

I hope that you all had a good summer and managed to have some sort of holiday, even if it was just enjoying the beautiful countryside that we have near us. The past 18 months of pandemic restrictions has made me really appreciate the area where we live - sea, beaches, rivers, woods, heathland, all close to where we all live. I feel very lucky to live in this part of the world, which many people travel to as a holiday destination.

As we move into the autumn we are, hopefully, leaving the pandemic restrictions behind us and returning to our more usual ways of life. At Sandbourne we are offering all our normal range of services again, so please contact us if you have any queries about repairs, your rent account, the services that you receive on your site or anything else that we can help with. We are always happy to help when we can.

We are aware, however, that there is still a risk from Covid-19 and we will continue to take some precautions to keep you and ourselves safe. Please let us know if you are particularly nervous about returning to normal ways of working and we will look to accommodate your requirements if we can.

We will soon be providing you all with a summary of the last year, which we hope you will find interesting. If there is anything else that you would like to know about Sandbourne, or anything that you think should be included in the Newsletter, please let us know and we will see what we can do. This Newsletter is our primary way of sharing information with you and we want you to find it interesting and useful.

Fiona Ferenczy, Chief Executive



Another beautiful photo from David Joicey,  
Sandbourne Board Member

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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](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**

## Careline (Bournemouth)

The Careline number for our residents to use is:

**01202 452795**

**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.

**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.

**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).

Please note that 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 were 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.

## The Sandbourne Team:

Fiona Ferenczy, Chief Executive

David Hall, Head of Housing

Simon Raine, Housing Services Manager

Sharon Doran, Housing Officer

Brian Griffiths, Maintenance Manager

Chris Wilce, Maintenance Manager

Annina Cooke, Finance Officer

Vanessa Payne, Finance Officer

Gail Phillips, Administrator

Molly Witherington (née Rolston),  
Administrative Assistant

Tel: 01202 671222, Email: [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk), or [repairs@sandbourne.org.uk](mailto:repairs@sandbourne.org.uk)

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

Beech House, 28-30 Wimborne Road, Poole, BH15 2BU

## Some lovely news ...

It is so nice to be able to tell you some good news for a change and we are pleased to share with you that our youngest team member, Molly Rolston, married Richard Witherington over the August Bank Holiday weekend.

With so many weddings and events having to be cancelled over the last 18 months, Molly was relieved that she and Richard were able to tie the knot as planned with the majority of their families and friends being able to share the occasion. The sun even came out for the afternoon. Those unable to be at the church in person were able to view the proceedings via a video link, which is one of the few bonuses that has come about due to the pandemic.

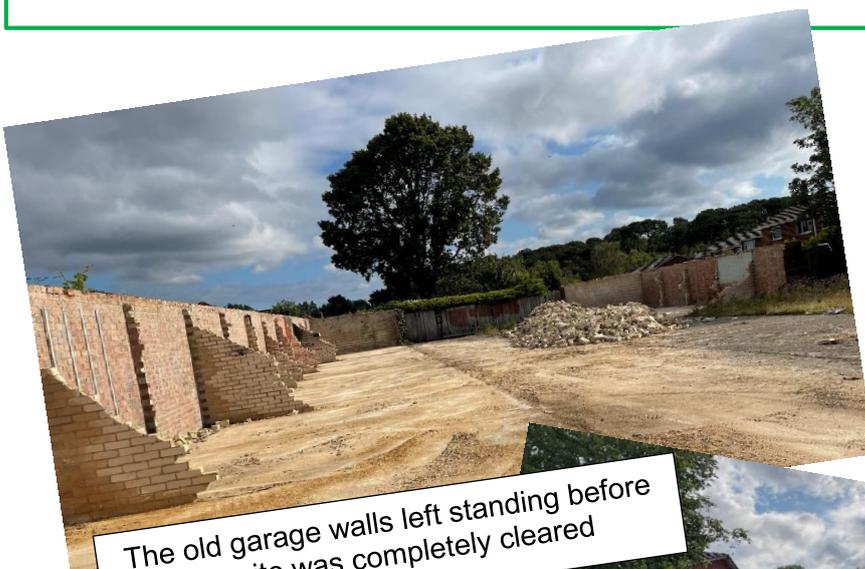
We're sure you'll join us in congratulating both Molly and her husband.



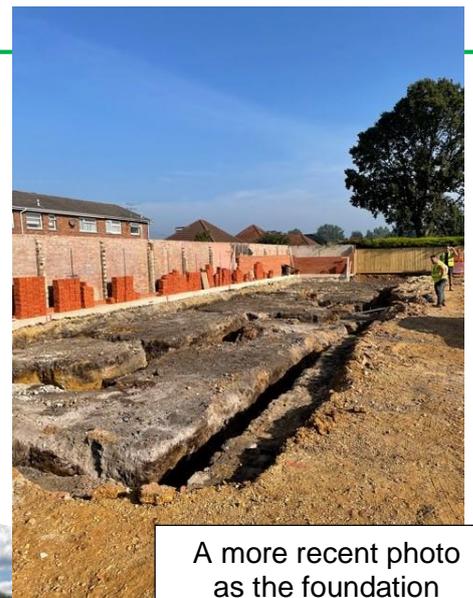
## A new Sandbourne development ...

We have finally started work on our new development in Poole, which has been on hold for the last two years for a number of reasons, including the pandemic. The site is a former garage site which, of course, had to be cleared before we could actually start building.

The development will include six properties for social rent – four bungalows and two houses. The work is expected to take about a year, so the properties should be ready for occupation sometime next summer. We will keep you updated with the progress of the building work.



The old garage walls left standing before the site was completely cleared



A more recent photo as the foundation works start

# OVER 60s PROPERTIES TO RENT IN RINGWOOD

We recently produced a flyer to go on noticeboards in and around Ringwood to alert people to the fact that we have properties to let in Ringwood. We also had an article in the local newspaper and wrote to our Ringwood residents in case they had friends or family who might be interested.

Below is something we thought residents could show anyone who might be interested in applying to us:

We are a Poole-based housing association with charitable status and have 42 flats and three bungalows to rent in Ringwood for people age 60 and over.

If you are in housing need, or know a friend or family member who might be, why not contact us to ask about going on our waiting list for any vacancies when they arise.

Applicants need to have a local connection within the Parish of Ringwood (live or work within that Parish or have close family that they need support from in that area) and should not have the means to secure suitable accommodation themselves (afford to buy or long-term rent privately).

**Want to find out more? You scan opposite for details and an application form or contact us:**



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

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

Telephone us on: 01202 671222

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



*Guys Close*



*Mary Mitchell Close*



*Christy Close*

## When staff are working

**We have received a few comments recently asking why a member of staff isn't in the office to take a call, so we thought we'd clarify things.**

Apart from when our staff are away from the office on holiday (or sick), they are working on Sandbourne business during normal office hours, irrespective of where this is or what they might be doing.

On some days, as is now common in many organisations, our staff might be working from home. If you ring and want to speak to one of them, the admin team will immediately pass a message to them asking for a call back (see other article opposite).

Our staff might be in the office but be tied up in a meeting. They could be out on site meeting with residents, leaseholders or shared owners, or they could be visiting a site to carry out inspections or meeting with contractors. They might also be meeting with prospective tenants or showing them empty properties.

Therefore, please be patient with our staff and do not assume that they are not working just because they are not physically in the office and available to take your call.

Please also remember that our admin team will always pass on a message when requested to do so.

## Requesting a telephone call-back

**If a member of staff is not available when you call the office, our admin team will forward a message to the relevant person requesting a call back.**

However, as previously mentioned in our newsletter articles, we cannot always guarantee a call back the same day. We have a housing team made up of two housing management and two housing maintenance staff. Between them, they manage 480 properties.

If it is absolutely vital that you are called back by someone the same day because the matter is urgent, then please let the admin team know when you ring in. However, if the matter is not so urgent, please allow our housing team time to call you back when they are available. This may mean your details being added to a list of calls to be returned and be prioritised by that staff member.

We do also quite often hear from residents that a call hasn't been returned but when the housing team member has tried to ring the resident back the phone hasn't been answered and not everyone has, or will listen to, an answerphone message. Our calls may also have a 'no number' displayed and we know many people these days don't answer calls if they don't know who they are from.

Please do bear with our staff who are now back out and about meeting with applicants, residents and contractors and are not always in the office and instantly available to take or make telephone calls.



Our Customer Service Standards surveys (see article on pages 6 and 7) are ongoing but once all aspects of the review have been completed, we will update our leaflet to reflect the standards we have agreed with residents. In the meantime, our current leaflet can be found on our website or in our 60+ Bournemouth schemes. It is also available upon request from the office.



## Thanks for your kind words

**It has been a very difficult 18 months for everyone; tenants, leaseholders, shared owners, contractors and staff alike.**

However, in a time when we are all feeling frustrated and quick to complain when things aren't going quite the way we want them to, it is rewarding for our staff to have received some lovely thank you messages from our residents and their families for the help and support they have been able to give in the challenging circumstances, the like of which many of us have never known before.

We will always take complaints seriously and deal with them in the best way we can, but we are also very grateful when we hear from you, or your family, that we have got something right!

## Service Standards (Part 1)..... the results are in



You will remember that we wrote to everyone in June to let them know that we are currently reviewing our service standards. As this is a big project we started by asking you what was most important to you in relation to customer service and repairs.

We are pleased to say that we received over 80 replies and would like to thank everyone who took the time to complete the survey. The tables below show which of the possible standards received the most support and the percentage of support for each of these.

### Customer Service

Activity	Standard	%
Telephone	We will answer 95% of calls to the office within 6 rings.	65
Correspondence	Acknowledge email or website contacts within 24 hours or the next working day and normally reply within a further 10 working days.	45
	We will acknowledge at least 95% of letters within 2 working days of being received and give you a full response within 10 working days.	34
Behaviours	We will provide you with a high quality service that is prompt and courteous at all times.	43
Communication	We will contact you within 24 hours or the next working day if you leave us a message.	44
	We will give you reasonable notice if we need to change or cancel an appointment.	33
Visits	We will make an appointment time that suits you.	41
	If you need a home visit we will arrange this with you within 5 working days.	36

### Repairs

Activity	Standard	%
Reporting	You can report repairs to us by telephone, letter, email or via our website.	77
Emergency Repairs	We will complete emergency repairs within 24 hours of receiving the report.	55
Appointments	We will ensure that our contractors keep appointments and notify you of any delays or changes to repairs that are needed.	25
	Our contractors will contact you for non-emergency repairs within 3 working days of an order being raised and make a mutually convenient appointment usually within the following 5 working days.	25
Standards	We will ensure that contractors carry identification, complete works within the agreed timescales and tidy up after completing repairs.	38
	When our contractors have finished they will leave your home in a clean and tidy condition.	28
Planned Maintenance	We will let you know when we expect the works to start and finish.	34
	We will consult with you about the planned works.	19

## Service Standards (Part 1) continued/

We plan to begin monitoring our performance against these new standards in October and will begin publishing the results to you early in 2022. If you are interested in seeing how much support there was for each of the options that we circulated in June, we can provide these on request.

We are currently working on Part 2 of our service standards, when we will be asking about complaints and anti-social behaviour. You can expect to hear more from us about this in October.

We aim to complete the third and final part of the review of our service standards by the end of March 2022, and will update our Customer Service Standards leaflet and any supporting information as soon as possible after that.

### E-consulting

**Unsurprisingly, over the course of the last 18 months we have seen quite an increase in the number of residents contacting us by email.**

Although email has been around for a long time now, until very recently all our surveys and consultations have been carried out by post. We have now set up a pilot project where, if you have given us your email address, in future as well as receiving a hard copy of a survey or consultation you may well also receive this as an attachment to an accompanying email from

[residents@sandbourne.org.uk](mailto:residents@sandbourne.org.uk). If you prefer to complete and return this via email, rather than the hard copy you may have also received, then please feel free to do so.

So far we have emailed around 40 residents of our general needs (18+) homes but will be looking to extend this significantly in the near future.

We hope that this will be easier and more convenient for those who prefer to contact us via email. Depending on how this is received, we will then be looking to expand the project beyond just surveys and consultations but, if and when this may involve us using any of your personal data, we will contact you beforehand for your written agreement to this.

Our next consultation will be for the new anti-social behaviour and complaints standards that we are working on at the moment, so please look out for these if they arrive in your inbox as well a hard copy.

Please note: [residents@sandbourne.org.uk](mailto:residents@sandbourne.org.uk) should only be used if you receive an email from us from that email address and want to respond to it.

For everything else you should use either the [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk) or [repairs@sandbourne.org.uk](mailto:repairs@sandbourne.org.uk) email addresses.

### Changes to landlines

**Some residents who have BT landlines may have received a letter from BT advising of changes coming into effect when landlines go digital between now and 2025. You may also have seen news articles on the internet about forthcoming changes.**

We just wanted to let you know that Sandbourne is aware of letters going out to BT customers and will be contacting them to find out how it is going to affect residents, in particular those who have the BCP Careline service.

Once we have clarified with BT what the changes and impact might be, we will update everyone accordingly.

### Free TV Licences

**In order to qualify for a free TV Licence, the TV Licensing Authority say:**

“Some over 75 households are eligible for a free TV Licence. You can get a free TV licence if:

- You, as the licence holder, are 75 years or older  
AND
- You, or your partner living at the same address, receive Pension Credit.”

You can ring and check with them if you are eligible by calling 0300 790 6117, Monday to Friday, 8.30 am to 6.30 pm.

If you are not sure if you qualify for Pension Credit, you can find out more at [www.gov.uk/pension-credit](http://www.gov.uk/pension-credit).

If you are one of our 60+ residents who currently pay us £7.50 for a concessionary licence (there are only a handful of you now), please continue to pay us when requested.

However, if you are over 75 it is worth checking with the TV Licensing Authority to see if you qualify for the free TV Licence but you should mention that you were previously part of the ARC scheme, paying the £7.50 to your landlord.

## New access to virtual TV screen information boards (60+ and 18+)

We currently have TV screen information screens in all 60+ schemes in both Bournemouth and Ringwood, with the exception of Ace Court in Bournemouth.

In addition, the information displayed on these screens is accessible via our Residents Portal on our website simply by using a password obtained from the office. This means that residents have immediate access via pcs, mobile phones or other mobile devices, without leaving their flats, with up-to-date information.

We have recently set up a 'virtual' TV information board for Ace Court in Bournemouth and will now be extending this to our general family 18+ blocks of flats, including some of our larger estates.

For our 18+ residents, we are enclosing details with this newsletter of how you can access your virtual information board but you will still need to obtain a password from the us. You will then be able to check if a problem affecting your whole block, the grounds, or the estate has been reported to us and, hopefully, updates on progress with sorting it out.

Depending upon the success of these virtual screens, we may be able to extend this to our smaller 18+ estates.

Please remember to check the wall mounted notice boards where we will continue to post general information.

## TVs information screens in 60+ blocks

We recently encountered some issues with the TV information screens in our 60+ blocks of flats in Bournemouth due to an internet issue. This involved getting our IT contractor to carry out an upgrade.

We apologise for the fact that residents in some blocks were without these for several weeks. However, once back up and running we continued to get reports of them not working, only to find that residents are switching the TV screens off.

It is important that these screens are not tampered with and certainly should not be turned off as they are on timers and they need to be left on for the programmes to run properly. In addition to the time taken for a member of staff to visit the site to investigate the problem, if we have to call our IT contractor out it adds to costs.

Please don't turn off the TV information screens; sometimes there is important information on there for residents, for example updates regarding the faulty buggy store door.

## Paying your rent and/or service charges

We don't like reminding you but Christmas, for those who celebrate it, is only a couple of months away and many of us are heading for an expensive time. We know that many people are suffering with limited resources, particularly in view of the Covid-19 pandemic's effects on our livelihoods.

However, during the coming months, please remember that you will still be expected to pay your rent and/or service charges on time. If you think that you are going to have problems doing this, please make sure that you contact us now to speak to one of the housing team who can discuss your options with you.

Please don't risk losing your home, especially at this time of year. We know times have been hard for many people, but please act now!



**Don't forget you can request an up-to-date rent and/or service charge statement at any time, in addition to any that is enclosed with this newsletter.**

All you need to do is let us know by ringing the office on 01202 671222 or emailing [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk).

There is no charge for additional statements.

## Quarterly Prize Draw – New Tenant Surveys

The number of lettings has been quite low again this year, partly because of the pandemic. This means that we haven't sent out many new tenant surveys and, from those sent out, we have only had a few returned.

Therefore, we are going to roll our quarterly prize draw over again this quarter and will do a double draw for our £20 High Street vouchers at Christmas. Everyone who has returned a survey this year will be included and the more responses we receive; the more vouchers will be up for grabs.

As always, we appreciate all feedback, particularly from new tenants seeing Sandbourne and its properties for the first time.

## Getting Value for Money

You may remember that in the last edition we featured an article about Sandbourne's Vision and the aims of the Business Plan, which included to *'strive to embed Value for Money principles in all its activities.'*

So what does this really mean and what are we doing about it you may ask. There are lots of slightly different definitions, but a common one is **the best combination of cost, quality and sustainability to meet customer requirements.**

This year we have changed the way that we do our staff appraisals, and asked the Housing Management and Maintenance Teams to each give us an example of how they have improved value for money over the course of the last year. We were very encouraged by the responses and thought we would share a couple with you:

1. You will already know that spending on fire safety for all landlords has increased significantly in recent times. One aspect of this is that all fire doors in communal areas should be inspected regularly by a suitably qualified person. Many landlords use contractors for this who will charge between £10.00 and £50.00 for each door.

As you can imagine, even for a small organisation like Sandbourne, the cost of these inspections mounts up very quickly, and whatever is spent cannot be used for anything else such as planned maintenance.

Earlier this year Brian Griffiths, one of our Maintenance Managers, undertook training with the British Woodworking Federation and is now fully qualified as a fire door inspector. This means that all our fire door inspections are now done 'in-house' and, as a result, no less than £15,000 is saved every year that we can use in other ways.

2. As our Bournemouth 60+ residents will know, this year the communal laundries have all been upgraded with new larger capacity machines. This happened as a result of the efforts of Chris Wilce, the other Maintenance Manager, who negotiated with the existing supplier for both the new machines and an enhanced service contract. In all he saved more than £8,000 on the contract which will be reflected in the next annual review of service charges.

Every member of the team now has an annual objective to demonstrate how they have improved value for money so this is a first step and you can expect to see more examples in the future.

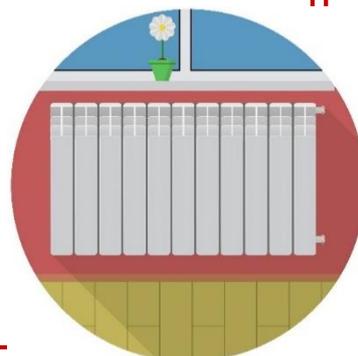
## Communal heating in blocks of flats

***When will the communal heating go on? Our policy, where Sandbourne has to set it, is to turn the communal heating on at the beginning of October and turn it off in May, subject to the weather at the time.***

We would, however, remind you that our staff will be responsible for setting the communal radiators to control the temperature. You may think you are helping to save money by turning it off because you personally don't like it too hot, but you are only adding to staff time in dealing with telephone calls and arranging for the heating to be re-set.

In addition, the communal area then has to be brought back up to the correct temperature and this then adds to the cost of heating which ultimately forms part of the service charges for that block.

We would add that the heating in communal lounges is usually left on so that the temperature is comfortable for residents to use them and/or drop in, etc, so should **not** be turned off. Some tenants need adequate heating for health reasons.



## Not used your heating yet since the Spring!

**Most of us won't have given our heating much thought during the good weather we were recently experiencing.**

However, please check it now so that if it doesn't work properly it can be sorted before it gets too cold. Remember that contractors get busy this time of year as everyone starts turning their heating on only to find out that, in some cases, it isn't working.

## Preventing damp and condensation

**It's now that time of year when the heating goes on, the windows get closed when we're cooking or showering, it's hard to dry washing and the damp and condensation problems start, so here's our usual reminder:**

The cause of condensation is usually lack of adequate heat and ventilation as moisture and humidity levels increase, which turns into water (condensation).

Here are some tips to help prevent this:

1. Where possible, try to dry clothes outside or, where there are communal laundries use the dryers, and avoid drying clothes indoors.
2. If you have your own washing machine/tumble dryer, make sure the room is properly ventilated, ie keep doors and windows open when in use.
3. When showering, bathing or cooking, keep the door closed and/or use the extractor fan if you have one or open a window. It could take up to 15-20 minutes for the steam to clear.
4. Covering saucepans with a lid can also help prevent steam and condensation.
5. We always discourage the use of portable gas and paraffin heaters as, not only are they a health and safety hazard, they also cause extra condensation.
6. Prevent condensation turning into mould by wiping down wet surfaces where water has settled in the bathroom and kitchen.
7. Try to keep a moderate amount of heating on throughout your home to avoid drastic temperature changes between rooms.
8. If possible, keep a window slightly open when using a room as even breathing creates condensation!

Did you know that moisture is formed by simple daily living? The following shows how much water vapour is created by these day-to-day activities:

- using a tumble dryer = 4 litres;
- cooking = 2 litres;
- taking a bath or shower = 1 litre; and
- two adults breathing = 2 litres!

A copy of our leaflet on Condensation and Damp is available:

- on our website (you can scan the QR code to take you to the relevant page)
- upon request from the office
- or in our Bournemouth lounges and drop-in rooms.



## Stourwood Avenue and Belle Vue Grounds Maintenance

**Hogan Gardening Services have advised that they will be ending their contract with us for the grounds and garden maintenance works at Stourwood Avenue and Belle Vue in Bournemouth at the end of October.**

Tim and Annie have provided the service there for many years and we will be sorry to lose them.

We are actively looking for a contractor to take over the contract and will be in contact with residents in relation to this in due course.

Please remember to check TV information screens for updates.



## Your locks ... your responsibility?

**Our 18+ residents, leaseholders and shared owners are aware of their responsibilities for their door locks and know that if they lose their keys, or have them stolen, they need to call out a locksmith to change their locks and supply new door keys. They also arrange for their own additional keys to be cut.**



For our 60+ residents who live in blocks of flats with door entry systems, this has been different but, as mentioned in a previous newsletter, this is changing as we move away from having suited sets of keys.

It still remains that if you lose your keys, or have them stolen, then it is your responsibility to call a locksmith to gain entry to your flat and it is not down to Sandbourne to do this. (Unfortunately, on the advice of our Insurers, we cannot recommend a contractor to undertake this work for you.) It is for this reason that we have always advised residents to keep a spare key in their key safe.

If you have a door entry system on the main block doors, you will still be able to call Careline from the door entry panel to gain access to the block. However, if you report lost/stolen keys to them and they either call us or a contractor out for you, then you will be recharged for this.

As and when flats become vacant, or there is a need to change locks, Sandbourne will provide a unique lock and will no longer hold a master key for that property. From that point, in line with independent living, you will be able to get your own additional keys cut but you will also be required to sort out any problems yourself if you can't get into your property.

If you lose your keys or they are stolen and you have a main door entry key/fob on your keyring for the main block door, then it is vital that you let us know as this could compromise the security of the building.

If you are unsure about the contents of this article and need clarification about where you stand with your own keys and locks, you can always give us a call.

Finally, please make sure that you have contents insurance to cover for emergency locksmiths, etc.

## 60+ Residents – Key safe numbers

**At Sandbourne we have received an increasing number of phone calls from people demanding that we give them the key safe number so that they can access a tenant's flat.**

We need to make it clear that our policy is that we do **not** give out key safe numbers to anyone other than the emergency services and then only in the case of an actual emergency.

This may inconvenience the relative, carer, nurse, etc, but we can only remind you that who you give your key safe number to is your responsibility - we have to assume that if someone doesn't have it, it is because you don't want them to have access to your home.

Please, therefore, think carefully about who you give your key safe code to and who may actually need it. Also, please make sure that Careline is aware of those people they can give your key safe number out to if, for example, you use your pendant and Careline cannot get a response from you.



## Asking for ID

**Just a reminder of the importance of always asking for ID if someone calls at your door and says that they are from Sandbourne or that they are one of our contractors calling on Sandbourne's behalf.**

It is common practice these days for tradespeople to carry ID so anyone calling on you should not be surprised that you are asking to see it.

Please keep safe and apply this to anyone who calls at your home if you do not know them.

Also, if you live in a block of flats, please don't let anyone into the block if you don't know them.

## Birds -v- Rats!

**What would you prefer, the birds and other wildlife or the risk of rats?**

The lockdowns gave many the opportunity to sit and watch the birds and other wildlife come into their gardens (or communal gardens/grounds) but, as we all know, this does have its downside with the dreaded rats.



Talking to our staff we know of the problems they have with rats coming into the garden to find whatever food is on the ground, or in trees and bird feeders, whether bird seed from the shops, or scraps that are put down. This has also been widely reported by our residents as an ongoing problem.

Bird stands can be climbed by rats, as well as the squirrels, in search of food. They will also climb trees if food is hung there. The magpies at the moment are particularly vicious attacking and knocking food to the ground. This is then normally followed by the pigeons and then the rats mopping up what's left.

Pest control is expensive and if the rats then get into our properties (your homes) they can create havoc and can be incredibly hard to get rid of. Some people don't appreciate how high rats can climb and the damage they can cause when they get into cavities and lofts.

We have written about this on many occasions in newsletters and directly to offending residents. We would again ask – please do not throw food scraps or bread out in the gardens and communal grounds because of the rats that this attracts.

## Consideration for neighbours ... shopping delivery times

**During the various lockdowns, with people shielding and self-isolating, we became very reliant on having shopping delivered directly to our homes and having to grab whatever time slots were available, no matter what time of day or night. The number of on-line orders also increased and that also meant more deliveries.**

Now that life is back to some sort of 'normality', many of us are continuing to have our shopping delivered and still rely on on-line shopping and deliveries, particularly with the decline in the choice now available on the High Street.

What we would ask is that residents consider time slot options and try to arrange these at reasonable times of the day. This is particularly important for those living in blocks of flats as some people might have to go to bed early, or may work early shifts, and need their sleep.

We can't stop delivery vehicles going onto our sites to make deliveries so would therefore simply ask for your help, where possible, to reduce the number of these during the late evening or early morning to keep noise and disruption to a minimum.

## Parcel deliveries

**With the increase in on-line orders, comes the inevitable increase in the number of parcels being delivered and also the number going missing.**

Couriers no longer seems to want signatures or to wait to make sure that the parcel has been taken in by the addressee. Many just photograph the parcel against the back drop of the door as proof of delivery and walk away.

If you have ordered an item for delivery to your address, please make sure you leave 'safe place' instructions for the courier if you are not going to be in. Your parcels are completely your responsibility with the courier and Sandbourne cannot get involved if they goes missing.

It is also your responsibility to let your neighbour know if you have taken a parcel in for them. Equally, if you have accepted a parcel that is not for you and has been delivered to the wrong address, please take this up with the courier direct.

Unfortunately, if you ring and ask us if we have a resident with a particular name and want to know where they live, we cannot give you this information because of Data Protection regulations.



## 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.

### Car Parking ...

**Car parking still continues to be a major bone of contention between our residents, particularly where we have this available at our 60+ sites in Bournemouth.**

All residents are aware that car parking is on a first-come, first-served, basis and we would not expect any resident to have more than one vehicle parked in the car park at any one time.

Bays are marked out at all of our sites and there is plenty of signage to say that parking is for residents only and not for visitors. However, we do accept that some residents will need to be dropped off as close to the entrance of a block as possible if they have mobility issues. Once that resident is settled into their flat, the driver is then required to park off site. Disabled bays are also clearly marked for blue badge holders.

All new residents are given a copy of Sandbourne's Parking leaflet and our instructions to guest room visitors is that guests cannot use the car park, although they may need to unload their car and then park off-site.

We also advise that tradesmen and contractors can only park on site to unload their vehicles and they must then move their vans and park on the road. However, we would ask you to make allowances when a new resident is moving in or a property is being cleared at the end of a tenancy and residents or their families need to have vans parked close to a block entrance.

The latest issue seems to be people not actually parking in marked bays and going over the line of the next bay or, more seriously, causing an obstruction for other vehicles trying to get into the car park. This includes parking on cross markings and other non-parking areas.

As always, we would ask you to consider how you would feel if, for example, an ambulance couldn't park close enough to the home of one of your neighbours or relatives in an emergency because of inappropriate and/or inconsiderate parking by residents or their visitors. Similarly, you may be blocking a resident who has themselves been called out for an emergency and they cannot get their car out.

Finally, there is also the other side of the coin to consider; if you don't park properly yourself, your car could be damaged if, for example, the emergency services or larger vehicles are trying to gain access. Sandbourne cannot be held liable for any such damage.

Please be considerate.

### 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.

We would again remind you of how important it is that all records are kept up to date.

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 or the person contacted is no longer a next-of-kin.



This car was not only parked outside of a marked bay, but also obstructing access to a block of flats.

# Sandbourne's Annual General Meeting

**This year's Annual General Meeting (AGM) will be held on Wednesday 22 September and any residents who are shareholders will have received their papers for that meeting by now.**

However, due to the ongoing uncertainties relating to Covid-19, our Board does not feel that we can extend invites to residents generally again this year.

Our intention is to write to all tenants, leaseholders and shared owners following the AGM with a brief outline of any decisions made at that meeting. We will also include an overview of the year to give you a flavour of what's been happening within the Association and how it's been running its business, which we hope you will find of interest.

By doing this we will be breaking the tradition of reporting this via the newsletter as our next edition is not due out until December.

Please note that our office may be closed during the morning of 22 September for staff to attend the AGM.

## Two new Policies approved by Sandbourne's Board ...

**After consulting with residents via our Summer 2021 newsletter, posted to you in early June, the following two Policies were formally approved by our Board at its July meeting:**

### *Legionella – Management and Control*

This is a new policy to ensure Sandbourne 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".

### *Election of Board Members*

We recently combined our Policies on the Election of Non-Resident Board Members and the Election of Resident Board Members to form one Policy. This is to ensure that we achieve the right mix of skills on our Board and we will be writing further to all residents, leaseholders and shared owners about how you can apply for vacancies to our Board following our AGM later this month.

Both policies are available on our website (or by scanning the QR code opposite to take you to the relevant page) or upon request from the office.

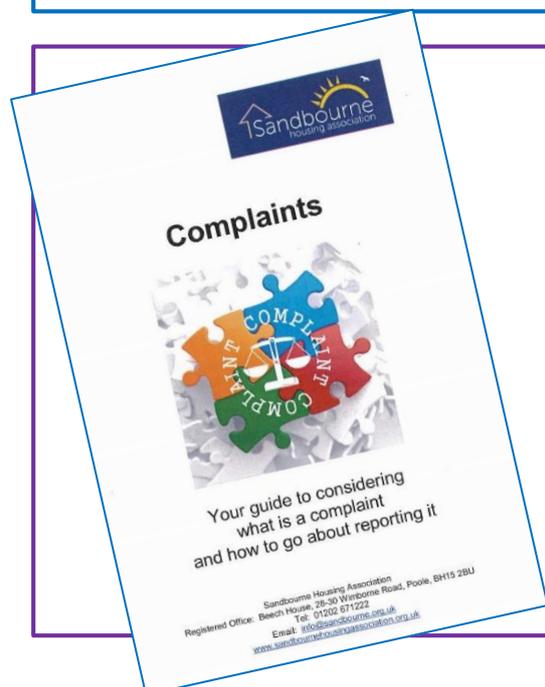


## Revised Complaints Leaflet

**We have now reviewed our Complaints leaflet to ensure that the information provided is in line with our Policy on Complaints and Compliments.**

A copy of the revised leaflet is available upon request from the office by calling us on 01202 671222. It can also be found on our website [www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk) or by scanning the QR code above. Our 60+ residents in Bournemouth can also find copies in the lounges or drop-in rooms.

A copy of Sandbourne's policy is also available upon request or on our website.



S	A	V	W	G	Y	M	Z	I	U	P	F
C	P	O	R	T	U	G	A	L	C	K	L
A	F	A	E	D	S	O	C	C	O	D	E
U	Q	R	I	H	M	A	J	O	R	C	A
S	B	I	T	N	N	Q	M	Y	F	B	W
T	X	M	A	L	T	A	R	J	U	S	T
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A	T	Z	Y	G	N	T	U	R	K	E	Y
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O	C	N	T	E	N	E	R	I	F	E	Z
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**Just for fun -  
your Word  
Search**

Your words to find:

- Spain
- Portugal
- Italy
- Germany
- Iceland
- Majorca
- Ibiza
- Tenerife
- Corfu
- Australia
- Turkey
- Malta

**Don't forget 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:	
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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)**

### 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 (September 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.

