

Sandbourne News

Edition 34, Spring 2022



Welcome to the Spring Newsletter. With all the storms that we have endured over the past few weeks, it does not feel very Spring like but, thankfully, our region did not seem to suffer too badly and we have not had too many reports of damage to your homes. The days are also getting longer so, hopefully, the weather will calm down and we will soon be seeing daffodils, blossom and leaf buds on trees.

This newsletter is full of important information, so please take some time to read it and contact the office if you have any questions or comments. We love to have your feedback. Thank you to those residents who have already taken the time to respond to the various consultation questionnaires that we have sent out recently. Your input is valuable and does help us to plan our future services.

One of the main topics of news at the moment is the rise in prices of just about everything. Energy costs have particularly risen sharply, meaning that many people are struggling to heat their homes. There is information in this newsletter of help that is available, but do feel free to speak to someone at Sandbourne if you would prefer. We may be able to point you in right direction for support.

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Contacting Sandbourne

The only office telephone number is:

01202 671222

(9 am to 4 pm, Monday to Friday)

All correspondence should be addressed to:

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

Email: info@sandbourne.org.uk

www.sandbournehousingassociation.org.uk

Repairs: repairs@sandbourne.org.uk

Out-of-Office Hours Emergencies only:

01202 392322



Careline (Bournemouth)

The Careline number for our residents to use is:

01202 392322

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

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 392322**. If you can't lay your hands on this number when we are closed, you can always ring the office and listen to our pre-recorded message which gives you the number to call.

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

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, forced marriage, modern slavery, self-neglect, exploitation or radicalisation, sexual exploitation, internet/cyber bullying), you can contact us for more information about what to do or for a leaflet. If you don't want to contact us, you can report this directly by contacting the relevant safeguarding team for your local authority area:

Bournemouth, Christchurch and Poole: 01202 123654

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, Administrative Assistant

Tel: 01202 671222, Email: info@sandbourne.org.uk, or repairs@sandbourne.org.uk

Website: www.sandbournehousingassociation.org.uk

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

Welcome continued ...

This is also an important year for our Queen, as she celebrates her Platinum Jubilee. Seventy years on the throne is a real achievement. Sandbourne would like to commemorate this landmark by planting a number of trees in the communal gardens of some of our developments as part of the Queen's Green Canopy initiative. If you support this idea and would like to nominate your communal garden as a good place for a new tree, then please get in touch with the office. The final decision of where the trees might be planted will depend on the strength of your nominations and the available funds.

Thank you again for all your input to Sandbourne over the last few months.

We look forward to hearing from you, and hopefully meeting up with you too, over the next few months.

Fiona Ferenczy, Chief Executive



Office Bank Holiday Closures

We have several Bank Holidays between now and the next edition of *Sandbourne News* in June and Sandbourne's office in Poole will therefore be closed on:

Friday 15 April (Good Friday) and Monday 18 April (Easter Monday)

Wednesday 27 April from 12 noon (staff training)

Monday 2 May (May Day Bank Holiday)

Thursday 2 June (Queen's Jubilee Bank Holiday) and Friday 3 June (Late Spring Bank Holiday)

All of our emergency contact details are shown in this newsletter and can also be accessed from our out-of-office hours' voicemail message.

We would, however, remind you to only contact Careline for genuine emergencies as it could be a very busy time for them. Anything that can wait until the office is open again, for example routine repairs which can be emailed to repairs@sandbourne.org.uk or rent or housing queries which can be emailed to info@sandbourne.org.uk, should **not** go through to Careline.

As always, those residents with emergency pull cords should use them in the usual way.

Non-urgent messages can also be left on our voicemail, to be dealt with on our return.



Don't forget that the clocks go forward on Sunday 27 March when British Summer Time begins!

BCP CARELINE'S CHANGE OF TELEPHONE NUMBER

If you haven't already told them, just a reminder that you need to tell your family, friends and/or carers that Careline changed their telephone number to:

01202 392322

Our offices at Beech House

At the beginning of the pandemic in March 2020 the Beech House building in Poole, where we are based, was closed to the public by our landlords, PHP, and we could only see people by appointment.

We wanted to let you know that, although many restrictions have been lifted by the government, the position hasn't changed and, at the current time, PHP has informed us that Beech House will remain closed to the public. However, if you feel you would prefer to have a meeting at our office, as opposed to in your home, please ring us so that we can we can make the necessary arrangements.

Fires do happen – please be careful

This article was actually written the week before Christmas but, as events in the two weeks before then were fresh in our minds, we thought it was sensible to have something ready to include in this edition of *Sandbourne News*.

In that time, the Fire Service were called to two separate fires at our 60+ developments in Bournemouth, both of which had been caused by residents leaving pans of food unattended when cooking. Fortunately, neither event was serious, no one was hurt and the damage in both cases was minimal, although the incidents were upsetting for the residents involved. In addition, we do also believe that parking around the entrance to the blocks of flats concerned may have hindered the Fire Service gaining access with their vehicles, which should not have happened.



Then, as many of you will have seen in the local media at the time, on 15 December there was a far more serious fire at Wellington Court, a private retirement scheme on Poole Road in Bournemouth (not connected in any way to Sandbourne). Fortunately, everyone was evacuated with only a small number of residents treated for smoke inhalation at the time.

However, the images of the Wellington Court fire were really shocking and these three incidents together, in such a short space of time, should remind us all of both the danger of fire and how important it is for both Sandbourne and residents to do all that we can to reduce the risk of these causing harm to people and their homes.

We have a range of measures in place to reduce the risks from fire, including independent fire risk assessments, smoke and heat alarms which are tested and serviced at the recommended intervals, and the regular inspection of fire doors in common areas. We monitor this very closely and update Sandbourne's Board regularly as to how we are performing.

However, we also rely on you to help keep everyone safe. Please remember:

- **When cooking, never leave pans on the cooker unattended for any reason**
- **If you smoke, avoid doing so when you are in bed and always make sure that cigarettes are fully extinguished in a suitable ash tray**
- **Do not use cube plugs or electrical extension leads if you can avoid doing so and never plug an extension lead into another extension lead**
- **Never use gas bottle heaters in your home**
- **Do not use candles, electric fan heaters or bar heaters**
- **Make sure that you know where the escape routes are from your home and keep these clear at all times**
- **If you have oxygen bottles in your home, please let us know**
- **Due to a more recent report where a fire started in an airing cupboard, please don't over-load yours**



- **Finally, do not park a vehicle in such a way that it could hinder the Fire Service gaining access to a site, block of flats, or other property.**

Sandbourne will continue to invest in the fire safety of your home but please remember that following this advice will make a real difference in reducing the risk of fire in the future. Fortunately, the events in December did not cause any fatalities. However, they are a real reminder of the dangers of fire and how important it is for everyone to do all that they can to protect themselves and their neighbours.

Almost beyond belief

Sandbourne has and always will do all that we can to protect you and ensure that where you live is as safe as we can possibly make it. You will know from the regular articles in *Sandbourne News* and our other communications how much effort we make in relation to fire safety in particular, where in this year alone we have so far spent over £126,000 and are likely to spend a similar amount next year.

I am sure that most people will share our disbelief that on a recent inspection of the communal lounge at Stourwood Avenue in Bournemouth we found that someone had attached coloured plastic frames to the uplighters, without our knowledge or permission (shown below).

When we removed these there were clear signs of scorching and it is obvious that this thoughtless act put everyone's safety at risk. It is hard for us to understand how anyone could have thought that their actions were sensible, and as the article on page 4 proves, fires do happen

We will continue to invest in your safety but cannot guarantee this if a small minority choose to act so irresponsibly. If you see anything in the communal areas where you live that you think may be a fire hazard, then please let us know immediately.

Thank you to the responsible majority.



Uplighters around lounge and ... plastic covers placed on top of them



Keeping communal areas and corridors clear

Many residents, including leaseholders, have taken notice of our previous requests to keep communal areas and corridors clear in our blocks of flats and we thank them for this. However, as always, we are finding personal items creeping back under stairwells and outside 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. Your safety and that of your neighbours is paramount.

When carrying out inspections, although we will give residents notice 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.



Energy costs – where will it end?

It seems as though every time we turn on the TV, or radio, open a website, look on social media, or read a newspaper, the predications about just how much energy prices will rise after the government's price cap is reviewed in April become more and more scary.

No one seems to be absolutely sure what it will mean, but the thing everyone seems to agree on is that in future we are all going to be paying a lot more for our energy than we have in the past.

We know that most residents are responsible for their own fuel bills, but some in our 60+ homes pay for some or all of their heating through their service charge to Sandbourne. Last August, working with our energy broker, we secured a 12-month contract for our electricity supply which represents an overall increase of 41% increase on what we have paid before. Our gas supply is still on a fixed rate which is due to be renewed in August 2022.

Unfortunately, we have no option but to recover these costs from the service charges which are reviewed for most residents in May, August or November of each year. This year we are starting our review of charges earlier than usual to see if there are other areas where we might be able to save money that would help to offset the rise in energy costs. If any changes are possible, where these are significant we would consult the residents concerned before implementing them.



Nuisance birds ... their protection

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



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

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

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

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

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

Do you have supplies of postage stamps tucked away?

You may have seen on Facebook and newsfeeds about the phasing out of the current 1st and 2nd class postage stamps by the Royal Mail. This is because they are introducing new stamps with barcodes on them – you may have received a Christmas card with one of their trial stamps on it:



Although you will be able to swap your current (or old) 1st and 2nd class stamps under the Royal Mail's 'Swap Out' scheme, you may have to download a form from their website and send your stamps back to them. At the time of us going to print, the Royal Mail say they will announce further details shortly of how to do this and where to post them to.

This scheme starts on 31 March 2022 and you will have until 31 March 2023 to use or swap any existing stamps you have (colours may vary depending upon how long you've had them for).

Refuse disposal

We wanted to highlight again to residents that it is not acceptable to dump items by bins in communal bin stores, or to place large items in the bins.

The photos opposite show an item left by the bins at our largest Bournemouth site. The box was clearly broken and unwanted and was then placed by someone into one of the large recycling wheelie bins. Not only would the council have refused to take such an item away, they would also refuse to empty the bin. In addition, this inconvenienced all the other residents at that site as they could not use it for their recycling.

Once Sandbourne was advised of this, we asked one of our contractors to remove the box and dispose of it. However, this was at a cost and, as always, the cost of removing unwanted items could be added to the general service charges for the block or estate, if we can't track down who left it there.

If you find yourself in a predicament and don't know how to dispose of something large, you can always ring the office for advice and we can, hopefully, direct you to the relevant local authority to find out where your local tip is or how much they charge to take it away.

In some instances, we know that items are left by the families of residents moving out. If you witness this, or someone obviously just fly tipping, please let us know immediately so that we can do something about it.



Confusion - different colour bins in the BCP area

We continue to have reports of the wrong items being put in the wrong bins and wonder if the fact that BCP still have different colour bins in different parts of the area is contributing to the problem. This particularly happens at our Bournemouth sites where residents have shared communal bins.

Have you recently moved to Bournemouth, for example, from Poole or Christchurch? Do your family or carers live in Poole or Christchurch and put your rubbish out for you?

If yes, please note that in Poole the recycling bins are 'black' for general waste and 'blue' for recycling but in Bournemouth they are the other way round and the bin lids are different. Please check this out if you are new to Bournemouth and also let your family and carers know if they are helping you out.

Hopefully, by getting the right rubbish in the right bins it will prevent the Council refusing to empty them. It will also prevent Sandbourne having to clear rubbish if the bins are not emptied, which could result in the costs being added to the service charges.

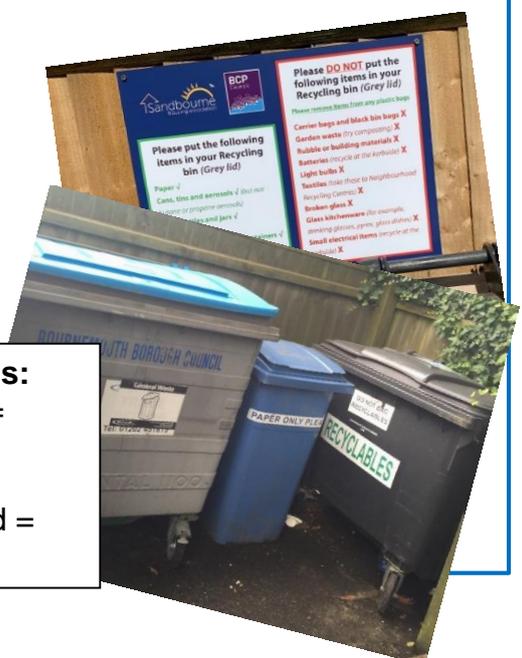
Also, please remember that recycling should not be put in plastic bags.



Poole Bins:
Black = general waste
Blue = recycling
Green = garden waste



Bournemouth Bins:
Grey with blue lid = general waste
Black = recycling
Black with green lid = garden waste



Being water safe ...

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

So, what is Legionella?

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

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

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

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

How do you catch it?

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

What can you do to prevent this?

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

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



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

What else might be affected?

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

What if I live in a block of flats?

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

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

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

Want to know more?

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



Scan here to see leaflet

NEW TENANT SURVEYS - PRIZE DRAW

As promised in previous editions of *Sandbourne News*, we collated all of the New Tenant Surveys returned to us for the last year (1 January to 31 December 2021) and randomly chose two new tenants to receive £20 High Street Shopping Vouchers.



We'd like to thank all of you who completed and returned your survey to us and we're sorry if you didn't win. However, these surveys, are particularly helpful and informative for us as they tell us about 'first impressions' of both Sandbourne and our properties. As we always say, we really appreciate feedback whether positive or negative as this helps us to ensure that we are maintaining high standards and, if we are not, that we learn from your comments and make improvements.

The prize draw took place at the beginning of January and the two winners 'drawn out of the hat' were Mr H from Craigleith in Bournemouth and Mr and Mrs J from our Stourwood Avenue site, also in Bournemouth. Congratulations to both of them.

It's never too late to return survey forms to us, so if you come across one in your paperwork at home, you can still send it in and be considered for the 2022 draw.

Repairs Surveys and text messaging service

As agreed as part of our review of service standards, we have been sending out repairs surveys since the beginning of January to help us monitor our performance. This is to ensure that we are doing all we can to progress your repair and the service we provide to you, as opposed to monitoring any particular contractor, although we do want to know that they are doing what we expect of them.



What happens if you have reported a repair to us?

If you report a repair to us and have signed up to our text messaging service, then you should receive a text to say that you will hear from our contractors to make an appointment within three working days.

A survey form is then generated to co-incide with the date that the repair is due to be completed by and we will send that to you with a pre-paid envelope for its return. Once received back, we will be able to monitor our performance to report to our Board on how we are doing. We will also answer any additional concerns, if you have raised them on your form, and take any other feedback into account.

What if you get a text message but you haven't reported a repair to us?

There are occasions when you will receive a text message, if you have signed up to that service, but you haven't reported it yourself. Examples of this might be:

- We have carried out a fire door survey and the contractor now wants to make an appointment to carry out any necessary works resulting from the initial survey.
- You are due for an unvented cylinder and legionella check, EICR (electrical check) or gas safety check, which are carried out annually and works orders are automatically generated by our systems for our contractors to make contact with you.

What if you're not signed up for text messaging?

Just let us know and we can send you the form to complete and return to us. Otherwise, our contractors will telephone you to make an appointment within three days of a works order being placed with them.

Reporting repairs

You can do this directly to our maintenance team by emailing them at repairs@sandbourne.org.uk. Although this is the quickest method and the mailbox is regularly monitored, you can also use the contact form on our website, or ring the office (voicemails can be left when the office is closed).

Only emergency repairs that cannot wait until the next working day should be reported via Careline.

Asking for ID

Whether we are undertaking repairs that you have reported to us or carrying out surveys to your home, block of flats or estate, we would remind you 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.

Repairs Survey ... initial results

As mentioned in this newsletter, we will let you know how the monitoring has gone in a future edition. However, since we re-instated sending these out at the beginning of January, we have sent out 84 surveys for repairs reported directly by residents and have had 20 returned up to 21 February 2022.

We are generally encouraged by both the number of surveys that have been returned by residents and the fact that the majority are positive about the service they have received. All the surveys where comments have been added are reviewed by the maintenance team and followed up with contractors and residents, as necessary.

If you report a repair to Sandbourne in the future and receive a survey when the work is complete, please find a few minutes to complete and return this to us as your feedback is always helpful.



Recent consultations with residents

Since the last newsletter in December 2021, we have consulted with residents on the following:

- Written to all residents at Broadway Gables in Poole with the outcome of their cycle store survey
- Written to all residents at Broadway Gables in Poole with the outcome of their grounds maintenance survey
- Obtained quotes for a grounds maintenance contract at Broadway Mews in Poole and we will be writing to residents shortly for their views
- Inspected our Mary Mitchell Close site in Ringwood in response to a cleaning survey carried out with residents and we are now looking at ways to update the laundry rooms which was one of the main areas of concern
- Written to those residents who expressed an interest in being involved in or supporting setting up an Activities Committee covering our Stourwood Avenue and Belle Vue sites in Bournemouth, following a survey sent out to all residents there
- Consulted with Ringwood residents over changing the waiting list boundaries criteria prior to applying to the Charity Commissioners to extend these
- Sent a survey to all residents at Fernhill Close in Poole to establish if there is a need for a cycle store
- And, of course, we've re-introduced the repairs surveys.

Thank you to everyone who has responded to us.

Consultation re Ringwood properties ...

Sandbourne owns 45 homes in Ringwood for people aged 60+ and we hold a waiting list for those properties. Currently applicants must live in one of the five Parishes of Ringwood or have a strong family or social connection to the town in order to apply.

However, despite advertising in various ways, the waiting list is such that we cannot always immediately fill any empty flats that we have there. We have, therefore, been consulting with our Ringwood residents, a range of local organisations and the public generally in Ringwood to gain their views on us applying to broaden the range of people who may be eligible. This would encompass people living slightly further afield than the actual Parish of Ringwood whilst still retaining priorities for those with a strong local connection to the Ringwood area.

The feedback we have received (the deadline for which was 28 February) will enable us to demonstrate that we have consulted with a variety of groups and to seek the required permission from the Charity Commission. It could, however, take several months for them to consider our request.

We will keep you posted on the situation via our regular newsletters.



If you know someone who meets our current criteria and would like to apply for our 60+ properties in Ringwood, please ask them to email us at info@sandbourne.org.uk, contact us by phone (01202 671222), or use our contact form on our website. Alternatively, they can download an application form and further details from Information & Downloads page of our website – you can scan this QR code to take you there:



Service Standards (Part 2) the results are in

You may remember that in June last year we launched our resident consultation for a suite of new Service Standards. We explained at the time that this was a big project and we had therefore decided to split it into three parts:

- Part 1 - Customer Service and Repairs
- Part 2 - Complaints and Anti-Social Behaviour
- Part 3 - Lettings Standard and Estate Management

Part 1 - Customer Service and Repairs

The consultation on Part 1 was completed last year and we published the results in the Autumn 2021 edition of *Sandbourne News*. We are now monitoring how we are performing against the new Customer Service and Repairs Standards and will publish the results up to the end of March 2022 in the next edition of this newsletter.

Part 2 - Complaints and Anti-Social Behaviour

We then wrote to all tenants, leaseholders and shared owners in October 2021 to ask for your preferences in relation to the new standards for Complaints and Anti-Social behaviour. We'd like to thank the 70 people who took the time to let us know what you thought. The tables overleaf show which of the possible standards received the most support, and the percentage of support for these. Those shown in **bold** are the most popular and are the ones that we will adopt.

Service Standards (Pat 2) ... the results are in ... continued

• Complaints

Activity	Standard	%
Acknowledgement	Complaints do not need to be put in writing, but a written acknowledgement setting out our understanding of your complaint will be sent to you normally within five working day.	18
	We will acknowledge your complaint in writing within 24 hours of receiving it or the next working day.	23
	We will contact you within three working days to confirm that we have received your complaint.	59
Stage 1 response	Following investigation, we will write to you with the outcome within 10 working days and explain what we intend to do to resolve the problem.	36
	If the issue is complex, it could take more than 10 days to resolve. In this case we will contact you to explain why more time is needed and a revised timescale for our response.	27
	We will respond to 100% of complaints within 10 working days (or let you know if we cannot and provide you with a deadline date for this).	27
	If you are approaching us for the first time about the issue you should give us the opportunity to respond to your concern within 10 working days.	10
Stage 2 response	At stage 2 your complaint will be investigated by a manager who has not been involved in your case, and they will write to you with the results of their investigations within 10 working days.	35
	We will contact you within three working days to confirm that we have received your request to escalate your complaint to stage 2, and a senior manager will provide you with a full response within 10 working days.	52
	If you are not happy with our response at stage 1, we will formally acknowledge your concern within five working days and let you know how we intend to deal with it. Then following investigation, we will provide you with a full response within 20 working days.	13

• Anti-Social Behaviour

Activity	Standard	%
Initial response	All ASB reports will be logged to ensure that there is an audit trail.	16
	Our information leaflet and ASB diary sheets, including information about mediation, will be sent to anyone who reports ASB.	2
	We will provide you with a named officer to deal with your case.	25
	When you contact us we will ask you what has happened and try to get a full picture of events. We will need to know the dates and times of incidents, what happened, who was involved and how it made you feel.	57
Evidence	We will treat all reports seriously, investigate ASB cases thoroughly and keep you informed weekly.	32
	We cannot take action against somebody simply because someone has complained about them - we need evidence. We will provide you with a diary to record what you see and hear and explain how you should complete this.	19
	We will collect evidence, which may need you to complete a diary and/or provide photographs, or recordings of events.	6
	We will investigate all reports fully and gather all available evidence before taking action.	43

Activity	Standard	%
Timescales	We will respond to reports of serious ASB and domestic abuse within one working day.	14
	Initial action will take place between 24 hours and 10 days of the first report being received. Depending on the circumstances, including but not limited to the following: Low - Between five and 10 working days Medium - Between two and five working days High - within 24 hours	39
	Level 1 complaints are urgent and warrant an initial response within 24 hours Level 2 complaints warrant a response within five working days Level 3 complaints will be responded to within 10 working days	47
Action Planning	We will always agree our actions with you when you report ASB.	18
	We will develop an action plan with you and resolve the issues where we can.	51
	We will provide regular updates to the complainants on the progress made.	31
Partnership working	We will work with other agencies who may have relevant information.	10
	Where appropriate and there is agreement between the parties, we will make a referral to an independent mediation service to facilitate an agreement between you and the other party.	12
	If the case does not involve threats of violence or serious harassment, then we may suggest that you discuss the problem with the other person, and we may be able to get a mediator to help with this. Mediators are experts in helping people to resolve disputes and this would be free of charge to you.	23
	We will work with residents and other agencies to use the most effective approach to resolve the issue (this may include action by another agency rather than Sandbourne).	55
Confidentiality	We will not disclose your identity to the person you are making the report about without your permission.	57
	We will always try to protect your information and share only what is relevant and appropriate, with your express consent. We may share your information with partner agencies in relation to the case under investigation.	43

We are currently reviewing our monitoring systems and expect to be able to give some initial feedback as to how we are performing in relation to Complaints and Anti-Social Behaviour in our next newsletter.

Part 3 - Lettings Standard and Estate Management

We are now working on the third and final part of the review of service standards which will focus on the condition of homes before they are let and estate management.

Finally, thank you once again to those people who have responded to the consultations. It is much appreciated and should, hopefully, re-assure everyone that the final set of standards adopted by Sandbourne are those that have the most support from our residents, following our consultation with you.

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.

Are you struggling to afford essentials such as food and keeping warm?



Don't suffer in silence. We are here to help you access food and support to keep warm over the winter period.

We can provide advice on:

- ✓ access to food through foodbanks and other community food support
- ✓ help with keeping warm this winter

For advice about **accessing food:**

→ bcpcouncil.gov.uk/householdsupport

For advice about **winter warmth:**

→ call Citizens Advice BCP: **01202 081732**

→ citizensadvicebcp.org.uk/winterwarmthsupport

bcpcouncil.gov.uk/householdsupport



Please note that the above BCP schemes may only run until the end of March but, if so, you could still contact them as they might be able to point you in the direction of other help or support which might be available.

For other council areas, please see additional article opposite.

Other help and support

If you need help or advice and the details on the BCP poster opposite or given below aren't what you are looking for, please call us and ask to speak to one of our housing team so that they can try and point you in the right direction.

Unfortunately, in the current economic climate, government schemes and advice are changing so frequently that it is difficult for us to provide up-to-date printed information, other than what is current at the time of printing this newsletter.

Our December newsletter had an article on page 12 about Surviving Winter grants and fuel poverty and gave the following contact details:

Citizens Advice on 01929 775500 and Dorset Community Foundation on 01202 670815.

For help and support for our Ringwood residents

Contact: Citizens Advice New Forest

Trained advisers to help people with benefits, employment, housing, debt and relationship issues. Referrals to all foodbanks and fuel poverty scheme.

0808 278 7860 or

www.newforestcab.org.uk

For help and support for our Wimborne and Milborne St Andrew residents

Contact: Dorset Advice Line

0800 144 8848

Other useful helplines:

Age UK Advice Line – free of charge on 0800 678 1602 (8 am-7 pm) or visit www.ageuk.org.uk

The Silver Line – free helpline, day or night, on 0800 470 80 90 or visit www.thesilverline.org.uk

And finally, if you are having your own celebrations for the Queen's Platinum Jubilee, why not let us have details and/or a story with photos for the newsletter (note, we do need the permission of everyone in photos though to publish them). Similarly, if you would like your scheme's communal gardens to be nominated for Planting a Tree for the Jubilee, as mentioned by our Chief Executive on page 3, please get in touch with us by email to info@sandbourne.org.uk or by letter.

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

**Just for fun -
your Word Search**

Your words to find:

- Outdoors
- Walks
- Daylight
- Fresh
- Bulbs
- Daffodils
- Blossom
- Flowers
- Grassy
- Lawnmower
- Pruning
- Seedling
- Lambs
- Chicks
- Easter



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 st Line of your address:	

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

Signed:		Date:	
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Sandbourne News ...

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

Sandbourne registered office:

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

Telephone: 01202 671222

When calling you will:

- hear a short pre-recorded message before being connected to one of the team (when ringing during office hours) advising that calls may be recorded for information and training purposes
- be able to leave a message on the answer phone, if staff are away from their desk, or taking another call, or at lunch (they will get back to you as soon as they are free)
- be able to leave a message on the answer phone outside of office hours (which will be dealt with the next working day).

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

Email: info@sandbourne.org.uk

Repairs: repairs@sandbourne.org.uk

Website: www.sandbournehousingassociation.org.uk

Office opening times: Normally **9 am to 4 pm**, Monday to Friday (excluding the Christmas/New Year closure and other English public/statutory holidays).

Note: To ensure that someone is available, appointments should always be made if wanting to see staff in the registered office.

(Face-to-face meetings are only available by appointment)

Out-of-hours emergency repairs

For genuine out-of-hours emergency repairs, Careline's number is: **01202 392322**.

All non-emergency repairs should be reported to the office during normal office hours by:

- ringing 01202 671222 (messages can be left on the answerphone when we're closed);
- emailing repairs@sandbourne.org.uk; or
- using the contact form on our website: www.sandbournehousingassociation.org.uk).

All articles are correct at the time of publishing (March 2022)

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

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

