

# Sandbourne News

Edition 35, Summer 2022



Welcome to Sandbourne's Summer Newsletter. I hope that you are managing to enjoy the better weather and maybe you are even looking forward to a holiday away somewhere over the next few months. Even if you can't get away somewhere else, we are so lucky to live in this wonderful part of the world where we are close to so many lovely attractions that other people have to travel to visit. I hope that you can at least enjoy the sunshine in a beautiful location near your home.

This Newsletter is again full of lots of useful information about Sandbourne, so please take time to read it and feel free to contact us in the office if you have any queries or comments about the articles. Thank you to all those residents who have contributed to the setting of service standards or who have responded to surveys over the last few months. Your input is very helpful and it is good to know what you think. Our aim is to provide a good service to all of our residents and your suggestions on improvements are always taken seriously by us.

Enjoy the summer and maybe we will see you when we are out and about on site over the next few months.

Fiona Ferenczy,  
Chief Executive



## Contacting Sandbourne

The only office telephone number is:

**01202 671222**

**(9 am to 4 pm, Monday to Friday)**

All correspondence should be addressed to:

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

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

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

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

**Out-of-Office Hours Emergencies only:**  
**01202 392322**

## Some articles inside this issue:

Getting important information to us	Page 3
Anti-social behaviour	Page 4-5
Car parking	Page 5
Repairs and Asbestos	Pages 6
Our Transfer and Waiting List	Page 7
Summer and keeping safe	Pages 7-8
The Queen's Platinum Jubilee	Page 9
Sandbourne's Community Fund	Pages 10-11
Consultations and Surveys	Pages 11-13
Feedback/Suggestion/Contact Form	Page 15



This stunning summery photo of a Puffin was taken by David Joicey, Sandbourne Board Member, and is featured in your Sandbourne calendar for July.

## 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](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, 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](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

## Office Bank Holiday Closure



Following the long Bank Holiday break we had in June, the next one when Sandbourne's office in Poole will be closed is:

**Monday 29 August 2022**

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](mailto:repairs@sandbourne.org.uk) or rent or housing queries which can be emailed to [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk), should **not** go through to Careline.

As always, those 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.

## Have you got something important to tell us?

If you've got something important to tell us, or even something important to ask us, please contact us direct at the office and not by emailing an individual member of the team.

Although our staff will set their out of office message on their email account before going on holiday, there are times when they may be off work and may not be able to access their emails or set their out of office message.

Therefore, if you want to report a repair please use the [repairs@sandbourne.org.uk](mailto:repairs@sandbourne.org.uk) email address. If you have any other urgent query or request for information, then please use [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk). By doing this, someone will always be able to pick up your message and ensure it is dealt with by another member of the team.



## Do we have your permission to talk to a third party on your behalf about your tenancy?

**All too often now we take a phone call from someone saying "I'm calling about my mother's rent account", or "I want to know where my parents are on your waiting list".**

If we do not have written permission from you to do this, or a copy of a current Power of Attorney naming that person as your advocate, then we can't do this.

Historically, we may have known your family members and friends and knew who was looking out for you and handling your affairs. However, under the data protection guidelines we are only able to speak to the person named on a tenancy agreement, or their next-of-kin in the event of them passing away.

If you have someone who helps you with your paperwork and you know that it is someone you can fully trust to act in your best interests, or if they have Power of Attorney for you, please write and let us know so that we have a record on our files. We would also need a copy of the Power of Attorney.

Please also remember to keep us up-to-date (and Careline if you have that in place) with your next-of-kin details that can be used in an emergency (60+ residents).



## A quick reminder of who does what in housing - getting the right person when you contact us ...

**We get a lot of tenants ringing us asking for the wrong person, so thought it worth highlighting that our housing team is split into two parts, under David Hall our Head of Housing, and these are Housing Management and Housing Maintenance.**

If you ring, for example, asking to speak to Brian or Chris (maintenance) about your rent account or a problem with the gardening service or refuse, they won't be able to help you as this is managed by the housing management team. If you ring asking Simon or Sharon (management) about a maintenance issue like a broken gutter or no hot water, they will only be able to pass a message on to the maintenance/repairs team in the same way that our admin team, Gail and Molly, currently do.

David will normally only speak to residents if there is an unresolved issue that needs looking into, and our Chief Executive, Fiona Ferenczy, will only normally get involved if the matter still isn't resolved.

## Anonymous complaints ...

**We continue to receive complaints about people carrying out anti-social behaviour or actions where the perpetrator is not named or the incident actually hasn't been witnessed first-hand by the complainant.**

We are sure you will agree that when this happens it is very difficult for us to do anything constructive about the complaint because we cannot be sure who the perpetrator is or that they are actually acting unreasonably.

Sandbourne will always take complaints seriously and will investigate them where there is actual evidence. We would, therefore, urge you to provide the necessary information if you want us to try and resolve an issue. The one exception is safeguarding where, for example, we are obliged to act on information provided if someone is in danger of harm.

It is also important to remember that under data protection guidelines we will not disclose the names of complainants and will treat them in confidence, unless you have agreed otherwise. In the same way, we will not be able to disclose to you what action we are taking with the perpetrator and, because of this, you will not always be aware that we are making efforts to resolve the matter.

If you feel the need to complain about someone or something, please see our leaflets about 'Acting Reasonably – *Your guide to how we deal with unacceptable behaviour*' and also 'Complaints – *Your guide to considering what is a complaint and how to go about reporting it*'. These can be found on our website, in our Bournemouth lounges, or can be obtained upon request from the registered office.



## Behaviour towards Sandbourne's staff and contractors

**We are sorry to report that we have been exposed to some very colourful, abusive and judgmental language and behaviour recently, both over the phone and by voicemail. This is in a very small minority of cases, but is enough to warrant us writing again in the newsletter about it, particularly when it is directed at our staff.**

We all have times when we are angry or frustrated and we need to vent but occasionally this spills over and can be demonstrated towards our staff and contractors in addition to your neighbours or visitors to our sites.

We are pleased to say that the vast majority of people we have contact with are pleasant, polite and friendly in their dealings with us. On the rare occasion when someone has rung the office and 'vented' with our staff, it has been apparent that there is a reason behind it and often an apology has followed (from either side). However, we would remind you that certain types of behaviour cannot be tolerated towards our staff and contractors or to your neighbours or visitors to your site.

If you are dissatisfied with one of our contractors, please let us know so that we can look into it – if we don't know, we can't do anything. If you are unhappy with the way a member of our staff has spoken to you or dealt with your query, again please let us know but there are channels you need to go through if you want to make a formal complaint.

Likewise, if you have a complaint against your neighbour or a visitor to the site where you live, please let us know so that you can go through the proper channels. Please don't take the law into your own hands and possibly then be accused of being the perpetrator of an incident.

Whatever the issue, we would ask that when reporting anything to us either by email, letter or on the telephone, you make it clear, concise and constructive. Please refrain from making any personal comments or attacks on individuals, whether this relates to our staff, contractors, your neighbours or visitors. Please also refrain from swearing and using other abusive language and remember that telephone calls to and from our registered office are recorded and our staff do have the right to end a call if the person is being abusive to them or becomes personal or threatening. Such behaviour may also contravene the conditions of your tenancy agreement or lease.

Leaflets on a range of topics surrounding complaints, anti-social and unacceptable behaviour are available on our website (you can scan the QR code), or upon request from our office.



## Are you a noisy neighbour?

**Many of us don't think we are a noisy neighbour and may not realise that we actually are!**

Did you know that some of the most commonly received complaints are about neighbours and the distress they can cause, possibly without realising it? Here are a few examples:

- People congregating at the entrances to blocks of flats or under flat windows
- People coming in late at night or early in the morning and talking, laughing loudly or banging doors
- Children running around or up and down stairs in blocks of flats, particularly those of visitors
- Dogs that are not kept on a lead or bark constantly
- Leaving a car or motor bike running outside of your property
- Playing music late at night or too loudly or the volume of TVs being too high
- Cutting grass at unreasonable times
- Washing machines being used at untimely hours of the day.

We've all had a really tough couple of years. Many people are feeling frazzled with it all and may not be able to tolerate noise like they used to. In addition, we know that some people have been ill and bed bound, or work unsociable hours and need their rest at differing times of the day or night.

All we would ask is that everyone considers their neighbours and, whilst still enjoying themselves, try to keep noise levels down (particularly between 11 pm and 6 am) or perhaps moving away from buildings as noise travels.

## Recycling

**We regularly write articles in *Sandbourne News* offering advice about recycling and warning of bins potentially not being emptied by the council if the contents have been contaminated.**

However, we still continue to receive regular complaints from residents of our larger estates and blocks of flats regarding the amount of rubbish that is put in the wrong bins.

We would simply remind all residents who are not fans of recycling to be more vigilant in what they dispose of and where to ensure that the councils continue to empty the bins and that the materials put in the recycling bins can actually be recycled as opposed to everything going to landfill if the contents have been contaminated.



## Car parking

**We have written so often in the newsletter about car parking but, no matter what we say, or how we say it, we continue to have parking problems which cause so much upset to and between residents.**

The latest series of complaints we are receiving relate to people not parking within the marked out bays, parking more than one car on site, and motor bikes taking up car parking spaces or being parked anywhere other than where there is a designated space for them away from main block entrances. In this latter case, the motor bikes couldn't park in their designated area due to a car being parked there.

Not only does parking badly cause upset and inconvenience to others, cause noise and fumes to flats nearby, but it can also hinder emergency vehicles and refuse collection services getting through to where they need to go.

Please consider how you would feel if, for example, an ambulance couldn't park close enough to the home of one of your relatives in an emergency because of inappropriate and/or inconsiderate parking by other residents or their visitors.

Also, please do remember that, in particular at our blocks of flats where parking spaces are not allocated, there is no such thing as 'their' parking space and there are occasions when residents may have to park away from where they would usually like to park, even if it is 'inconvenient' at the time.

On a final note, what if a neighbour had to get into their car in an emergency and couldn't as you'd blocked them in because you didn't like where or how they'd parked and you wanted to make it difficult for them.

Please be considerate.



## Dog mess

**Thank you to all those residents who walk and toilet their dogs responsibly. However, we still get reports of dog mess being left in the grounds of some of our block of flats.**

Please can we ask those dog owners to ensure that they walk and toilet their dogs away from the communal grounds and, in the event of accidents, that they clean up the mess and dispose of it responsibly.

Finally, if your dog has an accident in the communal area of a block of flats, please clear this up immediately and let us know so that we can ask our cleaners to disinfect the area.



## Please report 'ALL' of your repairs to us



We are very pleased that so many people have taken the time and trouble to complete and return the repairs surveys that we began sending out in January. These give us a good indication as to how our contractors are performing and have allowed us to respond to any concerns raised by residents more quickly than otherwise would have been possible.

But, this also got us thinking ...

Some residents report repairs on a regular basis, but there are a proportion of our homes where either no repairs or very few repairs have been reported to us for a number of years. We know that it is difficult to predict when a repair may be necessary, but if you see something in your home that you think may need inspection or repair please don't delay reporting this to us.

Sadly, all too often, we don't hear about a small stain on a ceiling for example which, if not investigated and dealt with quickly, can become worse and eventually could cause a major leak damaging both your home and your belongings. If you are not insured, you will have to replace any losses at your own cost.

So if you see a potential repair, please contact us as soon as you spot it – it is much easier, and cheaper, to sort out small problems than to wait until they become much larger and damaging.

Remember, to report repairs to: [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).

## Asbestos Update

As many of you will know, building materials containing asbestos were widely used from 1930 to around 1980 and particularly from the 1960s onwards. As a result, houses and flats built or refurbished at that time may contain asbestos.

Sandbourne has maintained an 'Asbestos Register' for many years. This records the addresses of the homes where we know asbestos is present, what type of asbestos it is and where it is located in the property. These homes have and will continue to be inspected periodically by our Maintenance Managers to check on the condition of the asbestos and ensure that it has not deteriorated in any way.

We reviewed our Asbestos Management Policy last year and, as many of the original surveys that were undertaken by qualified surveyors are now over 10 years old, it is now appropriate to commission new ones for the homes where we know asbestos is present.

We have asked a company called Asbestos Contracting Limited (ACL) to undertake these on our behalf. In blocks of flats they will survey any communal areas and a small sample of properties. However, in houses individual surveys will be needed and we will contact the residents concerned in due course to arrange this.

In the meantime, we will shortly be writing to all residents of homes where we know there is asbestos present reminding them of the location of this and the importance of ensuring that they let us know if there is any visible change in the condition of the asbestos.

More information is available in our 'Asbestos in Your Home' leaflet which is available either to download at [www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk) under the Information & Downloads tab (you can scan the QR code opposite) or upon request from the office.



This is not something to worry about but we would just ask you to be cautious and please remember:

- Avoid creating asbestos dust
- Avoid breathing asbestos dust
- Asbestos material in good condition should be left alone.



## TV Information Screens

A quick reminder that you can access the TV information screens from the comfort of your own home if you live in one of our blocks of flats or larger schemes.

As long as you have a mobile phone or other mobile device, you just need to contact the office for the password and we can give you instructions on how to do this.

Where we don't have physical TV screens in blocks of flats, we do have virtual screens where we can post details of works due to be carried out to communal areas etc.

## Sandbourne Bournemouth 60+ homes in demand

**As many of you will know, we allocate our 60+ homes to people who have registered on our waiting list and would otherwise find it difficult to secure accommodation on the private market.**

In recent months we have had an increasing number of people contacting us because their landlord is selling up, and they find that they are unable to afford the rent on other homes available in the private market.

As a result, demand for Sandbourne homes in Bournemouth is increasing. At the moment we have 250 households registered on the waiting list and, with on average less than 30 homes a year becoming vacant, we are only able to help a small proportion of those we would like to.

Our policy is to prioritise those who are likely to lose their current home, have an evidenced medical need or require support from others to maintain their independence. Of the 250 households on the waiting list at the moment, 31 of these are in these circumstances, a figure which is sadly increasing every week.

In these circumstances it is important for us to review our waiting list to make sure that everyone who is registered still needs accommodation and that their housing situation has not changed since being accepted.

We have written to the majority of applicants who are either registered as an existing resident for a transfer or a new applicant who is looking for housing with Sandbourne for the first time. If you, or someone you know is on our waiting list and receives our letter it is important to contact us to confirm your current housing situation.

We aim to give everyone plenty of time to contact us after receiving a review letter but, after a reasonable period of time, we will cancel the applications for those that do not reply and the files will be destroyed after six months in line with data protection guidelines.



Popular Woodlands  
and St Kilda in  
Stourwood Avenue,  
Bournemouth



## It's finally time to retire ...

**After over nine and a half years with Sandbourne, I am now retiring at the end of July.**

I initially joined what was then BHSE to 'help out for a couple of weeks' but enjoyed the job and the people so much that I stayed. Working in our old office on the Stourwood site was a really good opportunity for me to meet some really lovely residents from there and our other Bournemouth sites, many of whom are still there. Although I previously had 33 years' experience with a larger housing association, I'd never had much face-to-face contact with residents so it made for interesting, and enjoyable, times.

My husband, who is 70, retired just before the start of the pandemic and I had intended retiring with him but that was difficult for me to do at that time. However, I think the pandemic has made me, and many of us, realise how important family life is and now, as I approach 67, I feel I need to spend more time at home with him.

I will certainly miss speaking with many of you and wish you and the team at Sandbourne all the very best for the future. Watch this space for details of my replacement!

Gail Phillips, Administrator



Enjoy  
the



Summer but ...

Please don't spoil it for other people by sitting outside of/close to/ under their windows or the communal entrances. Noise travels, as does smoke (from cigarettes and BBQs), so please be considerate and sit away from buildings, where possible, and keep any music to an acceptable level.

We want everyone to enjoy either their own gardens or the communal gardens and grounds during the lovely weather.

## Staying safe this summer

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

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



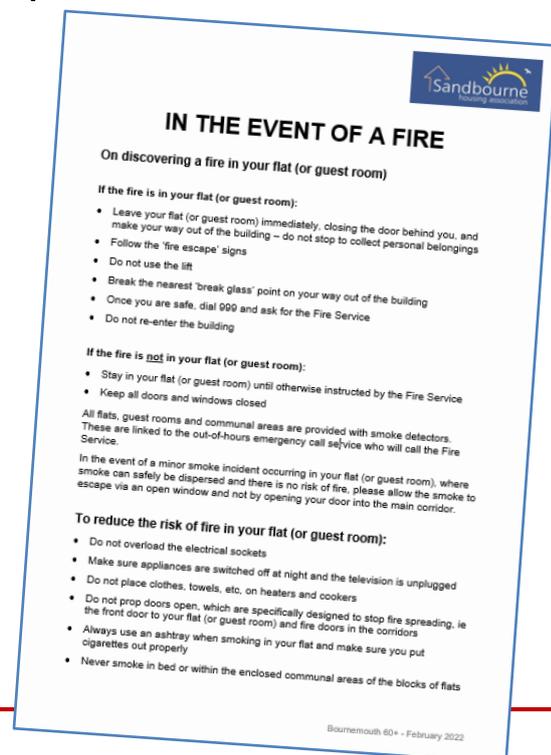
## In the Event of a Fire ...

During recent visits to some of our blocks of flats, it has become apparent that many residents are not displaying the laminated 'In the Event of a Fire' notice, updated copies of which were issued with a newsletter a couple of years ago.

It is really important that, if you live in one of our blocks of flats, you and your visitors are aware of the procedures in case there is a break out of a fire in either your flat or a communal area.

Although our staff and contractors have replaced a few of these notices whilst carrying out fire door inspections, we would ask that you contact us for a new notice if it doesn't have the Sandbourne logo on it and it doesn't have one of the following review dates on the bottom right hand corner of it:

- Ace Court, Bournemouth: "Ace Court Flats – September 2019"
- Bournemouth 60+ (Craigleith, Belle Vue and Stourwood Avenue): "Bournemouth 60+ - February 2022"
- General Needs (18+):
  - "General Needs Rented Flats – June 2021"
  - "General Needs Fernhill Close Flats – April 2022"
- Ringwood with an additional Dorset Fire Protection logo: "Ringwood – May 2016".



## Home Contents Insurance

**Our housing management and maintenance team recently attended training with our insurers which was a reminder that accidents can and do happen, but clearing up afterwards can be very messy and expensive.**

We want to remind you that in the event of a fire, flood or even a break-in, whilst Sandbourne insures the building and will re-instate it to the previous condition, any **damage to your possessions is not covered by our insurance policy. It will be your responsibility to arrange and pay for the replacement of any furnishings, floor coverings and personal possessions in such a situation.**

We therefore strongly recommend that residents have contents insurance.

If you don't have this already you may want to consider the 'My Home Insurance' Scheme, which is backed by The National Housing Federation and specifically designed for tenants and leaseholders.

Some of the main benefits of 'My Home Insurance' are:

- There is no excess (the first part of the claim) for you to pay
- Covers theft, water damage, fire and many other household risks
- Covers any improvements you have made to your home (up to £2,000)
- No need to have special window locks and doors.

We would urge anyone who doesn't have home contents insurance at the moment to seriously consider it.

For more information, please contact:

**Phone: 0345 450 7288      Email: [myhome@thistleinsurance.co.uk](mailto:myhome@thistleinsurance.co.uk)**

**Postal address:** Thistle Tenant Risks, Thistle Insurance Services Limited, Southgate House, Southgate Street, Gloucester, GL1 1UB.

## Planting a Tree for the Queen's Platinum Jubilee

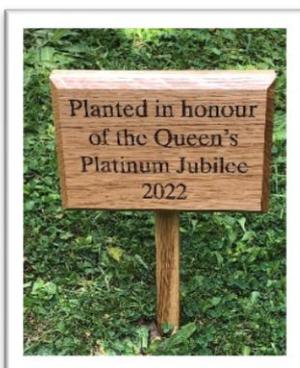
**Thank you to those people who nominated their schemes for a tree to be planted in their grounds to commemorate the Jubilee.**

After consulting with our gardening contractors and the person(s) making the nomination over the type of tree and the best planting position, arrangements are in hand for these to be planted at:

- Broadway Mews, Poole
- Christy Close, Ringwood
- Guys Close, Ringwood
- Stourwood Avenue, Bournemouth

At Mary Mitchell Close in Ringwood, rose bushes have already been planted by the residents. Also, at the time of going to print, Sandbourne has planted a cherry tree at Broadway Mews in Poole.

At the time of going to print, we are hopeful that all trees will be planted, together with a small commemorate plaque, in time for the Jubilee, and we will feature this in the next newsletter (with photos).



## Your Jubilee Celebrations!

**We hope that you were able to enjoy the Queen's Platinum Jubilee bank holiday weekend.**

We would love to hear about what you did to celebrate this with your neighbours, families and friends.

If you would like to share your story and have this published in the next edition of *Sandbourne News*, please send us details either through the post to the office or via email at [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk).

We would love to include your photos but please make sure that you have the permission of anyone featured in those photos and confirm this to us in writing. This is because the newsletter is published on our website and we cannot include photos of people without their written permission to do so.

## Sandbourne Community Fund - Giving something extra

This financial year we have established the Sandbourne Community Fund for residents. The money for this comes from the savings made by Sandbourne over the course of the previous year. We will allocate a total of £3,000 to successful Community Fund bids every year across 480 homes in Dorset.

### Who can apply to the Community Fund?

A central principle of the Community Fund is that residents present their case and gain support from neighbours and local people. Any resident can put forward an idea.

We will also consider accepting applications for project funding from other groups that will directly benefit Sandbourne residents.

Proposals are put forward to our Board, which includes residents, every quarter, who will then help to decide whether the money will be granted.

### What can the money be used for?

Proposals for the Community Fund should follow the criteria below:

- It should benefit the community
- It should be properly costed and have an outcome
- It should be inclusive
- It should be deliverable by Sandbourne, residents or another organisation on their behalf
- It should only be used to provide something that Sandbourne would not normally be expected to provide – it must not be used to make up a shortfall in a regular budget.

### What sort of projects might be funded?

Community Fund grants can be used to help fund projects, events or the purchase of equipment such as:

- Environmental improvements to enhance common areas making them more attractive and useable
- A secluded outside seating area with flowers
- Support for a befriending service for residents who are vulnerable or disabled and have little contact from family and friends
- Tree planting and landscape improvements, that are outside any grounds maintenance contract
- Social Committee and tenant community activities
- Support for a club
- A one-off donation as part of raising money for charity.

### How much can I apply for?

The Community Fund is designed to benefit as many people as possible. You can apply for up to £750 per application or community group.

### When can I apply?

Now! You can apply for a grant at any time. Community Fund grants are distributed throughout the year as applications are received and considered.

### How often can I apply?

You can apply for a grant every financial year (April to March) if you wish, although it is our general policy that we will not offer a grant to the same person or group for more than two consecutive years. The Board will also take this into account when considering your application.

If you are a residents' group or social committee with a bank account, you will need to have no more than £250 in your account before applying.

Also we encourage everyone to consider their own fund-raising activities in the community to help support your application and the Board will also take this into account.

Sandbourne reserves the right to decline any application without stating a reason.

## Sandbourne Community Fund ... continued ...

### Are all applications successful?

Not necessarily. The Community Fund has a limited amount of money available each year and there may be times when the budget is over-subscribed. In such instances the Board will distribute the funds as they see fit and may grant an amount less than requested.

Details of all successful grant applications will be published every quarter in *Sandbourne News*.

### How can I apply?

You can apply by completing a Community Fund application form and returning this to us. To do this:

- Go to the Information & Downloads page of our website: [www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk) or scan the QR code opposite and look for the 'Sandbourne Community Fund' document to download
- Email us at [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk) and we can email or post you a copy of the document
- Call us and request the document or ask for help on 01202 671222, during office hours
- Write to Sandbourne Housing Association, Beech House, 28-30 Wimborne Road, Poole, BH15 2BU.



### Recent consultations with residents

Since the last newsletter in March 2022, we have consulted with residents on the following:

- Consulted with all residents asking for their preferences on the grounds maintenance contract and writing to them confirming the outcome and appointment of the new contractor at:
  - Broadway Mews, Poole
  - Broadway Lodge, Poole
  - Fernhill Close, Poole (flats only)
- Consulted with all residents at Broadway Park, Wimborne asking for their preferences on the grounds maintenance contract.
- Consulted with all tenants, leaseholders and shared owners on options for setting our Estate Service Standards. See page 13.
- Consulted with those new tenants who returned their New Tenant Survey form within the last 18 months, to seek their views on our proposed Lettable Standard for when we let properties to new tenants, using their recent experience of us and our properties and their expectations.
- Asked all residents, leaseholders and shared owners for nominations for 'Plant a Tree for the Jubilee' at their schemes and liaised with our gardening contractors and the person(s) making the nomination over tree options and planting.
- Written to house occupiers at Broadway Mews in Poole re front door replacements.
- Undertaken a consultation on behalf of a group of residents re the use of part of a garden area at Stourwood Avenue in Bournemouth for planting and a solar water feature.
- And, of course, we've re-instated site visits to our 60+ residents in Bournemouth and Ringwood, which our Chief Executive and Head of Housing undertook in May.

Thank you to everyone who has shared their views to us.



### The energy crisis

Following our article in the Spring edition of *Sandbourne News*, we have received feedback from some residents about ways that we could help reduce energy costs at some of our larger sites and blocks of flats where there is energy usage in communal areas.

We are happy to look into any suggestions received from residents and will investigate them to see what options are available on a scheme by scheme basis to see if we can make savings before consulting with all residents at that site on any proposals. However, any solutions need to be viable and not actually add to the costs that are added to the service charges. We also need to ensure that there are no fire or personal safety implications for residents as a result of any changes we make.

Like you, we are equally concerned about increased energy costs, so will do all we can to work with residents to try and reduce these.

## Service Standards - how are we doing?

You may remember that way back in June of last year we began asking you what our Service Standards should be. Thanks again to everyone who took the time to reply to the consultations that have followed.

As this was a big project we chose to consult on the different standards separately. This means that we have been able to set up our performance monitoring systems gradually and are now able to give you some early results from those service standards that have been in place the longest.

### Customer Service

You told us what the most important aspects of our service was to you and we began where possible monitoring how we were doing against these from November of last year. As we have indicated previously, it is not practical to monitor how we are performing continually. The information below is based on activity in nine individual weeks between November 2021 and March 2021.

Activity	Standard	Performance
Telephone	We will answer 95% of calls to the office within six rings.	99%
Correspondence	Acknowledge email or website contacts within 24 hours or the next working day and normally reply within a further 10 days.	Acknowledged - 100% Replied in 10 days - 92%
	We will acknowledge at least 95% of letters within two working days of being received and give you a full response within 10 working days.	Acknowledged - 100% Replied in 10 days - 92%
Communication	We will contact you within 24 hours or the next working day if you leave us a message.	89%

### Repairs

We introduced our new repairs surveys in January and between then and the end of March received 72 replies to the 135 surveys that we sent out.

Activity	Standard	Performance
Emergency Repairs	We will complete emergency repairs within 24 hours of receiving the report.	92%
Appointments	We will ensure that our contractors keep appointments and notify you of any delays or changes to repairs that are needed.	89%
	Our contractors will contact you for non-emergency repairs within three working days of an order being raised and make a mutually convenient appointment usually within the following five working days.	92%
Standards	We will ensure that contractors carry identification.	70%
	Contractors will complete work on time.	93%
	Contractors will tidy up in your home once the repair has been completed.	90%

Please make sure that you ask our contractors to provide identification when they visit. We will remind them of the need to have this available when they attend a Sandbourne property.

We will give you further updates on how we are performing against the other new Service Standards in future editions of *Sandbourne News* and then provide a full summary for you in our next Annual Report to Residents towards the end of the year.

## Service Standards (Part 3) ... the results are in ...



We are pleased to be able to report that, with the 70 responses received to our most recent consultation in relation to Estate Services, the third and final part of our review of all our service standards is now complete.

The most popular options for Estate Services are shown in bold in the table below with the support for each of the alternatives. We will let everyone know when we are in a position to adopt the new Estate Services options, and are currently in the process of updating our Service Standards leaflet.

We would again like to thank everyone who took the time to participate in all the service standard consultations over the last year.

Activity	Preferred Standard	
Information and inspection  Select 2	We will tell you when grounds maintenance and cleaning will be carried out.	22
	We will give you details of the specific estate services Sandbourne provides where you live which will be posted on the notice board with full details available on request.	20
	<b>We will inspect all areas where estate services are provided at least once a month.</b>	<b>35</b>
	<b>Every three months we will arrange a full estate inspection. Residents will be invited to attend.</b>	<b>43</b>
Charges and changes  Select 2	We will inform you of any changes to your service charge.	30
	We will give you details of the costs of providing the services, and your service charge annually. This information will be available at any time upon request.	28
	<b>We will consult you on any proposed changes to the estate service standards, specifications and frequencies for grounds maintenance and cleaning of communal areas.</b>	<b>35</b>
	<b>We will involve residents in any proposals to change the services that are provided.</b>	<b>52</b>
Cleaning of communal areas.  Select 3	We will provide a minimum of a monthly cleaning service to all our internal communal areas.	15
	<b>We will ensure that communal cleaning will be undertaken weekly, fortnightly, or at another frequency agreed with residents.</b>	<b>52</b>
	We will ensure that our contractors complete a litter pick and check for fly tipping or bulky refuse every four weeks, unless requested sooner.	28
	<b>We will remove fly tipped or bulky rubbish within five days of it being reported. Hazardous waste or rubbish that is causing an obstruction will be removed sooner.</b>	<b>30</b>
	<b>Where we can we will investigate fly tipping and, if evidence is available, take action against those who do not respect the neighbourhood.</b>	<b>30</b>
	We will keep Sandbourne owned car parks clean and tidy.	26
Grounds maintenance  Select 3	<b>We will carry out a minimum of 13 grass cuts to communal areas between the beginning of March and the middle of November each year.</b>	<b>29</b>
	<b>We will ensure that grounds maintenance visits are sufficient so that gardens and planted areas are maintained to a good standard at all times.</b>	<b>56</b>
	We will edge grass off footpaths at least once each season.	11
	We will spray and remove weeds, moss and algae from footpaths as necessary.	27
	<b>We will trim communal hedges twice a year to keep areas neat and pathways clear of overhanging vegetation.</b>	<b>34</b>
Other services  Select 2	We will begin action to remove abandoned vehicles within five working days of receiving notification.	19
	<b>We will complete repairs to communal areas within 14 days of these being identified or reported to us.</b>	<b>45</b>
	<b>We will replace light bulbs in communal areas within five working days of being reported.</b>	<b>50</b>
	We will remove offensive graffiti within 24 hours/remove all graffiti within five working days.	17

## Help for the vulnerable

**One of our residents has asked us to add an article to the newsletter after discovering that some phone and broadband suppliers have some very good deals and help for those vulnerable residents who are in receipt of certain benefits and who are struggling in the current cost of living crisis.**

They suggested that, particularly if you are coming to the end of your current contract, you contact your supplier to see what they can offer. You would obviously need to explain what your circumstances are and ask what help they can provide if you are in receipt of benefits, for example Universal Credit, Guaranteed Pension Credit, etc.

We cannot promote or recommend companies to our residents but the message here has to be that if you are struggling and can't make ends meet, speak to any of the suppliers you have contracts with to see if they can offer you a better deal, or additional help, during these tough times.

## Letters not for you?

**What to do if you get post at your address which is not for you ...**

If you receive letters for someone at your address who has moved out or you don't recognise the name, please simply mark the envelope with something like 'please return to sender - no longer at this address' or 'please return to sender - not known at this address' and pop it back in the post box.

As part of someone ending their tenancy, the leaflet we provide reminds residents, or their family, to use the post office redirection service. We would, therefore, ask that you don't forward post to us as we do not always have a forwarding address for previous occupiers of our properties and it is not our responsibility to deal with it if they haven't redirected their post.

If you believe the person lives on the same site as you and it looks like something important (eg a hospital letter), we may be able to offer to re-deliver it for you if you drop it in the office and we have someone going to that site, but we can't always promise to be able to help and you will need to check with us first.

We are sorry but we can never give you the details of where someone lives, or has moved to, even if you know them – this is down to Data Protection and not us being unhelpful.



## The hackers and scammer don't give up ...

**This is one of the latest hacks/scams which caught a lot of people out at the end of May, even those people who warn you to beware of them!**

Look what I found

<http://photo.g9j8.sbs/YVmvDqg>

After exchanging photos earlier in the day, a staff member received the above message, opened it and was requested to log into Facebook. They did this assuming the relative had found an interesting old photo to share. It seemed all very innocent but the alarm bells rang when they were asked to download an app. Luckily they didn't but, although they logged out of Facebook, their account was still hacked and everyone in their messenger contacts list received the above or similar message (all contained the word 'photo').

In this case, it meant a quick change of password for Facebook by saying they'd forgotten their password and forcing a change. However, it also meant an evening of messaging people asking their contacts to ignore any messages from them.

It seemed that numerous people, unconnected with the staff member, also had this on their phones and it spread pretty quickly. So, if you receive something similar, ignore it until you have checked with your friend or family member that they did send you something for you to open and look at before clicking on any link.

Similarly, we are also aware of scam telephone calls with the caller saying they're from a 'maintenance department'. If you get such a call, and you haven't asked for a repair, please ask them to confirm details, eg their company name, who requested the repair and what it is for. Don't offer them any information yourself and the chances are they will hang up if it is not a genuine call. You could also check with us and ring the office.

## Home Contents Insurance

Just to re-iterate what we have said on page 9, 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.

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

Just for fun - words to find from your Sandbourne Calendar:

Osprey  
Puffin  
Guillemot  
Oyster Catcher  
Otters  
Gannet  
Crab  
Elder Duck  
Rainbow Trout  
Chick  
Bay  
Loch

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

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

**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.**

