

## Edition 38, Spring 2023

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Welcome to our Spring 2023 Newsletter which is full of articles we hope you will find interesting and useful. The health and safety of our residents is very important to us, so the articles on security, fire safety, managing damp and mould in your home and legionella should reassure you that Sandbourne takes these matters seriously and is continually looking at ways of improving our approach to them.

The current high level of energy prices is a challenge to everyone. Many of our 60+ residents will have recently received notification of increases to their service charges to cover the higher energy prices. General needs residents who live in blocks with communal areas will start to receive their new service charges shortly and these too will contain increased charges for electricity, even just for communal lighting. We only ever recharge you for what it has cost us and we will continue to look for ways of reducing the energy that we use to ensure that your costs are kept to a minimum.

The completion of the development at Havenpool Close in Poole is a cause for celebration. Creating six new homes is a complicated business, especially for a small housing association like Sandbourne – finding the site, securing the funding, appointing a building contractor, supervising the building work, meeting all required legal obligations and finally matching the new homes to the most suitable tenants is a mammoth task and this was done while still carrying out all the normal day to day functions of the business. Staff have worked hard on this over the last two years, and we are proud of the result. We hope that the new tenants of Havenpool Close will be very happy in their new homes.

Finally, while there is an article in this Newsletter addressing the problem of anti-social behaviour, I would like to emphasise that this is a relatively small problem for Sandbourne and I would like to thank all of our residents who are polite, encouraging, co-operative and who often thank staff for the work they carry out. We are here to provide a service to you all, but it is made so much easier when we can work in harmony with each other.



**Fiona Ferenczy, Chief Executive**

### Office Holiday Closures in April and May



The Sandbourne office will be closed on the following dates in April and May:

- 7<sup>th</sup> April - Good Friday
- 10<sup>th</sup> April - Easter Monday
- 1<sup>st</sup> May - Early May Bank Holiday
- 8<sup>th</sup> May - Coronation of King Charles
- 29<sup>th</sup> May - Spring Bank Holiday

## 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

### 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)

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

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

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

**01202 392 322**

### 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.

**ZERO  
TOLERANCE**

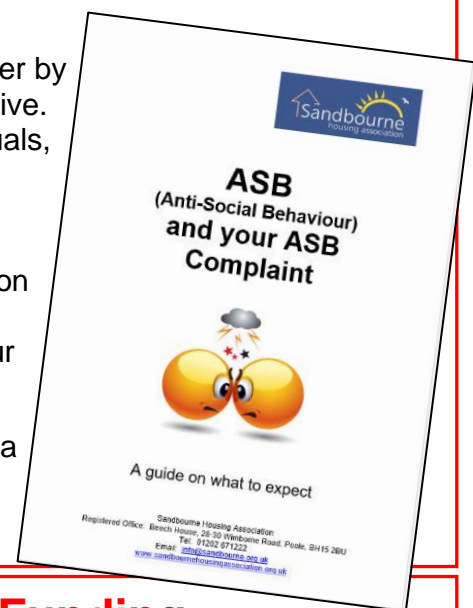
## Anti-Social Behaviour towards Sandbourne's staff and contractors

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. We would immediately add that this is a very small minority of cases, but enough to warrant us writing again in the newsletter about it, particularly when it is directed at our staff.

As we have had cause to include articles on this subject in previous editions of the newsletter, we have now decided to adopt a “ZERO TOLERANCE” approach. In future anyone behaving in an anti-social way towards our staff will be formally warned and if the anti-social behaviour continues this will put their tenancy at risk.

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 shouting, 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, threatening or shouts unnecessarily. Such behaviour may also contravene the conditions of your tenancy agreement or lease.

Leaflets are available on our website, or upon request from our office, on a range of topics surrounding complaints, anti-social and unacceptable behaviour.



## Energy Bills Support Scheme – Alternative Funding.

When we wrote to some of you recently about the increase in your service charge from the beginning of April, we included a ‘stop press’ explaining that the government had just announced that in certain circumstances they would now be providing the £400.00 support for energy costs to households that do not have their own electricity meter.

More information has now become available, and the government has confirmed that those households living ‘in social or private rented accommodation which has a business energy connection or a communal electricity supply’ will be eligible for the support.

If you received an update letter from Sandbourne Housing Association on how to apply for this credit, it will mean we believe that you are eligible to receive the support, but you (or someone that you trust acting on your behalf) will have to apply online to the government to receive it.

**Applications must be submitted by  
31 May 2023.**

**Please note that Sandbourne cannot  
apply for the support on behalf of  
residents.**



UK Government

Help for  
Households

### Energy Bills Support Scheme

Over 900,000 more households across Great Britain and Northern Ireland will receive government support to help with their energy bills.

## Cost of living crisis – what it means for Sandbourne and you.

We have all seen prices for almost everything increasing dramatically over the last year or so. A simple trip to the supermarket or paying for our gas or electric costs us all a lot more than it used to.

Inevitably, these increases have impacted not only on us as individuals but also Sandbourne as a business. Below are a few examples of how much some of our maintenance services costs have increased in recent years.

Item	Year	Cost then	2023
5 year – electrical test	2010	£92.00	£190.00
New unvented cylinder	2018	£900.00	£1200.00
New kitchen	2015	£3,500.00	£6,000.00
New window handle	2017	£36.00	£66.00
New front door	2017	£900.00	£1200.00

We have both legal obligations and commitments under the tenancy agreement to provide you with a repairs service and ensure that all our homes meet the government's Decent Homes Standard. To the year ending 31 March 2022, we spent £509,000 delivering both our responsive and planned maintenance programmes to achieve this. The feedback that we receive via our Repairs Surveys suggests that for the vast majority of residents, this meets their expectations.

We are doing our utmost to maintain these standards and are planning to spend a further £510,000 in the next financial year to ensure that we are able to do so.

However, the only income that we have to pay for the repairs service that we provide, comes from the rents and service charges that we receive. We charge 'social rents' to the vast majority of tenants, which on average are around 50% of rents on the private market.

We have no intention of changing this approach. However, the amount by which we can increase rents each year is set by the government (this year rents will increase by 7%). At the moment our income is significantly below the rate of inflation, and as the examples above show, maintenance costs are on average 37% higher than they were several years ago.

So, the challenges for Sandbourne in spending our income as wisely as possible are much as they are for all of us as individuals. We will continue to look for value wherever we can and do our best to maintain the levels of service that we have in the past.

We hope for everyone's sake that inflation comes under control, and we are all able to get a little more for our money in the future.



## Security... It is everyone's concern

We recently received several reports of problems with a communal front door at one of our 60+ developments not closing properly for some time. Our contractors attended on several occasions and were eventually able to fix the issue.

However, talking to residents while the problem was on going, we were concerned to learn how many apparently relied only on the communal door for their security, and often left their flat doors unlocked for much of the day.

Whilst in one way it is good to know that people feel so secure that they don't feel that they need to lock their front doors, this is also a potentially dangerous habit, that we would urge those that do it to stop immediately.

Not locking your front door not only reduces your security generally, but would also almost certainly invalidate your contents insurance, should the worst happen.

Please make sure that you keep your flat door locked at all times, it really is the best way of keeping safe and secure in your home.



## Fire Doors – there for your safety

Fire doors are a legal requirement in flats, and communal areas, and are provided for your safety.

At some of our sites (those for people aged 60+) fire doors in the communal areas can remain open, as they are connected directly to the fire alarm and will close automatically if the fire alarm is activated. Residents at these sites have been made aware of this if it applies to their homes.

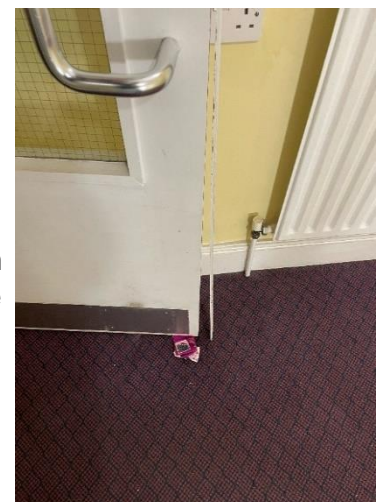
However, if you live in one of our 'general needs' blocks or at a 60+ site without such a connection there are some important but simple rules to follow:

- Fire doors must be kept closed at all times, and never wedged open.
- Fire doors and the self-closing devices that are attached to them must never be tampered with.
- If you see a problem or defect with a fire door, please report this to us immediately.

To comply with the new Fire Safety Regulations (2022), Sandbourne will continue to inspect fire doors in communal areas every 3 months and will need access to the homes of those living in flats once a year to undertake an inspection of the fire door (s).

Sadly, we continue to receive reports of fire doors being wedged open in common areas. If you see a door that is like this, please remove any wedge that is there – for your own safety and that of your neighbours.

**Fire safety is everyone's responsibility, please follow these simple rules to help keep everyone safe.**



## Damp, Mould, and Condensation

Many of you will remember the extensive media coverage at the end of last year following publication of the Coroner's report into the tragic death of a 2-year-old child, as a direct consequence of mould in his family housing association owned home.

As a direct result, the government and our regulator the Housing Ombudsman have emphasised to all social landlords the importance of responding proactively to residents' complaints about damp and mould and taking all reasonable steps to identify any homes affected by it.

Historically, we have received only limited numbers of complaints connected to damp and mould, which have been investigated and responded to by our Maintenance Managers. Going forward, whilst this will continue, we have also set up a register to record these separately, together with the action taken, advice given, and any follow up work required to address the problem.



If you are worried about dampness or mould in your home, then don't hesitate to contact us and let us know.

### Prevention is better than cure

There is also some simple advice and tips which we explain in our 'Condensation and Damp' leaflet available from the office, and on our website:

#### Reduce moisture in the air

- To reduce steam, keep a lid on saucepans as you cook and don't leave kettles boiling.
- Never use portable gas or paraffin heaters.
- Dry washing outside, or in the bathroom, with the window open or fan on.
- Windows will always tend to get condensation – it is normal overnight as they will always be the coldest surface in the home. Wipe them down in the mornings.

#### Ventilate to remove moisture

- Close the door and keep the windows open for 5 or 10 minutes after you have cooked or taken a shower. Closing the door will prevent moisture from reaching other rooms.
- Keep all window vents and trickle vents open.
- Ventilate cupboards and wardrobes. Avoid putting too many things in them as this stops the air circulating.
- Leave space between furniture and external walls to allow air to circulate.
- Open windows for 10 minutes in the morning to get rid of the stale, damp air.

#### Reduce 'cold spots'

- In cold weather, it is better to have a low level of background heating on all the time even when there is no one at home. Lowering the thermostat by 1 degree will also knock about 10% off your heating bill.
- Avoid warming unheated rooms by leaving the door open to heated rooms, as this will cause warm air to enter the cold room and condense on cold surfaces.



# Energy Saving Tips to Save Money

As the cost of living continues to increase, we thought it might be helpful to provide a few simple tips and reminders that may help to save money:



**Turning your combi boiler flow temperature down to 60°C could save you up to £100 a year.**

Flow temperature is the temperature of the water that your boiler sends to radiators. Reducing flow temperature isn't the same as lowering your thermostat and won't noticeably reduce the temperature of your home but may increase the time it takes to reach the target temperature on your thermostat.

If you are over 65, or have pre-existing health conditions, you may want to set a slightly higher flow temperature of 65°C to ensure your home warms more quickly.

**Turning down radiators in rooms you aren't using or use less could save you up to £70 a year.**

When you're not using rooms, turn radiator valves down to between 2.5 and 3 (roughly 18°C). While you are using a room, increase the temperature to a comfortable level by turning the valve up. Turning off radiators completely in rooms you are not using is less energy efficient as this means your boiler has to work harder to increase the temperature again than if kept at a low setting.

People over 65, children under 5 and those with pre-existing health conditions are more vulnerable to cold temperatures. Make sure you are warm enough and have a minimum indoor temperature of 18°C to ensure you protect your health while maintaining comfort.

**Turning appliances off at the socket could save you up to £70 a year.**

Almost all electrical appliances in your home, such as computers, televisions, smart devices and video game consoles draw power continuously unless unplugged. Turn off the power switch at the socket or unplug appliances from the socket when they are not in use.

**Washing clothes at a lower temperature could save you up to £40 a year.**

Modern washing machines can clean clothes effectively at lower temperatures. Changing from 40°C to 30°C means you could get 3 cycles instead of 2 using the same amount of energy, depending on your washing machine.

**Using your tumble dryer less could save you £70 a year.**

Tumble dryers are one of the most energy-intensive devices in the home.

Use your tumble dryer less frequently by ensuring you have a full load (around three-quarters of the drum) or use a clothes-airer to dry clothes outside, or inside with a window open for ventilation. You should also avoid overfilling your dryer as this could lengthen the drying time.

**Closing all your curtains and blinds at night**

By closing your curtains and blinds, you can help stop warm air escaping through windows and reduce heating costs, especially if you have radiators situated below your windows.



## Havenpool Close

We are very pleased to tell you that our six new homes at Havenpool Close, are now complete, have been handed over to us by the contractors, Glossbrooks and let to families that needed them nominated to us by BCP Council.

Providing new homes is never easy or straightforward, particularly for a small housing association like Sandbourne so we proud of what has been achieved and hope that the residents are enjoying their new homes.

The story began over 5 years ago with discussions between Sandbourne, Poole Housing Partnership and The Borough of Poole which eventually led to the land which had been a disused garage court being transferred at no cost to Sandbourne, on the understanding that the new homes we provided would be affordable and made available to local people.



Everyone involved at the time agreed that there was a great need in Poole not only for family housing but also for bungalows, that could be adapted to provide homes for less able people. As a result, the planning application which was made and subsequently approved, included 4 bungalows and 2 x 3-bedroom houses.

Following planning approval, the land was transferred to Sandbourne, and following a tendering process conducted for us by our employer's agents RUND, a local company, Glossbrook Builders, were appointed to undertake the construction.

Work began in July 2021 to clear the site and begin construction.



As is always the case, the project threw up a good few challenges for all concerned, including access problems, unmarked power cables being found on the site and the usual difficulties associated with occasional extreme weather.

However, by November of that year real progress had been made and the bungalows in particular were beginning to take shape.

Fortunately, the weather that winter was relatively kind and did not overly delay the build.

We met with Glossbrooks and RUND on site every month to review the position and agree solutions to the various issues that were identified as we went along.





By June 2022, the exterior of the bungalows was almost complete, and the walls of the houses were progressing well.

By October we were able to approach BCP Council and ask them to begin the process of identifying potential suitable residents, who began viewing the new homes as they were completed and formally handed over to Sandbourne by Glossbrooks on 7 December 2022. The new residents of the houses signed their tenancies the following week and had opportunity to celebrate Christmas in their new homes.

As the completion date approached we began to liaise with the new residents of the bungalows and their occupational therapists to ensure that the adaptations



that they needed to be able to live in their new homes comfortably, were provided before they moved in. BCP Council agreed to fund both the cost of the adaptations and the lost rent that we incurred whilst the adaptations were being provided.

The adaptations were completed at the end of February, and the last new resident moved into their new home at Havenpool Close soon after.



# Getting the most from storage heaters

Night storage heaters work by storing up heat overnight in the special bricks in each heater, then releasing that heat gradually throughout the day.

The advantage of this is that, as the most energy is used over night when the electricity rate is normally at the cheapest, the heaters are more efficient to run.

The disadvantage is that unless this heat is used carefully during the day, the heaters will be cold by the evening.

## What is classed as overnight?

The Economy 7 cheaper rate period usually lasts for 7 hours typically between 10pm and 8.30am, although that period can vary. Most variations depend on the type of meter and the electricity supplier.

## How do storage heaters work?

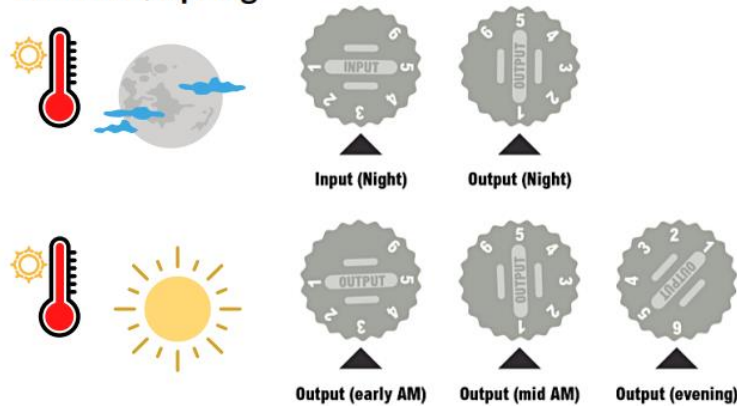
The heaters should start charging automatically each night without the need to switch them on (provided that the input dial is set above '1'). However, the temperature can be adjusted by 2 dials (usually found at the top or on the side of the heater). One is usually marked 'input' and the other 'output'.

The 'input' dial controls how much electricity is absorbed into the bricks overnight and therefore how hot the heater gets. Typically, this should be set between 4 and 6. If the weather is cold turn this dial up, if the weather is warm then turn it down.

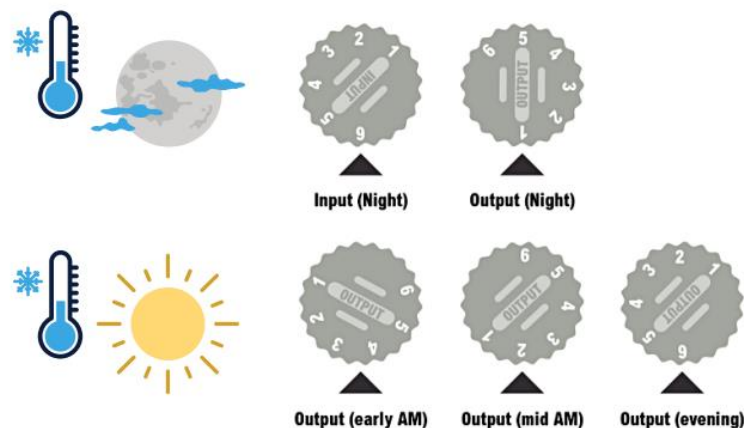
The 'output' dial controls how quickly the heater releases the heat. This should be set as low as possible during the day and whenever the property is empty. If the output is above 3 all day, you will have run out of heat by the evening. By having the output low during the day, it can be turned up to provide heat in the evening if needed.

We hope that this information and diagram are helpful.

### Summer / spring



### Autumn/ Winter



## Getting value from Sandbourne News.....part 2

You may remember from the last edition of Sandbourne News that we were planning to write to everyone asking that they update their contact details so that we have mobile telephone numbers and email addresses for as many residents as possible.

We did this in January and thank everyone who took the time to provide this information, which is very helpful for us to have. At the same time, we asked everyone providing an email address whether in future they would be happy to receive general communications, including 'Sandbourne News' from us by email.



To date over 100 residents have confirmed that they are happy for us to communicate in this way and those people, have also received this edition of Sandbourne News by email in a PDF file.

As this is a new initiative for us, we decided that it was best, at least for this edition, to provide everyone with both a hard copy of the newsletter and for those who said they would prefer it, a digital one as well.

We are keen to hear from those that received a digital version to make sure that it arrived in their inboxes as intended and was easy to open and read.

We will evaluate the feedback we receive from residents and the experience of the team at Sandbourne who have been involved in the project before making any final decisions. However, we are hoping that the summer edition of Sandbourne News will be distributed digitally to those who have indicated that this is the way in which they would prefer to receive information from us.

## Legionella

### Being water safe ...

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

### So, what is Legionella?

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

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

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

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

# Legionella (continued)...

## How do you catch it?

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

## What can you do to prevent this?

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

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

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

## What else might be affected?

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

## What if I live in a block of flats?

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

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

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

## Want to know more?

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



## Who wants a Sandbourne home?

As many of you will know, we have a long waiting list of people wanting 60+ accommodation in Bournemouth. Every new application is assessed, and if eligible and depending on the circumstances described, will be added to the 'urgent', 'priority' or 'general' waiting list.

Those on the 'urgent' and priority' lists are generally people either with significant health issues, or currently living in accommodation that is unsuitable for them. These are the people who we will consider first when a vacancy occurs. We begin by looking at priority transfer cases, then couples, and finally single people, in reverse date order, so that those who have been registered with us for the longest period of time and have the most need of housing are those most likely to receive an offer.

At the moment, someone on the 'urgent' or 'priority' waiting list who refuses a reasonable offer can do so several times before we suspend their application from the waiting list. This means that they continue to be considered for future vacancies, with the same level of priority.

We think that this is unfair to other people on the waiting list. Therefore, we are proposing to change our Lettings and Transfers Policy, so that in future anyone who is on the 'urgent' or 'priority' waiting list who refuses a reasonable offer of accommodation, without what we consider to be a valid reason, will be reclassified onto the 'general' waiting list.

Doing this will mean not only that we will be able to re-let vacant homes more quickly but also ensure that those who move into them genuinely need a Sandbourne home the most.

Our Board will initially consider this proposal when they next meet on 29 March 2023 and if they support the principle, we will then consult with all existing residents, prior to formally adopting this new approach.

There will be more information in the next edition of the newsletter, but if you have any queries in the meantime, please give us a call at the office or drop us an email at [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk)



## Citizens Advice Community Advice Vehicle - New Service

Citizens Advice has launched a new outreach service, bringing advice into the community via their new bus.

Citizens Advice provide a wide range of advice services including rent arrears advice, benefits and Universal credit and basic legal advice to name a few.

For further information please see <https://www.citizensadvicebcp.org.uk/cav/> or call **0808 2787 939**





## Update on Upgrading to Sky Q

You may remember that in edition 33 we reported that a number of our Bournemouth 60+ residents had approached us asking if they could connect to the Sky Q service. We established that making this option available to all residents in a block would require an upgrade to the existing satellite TV systems.

The cost of this would have to be paid for by residents through the service charge. Having obtained prices for the upgrades we asked residents in each block whether this was a facility that the majority would like and if they were happy to see the costs added to their service charge.

The majority who responded, in every block or building where this consultation was undertaken were **not** in favour, and therefore the upgrade was not undertaken.

At the same time we explained that any residents wishing to connect to Sky Q could do so, without the need for a satellite dish or upgrade to the existing communal systems, via a new service Sky Glass, and that further information was available directly from Sky.

**We now would like to remind you that if you are offered or want an upgrade to Sky Q it is unlikely that you will be able to have it fitted to one of our existing systems.**

However, in addition to Sky Glass, Sky have recently introduced a new service called Sky Stream.

Sky Stream launched in October. This is similar to Sky Glass which provides TV through your internet connection rather than a dish.

Sky recommends a minimum download Speed of 15Mbps to use it, but if your TV and router aren't on speaking terms it also comes with an ethernet port so you can hardwire it.

You can find further information by speaking to Sky or at this link <https://www.sky.com/tv/stream>.



# Word Search

- |            |                |
|------------|----------------|
| Blooming   | Lilies         |
| Blossoming | Fair Weather   |
| Flowering  | Clover         |
| Daffodils  | Garden         |
| Bluebells  | Apple Blossoms |
| Spring     | Butterflies    |
| Tulips     | Freesias       |
| Hyacinths  | Sweet Peas     |
| Pansy      | Primroses      |



## 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)


## 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)**