

# Sandbourne News

Edition 36, Autumn 2022



Welcome to our autumn edition of Sandbourne News. I would also like to take this opportunity to welcome two new members of staff to the Sandbourne Team. Sarah Maxwell and Colette Robson joined us in July and August respectively and you can find out more about their roles elsewhere in this newsletter. Molly Witherington and Sharon Doran have also changed their roles in the last few months. Again, there are more details about this later in the newsletter. The outcome of all these changes is that, for the first time in over a year, we have a full complement of staff, and everyone can focus predominantly on their own role again.

After a beautiful summer we are now turning our attention to the colder months. The biggest topic on everyone's minds is the current cost of living crisis and, particularly, the cost of energy. Sandbourne has been able to fix energy prices for both gas and electricity to try to limit the rising cost, but we are aware of the impact that such costs will have on our residents and we are continuing to look for ways to reduce usage wherever possible. If you have any ideas of ways of reducing usage where you live then please do share those ideas with us and we will happily investigate the options.

I hope that you enjoy the articles in this newsletter and find them useful. We like to hear from you, so please let us know if there are topics that you would find interesting or helpful for us to cover in the future. We are also happy to include personal stories if you are willing to share them with us.

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**

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Autumn sunlight in the New Forest taken by David Joicey

## 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

Colette Robson - Housing Officer

Brian Griffiths - Maintenance Manager

Chris Wilce - Maintenance Manager

Molly Witherington - Housing Assistant

Annina Cooke - Finance Officer

Vanessa Payne - Finance Officer

Sharon Doran - Admin and Finance Assistant

Sarah Maxwell - Office Administrator

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

## Christmas Holiday Closure



The Sandbourne office will be closed from 12pm on Friday 23 December and will reopen at 9am on Tuesday 3 January.

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 the correct department.



## 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, providing a copy of the Power of Attorney, so that we have a record on our files.

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. 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 to speak to Simon or Colette (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 office staff, Molly, Sarah and Sharon, 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.

## Policy Consultations

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

### Anti – Social Behaviour

This is a review of the existing policy last reviewed in November 2019.

The only substantive change is the incorporation of our new service standards at section 7 'how do we manage a complaint of ASB?'

### Responsive Repairs

Again, this is a review of the last existing policy reviewed in November 2019.

Amendments included:

- clarification of the key objectives, including reference to the Regulator for Social Housing 'Home Standard'
- our new responsive repairs service standards
- the circumstances where we will inspect repairs.

### Planned and Cyclical Maintenance and Service Contracts

Once again this is a review of the policy previously agreed by the Board in November 2019. The review includes clarification of the key objectives, including reference to the Regulator's Home Standard, the way in which our planned and cyclical maintenance programmes operate, and how we will consult and engage with residents before and after works are undertaken.

Copies of these three policies are available upon request from our office.

**The deadline for your feedback and comments is Friday 7 October 2022**, after this date these policies will go back to Sandbourne's Board for approval at their meeting in November.

**Are you struggling  
to afford essentials  
such as food and  
energy bills?**

**TogetherWeCan** 

### Don't suffer in silence.

We are here to help you access food and support with the increase in the cost of living.

#### We can provide advice on:

- ✓ access to food through foodbanks and other community food support
- ✓ help with affording energy bills
- ✓ help with the cost of living

Find our nearest **community food support**: [www.bpcouncil.gov.uk/accesstofoodmap](http://www.bpcouncil.gov.uk/accesstofoodmap)

For advice about **Household Support Fund applications**: [www.citizensadvicebcp.org.uk/hsf](http://www.citizensadvicebcp.org.uk/hsf)



[bpcouncil.gov.uk/householdsupport](http://bpcouncil.gov.uk/householdsupport)

or call

Call Citizen Advice BCP

on **0808 278 7939**

(guidance available for completing online application form)

## In the Event of a Fire!

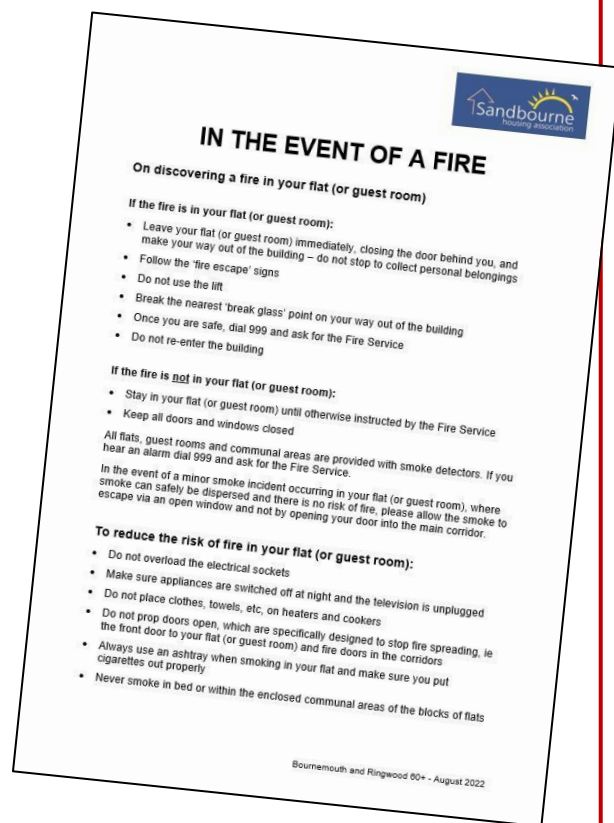
### Change of Advice for 60+ developments.

As you will probably know all our 60+ flats are fitted with carbon monoxide and smoke alarms. Historically, those in Southbourne were all connected to the 'Careline Service' so that if an alarm in a flat was activated, Careline would be notified automatically, and the Fire Brigade would be called.

However, some years ago when they became vacant a number of the 60+ flats were disconnected from Careline before they were re-let. Therefore, whilst all the homes still benefit from smoke and carbon monoxide alarms, if one is activated, we appreciate that neighbours will not necessarily know if the flat concerned is connected to Careline and the Fire Brigade have been notified.

As a result, we have updated our 'In the Event of a Fire' advice for the developments concerned which is enclosed where appropriate with this edition of the newsletter.

If you have received a copy, please take a few moments to familiarise yourself with the new advice.



## Buggy / E-Bike Store Rentals...

**Are you thinking maybe it's time to get a mobility scooter, but not sure where to store it?**

Sandbourne Housing has four available spaces across our three Stourwood Avenue buggy stores.

There is an annual charge to cover the cost of charging your buggy, maintaining and for the quarterly cleaning of the stores. There are different payment options available.

Depending on the number of people who are interested in having a space for their mobility scooter, we may be able to make a small number available for anyone who has an e-bike which could be charged and stored in the same way.

Please contact the Sandbourne Housing office if you are interested in a space and for more information.



## Charges for our Guest Rooms

As many of you will know, several of our 60+ developments have guest rooms that can be hired for friends and family who, for example, need to provide short term support to residents or would simply like to spend some time in the local area. Over the years these have become a popular facility and the number of bookings that we have had this summer has returned to what we were seeing before the pandemic.

The daily charge for the guest rooms has remained at £20.00 for over 5 years. However, the cost of cleaning the guest rooms has increased recently, and for the rooms to remain financially viable, we need to increase the charge to **£25.00 per night** from the beginning of January 2023.

This is regrettable, but necessary to retain a facility that we know is popular with and well used by residents.



## Service Standards – the end of the beginning...

You will remember that we began asking you what you would like us to have as our new Service Standards back in 2020. We always knew that this would be a big project, which it has proved to be, but finally we have completed all our consultation stages and now have a comprehensive set of Service Standards framed around what you told us was most important to you in our service. So, we have finally reached the end of the beginning.

We have now consolidated the revised service standards into a new leaflet which is available from our office, on our website and at developments with communal meeting rooms and lounges.



In the last edition of the Sandbourne News we gave you some initial feedback as to how we were performing against these standards for Customer Service and Repairs. We will update you towards the end of the year on these and the other Service Standards covering Complaints, Anti-Social behaviour, and our Lettable Standard and Estate Services.

We would like to thank everyone who took the time and trouble to participate in the consultations, doing so gives everyone the reassurance that our new service standards genuinely reflect what is important to residents.

## E-bikes – a warning to be careful!



A resident has recently highlighted to us the potential fire risk associated with charging e-bikes, which we are grateful for and thought it was worth making others aware of.

These are becoming an increasingly popular form of transport providing cheap and convenient travel particularly over short distances, with one in seven cyclists now owning an e-bike. However, many people are unaware of the fire risks that are associated with charging the batteries of their bikes.

The London Fire Brigade alone have reported 34 e-bike battery fires so far this year, compared with 41 during the whole of 2021. There is also evidence that this pattern is being repeated across the country.

The early evidence suggests that the proportion of fires caused by batteries that are built and bought as specific e-bikes is quite small. However, it is also possible to purchase 'conversion kits' for a few hundred pounds from the internet which provide electrical power to a conventional bike, and these account for the majority of the incidents that the fire brigade attend.

So, if you are considering acquiring an e-bike we strongly recommend that you purchase this from a reputable company and are not tempted by the lower cost of one of the conversion kits. Also remember to follow the manufacturer's instructions at all times when charging your e-bike.

**Following this simple advice will help keep you, your family, neighbours, and home safe.**

## Rechargeable Repairs – a reminder...

The repairs to your home that Sandbourne is responsible for are set out in your tenancy agreement or lease. **However, we would like to remind you, that this does not mean that we are responsible for all repairs.** If the repair is caused by deliberate damage, neglect or something that you have done or not done then we have the right to recharge you for the cost of the repair. Some common examples of where we will recharge repairs include but are not limited to:

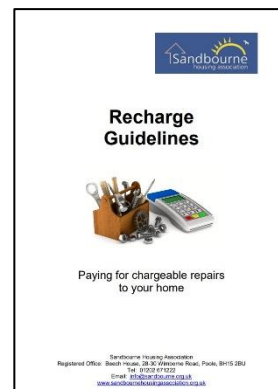
- A lack of power to an immersion heater or an appliance we have provided which has not been switched on
- Damage to internal or external doors
- Broken windows and window locks
- Blocked toilets or drains
- Replacement locks and/or additional keys
- Replacement of additional key fobs for pendant alarms

You may also be charged if:

- You miss an appointment that you have agreed with our contractor
- You fit any type of installation or fixed appliance that we did not give our written permission to install
- You have altered the property without our permission
- When you vacate the property, you leave it in a poor condition.

In deciding whether to recharge for a repair we will consider your circumstances before contacting you.

More information is available in our 'Recharge Guidelines' leaflet available either at this office or via the website at [www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk).



## Staff Changes....

In the last edition of Sandbourne News we let you know that Gail Phillips, our Administrator, would be retiring at the end of July. As we said 'goodbye' to Gail and wished her a long and happy retirement we said 'hello' to Sarah Maxwell who has joined us as our new Office Administrator and spent a couple of weeks with Gail prior to her retirement to familiarise herself with what we do and how we do it.



We have also used this opportunity to complete a small staff restructure promoting Molly Witherington, who many of you will have spoken to already when calling the office, to the new role of Housing Assistant. Molly's new job centralises the administration of our housing management activity, under the direction of Simon Raine, the Housing Services Manager. Molly will be the first point of contact for any initial telephone enquiries relating to housing management from residents and applicants.

Sharon Doran has decided to take on a part time role as Finance and Admin Assistant. She will be looking after the incoming invoices, guest room bookings, buggy store allocations, assisting with the waiting list and helping with the phones, so you may still get to speak to her.



Finally, with Sharon's decision to take on the part time role of Finance and Admin Assistant we have been busy recruiting a new Housing Officer. We are pleased to confirm that Colette Robson was appointed to this role and joined us at the beginning of August. Colette is responsible for providing the housing management service to our residents at Capstone Place and to our 60+ residents in Bournemouth, and Ringwood. Simon will still manage Ace Court in Bournemouth.

## Recent consultations with residents...



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

- Following consultation with the residents of the Fernhill Close flats in Poole, we wrote to them with the outcome of the proposal for cycle storage.
- Following consultation with the residents of Broadway Park in Wimborne re the Communal Grounds Maintenance Contract, we undertook a further review to find other alternative contractors.
- Following consultation with all tenants, leaseholders and shared owners on the options for setting our Estate Service Standards, we published our newly updated Service Standards leaflet to reflect the majority of preferences.
- Following consultation with those new tenants, and from the returned New Tenant Survey form received in the last 18 months, we were able 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, we published a new Lettable Standard leaflet.
- After asking all residents, leaseholders and shared owners for nominations for 'Plant a Tree for the Jubilee' at their schemes, we have planted trees and commemorative plaques as the nominated sites.
- We received our first Community Fund application following this which was set up in June.
- We have undertaken weekly 'surgeries' at our largest housing scheme in Stourwood Avenue in Bournemouth.

Thank you to everyone who has responded to us.

## Sandbourne 'surgeries' and estate inspections

With the risks from COVID-19 finally seeming to recede in June, we were at last able to take some initial steps to have a greater physical presence on site and meet residents again on a 'face to face' basis.

We began this with a series of pilot weekly 'open house' surgeries at Stourwood Avenue (our largest site with 136 homes) which ran from the beginning of June until the end of July. These were generally well received by residents and the team met and talked to over 40 people about a wide range of issues from repairs and anti-social behaviour, to how friends or relatives could apply for a Sandbourne home.

We designed this as a pilot to give us an indication as to the possible levels of interest there might be from residents, and to help us decide the best way forward for our other developments.

We are also conscious that our new service standards include monthly inspections of developments with communal facilities and that every quarter residents will be invited to attend these events.

Simon Raine, Housing Services Manager and Colette Robson, Housing Officer are finalising the details of the surgeries and inspections that they will be undertaking and will be writing to residents with more information about these shortly.

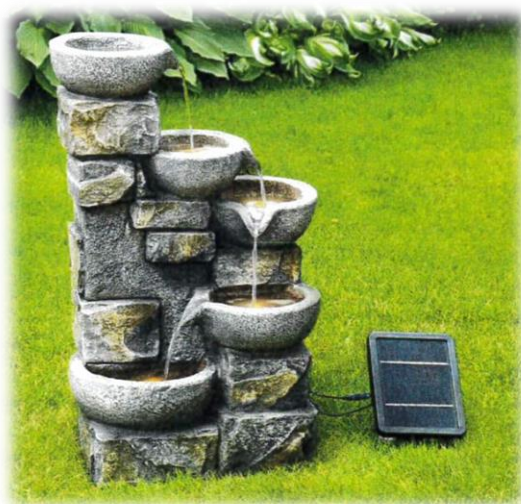




## Applications to the Sandbourne Community Fund

In the last edition of Sandbourne News, we launched the 'Sandbourne Community Fund'. This is available to all residents, who with the support of their neighbours are able to apply for funding of up to £750.00 to cover the cost of a small improvement to the development where they live, support a social club, or make a one-off donation as part of raising money for charity.

We are pleased to be able to report that we have since received our first application for £270.00 from a group of residents at Stourwood Avenue for a small solar powered water feature and plants to improve the appearance of one of the borders.



The application was approved at the Board Meeting on 27 July, and we look forward to seeing these improvements in place shortly.

Remember that if you have any ideas that you know are supported by your neighbours and think may qualify for funding then complete and return an application form by:

- Going to the Information and Downloads page of our website at [www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk) or scan the QR code below 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 the application form to you.
- Call us and request the application form, or ask for help on 01202 671222 during office hours
- Write to us at Beech House, 28 – 30 Wimborne Road, Poole BH15 2BU.

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

You may recall that we promoted the Queen's Green Canopy Project to 'plant a tree for the Jubilee' in earlier editions of 'Sandbourne News'

We would thank the residents of the five developments who expressed interest in the project and can let you know that in response new trees have now been planted, accompanied by small commemorative plaques at:

- Broadway Mews
- Christy Close
- Guys Close
- Stourwood Avenue
- Mary Mitchell Close (rose bed)

We hope that these will not only be a reminder of the Jubilee in the years to come, but also make a small contribution to both the pleasure that we know many residents get from the communal grounds and to respond to the challenge of climate change.



Christy Close



Mary Mitchell Close



Stourwood Avenue



Guys Close



Broadway Mews

## Getting Value for Money

One of the aims of our Business Plan is to ‘**strive to embed Value for Money principles in all our activities**’.

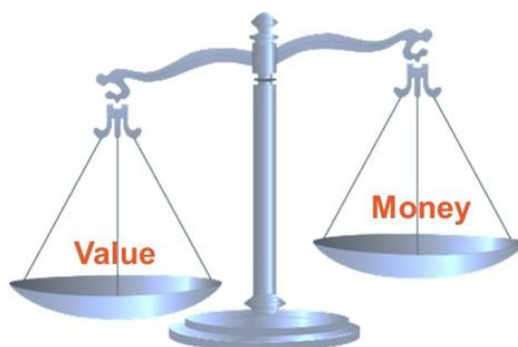
Although there are lots of slightly different definitions of Value for Money, a common one is **the best combination of cost, quality and sustainability to meet the customers’ requirements**.

Given the way that costs and prices have increased in the last year, and look set to continue to do so into the future, obtaining value for money in what we do and how we do it is all the more important. Every year we look back at what we have done to achieve Value for Money in the last 12 months, and we thought it would be helpful to share some of these with you.

Some examples of achievements achieved in the financial year ending 31 March 2022:

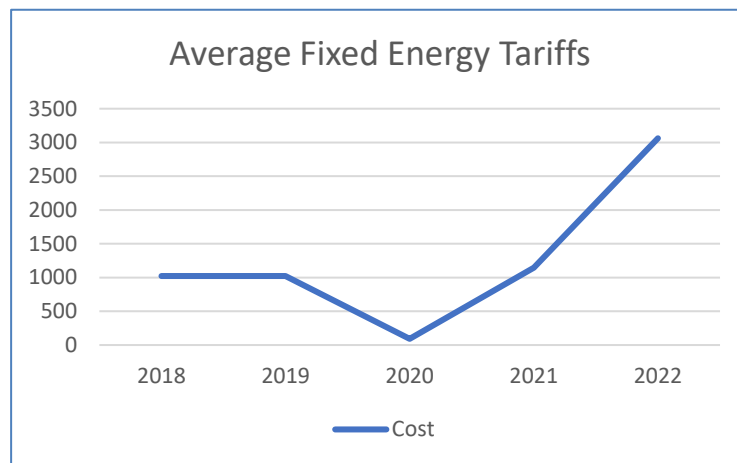
- **Fire Safety Works.** We spent nearly £171,000 in implementing the recommendations arising from the Fire Risk Assessments that were undertaken in that year and the year before. We were able to maximise the value of this by employing our local contractors to undertake the work and trained one of our Maintenance Managers as an accredited Fire Door Inspector, with a saving of approximately £50.00 per fire door.
- **Grounds maintenance contracts.** Following consultations with residents we have reviewed the grounds maintenance arrangements at several developments, in some instances reducing the frequency of the visits to reflect the wishes of the majority of residents and therefore reducing the cost of this element of the service charge.
- **Energy Performance Certificates (EPC’s).** All housing association homes will need to reach EPC level C by 2030. Using an external company to undertake this work costs around £80.00 per property, and these need to be renewed every 10 years. This year both our Maintenance Managers have been trained as accredited EPC assessors. Carrying out the EPC inspections ‘in house’ is expected to save around £3,000 a year.
- **Electric Heating Upgrades.** We have continued to upgrade electric heating systems this year. The new heaters are cheaper to run and more environmentally friendly. In the financial year ending 31 March 2022 the electrical heating was fully or partially upgraded at 32 properties at a cost of £58,782.
- **Lift upgrades** – The lift at Ace Court was fully refurbished during the year at a cost of £40,440. Minor refurbishments were also carried out on the lifts at Harcourt Grange and Redlands Court costing £12,195. This extends the life of the lift, so it is both cost effective and environmentally friendly.
- **Flexible working** – The transfer from office working to remote working has enabled staff to work more flexibly, both in location and time. This means that the team can provide a better service to residents, reduce travelling costs, their carbon footprint and the need for overtime.

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



## The energy crisis – what help is available?

Media coverage over the last few weeks has unsurprisingly been focussed on the emerging energy crisis and how much more money we will all be expected to pay for our energy in the months, and perhaps years to come.



As you will appreciate the ability of housing providers like Sandbourne to influence how much we and you will pay for energy over the coming winter months is very limited. However, we can at least highlight some of the financial assistance that the government have promised so far, so if you would like to know more, please read on:

### Energy Bills Support Scheme

The government announced the Energy Bills Support Scheme at the end of May confirming that domestic electricity customers will receive £400.00 of support with their energy bills. Energy suppliers will be required to provide each eligible domestic electricity customer with a grant of around £66.00 per month for six months starting from the beginning of October.

Those paying by direct debit, on demand when a bill is received, via a payment card or a smart prepayment card, need to take no action themselves as the energy suppliers are expected to credit customer's accounts automatically.

Anyone using a traditional prepayment meter will receive the grant in the form of vouchers provided in the first week of the month either by SMS text, email, or post.

### The Cost-of-Living Payment

If you receive income related benefits or tax credits, you should also receive the Cost-of-Living Payment. If you are eligible, you will be paid automatically in the same way that you get your benefits or tax credits.

You may potentially be eligible for 3 different types of payment:

#### 1. Income related benefits and tax credits

If you currently receive one of the following you will receive a payment of £650 paid in two lump sums of £326.00 and £324.00. If you have a joint claim with your partner, you will only receive a total of £650.00:

- Universal Credit
- Income based Jobseeker's Allowance (JSA)
- Income related Employment and Support Allowance (ESA)
- Income Support
- Pension Credit
- Child Tax Credit
- Working Tax Credit

## 2. Disability Cost of Living Payment

You may get a lump sum payment of £150 if you're getting any of the following:

- Attendance Allowance
- Constant Attendance Allowance
- Disability Living Allowance for adults
- Disability Living Allowance for children
- Personal Independence Payment
- Adult Disability Payment (in Scotland)
- Child Disability Payment (in Scotland)
- Armed Forces Independence Payment
- War Pension Mobility Supplement

To be eligible for a disability cost of Living Payment you must have received a payment (or later receive a payment) of one of these qualifying benefits for 25 May 2022.

If you get a qualifying disability benefit from the Ministry of Defence (MOD) and a qualifying disability benefit from DWP, you will get a Disability Cost of Living Payment from DWP only.

## 3. Pensioner Cost of Living Payment

If you're entitled to a Winter Fuel Payment for winter 2022 to 2023, you will get an extra £300 for your household paid with your normal payment from November 2022. This is in addition to any Cost-of-Living Payment you get with your benefit or tax credits.

The full amount of Winter Fuel Payment you will get for winter 2022 to 2023 depends on your circumstances ranging from £250.00 to £600.00 These amounts are for winter 2022 to 2023 only.

## Council Tax Rebates

As part of its targeted response to rising energy bills, the government has introduced a £150 council tax rebate. This will mean that council tax costs will not rise for the majority of people, including those on the lowest incomes.

If you live in an eligible property (bands A-D) and you pay your council tax by direct debit, your local council will generally make the payment directly to your bank account, starting from April 2022. You do not need to do anything in the meantime unless your council requests further details from you.

If you live in an eligible property and you do not pay your council tax by direct debit, your local council will contact you with details of how to claim your rebate. You do not need to do anything in the meantime.

You will not have to repay the rebate if you receive it.

The information provided here is correct at the time of publication. However, the government has promised to keep the situation under review and further announcements in the coming weeks are quite possible.

Remember, if you need financial help or advice there are a range of organisations who may be able to help such as:



Citizens Advice: 0800 144 8848

**TURN2US** Turn2us: 0808 802 2000

 Age UK: 0800 678 1602

# Top Tips to saving water in your home...

Wessex Water website article <https://www.wessexwater.co.uk/help-and-advice/your-water/save-water/in-the-home>

Due to the current water crisis that the UK is facing at the moment, we thought it might be useful to provide some tips on how to save water in your home.

## Top tips

- Try the four-minute shower challenge or try to take a minute less than usual by not washing your hair or shaving every day. Each minute less could save you 10 litres of water.
- Replace one of your weekly baths with a short shower – it could save
- around 40 litres of water.
- Fit a water efficient shower head or flow regulator which restricts the flow to eight litres a minute\*. This will save money on energy costs too.



**\* most water efficient shower heads are not suitable for electric showers.**

- Order a free save a flush for your single flush toilet cistern and save one litre of water per flush\*.
- Consider flushing the toilet only when you need to.
- Know which dual flush button is for the large volume and which is the small – it's not always easy to tell.



**\*not suitable for dual flush or small toilet cisterns.**

- Turn the tap off when brushing your teeth, washing or shaving – this could save up to 18 litres of water every time.
- Collect water from taps as they run to hot and use it for plant watering or even flushing the toilet.



- Use a washing up bowl and turn the tap off to save up to nine litres of water a minute.
- Regularly clean your taps and use a mild disinfectant. This prevents the build-up of limescale which could provide a base for bacteria to grow on.
- Scrape plates into a food waste bin instead of rinsing them under a
- running tap – it will save water and help to avoid sewer blockages too.
- Wait for a full load before starting your dishwasher.



- Make sure you always do full loads.
- Use an eco-setting or wash at 30 degrees to save money on your energy bill.
- If buying a new washing machine look out for water efficient models which use up to 12 litres less per wash than standard new ones.



- Fill the kettle with only what you need to save water and energy.
- Try washing vegetables in a bowl and re-use the water for garden watering.
- Cooking water from boiling or steaming food can be used to make soup, stock or gravy and is a great way to ensure you consume all the nutrients.



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

Just for fun - words to find from this newsletter:

Buggy  
Fire  
Monoxide  
Guest  
Warning  
E Bikes  
Standards  
Funding  
Tree  
Money  
Autumn  
Safety

**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 (September 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.**