

Welcome once again to our Summer Newsletter. In our last edition I was looking forward to the start of Spring, but that didn't really happen. April was mostly sunny but freezing cold; May has just been very wet! Hopefully June, July and August will bring us some warm summer weather to enjoy.

The Covid-19 pandemic continues to dominate the news, although much of it is more positive now. The vaccine rollout is a great success and, despite worries about new variants of the disease, it remains likely that most restrictions will be lifted over the summer months. How good it will be to freely meet up with friends and family again! And to start doing things that only a couple of years ago seemed entirely normal. I went to a pub for lunch last week for the first time in many months and was ridiculously excited to be doing so. How times change!

With the continued opening up of society, we are looking forward to meeting up with more of you again. We are putting together a series of visits to our developments over the summer period and we will let you have more information about that as soon as we can. Other services should also be getting back to normal over the next few months, including housing management and repairs visits to your home. Do let us know if you have concerns about this and we will work with you to make it as safe as possible, both for you and our staff.

Here's wishing you a good summer, with maybe even a few days away on holiday. Perhaps by the Autumn Newsletter Covid-19 will no longer be our main focus.



Fiona Ferenczy,  
Chief Executive

## 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**

## Some articles inside this issue:

|                                    |            |
|------------------------------------|------------|
| Ways of contacting the office      | Page 2/3   |
| New residents' portal and QR codes | Page 4     |
| Extra support for the over 50s     | Page 5     |
| Repairs and site inspections       | Page 6/7   |
| Fire Risk Assessments and PEEPs    | Page 8     |
| Stourwood Avenue updates           | Page 9     |
| Policy consultations               | Page 10    |
| Our vision                         | Page 10/11 |
| Service Standards                  | Page 12    |
| Feedback/suggestion/contact form   | Page 15    |



Beautiful Corfe  
Castle in the  
sunshine – and it's  
on our doorstep!

## 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/flood or an essential 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 a repair 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 repairs 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.

## Contacting us at the office ...

### Phone calls:

With the introduction of our new phone system last year, we sometimes have more calls coming into the office than we have members of staff to answer them. If our team are already on the phone and there is no-one else to take your call, then you will be able to leave a voicemail for us and we will get back to you as quickly as we can.

However, as previously advised, if a member of staff is working from home and is calling you back on their mobile, a number may not be displayed. If you are in the habit of ignoring 'no number displayed' callers, or have a 'call barring service' in place on your phone, you could miss their call. If they are able to leave a voicemail to let you know they've rung they will do this, so please also check your messages.

We will always aim to try and call you back within 24 working hours of you contacting us. If we repeatedly fail to contact you, we will send you a note to this effect and this will tell you when the member of staff is next in the office so that you can call them again.

### Emails:

Please check the email address is spelt correctly to ensure it reaches us:  
[info@sandbourne.org.uk](mailto:info@sandbourne.org.uk) for general and housing management queries;  
[repairs@sandbourne.org.uk](mailto:repairs@sandbourne.org.uk) for reporting repairs.

### Website contact forms:

[www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk). See separate articles.



## Vaccinations ...

We are pleased to say that all our housing staff have now received their Covid vaccinations and hope this will provide you with some re-assurance when meeting them on site.

## 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.

## Sandbourne fridge magnets

***Do you use your Sandbourne fridge magnet and does it have the correct details on it?***

Sandbourne fridge magnets were given to all existing residents and are also given to new tenants as part of their information pack. However, we know that some residents leave them in the property when they move on. If the details on your magnet aren't as shown here, please contact us and we'll send you a new one.

In addition, if you find a copy of an old BHSE, BPHA or Sandbourne Tenants Handbook in your property, particularly if you have recently moved in, please destroy this and other similar documents as these will also now be out-of-date.



## Having trouble using our website contact forms?

**Following a couple of reports that residents/leaseholders/shared owners haven't been able to successfully get a website contact form to 'send', we have taken some advice from the company who manage our website for us.**

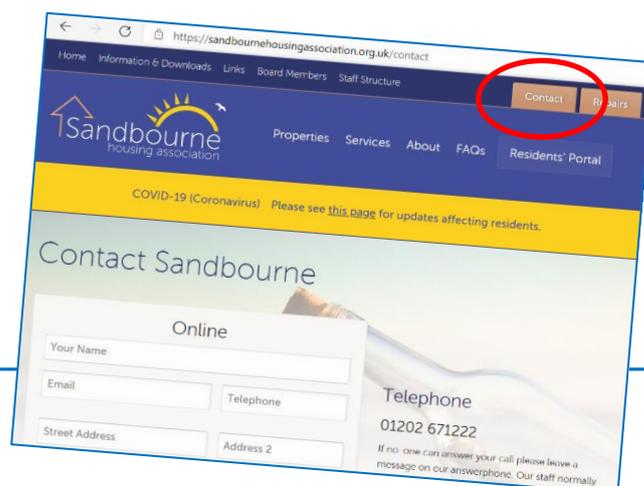
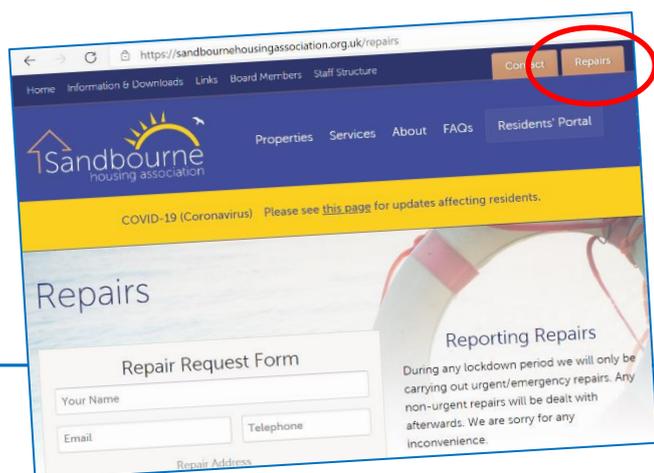
It appears, from what you've told us, that on odd occasions the message buffers after the contact form has been completed, and does not appear to want to send. We understand that this is very frustrating and normally messages should send within 30 seconds.

Each time we get a report of a contact form failing to send, our staff immediately try sending messages from office pcs, office mobiles and even personal mobiles, just to make sure that there isn't a major problem. On all occasions so far, their messages have successfully been sent.

Our website provider advises us that:

We try to provide support for many different browsers and devices but contact forms can occasionally be rejected for a number of reasons. If you do encounter any issues, please firstly check that the details you entered are correct. If you are using Internet Explorer, we suggest updating to Edge or Chrome.

Finally, if you are still unable to submit your enquiry please email either [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk) or [repairs@sandbourne.org.uk](mailto:repairs@sandbourne.org.uk) with your message. We are continually improving our services and are grateful for any reports if things aren't working for you.



# New Residents' area on website and QR codes

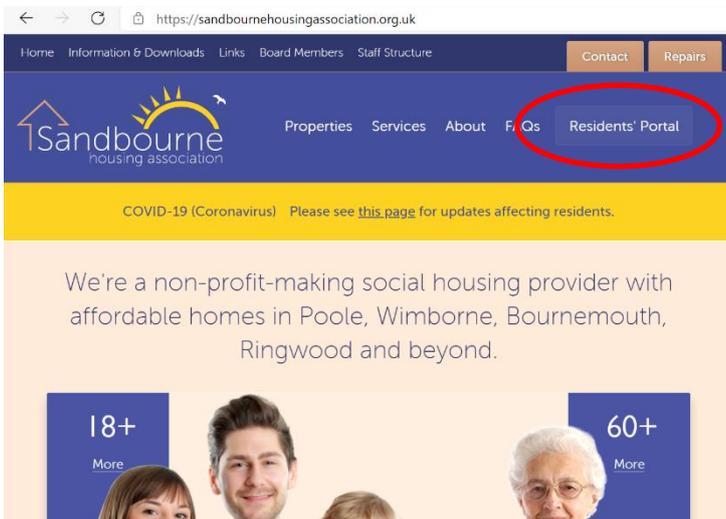
## Residents' Portal

Although very much under development and review, we have made a couple of improvements to our website to give you easier/quicker access.

Firstly, we have set up a new "Residents' Portal" area. At the moment this will take our Extra Care, 60+ Bournemouth (not Winton) and 60+ Ringwood residents to the TV display screens located in the entrance to their block of flats, which they can then access from the comfort of their own homes, with a password.

We plan to add more to this area and would welcome your feedback on what you would like to see there.

You can access this area from our home page on your pc (see below), or your mobile device from the menu option.



Alternatively, you can scan the QR (Quick Response) code opposite which will take you straight to that page if you hold your mobile phone/device over it and tap on the link that comes up.

## Website QR Codes

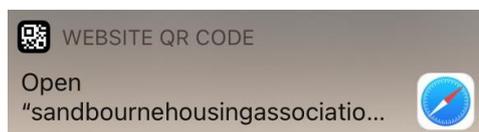
These QR (Quick Response) codes are something that we are all becoming more familiar with, particularly when checking in to venues under the Covid-19 Test and Trace app.

We currently have two of these set up.

The first will take you to our Residents' Portal, as covered above. The second, opposite, which is also featured throughout this newsletter, will take you to our Information & Downloads page.

For those of you who are not familiar with their use, you hold your mobile phone/device camera over the code and a link will appear.

Tap on that and you will be taken to the relevant area.



## Are you over 50 and need more support?

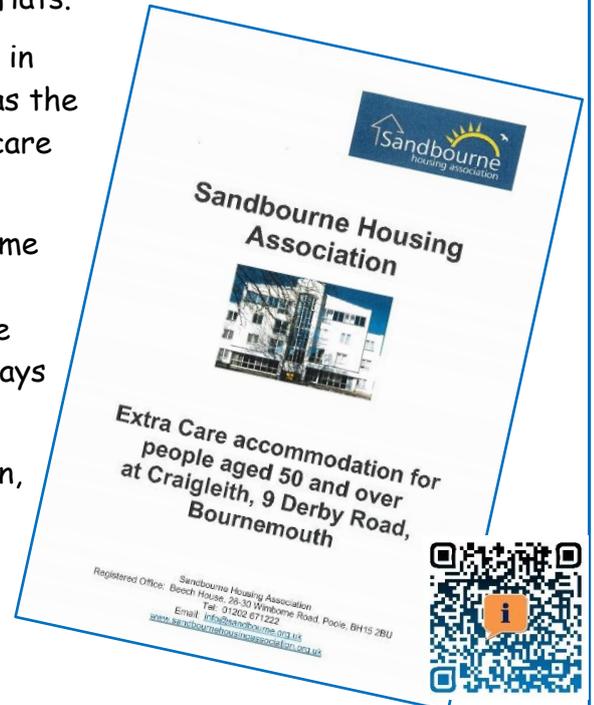
We know that some of our residents might be torn between where and how they live at the moment and asking for extra support but without wanting to move to a care home or nursing home.

We have our 60+ accommodation in Bournemouth and Ringwood which is designed for independent living with residents sourcing their own help and care support and has a Careline service linked to BCP council. Any existing resident (aged 60 or over) can request to go on our transfer list if they want the extra security of living in one of our 60+ blocks of flats.

However, we also have our "Extra Care" scheme at Craigleith in Bournemouth. This housing can probably best be described as the next step between our 60+ independent living housing and a care home or nursing home.

People who have become more frail, are over 50, and need some extra support can be referred to Adult Social Services for consideration for accommodation at Craigleith where we have an on-site care and support team available 6 am to 11 pm, 7 days a week, 365 days a year.

If you think you would qualify for this type of accommodation, please have a look our new leaflet about Craigleith which can be obtained via our office on request, on our website or in the lounges or drop-in rooms at most of our Bournemouth sites.



## Quarterly Rent Statements

At the end of March 2021 we sent you a rent and/or service charge statement covering approximately a year's worth of transactions. This was to cover the period when our usual quarterly statements were not sent out due to the various issues caused by the coronavirus working restrictions.

In order to streamline the process and be more consistent, we will now be sending out quarterly rent statements at set quarter ends: March, June, September and December (previous to this, not everyone received their statements at the same times during the year). As this will tie in with us sending out the quarterly newsletter, we will be sending them to you in the same envelope to cut down on postage and admin costs.

Please allow up to two weeks from the end of each of these quarters to receive your statement. It is also important to bear in mind that, like with bank statements that are sent out at set times, not all transactions will be shown if they haven't reached your account at that time. Timing of payments of Housing Benefit might also be due around the time of your statement but may not have reached us at that point.

Don't forget, you can request a statement at any time by contacting us and it will be free of charge.

If you have any concerns or queries regarding your rent account or statement, please contact the office on 01202 671222 or by email to [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk).



## Repairs - caught between a rock and a hard place!

As mentioned elsewhere in this newsletter, we are now taking all repairs requests and prioritising them in line with our repairs procedures.

However, we know how frustrating it has been when you have wanted to report a repair to us but do not actually want a contractor to call due to shielding or self-isolating during the Coronavirus pandemic. We know that this hasn't been good for you or us; we all want your repairs completed but that hasn't or can't always happen.



Please continue to report your repairs in the usual way to [repairs@sandbourne.org.uk](mailto:repairs@sandbourne.org.uk), via our website contact form, or by telephone. However, please also remember to tell us if you don't want a contractor to call on you at the current time. If possible, please also let us know when you are likely to end your shielding or self-isolation.

Finally, we would just remind you that once an appointment has been made with our contractors Sandbourne may be liable for the call-out charge. Therefore, it is important to let the contractor or us know if you will not be home for the appointment so that it can be re-booked and to avoid us having to pass any additional call-out charges on to you.

## Repairs Expenditure in the year from April 2020 to March 2021

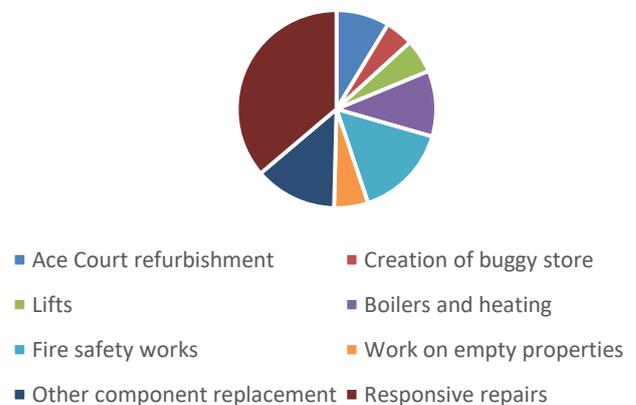
The whole of Sandbourne's last financial year, from April 2020 to March 2021, was impacted by the Covid-19 pandemic and the restrictions that were imposed upon us due to that. For large parts of the year we had to suspend much of our usual repairs and maintenance works and only carry out emergency repairs and essential safety checks. Against that background, we thought you might be interested to know that Sandbourne still spent 40% of its income on works to our properties.

A total of £1,067,036 was spent on Sandbourne's properties in 2020/21, with 15% of that (£164,377) being on fire safety works. Although we are still awaiting the report on the Grenfell Tower fire, which will almost certainly recommend a new set of requirements for fire safety in all properties, we decided to review the Fire Risk Assessments on all our developments. We started with the 60+ blocks and the expenditure in the last year was mostly on these. We are now working on our general needs developments, so more expenditure may be required in the current year.

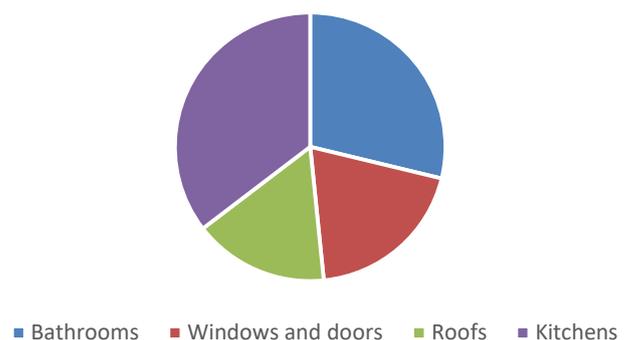
Opposite (top) is a breakdown of how the £1,067,036 was spent.

Pandemic restrictions did mean that much of our planned maintenance programme had to be suspended for the year, but we did still manage to undertake some works when restrictions were partially lifted or when properties were empty. We spent £58,973 on lift maintenance and upgrades, £114,677 on work to boilers and heating systems and £142,589 on replacing other components. The split of these other component replacements is illustrated here.

Expenditure on Properties 2020/21



Other Component Replacement (detail)



## Repairs text messaging service

**We usually remind you in our newsletters about subscribing to our text messaging service for repairs, which confirms to you that the repair you have reported has been passed to one of our contractors.**

The message you will receive will be to advise you that you should expect a call from the contractor to make an appointment. It will tell you what the repair is for and the contractor's name. It will also ask you to check for phone messages left by them if they try to ring you and you don't answer your phone.

The only time you should ring us at Sandbourne is if the contractor hasn't contacted you within any timescale given or if you have a query.

If you miss the contractor's call, or need to change an appointment, could we please ask that you contact them in the first instance. Thank you.



## Site inspections - keeping communal areas and corridors clear

**We are currently visiting our sites and carrying out inspections, so apologies but we need to re-run the following article to stress the importance of keeping communal areas and corridors clear in our blocks of flats.**

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.

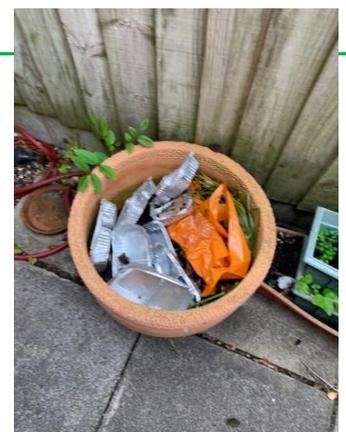
Apart from considering the safety of residents, this advice impacts on Sandbourne's insurance requirements and fire risk assessments as we need to manage this risk and to comply with such advice in order to maintain our insurance cover.

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.

Finally, we will also be checking the grounds for abandoned plant pots and tubs and asking for those to be removed to not only improve the look of the site but more importantly to avoid them becoming a trip hazard.



## 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.

A Personal Emergency Evacuation Plan (PEEP) or a Person Centred Fire Risk Assessment (PCFRA), as explained below, forms part of a Fire Risk Assessment and could be needed in any type of property and regardless of whether you live in one of our 18+ or 60+ properties, although it is more likely to relate to our 60+ properties or Extra Care flats. They are all about the ability of someone to evacuate their home if they need to, or are at higher risk from fire, so please read on.



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

This extra information is known as 'Personal Emergency Evacuation Plans' (PEEPs) and 'Person Centred Fire Risk Assessments' (PCFRAs). They are designed to ensure that all residents have a good understanding of the risks of fire and, 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 at Craigleith in Bournemouth, and over the course of the next few months are planning to make these, as well as PCFRAs, more widely available across all our properties. We had originally intended to start this programme last year but, as it needs face-to-face contact with residents and with the lockdown restrictions, we decided to delay the launch until 7 June 2021.

### ***So what does a PEEP or a PCFRA involve, who does it, and should I have one?***

The process is quite simple and will involve a member of Sandbourne staff visiting you and completing a short questionnaire together that records the particular challenges that you may face if you need to leave your home in the event of a fire (PEEP) or identifying the risk of fire (PCFRA).

The information provided forms the basis of the PEEP or PCFRA which, for example, tells you and the fire service:

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



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

We will be contacting residents over the next few months to offer an appointment initially for a PCFRA, 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 in the coming weeks. Please ring the office on 01202 671222 or email [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk).



## Stourwood Avenue – Laundries

**Following a complaint received in April, we wrote to all 136 households at Stourwood Avenue in Bournemouth asking for evidence to support the allegation that a very small minority of residents and their relatives or friends may have been using the communal laundries on a regular basis to undertake washing either on behalf of others or possibly even on a commercial basis.**

We also asked residents what they thought about the option to provide CCTV cameras in the laundries to monitor how they were being used and to act as a deterrent in the future.

In total we received 13 replies, with no clear preference for or against the provision of CCTV. Therefore, given this low response rate and the outcome, we will not be pursuing this option any further.

Three residents did mention the same relative of a resident they thought was making excessive use of the laundry. We have spoken to the person concerned and are satisfied that there are legitimate reasons why they are using the facility more frequently than others do, and now consider the matter to be closed.

We have already written separately to the three residents who provided information explaining the reasons for this decision and would take this opportunity to thank everyone else who responded at the time.



## Stourwood Avenue Buggy Stores

**We have featured articles about the buggy (mobility scooter) stores at Stourwood Avenue in Bournemouth and are pleased to say that the new additional store at Woodlands has proved quite popular.**

We have been able to re-allocate spaces to make sure that residents have their buggies in the store most convenient for them and have also offered spaces to all those on our waiting list who currently own a buggy.

At the time of writing this article, we have just four spare spaces at Woodlands and one at Gladman House.

If you currently have a buggy which you are storing in your flat, you can request a space now. There is a charge for this but you can pay this by instalments or in one go.

If you are a resident thinking about purchasing a buggy, please contact us and ask for your name to be placed on our waiting list.



## 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.

## Policy consultations

The following policies were presented to Sandbourne's Board in March, who now require us to consult with all of our staff, tenants, leaseholders and shared owners on.

### Legionella – Management and Control

This is a new policy which has been developed to ensure that Sandbourne fully complies with the requirements of The Health and Safety Executive's Approved Code of Practice and Guidance L8 "The control of legionella bacteria in water systems" (Fourth Edition).

### Election of Board Members

This existing policy has been combined with the Election of Resident Board Members one, so that Sandbourne now looks at the recruitment of Board Members as a whole to ensure it has the skills and mix of people it requires to carry out its business. The Board has felt for a while that there should not be a distinction between resident and non-resident Board Members and that all Board vacancies should be open for anyone with the relevant skills to apply for. Once the new policy has been formally approved, the Board will identify the desired skills required whenever a vacancy arises and notification of those requirements will be shared with all Sandbourne residents, inviting them to apply for the role if appropriate.

Copies of both policies are available upon request from our office, or can be found at: <https://sandbournehousingassociation.org.uk/information> or you can scan the website QR code opposite to take you to that page.

**The deadline for your feedback and comments is Friday 2 July 2021**, after which date both policies will go back to Sandbourne's Board for approval at their July meeting.



## What's the vision?

**As Paul Newman says to Robert Redford in Butch Cassidy and the Sundance Kid "I've got vision and the rest of the world wears bifocals".**

So you may be wondering what an old western has got to do with me or Sandbourne? ..... if so, please read on.

Every really successful business has a very clear vision of what is important to it and what it wants to achieve. However, sometimes they miss the opportunity for more success by not sharing this with either their customers or the people who work for them.

The Sandbourne Board has recently approved our new Business Plan. We thought that this was a good opportunity to remind ourselves why we are here and what we want to do over the next five years:

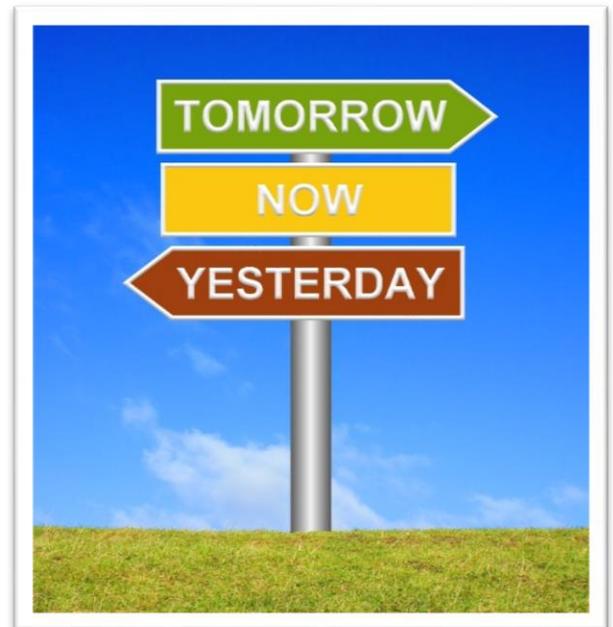
### Sandbourne's vision is:

*"Remaining a small local housing provider delivering high quality homes and providing services that are tailored to the needs of our customers."*

This vision is underpinned by a number of aims which include:

- To be locally based and primarily operating in the BCP Council and Ringwood areas.
- To provide high quality, affordable homes to enable residents to live independently.

Continued/...



## What's the vision? continued/...

- To provide additional homes as the opportunity arises.
- To empower residents to have a direct say in the way that their homes and services are managed and to play an active role in the continuous improvement and development of systems and services.
- To seek to add social benefit to our residents in all we do. And to explore ways of measuring this investment.
- To employ high quality, dedicated staff who can assist residents in benefiting from the quiet enjoyment of their homes and promote all aspects of equality and diversity.
- To invest in our staff, to ensure that they have the resources and skills to fulfil their role and to develop those skills where appropriate.
- To seek to continually improve our services and adapt them to the needs and requirements of our residents.
- To use local contractors wherever reasonable.
- To strive to embed Value for Money principles in all its activities.
- To actively pursue environmentally friendly options where possible and where affordable for both Sandbourne and our residents.
- To remain 'SMALL' (defined as less than 1,000 homes by the Regulator). 480 homes as at November 2020.
- To remain independent.

We have been giving some thought to the practical things we might do differently in the future to make sure that we meet this vision. Some of these are still 'a work in progress' but include:

- In consultation with the staff team we have redesigned the annual appraisal process so that individual performance is measured against the objectives of the Business Plan.
- In future editions of *Sandbourne News* we will give you examples of what the team has done individually and collectively to meet the objectives set out in the Business Plan.
- Working with an external consultant to review the way that we can engage effectively with residents in the future. For example, by:
  - Involving residents in developing a range of service standards for the elements of our service that are most important to them and publishing how we perform against these.
  - Finding out on an individual basis how residents would prefer to communicate with us and, wherever we can, use that method when contacting them in the future.
  - Developing a small estate improvement budget that individual residents or groups of residents can apply to in order to fund minor improvements to the communal areas where they live.
  - Using social media platforms as an additional way of communicating with residents.
  - Inviting residents to be involved when we are reviewing how we deliver our services.

We will tell you much more about these changes in future editions of *Sandbourne News* and when we are more able to see people on a face-to-face basis, but if you would like to know more before then or would like a full copy of the business plan please just give us a call on 01202 671222 or email us at [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk).

A copy of our current Business Plan can also be found on our website at: <https://sandbournehousingassociation.org.uk/information> or by scanning the QR code opposite to take you to that page.





## Refreshing our standards – your help needed

As many of you will know from our Customer Service Standards leaflet, we have a number of standards that we aim to meet in providing our service to you, for example we try to:

- answer calls to the office within six rings;
- acknowledge a letter, email or website contact form from you within five working days and normally reply within a further ten working days (if we can't give a full reply within that time we will let you know);
- make sure that all of our contractors carry identification, are polite, tidy, courteous and consult you about when they will come to work in your home.

Wherever possible, we hope that we meet these and the other standards mentioned in the leaflet but realise that, in the past, we have not let you know how we are performing against them.

In the future, we think it is important to give you a say in deciding what standards we should have and that at least once a year we let you know whether we are meeting these or not.

We are currently developing a new range of possible standards to cover:

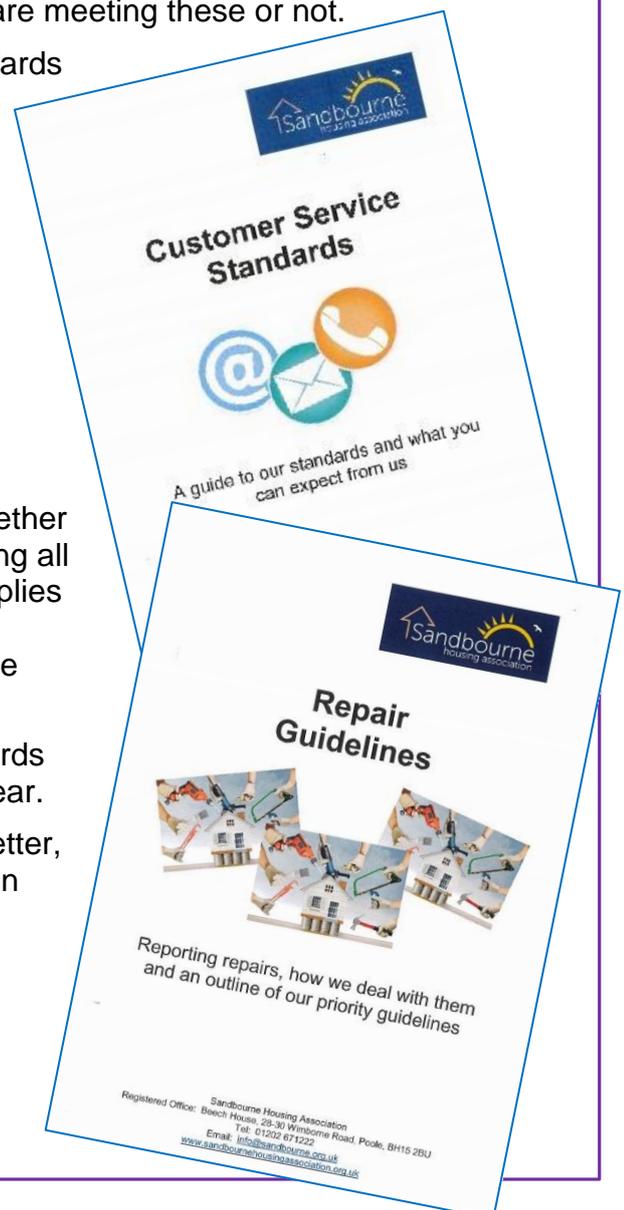
- Customer Service
- Repairs
- Complaints
- Anti-Social Behaviour
- Estate Management
- Voids and Lettings

As this is quite a big project, we are starting with Customer Service and Repairs. For each of these we are putting together a selection of statements and, later this month, will be asking all residents to let us know which they prefer. When all the replies have been received and collated we will finalise the new Customer Service and Repairs Standards and publish these in a future edition of *Sandbourne News*.

Our plan is to then move on to developing the other standards with the aim of having them all in place by the end of the year.

You may be asked which of the statements you prefer by letter, email, or possibly a phone call. It should not take more than 10 minutes to complete and we will really value your involvement in the project.

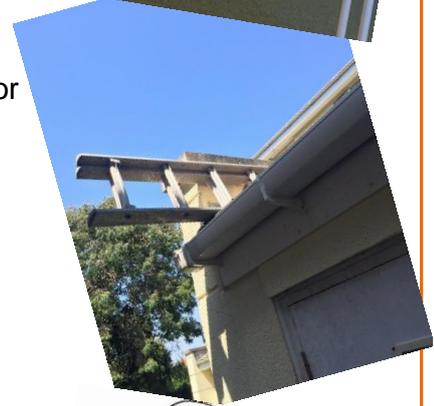
If you have any questions or queries about this now, please give us a call at the office on 01202 671222 or send an email to [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk).



## Staying safe this summer

Now that the weather is better and we are able to get back out in the garden and can throw open our windows, we wanted to repeat a previous newsletter article about enjoying the summer, but staying safe and being cautious:

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

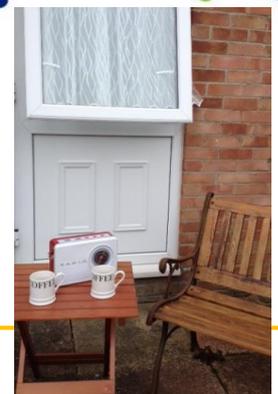


## Enjoying the sunshine

The good weather finally came at the end of May/beginning of June and we want to give our usual reminder about enjoying the sunshine and being outside, but having consideration for your neighbours, some of whom might still be shielding.

Therefore, whether you live in a block of flats or a house, everyone has the right to not only peacefully enjoy their garden area but also their home. Please:

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



Finally, please follow the government social distancing and gathering guidelines whilst they are still in force.

## Changes to guest rooms

**We recently wrote to our Bournemouth 60+ residents (except Ace Court in Winton) to explain changes to our guest rooms that have come about due to the Covid-19 pandemic.**

Our guest rooms re-opened on 17 May but we were very conscious of the need to reduce any possible risk of spreading infection and decided to no longer provide duvets and pillows.

We know this might not have been a popular decision but felt it was something we had to do. All rooms were thoroughly cleaned and 'fogged' with disinfectant spray before re-opening them. However, moving forward, all rooms will be left empty for a short period of time immediately after guests have departed. They will then be cleaned and the mattress protectors will be changed and washed between guests. We will still provide a kettle and mugs.

Despite any additional cleaning costs, we are keeping the cost of the guest rooms the same. We are sure that residents will agree that they are convenient and still represent value for money, taking into account the cost of cleaning, electric, and other sundry items.

Guest rooms are currently located at Craigleith, Harcourt Grange, Milne Court and Woodlands (top floor) and all now have single beds.



## Communal lounges

**In line with government guidelines, we re-opened our communal lounges for residents to use in Bournemouth with effect from 17 May. However, this was on the basis of a maximum of six people using the lounge at any one time and no third party clubs.**

If the government's road map stays on track, which our own road map is based on, then we hope to be able to allow residents' clubs and larger gatherings from 21 June.

We would remind residents, however, that you should book the lounges through the Poole office to ensure that there are no duplicated bookings. If the lounges are to be used for events, then we do have a set of conditions for use that we will send you.

We do not charge for using the lounges for events, but would like to remind you that all residents must be able to attend or use the lounge as usage cannot be exclusive.

## Sky boxes

**It appears that Sky are starting to phase out the older sky boxes and installing/upgrading to the new Sky Q boxes. However, if you live in a Sandbourne block of flats where we provide a satellite dish, we would like to remind you that, as previously advised, at present the majority of our buildings are not compatible with the Sky Q boxes.**

Could we please therefore ask that you do not arrange to upgrade your system without contacting us first. We are currently looking into whether we can upgrade our systems to make them compatible in the future and will update you when we know more.

## Next-of-kin contact details

We reminded those residents who have a Sandbourne linked Careline to let both us and Careline know of any changes you make to your next-of-kin contact details and would remind you again of how important this is. Careline has had a few instances recently of trying to contact a next-of-kin in an emergency only to find the telephone number is no longer in use.

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

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

Your words to find:

- Seaside
- BBQ
- Sunshine
- Flowers
- Garden
- Beach
- Birds
- Picnic
- Bumble bees
- Butterflies
- Ice cream

**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.



**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: |  |
|---------|--|-------|--|

## 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 (June 2021)

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

or by scanning this QR code opposite to take you to our Information & Downloads page.

