

## Season's Greetings from the Chief Executive

At the end of another year, it is a chance to look back and reflect on what has been good about the year and on what has been more difficult. This year has been less dominated by a pandemic than the previous two, which means that Sandbourne has been able to provide a full service to all residents all year. We have also been able to meet up with many of you and you have helped us to establish six new service standards setting out how we will work with you. (You will find the first results of our performance against those standards in the Annual Report which accompanies this Newsletter.)

However, this year has also been one of changes, particularly for our staff. Two staff members have left in the year, two have moved into new roles within Sandbourne and we have employed two new staff members. That is a significant amount of change for a small organisation which has been challenging, but we hope that we are now in a good position to move into 2023 and build on the good work started in 2022.

We are all looking forward to a break over Christmas and I hope that you will all manage to find some down time too. I would like to take this opportunity to wish you all a very happy Christmas and a peaceful New Year.



Fiona Ferenczy, Chief Executive

### Contacting Sandbourne

The only office telephone number is:

**01202 671 222**

**(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 392 322**

### Some articles inside this issue:

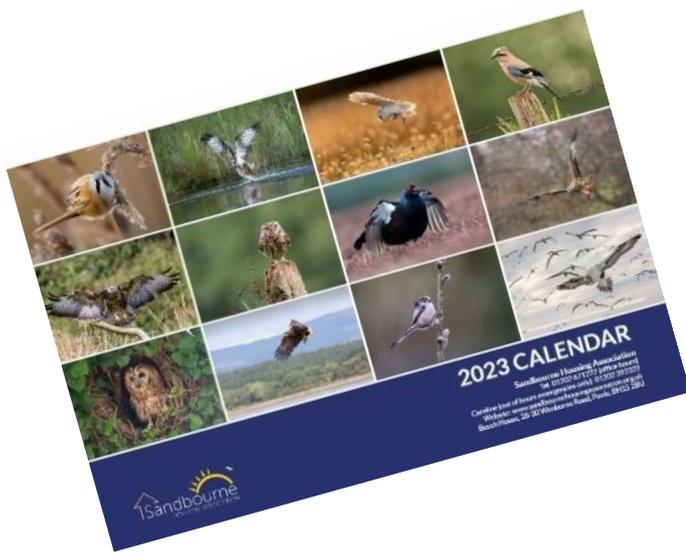
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**Sandbourne Housing Association**

**would like to wish everyone**

**Merry Christmas**

**and a Happy Peaceful New Year**



## Your 2023 Sandbourne Calendar

The years are rolling by, and the calendars and their beautiful pictures still keep coming. Once again, thank you to Sandbourne Shareholder, David Joicey, for sharing his passion for photography with us. We hope that you will enjoy looking at the calendar as well as finding it useful.

## Face-to-face meetings

We previously advised you that we had now re-instated face-to-face meetings with our housing team members but wanted to remind you that you will need to book an appointment for this.

Please contact the Sandbourne Housing Association office to make an appointment on:

Telephone: 01202 671 222

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

Appointments are normally held Monday to Friday, 9 am to 4 pm, but if you have a particular reason why you cannot commit to these timings, please let us know to see if alternative arrangements can be made.

### 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.

## The Sandbourne Team

Fiona Ferenczy - Chief Executive

David Hall - Head of Housing

Colette Robson - Housing Officer

Molly Witherington - Housing Officer

Brian Griffiths - Maintenance Manager

Chris Wilce - Maintenance Manager

Annina Cooke - Finance Officer

Vanessa Payne - Finance Officer

Sharon Doran - Housing & Admin Assistant

Sarah Maxwell - Office Manager

Tel: 01202 671 222

Email:

General Inquiries : [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk),

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

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

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

## A quick guide to who tenants should contact for what

### Housing Officers (Colette / Molly)

– housing related queries, ie:

- Anti-social behaviour
- Arrears – rent/service charges
- Car parking
- Complaints
- Direct Debits
- Estate issues
- Grounds maintenance and gardens
- Housing Benefit
- Leaseholder queries
- Mutual exchanging with another resident
- Pets
- Rent and rent statements
- Service charges
- Terminating your tenancy
- Transferring to another property
- Universal Credit

### Chief Executive and Head of Housing (Fiona and David)

By appointment only, via the Office Administrator, if all other channels have been exhausted (for example through the Housing Officers or Maintenance Managers)

### Maintenance Managers (Brian/Chris) – repairs & maintenance related queries, ie:

- Inspecting empty/vacant properties
- Key replacements (60+/extra care only)
- Lifts (60+ Bournemouth/extra care only)
- Planned maintenance and redecorations to communal areas
- Repairs:
  - reporting for your own property
  - reporting for communal areas
  - reporting faulty communal laundry equipment (60+/extra care)
  - chasing outstanding repairs
  - minor repairs
- Safety checks:
  - electric, gas, fire and water
  - emergency exits and lighting
  - fire alarms and smoke detectors
  - Tunstall equipment (60+/extra care only)

### Office Administration (Sarah / Sharon)

- General enquiries not covered above
- Newsletter items and articles
- TV screens (60+ Bournemouth/extra care)
- Buggy Store Rentals
- Guest Room bookings

## Goodbye, and Hello.....

After almost 10 years with us as Housing Services Manager we recently said 'goodbye' to Simon Raine, who is moving to new pastures. We will miss his knowledge and experience and are sure that many residents who he had contact with him over the time that he was with us will feel the same. We have thanked Simon for his hard work and dedication and wished him every success for the future.

With Simon leaving us, we have promoted Molly Witherington to the post of Housing Officer, with effect from 17 November. Molly has worked for us for a number of years, and we are sure that she will prove to be a worthy successor to Simon.

At the same time, we have taken the opportunity to make some changes to the homes that our Housing Officers, Colette and Molly manage with effect from 17 November:



Colette Robson

- Will continue to manage our 60+ homes at Stourwood Avenue and Belle Vue, as well as the extra care development at Craigleith, but also assume responsibility for Ace Court and our leasehold schemes, including Fernhill Close.

Molly Witherington

- Molly will take responsibility for our general needs rented homes in Poole, Wimborne, Bournemouth and Milborne St Andrew, and our 60+ homes in Ringwood.

We have already written to the residents who are directly affected and made them aware of these changes.



## A bit about Christmas security ...

**Please stay safe, especially over the Christmas and New Year break, and remember it's not just about the new age electronic scammers, there are other fraudsters out there as well, so:**

- don't leave your windows or doors open or unlocked
- don't let anyone into your home if you are not expecting them or don't know them
- always ask callers to your home for ID
- don't allow anyone to tailgate you into a block of flats
- don't leave presents under your Christmas tree in full sight of passers-by in the street
- don't buy dodgy Christmas decorations - make sure that they are good quality and in good working order, kept away from open flames, and check that your lights have the appropriate safety symbols on them.

Why not take a look at our leaflet on 'Safety in the Home' for more tips and advice! This is available on our website or on request from the office.



## Policy Consultations

The following policies were presented to Sandbourne's Board in September and November, which in turn require that we consult with our employees, tenants, leaseholders and shared owners on:

### Gas Safety Policy and Procedure

This Policy has been updated to reflect the inclusion of smoke and heat detectors within the annual gas service

### Housing Income Recovery

This revised Policy includes for Sandbourne to collect the equivalent of 1 weeks rent in advance for new tenants, regardless of any benefit entitlement that they have.

### Smoking and Vaping

This policy has been extended to include guidance for staff in relation to vaping, in addition to smoking.

### Data Protection (GDPR)

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

The policy has been re-written to more closely follow the current best practice guidelines for data protection.

### Safeguarding

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

The policy has been reorganised to set out the underlying principles of Safeguarding more clearly and the examples used have been updated to better reflect the risks that can be associated with technology.

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

### The deadline for your feedback is 7 January 2023.

After this date these policies will go back to the Sandbourne Housing Association Board for approval at their meeting in February 2023, incorporating any feedback received as a result of this consultation as appropriate.



## 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.



## Don't Risk It....

With energy prices increasing as they are we are all looking to save money, and one of the most common tips is to turn the thermostat down on your gas central heating by a few degrees.

This is fine, and probably a good idea, but please don't be tempted to think that doing the same with the immersion heater for your hot water is a similar way of saving money.

Immersion heaters are set at 20 degrees and need to remain at that temperature so that the water is sufficiently hot to kill the bacteria that can cause Legionnaire's disease, more commonly called Legionella, which if allowed to develop can cause serious health problems.

So, this is one potential money saving idea that should always be avoided, please don't risk it.

# Letting homes in Ringwood

You may recall that some time ago we consulted with residents in Ringwood about our forthcoming application to the Charity Commission to vary the terms of the existing covenant which requires applicants to have a 'local connection' to one of the 5 x parishes of Ringwood.

This was necessary, as on occasion in the past we have been unable to let vacant flats, as we have had no one on our waiting list with such a local connection.

We are pleased to say that our application has since been approved by The Charity Commission. This means that from January 2023, we will accept housing and transfer applications from people aged 60+ and let vacant homes to those (in priority order)

1. One of the five parishes of Ringwood

Or where there are no applicants with this priority connection.

2. The parishes of Ellingham, Harbridge, Ibsley, Burley or Sopley, to be considered in date order of application.

Or if there are no applicants with such a second priority connection,

3. Any of the following parishes will be considered in date order of application. Minstead, Hyde, Rockbourne, Hordle, Lyndhurst, Woodgreen, Damerham, Sway, Brockenhurst, Godshill, Martin, Boldre, Bransgore, Hale, New Milton, Bramshaw, Bearmore, Milford-on-Sea, Whitsbury, Lymington and Pennington.

Or if there are no applicants with such third priority connection.

4. Any one of the following parishes will be considered in date order of application. St Leonards and St Ives, Verwood, Three-Legged Cross, Cranborne Chase, Ferndown.

We are pleased with this outcome as it means that we can continue to give the greatest priority to people with the greatest local connection to the area, but at the same time does not exclude others in the surrounding villages and towns that may well need the accommodation that we provide.



# Fire Risk Assessments – Update

Over the last few years, we have featured regular articles about our Fire Risk Assessments, and the fact that we have spent close to £300,000 in improvements to in particular to fire doors and the fire stopping between flats.

It is good practice for landlords and building owners to employ an independent company every two years to undertake these assessments. We engaged Dorset Fire Protection in September to do this on our behalf at our 60+ homes in Ringwood and Bournemouth

We are pleased to be able to tell you that since September all thirteen blocks have had a new fire risk assessment, and the “risk to life” for all of them has improved from being “moderate” where risk reduction measures are needed to “tolerable” where no major additional controls are required.

If you would like a copy of the Fire Risk Assessment for one of these blocks, please contact the office and we will be happy to provide it.

The other recent innovation that we have introduced is providing digital fire logs to all the blocks that have a communal fire alarm. This allows us to record weekly fire alarm tests more easily and also keep records of our contractors servicing of equipment all in one place. These logs are easily accessible to both the team and importantly the Fire Service if they need the information in the event of an emergency.

No one can be complacent about the risk of fire, and we will continue to do all we can to keep everyone safe. However, whilst it is reassuring to know that the time, effort and money spent on this over the last few years has had some real and tangible results, we still rely on residents to help us by keeping fire doors shut and communal areas clear of personal belongings at all times.



# Rechargeable Repairs – a reminder...

You will recall that in the last edition we reminded everyone that we will recharge residents for the cost of repairs where these are needed because of damage and/or loss, caused either deliberately, accidentally, as a result of neglect, or the actions of a member of your household or visitors to your home.

Common examples of repairs that we will recharge you for include:

- Damage to internal and external doors.
- Damage to kitchen units and worktops.
- Broken windows or window locks.
- Blocked toilet or drainage.
- Replacement locks and/or additional keys.
- Replacement or additional fobs for the alarm system.



Recharging for repairs is not new, but we need to do this to ensure that we get the best value that we can from the budget and ensure that it is spent on legitimate repairs.

Recently a resident found themselves looking at a bill of £300.00 for locking themselves out of their home, because they went out without their house keys. We know that this is all too easy for any of us to do, but please remember, we will recharge you for these sorts of things.

## Community Fund – still available, so let us have your ideas.

Earlier this year we launched the Sandbourne Community Fund with £3,000 available for residents to put forward applications supported by their neighbours that could help fund projects which improve the local environment or help the local community such as:

- Environmental improvements to enhance common areas.
- Support for a befriending service for residents who are vulnerable or disabled.
- Tree planting and landscape improvements.
- Social Committee and tenant community activities.
- Support for a club.
- A one-off donation as part of raising money for charity.

Applications of up to £750.00 can be made to the Community Fund, and need to be accompanied by quotes and estimates, together with details of the residents who are supporting the proposal.

For more information and an application form, contact the office, download the application form at [Information & Downloads | Sandbourne Housing Association](#) or have a chat with one of the Team when you next see them on site.

## Insurance Reminder

Sandbourne does not insure residents' furnishings or belongings and 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.

# Getting value from Sandbourne News

Throughout the COVID pandemic we continued to issue our quarterly newsletter 'Sandbourne News'. During this time, we had no alternative but to send it to you by post, which proved to be quite expensive.

Whilst we all grateful for the fact that life has since returned to normal and it has been possible to hand deliver the last 2 editions to you, it got us thinking about whether we could get better value, if we gave people the option to receive the newsletter and other general communications from us by email.

Although we already have the email address of many residents, we want to make sure that these are correct, and that residents are happy to receive emails from us.



We will be writing to everyone shortly asking them to confirm that the email address we have on record is correct or if no email is recorded to provide us with one. Once we have this, we will update our records and make the necessary changes to our IT system to make "email" the preferred method of communication for those concerned.

The more people that sign up to this new service, the less hard copies and potentially postage will be needed, and the more money that will be available for us to spend on repairing and improving our homes.

Please take a few moments to complete and return the form when you receive it. Thanks for your support in this latest value for money initiative.

**This time of year, we tend to repeat a lot of articles but this is because we are aware that the Winter and Christmas can be a difficult and lonely time for many people, particularly the elderly, and we want to give you as much advice and information as possible.**



We always give a mention to 'The Silver Line' which is a free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year. Calls from landlines and mobiles are free and they are there for anyone who needs them aged 55 or over.

You can ring them to ask about services in your area, talk in confidence if you are being mis-treated or abused, get some friendly advice or quite simply have a chat. If you would like further information please go to The Silver Line website ([www.thesilverline.org.uk](http://www.thesilverline.org.uk)) or ring the helpline on 0800 470 80 90.

Previous figures estimated that around 225,000 elderly people go through their day without talking to anyone and they now have a new 'telephone friendship' service so that you can chat to one of their volunteers on a weekly basis and they will try to match you to someone who shares similar interests.

## Bournemouth 60+ and Craigleith 'Drop-in' events and surgeries

Earlier this year we set up a series of regular weekly and then fortnightly 'drop-in' events for residents of Stourwood Avenue, Craigleith and Belle Vue. This was mainly because we were very aware that face to face contact with residents had been so limited for the previous couple of years due to the pandemic.

Initially the response to these events, particularly at Stourwood Avenue was very positive and on average we were seeing 10 to 12 residents at each one. However, in recent weeks the number of people attending has reduced significantly. We have decided that a 're-think' is necessary to make the best use of the time that our team spend on site, whilst still giving residents the opportunity to meet them when they want to.

Therefore, from November, Colette our Housing Officer will still be on site regularly and will let residents know in advance of the dates and times that she will be there. However, she will spend more of her time visiting people by appointment. If you would like to see Colette, please give the office a call to book a convenient time on the dates that she will be on site.

As well as having the dates and times that Colette will be on site displayed on the notice boards in communal areas, we will ensure that there is a message on the TV screens the day before her visit as a reminder that she will be there and available if you would like to talk to her.

We hope that this change will mean that Colette gets to meet more residents and is able to respond to a wider range of enquiries.

As with the Drop-in events we will pilot these arrangements initially for 3 months to assess how they work before either finalising or improving them.

If you have any queries or questions in connection with this, please give us a call or email the office as follows:

Telephone: 01202 671 222

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

**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.bcpCouncil.gov.uk/accesstofoodmap](http://www.bcpCouncil.gov.uk/accesstofoodmap)

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



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

or call

Call Citizen Advice BCP

on **0808 278 7939**

(guidance available for completing online application form)

# COVID – Some lessons learned?

In some ways March 2020 and the first lockdown seems a very long time ago, and in others it feels all too recent.



From the outset of the pandemic Sandbourne's Board gave us a simple instruction 'To keep everyone safe', understandably at that time without knowing either how long the pandemic would last for or how it would affect everyone. At the same time the Board indicated that it was important 'when it was over', that we look back and think not only about the positive aspects of our response, but also what lessons there might be to learn from in the future.

We are very aware that the pandemic impacted on people in different ways and at different times, so we think it is important to get as many perspectives as possible to be as sure that we have captured all the potential lessons that we can. In doing so, we recognise that our ability to control or even influence the events around us were often very limited. We have therefore focussed on The Action and Recovery Plan that we developed and kept throughout the pandemic, to record what we did, when and why.

The Team here have discussed this in some detail, and the Board received a draft report in November, which identified in particular:

- The limitations of the office telephone system which required messages to be retrieved manually until the new system was installed in August 2020
- The location of our computer server at Beech House which resulted in a loss of telephone and IT services for several hours on 4 occasions between March 2020 and April 2021
- A proportion of the family / friends contact information that we had for 60+ residents who are provided with Careline was out of date.
- The cost of the alternative cleaning contractor used in the initial stages of the pandemic was very high (these costs were born by Sandbourne and not added to resident's service charges).

Where we can, we have, or are in the process of addressing these issues.

However, at the moment this is only our perspective, and we think it is important to give you the opportunity to tell us about things you think we could or should have done during the pandemic, so that we can be better prepared in the future.

Please feel free to contact us in the usual way or have a chat with any of the team when you next see them on site, as we are keen to learn as much as we can from what for everyone was a very difficult time in all our lives.



# Bringing the Library to you...

*Home Library Service*  
ENABLING COMMUNITIES IN  
BOURNEMOUTH, CHRISTCHURCH  
& POOLE TO THRIVE, NOW & FOR  
THE FUTURE



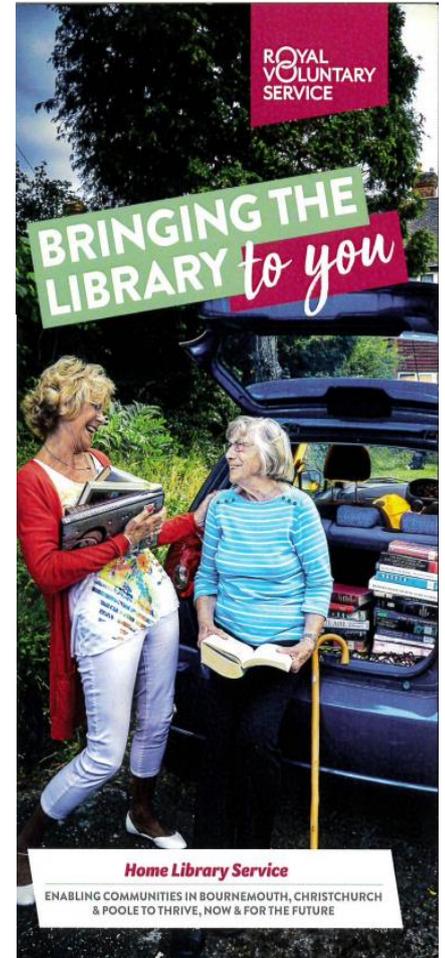
Could the Royal Voluntary Service Library service be beneficial to you or to someone you know? Or could you spare an hour or two per month to be a volunteer?

For more information, to make a donation or to find out about volunteering, please call Royal Voluntary Service on

**01305 236 666**

or email them on

[dorsetwiltshirehub@royalvoluntaryservice.org.uk](mailto:dorsetwiltshirehub@royalvoluntaryservice.org.uk)



## Safeguarding / Protection from abuse

If you feel that you are being abused or suspect that another resident is being abused (physical, emotional, sexual, sensory deprivation, neglect, imposed isolation, financial/material, discriminatory), you can contact us for more information about what to do or for a leaflet. [Please note that some new types of abuse were added to these examples (forced marriage, modern slavery, self-neglect, exploitation or radicalisation, sexual exploitation, internet/cyber bullying)].

Alternatively, you can report this directly by contacting the relevant safeguarding team for your local authority area:

**Bournemouth: 01202 454979**

**Poole: 01202 633902**

**Dorset: 01305 221016**

**Ringwood: 0300 555 1386**

Please note, if we receive any reports, we are obliged to notify the safeguarding team.

## Snow and ice - 'to grit or not to grit?'

**This is the question that landlords are faced with each year and so we will repeat previous years' Winter newsletter articles:**

As a landlord we are **not** legally obliged to clear snow and/or grit communal footpaths/car parking areas that are in our ownership, even where we may feel that we have a moral responsibility to do as much as we can to ensure the safety of vulnerable residents.

We need to ask ourselves whether we, as a landlord, leave ourselves exposed to greater risk of a claim if we decide to grit an area that we are not responsible for. The answer, according to our insurers, is 'yes' although ultimately it will depend on the facts of any such claim.

In the event of a claim, it would have to be established whether the act of gritting had made the risk worse. For example, if inadequate amounts of grit or salt had been used which then resulted in a partial thaw before subsequently freezing overnight – a particularly treacherous set of conditions if the ice is then covered by a fresh layer of snow.

For these reasons, based on our insurer's updated advice and after some soul searching, we are re-confirming our previous approach. We **will not** grit communal area paths and car parking areas. However, we **will** continue to provide grit bins and do our best to keep them supplied with grit for residents to make use of, should they wish to, but this will be at their own risk.



## Parcel, Letter and Christmas Card deliveries

**At this busy time of year, we wanted to remind you that, as your landlord, we have no responsibility for dealing with any parcels left outside of your property.**

Also, if you decide to accept a parcel, letter or Christmas card for a neighbour, please ensure you deliver the parcel, letter or Christmas card to your neighbour once they have returned home. If you accept a parcel, letter or Christmas card by mistake or a parcel, letter or Christmas card is wrongly addressed to your property, please contact either the Post Office or courier service direct to sort the matter out.

Please do not contact the Sandbourne Housing offices as we will not be able to help.



## Surviving Winter – Help Older People in Dorset Stay Warm and Safe This Winter

*For the last couple of years, we've published an article on behalf of the Dorset Community Foundation and their campaign continues ...*

They ask that, if you do not need your winter fuel allowance, you consider donating it to help save lives in Dorset.

Dorset Community Foundation is a local charity who work with people like the local Citizens Advice Bureau to recycle unwanted winter fuel allowances and disperse them in the form of winter fuel grants to local Dorset people in need.

**To Donate:** Online at [www.dorsetcommunityfoundation.org](http://www.dorsetcommunityfoundation.org) or send a cheque made out to 'Dorset Community Foundation' to: DCF, The Spire, High Street, Poole, BH15 1DF, or ring 01202 670815.

### If you need help

Surviving Winter grants are available along with additional help around fuel poverty. Contact Citizens Advice on 01929 775500 or ring the Dorset Community Foundation on 01202 670815.





# Festive Season Word Search



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

- Ornaments
- Sleds
- Stocking
- Snowflake
- Tree Decorations
- Fruit Cake
- Jack Frost
- Yuletide
- Candles
- Sleigh Rides
- Holiday
- Happy Christmas
- Festive Season
- Tinsel
- Church Bells
- Jolly
- Mistletoe
- Pinecones
- Elves
- Reindeer
- Santa Claus
- Carols
- Nativity
- Sleigh Bell
- Presents
- Snowman
- Holly
- Chimney
- Candy
- North Pole
- Rudolph
- Rejoice





# Sudoku



				3	2			
		9	7	4				
2				9	6	7		3
		4				8	2	7
	1						4	9
				8	4			
4	5							
7		6			9		8	5
			5	1		7	4	

6		4				9	8	
8	9		6		3			
			9			2		6
				1	5		2	
							5	
5	2	1				3	9	8
	7	5	1				6	9
4			5					
9		3			2	5		

## 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.
- Update your next-of-kin details, where we hold these.



## 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 email address / 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 bank/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 (December 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)**