end of the pandemic is in sight.

It feels like we have been under restrictions for a long time. Sandbourne has had to change the way it works and staff are missing the usual team spirit that we normally enjoy. We are also missing coming out to the various sites and meeting you all face to face. I am sure that you are all missing the personal contact too.

Still, as the days get longer and warmer, let's hope that the news continues to improve and that we will soon be able to return to a more normal service. The office will remain closed and we will offer a reduced service until it is safe to do otherwise. But as soon as we can restore our normal service, or something close to it, we will do so, and we will also aim to keep you up-to-date with any changes that we make.

Thank you for your patience and support over the past year. Please continue to follow the government guidance and keep yourselves and your neighbours safe.



Fiona Ferenczy,
Chief Executive



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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

www.sandbournehousingassociation.org.uk

Repairs: repairs@sandbourne.org.uk

Out-of-Office Hours Emergencies only:
01202 452795

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, or use the repairs contact form on our website 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.

We remain contactable 9 am to 4 pm, Monday to Friday

We try to keep you updated through our Covid-19 mail-outs, but wanted to mention that whether we are in a full lockdown or following Tier level restrictions, we will aim to remain contactable 9 am to 4 pm, Monday to Friday.

Even when our office in Poole is closed and our staff are working from home, our Admin Team are able to take your telephone calls as the office phones are diverted to their mobiles. They also regularly monitor the info@sandbourne.org.uk mailbox and the Maintenance Team regularly check the repairs@sandbourne.org.uk one.

When calling us, messages will be taken for our housing staff and they will be able to call you back. Unfortunately, when ringing from their mobiles, this may appear as a withheld number so, if you are in the habit of not answering your phone because of cold callers, you may miss a returned call from them.

Please bear with us during any restricted working due to the pandemic as our housing staff will need to prioritise call backs and may not be able to guarantee getting back to you the same day if your enquiry is not urgent. The same applies to messages sent via email or our website contact forms.

Our voicemail service remains available when our lines are busy or when the office is closed.



Spring cover 2021

The registered office will be closed on the following dates:



Friday 2 and Monday 5 April

Monday 3 and Monday 31 May

and don't forget to put your clocks forward an hour on Sunday 28 March.

All of our emergency contact details are shown in the articles in this newsletter 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 they could be very busy. Therefore, anything that can wait until the office phone lines are 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.

Your next-of-kin details

Many of our residents will have been asked to provide their next-of-kin details to us when they sign up for their tenancy, but mainly our 60+ residents who have the Sandbourne-provided BCP Careline service.

During the Coronavirus pandemic we have had several instances where Careline has tried to contact a resident's next-of-kin but the telephone number held is no longer valid.

Please remember that if one of your family or friends acts as your next-of-kin and you have given us their contact details, you should let both Sandbourne and Careline know of any changes that are made. This is vitally important if, for example, you have been taken ill and taken to hospital and Sandbourne or Careline need to let your next-of-kin know, or access is needed to your flat to assist you in an emergency.

You can call or email us in the usual way and can use your pull cord to let Careline know but, if you do this, please wait until after 11 am when they have finished their morning calls.

Please also make sure you keep Sandbourne and Careline (if applicable) updated if you change your own telephone number.

Do you know who to ask to speak to or who to report matters to?

Please help us to help you. If you want us to deal with your enquiry promptly, please make sure you tell us exactly what you want to talk to a member of our team about when contacting us by phone, or that you use the correct mailbox below if choosing to contact us by email or via our website.

Repairs

If you want to report any sort of repair, then you can email us at repairs@sandbourne.org.uk and it will be picked up by our Maintenance Managers (Brian Griffiths and Chris Wilce). They will pick up the ones relevant to the schemes that they manage but will also pick up each other's messages if one of them is not working. You can also use the repairs contact form on our website (look for the 'Repairs' tab) as those forms are automatically directed to Brian and Chris at the repairs mailbox.

If you have a repair and ask to speak to our Housing Management Team (Simon Raine or Sharon Doran), they cannot deal with the matter for you and can only send an email to the repairs@sandbourne.org.uk email address on your behalf, the same as our Admin Team do when they take your phone calls.

Housing management

If you want to discuss anything to do with your tenancy, rent, grounds maintenance or transferring to another property, then you should ask for one of the Housing Management Team (Simon Raine or Sharon Doran) when ringing, or email them at the info@sandbourne.org.uk email address. Our Admin Team will forward messages and emails to them.

If you ask Brian or Chris about, for example, your rent account, the fact that the bins haven't been emptied or other issues relating to the communal grounds or items covered in your tenancy agreement, they will simply email it directly to Simon or Sharon and won't actually be able to deal with the issue themselves.

Please also note that you should not send text messages to the main switchboard number as it is difficult for our Admin Team to pick these up.

Thank you.

Are you struggling to pay your rent during the pandemic?

We are aware that some of our tenants are struggling to pay their rent and/or service charges due to the impact of the coronavirus pandemic on their employment, their ability to earn and loss of income.

If you have been affected financially and think you will have difficulty meeting your regular payments, please get in touch with us to discuss the matter as soon as possible.

A useful website offering support for those affected financially by self-isolation and loss of pay is:

www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/help-and-financial-support-while-youre-self-isolating.

You may be eligible for additional assistance from Universal Credit or Housing Benefit during these tough times so it could be worth exploring their websites or giving them a quick call. We sent you a list of useful contact details last year, which can be found under the Help and Guidance section on our Coronavirus page of our website (www.sandbournehousingassociation.org.uk).

Please do contact us so that we can advise you on the best course of action for you.



Quarterly rent statements

Prior to the start of the Coronavirus pandemic we sent quarterly rent and service charge statements to all of our tenants but these ceased as, operationally, it wasn't easily achievable for us to continue with the office being closed for long periods.

However, we have now found a way of producing these again, on a regular basis, and will start sending these out from 1 March 2021. Initially we will send you a statement covering the whole period from 1 January 2020 up to the current time. We will then go back to the usual quarterly statements around the dates that you used to receive them.

As previously advised in newsletters, rent statements are always available on request from the office if you need them and are free of charge.

Being water safe ...

On occasion you will have seen press reports of Legionella out breaks in a variety of places such as offices, factories and sometimes in homes. We would like to remind everyone of both what Sandbourne does and what you can do to help reduce the possibility of this happening in your home.

So, what is Legionella?

According to the Health and Safety Executive's (HSE) website, the Legionella bacteria (along with some others) is one common in natural water sources such as rivers, lakes and reservoirs. However, the conditions are rarely right for people to catch the bacteria from these sources.

The bacteria may also be found in purpose-built water systems, including hot and cold water systems and spa pools etc. In this environment, where water may not be stored at the correct temperature, the risks of this bacteria growing are higher.

This is normally in places where the bacteria can grow, for example where there is rust, sludge, scale or stagnant water, etc, and where water is being stored in parts of a system between 20-45°C.

The Legionella bacteria can develop into Legionnaires disease, which can, in severe cases, result in a fatal form of pneumonia.

How do you catch it?

Legionnaires disease is contracted by inhaling small droplets of water (aerosols), suspended in the air, containing the bacteria.

What can you do to prevent this?

You need to reduce the risk, which is quite small, of the Legionella bacteria being able to grow in your home and the following are some examples of what is advised:

Being water safe continued ...

- If you move into a new home which hasn't been occupied for a while, it is always a good idea to run the bath and sink taps (hot and cold) for five minutes to flush the water (and possible bacteria) through. You should do this for your shower as well.
- If you've been away on holiday for a week or more, it's a good idea to flush your water system through, starting at the top of the house (where applicable): flush the toilet (best to have the toilet lid down); and run the hot and cold water bath and sink taps (kitchen taps as well) for a couple of minutes. You should also do this for your shower.
- If your shower hasn't been used for a couple of weeks, it's a good idea to remove the shower head and clean/disinfect this as well using an appropriate shower head cleaner. Ideally, you should clean/disinfect/descalc your shower head every three to four months.



Please note that shower heads are your responsibility and we will **not** clean or replace these for you.

What else might be affected?

Whirlpool baths, garden hoses, humidifiers and any other water where it is allowed to rest and become stagnant.

What if I live in a block of flats?

Sandbourne has risk assessments and procedures in place to test all communal water supplies on a regular basis. This includes communal kitchens, communal toilets/sinks, and guest room showers etc. We will also pre-set water temperatures, and these are checked every month. We also test flats that are at the end of a water supply run.

In addition, at developments that have communal water tanks these are cleaned and disinfected each year.

Taking these precautions and following the advice in this article make an important difference in reducing the risk of Legionella developing in our homes.

Want to know more?

You can find a copy of our leaflet on Legionella on our website or can contact us for a copy or if you have any queries.

Repairs Text Messaging Service

If you haven't already signed up to our repairs text messaging service, you can do so by requesting a form from the office. Just email info@sandbourne.org.uk or ring 01202 671222 and one of our Admin Team will send you the form.

What are the benefits of this? It means that when you report a repair to us, by whatever means, you will receive a text message to say that an order has been placed for the work. Although you cannot text us back, you will at least know that we have received your repair request and that it is being dealt with.

Security when living in a block of flats

Sandbourne has recently been made aware of visitors expecting contractors to let them into a block of flats and being quite rude when they were refused entry.

It is vital for the security of all blocks that residents ensure that their visitors ring through to their flat to gain entry, using the door entry panel, and that they do not expect other people to let them in. Visitors should also not be allowed to tailgate into the block behind other people and should never be rude if challenged. We support the actions of our contractors in not letting visitors into our blocks and have been in contact with them to thank them for being vigilant.

As highlighted before in *Sandbourne News*, we can never be sure who people are and what their motives might be.



Smoking!

If you are smoking inside your flat, or outside of a block of flats, please make sure that your smoke does not drift in through windows or doors into flats or communal areas.



Please do not drop cigarette butts on the ground or throw them in the bushes – make sure that you completely put them out and dispose of them responsibly.



Thank 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 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.



New Tenant Surveys Prize Draw

As mentioned previously in our newsletters, the number of properties let in 2020 was much lower than usual due to the Covid restrictions. Therefore, fewer surveys were sent out to new tenants and, in turn, fewer were received back. For this reason, we delayed making our quarterly prize draw.

The feedback we receive is incredibly useful for the Association to see where we're not getting things quite right. The information provided is passed on to the relevant staff who then try to put things right. Where it's too late to do this we hopefully learn from that feedback for the future. We are also grateful for the many kind comments made about our homes and our staff.

As previously mentioned in *Sandbourne News*, there are two winners from those new residents who returned their survey form in 2020 and these were randomly selected by our Chief Executive. These were Mr D and Mr F, who were both from our Stourwood Avenue site in Bournemouth.

They have both received their £20 High Street voucher and we hope it won't be too long before they can get out to spend them.

A thank you ...

We have been hearing that one of our Ringwood residents, in particular, has been doing a sterling job keeping other residents informed of things happening on the site during the Coronavirus lockdown.

This has been much appreciated, as we don't yet have TVs screens in the blocks of flats at Ringwood to display messages and our staff aren't able to visit the site as often as they would usually do because of the Coronavirus guidelines.

To all those residents who have been looking out for your neighbours, a big thank you. All we would ask is that you do this in accordance with government guidelines to ensure that both you and your neighbours keep safe.





Ringwood residents Have your say

In our last edition of *Sandbourne News* we mentioned that the majority of our sites for 60+ residents in Bournemouth have information TV screens in the communal hallways with CCTV cameras covering the communal entrances, and we were looking to extend these facilities to the 60+ developments in Ringwood.

The TV screens have been invaluable in recent months and allowed us to communicate important messages to residents much more quickly than would otherwise be possible. With a password, residents can even see these messages via their mobile phones or other electronic devices.

The CCTV cameras are positioned at the communal entrance of each scheme and record footage of people either entering or leaving the building for a period of up to 21 days before being over-written. The cameras are not actively monitored but we can access them remotely to retrieve images as necessary. Elsewhere this has deterred unwanted visitors and been helpful to the police on occasions.



We have decided that we will not add the initial cost of these facilities to the service charge, or look to recover these from our Ringwood residents. We may, however, look to recover the cost of repairing or maintaining the equipment in future years.

So, if you live at Christy Close, Mary Mitchell Close or Guys Close in Ringwood we would like to know what you think about this proposal. You can do this in the usual way by either writing to us, dropping us an email at info@sandbourne.org.uk or telephoning the office on 01202 671222.

If residents are generally in support of the idea, then we will be looking to install the new equipment by mid-April.

We look forward to hearing from you.



TV screens in 60+ Bournemouth blocks

We know that some of you will not have been able to get down to the block entrances to check the messages we've been putting on the TV screens during the current pandemic. We also know that some of you say you don't have the time to read all of the messages but we also know from comments received that many of you regularly check the screens and find them helpful.

As mentioned on the TVs and advertised in previous editions of this newsletter, you can ring the office for the password to access what is on the screens from the comfort of your own flat. All you need is internet access so that you can access our website and view the slides from your mobile phone, iPad or other mobile device.

If you don't want to ring us for the password, just email info@sandbourne.org.uk and we can let you have it that way.

Providing additional parking spaces

As part of ongoing resident consultation and improvement works at the largest of our sites at Stourwood Avenue in Bournemouth, we have created additional parking spaces as well as improving the marking of the bays with new white lining.

The creation of any new parking spaces is always tricky as we cannot just utilise obvious space that appears to be suitable. When our properties are built, they come with planning restrictions on the number of parking spaces we can provide. Therefore, in order to create more, we have to apply for planning permission for them. This can be very protracted and does not always give us, or you, what is hoped for.

In addition to the above, we have also recently renewed the white lining in the car parks at three of our 18+ general family sites.

New Stourwood Avenue Buggy Store

Well despite some delays, partly due to the various lockdowns, the new additional buggy store has now been completed at Woodlands and the allocation of spaces started in February.

We have been in touch with everyone registered on our waiting list for a buggy space at Stourwood Avenue and also given existing users the chance to relocate to the most convenient store for where they live.

Surprisingly, demand for these additional spaces has been relatively lower than expected, but we know that some of you may not want to think about this at the moment due to the lockdown restrictions and not being able to get out and about as usual.

However, if you are thinking about getting a buggy, or have one that you are currently storing in your flat, why not give us a call, or email us at info@sandbourne.org.uk and see what availability is like and to ask for details of charges etc.



Want to be on the move?

We have recently seen an increase in residents looking to move to larger or different homes, particularly in the number of those in our 18+ properties, and thought it would be good to remind everyone about our Lettings and Transfers Policy.

You can register with us for vacancies in schemes where we have transfer waiting lists regardless of how long you have lived in your current home, and we normally give priority to transfer applicants provided that:

- The property eventually offered will be in line with the Policy and not breach any agreement that we have with the local authority;
- The rent account and/or housing related debts are clear at the point of being considered for a vacancy and all the other tenancy obligations are met;
- There is a strong, clear and demonstrable medical/support need for alternative accommodation, for example a requirement for a shower instead of a bath or the onset of a disability which affects everyday living; and
- There is clear and demonstrable evidence that your current home is no longer suitable for your needs, for example since moving you have had a child and the property is now overcrowded.

In some circumstances we will prioritise a management transfer for a resident who has an urgent need to move because of, for example, a real and immediate threat to their health that could be reduced by a move to another property or where we can make better use of their existing home.

When we have a vacancy we will match the size of the property and location to those people who are prioritised for a transfer, and then consider each transfer application in date order with those who have been registered for the longest time being considered first.

There are also a couple of other important things to know.

- Sandbourne is a small organisation with a limited number of larger homes, which only become available occasionally. If you have an urgent need to move, as well as applying for a transfer we strongly recommend that you also contact the local authority and discuss your situation with them.
- Like other housing associations we have agreements with our local authority partners to assist them in providing accommodation to those registered for housing with them. This means that for our 18+ vacancies, each year 75% of our lettings are made to people that the local authority has referred to us.

If you would like more information, a copy of the Lettings and Transfers Policy or wish to apply for a transfer, please contact us at info@sandbourne.org.uk or by ringing 01202 671222.



Sandbourne homes in demand

In recent years many housing associations have seen the demand for older persons' housing decline, but that is not the case at Sandbourne.

We currently have over 200 people on the waiting list for our 60+ developments, with a steady stream of new housing applications arriving every week.

We know from what people tell us on their application forms that many are applying on the basis of recommendations received from friends and existing residents. Whilst this is nice to know, as on average we only get around 10 vacancies a year in our 60+ homes, the number of people we are actually able to help is sadly very small.

Our Lettings and Transfers Policy gives a priority to every new application that we accept. There are three levels of priority that an application may be given, urgent, priority or general. This is determined by the information provided on the form together with any supporting documents.

When we have a 60+ vacancy we will consider each level of priority in turn and how long each application within that priority has been registered for, those with the earliest date being given the greatest priority.

The number of housing applications that we have at the moment is such that, realistically, we only expect to be able to potentially offer accommodation to some of the people whose applications have been assessed as either urgent or priority. Some examples of where an application would be considered to be urgent or priority are where someone:

- Is statutorily homeless, and this is verified by the local authority
- Has a medical condition verified by a specialist medical practitioner that requires alternative accommodation
- Has an immediate need to move in order to receive or give support, again, such need normally being verified by a social worker or similar
- Is living in temporary or insecure accommodation
- Whose current home is in statutory disrepair, poses a significant risk to life or health and/or where facilities are lacking or shared with another unrelated household
- There are other social circumstances, such as serious harassment or domestic abuse
- There are financial circumstances which make their current housing circumstances unsustainable.

We have no immediate plans to close our waiting lists but thought it would be helpful for you to know the current situation.



One of our popular Stourwood Avenue 60+ blocks of flats

Feeling the effect of Brexit ...

The residents of one of our 60+ blocks of flats in Bournemouth were recently hit by the impact of Brexit and we sincerely hope that by the time you read this article the issue has been resolved.

So, what was the problem? We had a lift breakdown at the very beginning of February and were advised that a new part was needed. Our staff were in regular contact with our service engineers for updates, knowing how vital it was for our residents to have a fully functioning lift.

It transpired that there were significant delays in being able to obtain the spare part from the manufacturers in Germany, due to various import changes arising as a result of Brexit. The part had to be cleared through customs once received in the UK and, at the point of writing this article, the expected delivery date was early March.

It would seem that this is a common problem with, apparently, the majority of lift manufacturers being based in Europe. We have been trying to seek assurance from our service engineers that they are looking to source suppliers based in the UK or elsewhere who are less likely to be affected by these sort of delays in the future so that we can avoid this happening again.



Vaccination scams

The scammers haven't stopped just because of the pandemic. If anything, there seems to be an increase in them in recent months with many being more believable.

There are still the usual HMRC, BT, Amazon and bank scams doing the rounds by telephone. There is still the PayPal scam, normally by text message, which should not be confused with 'allpay' who manage Sandbourne's rent payments. There is even one telling you that your subscription to Norton anti-virus software has expired, which seems alarming until you realise that you have your software covered by another company.

However, we have recently been seeing an increase in volume of scams to do with the Covid-19 vaccinations, many of which end with you being asked to provide your bank details to confirm your identity.

The NHS advice re vaccinations is that:

Covid-19 Vaccine – Fact Check

You **don't** need to apply for it

You **don't** have to pay to receive it

You **don't** need to share bank details to confirm your identity.

Please remember that you should not give out your bank details over the telephone, or if asked to do so in a text or email link. If in doubt, independently check with the service provider using a telephone number that you would normally use to contact them.

If you are concerned, you can always contact Action Fraud and report your concerns to them via their website (www.actionfraud.police.uk) or by ringing 0300 123 2040.



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

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

For all other council services visit bcpcouncil.gov.uk, or contact us in the normal way:

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

 [myBCPcouncil](https://www.facebook.com/myBCPcouncil)  [BCPcouncil](https://twitter.com/BCPcouncil)

[#TogetherWeCan](https://twitter.com/TogetherWeCan)



Sandbourne Policies

Following consultation with residents via our December newsletter, the following Policies have now been formally approved and adopted by our Board at its February Board meeting:

- Reasonable Adjustments Policy
- Complaints and Compliments Policy

Copies of both Policies can be found on our website or are available upon request from the office.

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.

Did you know that you can use the form below to:

- Give us feedback on or suggestions for this newsletter. Perhaps there's something you'd like to see that we're not currently covering.
- Give us feedback on or suggestions for any other issues relating to Sandbourne and/or its services.
- Tell us if you've changed your contact details, eg your mobile phone number, email address or if you've no longer got a landline.
- Tell us that we keep spelling your name wrong.
- Update your next-of-kin details, where we hold these.



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 st 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

Repairs: repairs@sandbourne.org.uk

Website: 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; or using the contact form on our website: www.sandbournehousingassociation.org.uk).

All articles are correct at the time of publishing (March 2021)

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