

Edition 39, Summer 2023

Office Holiday Closure

The Sandbourne office will be closed
on the following date:

28th August - Summer Bank Holiday

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Welcome to our Summer Newsletter.

As I am writing this the sun is shining and I am feeling very positive about the possibility of a long, hot summer with wall-to-wall sunshine between now and the end of September - I am sure it was like that when I was a child!

Whilst I do hope that we have a good summer, I am sure that we will get some cold and rainy days too - what would a British summer be without them. However, I hope that you all get to spend some time outside over the next few months, enjoying the beautiful part of the world in which we live.

This Newsletter is full of information which we think you will find useful and interesting. There are some articles that we would also like your feedback on - two policies which have been revised, any comments that you have on the first results of how we are performing against the service standards which you helped to put in place and whether you are interested in applying to join Sandbourne's Board. We really value your feedback, as it helps us to ensure that we are providing the best service that we can.

There is also some good news included - our celebration of the completion of the new development in Poole and some of your photos from your Coronation celebrations. If you have any other photographs of events taking place at your development, which you think other residents might like to see, please do send them to us for future Newsletters. We do need to know that anyone in the photos is happy for them to be used by Sandbourne before we can put them in the Newsletter. However, it is always good to see what is going on and share good news with others.



We hope that you enjoy this Newsletter and have a great summer.

Fiona Ferenczy, Chief Executive

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

Repairs: repairs@sandbourne.org.uk

Website: 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', e.g., a fire/flood or an essential repair affecting the communal areas or the structure of the building.

Out-of-hours emergency repairs

You should only report a repair to Careline if it is an 'emergency' and the office is closed.

For genuine out-of-hours **emergency** repairs, Careline's number is **01202 392322**. If you can't lay your hands on this number when we are closed, you can always ring the office and listen to our pre-recorded message which gives you the number to call.

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

Please note that by ringing Careline during normal office hours, or at other times when it could wait until the next working day, you could be preventing them from dealing with someone who needs their immediate help.

What is the Handyvan Service?

BCP Council are offering a variety of minor handyperson repairs around your home.

BCP Council's Handyvan Service provides practical and useful help to support those living in their own homes to maintain their independence. From general household tasks to small repair jobs, the friendly and qualified staff will meet your repair needs.

All staff are police checked, which takes the stress out of the domestic repairs, and you stay in control. Don't waste time worrying, help is at hand.

The service is available Monday - Friday (excluding bank holidays).

What will it cost me?

Only the cost of the materials!

Yes, it's that simple.

You only need to supply, or cover the cost of, any materials needed - the labour is free.

There are no hidden costs.

What can we do?

- Replacing light bulbs & fuses
- Repairing / Installing grab rails
- Replacing Batteries in smoke detectors
- Fitting door chains, locks & spy holes
- Hanging curtains, tracks or rails
- Replacing broken toilet seats
- Repairing or securing carpet areas
- Moving small items of furniture
- Minor repairs to fences & gates
- Bleeding radiators
- Repairs / Clearing to pathways
- Plus many more...

Please Note - The repair jobs must be able to be completed within 2 hours to qualify.

Am I Eligible?

This service can be provided for free for people living within Bournemouth, Christchurch, and Poole Council who meet the following criteria:-

- Are you aged over 60 or have a disability or a long-term condition?
- In receipt of certain government benefits?

If you answered yes to both of the above criteria, then you qualify for the Handyvan Service.

Call **01202 942 331** or contact www.handyvanservice.co.uk for more information.



Contents insurance really matters...

We have previously reminded everyone of the importance of having contents insurance. A fire at Craigleith, our extra care housing development in Bournemouth where a resident without insurance lost all his furniture and belongings is a reminder of just how important it is to have contents insurance.

We are very aware that increases in the cost of living can make it difficult to afford contents insurance, but wanted to remind you of My Home Contents Insurance which is supported by the National Housing Federation. This scheme offers affordable and flexible insurance options for housing association tenants.

How does My Home contents insurance help?

It can provide insurance cover against fire, flood, theft and other household risks, and has been developed to be flexible, with features such as:

- No additional security requirements – just a lockable front door
- Optional cover around extended accidental damage
- Insuring your personal possessions away from your home

There are a range of payment options, including fortnightly, monthly or annual intervals, and there is no long-term contract providing a pay as you go option.

For more information:

Telephone: **0345 450 7288** (Monday – Friday 9.00am to 5.00pm)

Email: myhome@thistleinsurance.co.uk

Website : <https://www.thistlemyhome.co.uk/>

Post: Thistle Tenant Risks
Thistle Insurance Services Limited
Southgate House
Southgate Street

Age Friendly Social Housing Programme

We have recently become a partner with the Age Friendly Social Housing Programme. This is an initiative from HACT, a well-established charity encouraging housing associations to work together collaboratively to support the needs of older people in the community.

The driving principle of the programme is that housing associations work together to:

- Identify and discuss key areas of concern for older people in the locality
- Explore ideas and approaches to tackling these, and encourage partners to embed age friendly principles in their work
- Identify areas where housing associations can work together to develop best practice in relation to ageing better
- Test new ideas and share learning in the way in which services can be best delivered to older people.

Along with the other partner organisations we have been asked to share the contact details of residents (names / addresses / telephone numbers / email) with the programme, by way of a Data Sharing Agreement.

Should you **not** want us to share this information with the programme please contact us in the usual way by no later than the end of July 2023 and we will ensure that your details are withheld from the Data Sharing Agreement.



Please keep
communal areas
CLEAR
at all times!

Clear corridors and stairwells...

Following the latest round of Fire Risk Assessments (FRA's) we wrote to residents of several of our 60+ developments last month reminding them that communal corridors and stairwells must be always kept free from obstruction. This is to ensure that potential evacuation routes are not blocked or obstructed in the event of a fire.

We would like to thank those residents who have assisted us already with this by relocating their pictures, doormats, and items of furniture from communal areas to their own homes. We would also ask anyone who has not 'got around' to this yet to please do so as soon as possible.

We previously asked that the corridors and stairwells be cleared by no later than 23 May and are now beginning a programme of inspections where we will be removing any remaining items in the communal areas and storing these temporarily prior to disposal.

Our thanks again for your help in keeping yourself and your neighbours safe in the event of a fire.

Do not feed the birds and wildlife

We've asked residents before, particularly in our flats that have communal grounds, **not** to feed the birds and wildlife, but our requests seem to have fallen on deaf ears.

It's not just about the mess that the birds and animals can make, or their droppings which can damage cars and property, it's also very much about the vermin that are attracted to the food residents put out, which result in us getting complaints about rats in the gardens and bin stores.

We will continue to write to those residents who choose to ignore us, but our stance remains the same ... **do not feed the birds and wildlife**. The more you feed them the more they will come!





Policy Consultations

Lettings and Transfers Policy

One of the key principles of our Lettings and Transfers Policy is that in letting vacant homes we should give reasonable preference to housing those in the greatest need.

We have waiting lists for our 60+ housing. Each application we receive is assessed based on the information we are given, and provided that the person applying is eligible, is placed on either our 'urgent', 'priority' or 'general' waiting list.

As we have explained before, demand for our homes remains high, and we currently have over 200 people registered on our waiting list. Because vacancies are relatively rare these are almost always let to existing residents looking to transfer or applicants on either the 'urgent' or 'priority' waiting list.

To be accepted onto either the 'urgent' or 'priority' waiting list the applicant must be in urgent need of housing. However, in recent months we have seen an increasing number of people on these waiting lists refusing what we consider to be reasonable offers of accommodation.

The current Policy only allows us to suspend an applicant from the waiting list if they have refused several offers of accommodation. The effect of this is that vacant homes remain empty longer than they need to and delay us in offering them to people who genuinely need them.

To resolve this, our Board considered a report earlier this year that proposes a change to the Lettings and Transfers Policy to the effect that if an applicant on the 'urgent' or 'priority' waiting list refuses what we think is a reasonable offer of housing, their application will be reclassified to the 'general' waiting list, until such time as their circumstances change.

We would be interested to know what existing residents feel about this proposed change. Please feel free to contact our office, either to request a copy of the proposed new Policy or to let us know what you think by the end of July 2023.

Resident Engagement and Involvement

As part of our regular policy review process, we are proposing some changes to our Resident Engagement and Involvement Policy. These were initially considered and accepted by our Board on 17 May 2023.

If you would like to comment on the Policy, before it is agreed by the Board, please contact our office for a copy of the policy and let us have your feedback by the end of July 2023



Havenpool Close – Official Opening

You will recall that in the last edition of Sandbourne News we told you about the six new homes we had provided at Havenpool Close in Oakdale which were completed at the end of last year.



The development took over 5 years to complete and required the involvement of a large range of different people and organisations. We therefore felt it was right to mark completion of the homes with an Official Opening.



This was held on 3rd May, and we were very lucky with the weather which stayed unusually dry for this time of year. We were joined by Board Members, residents, representatives from the developers Glossbrooks Builders Limited, and our employer's agent.



Fiona, our Chief Executive, gave a short address thanking all the partner organisations for their hard work and commitment to deliver the new homes, which was followed by the planting of a commemorative tree, and a round of bacon butties to mark the occasion.





Service Standards Performance

How are we performing?

As you may remember we consulted residents some time ago about what our Service Standards should be and provided an initial update on how we were performing against these in our Annual Report to Residents distributed with the November Newsletter last year.

As we have been monitoring all the standards for several months, we now have some more results to share with you.

Customer Service – October 2022 – March 2023

Taken from sample testing for one week in each month.

Standard	Received	Answered	%
We will answer 95% of calls to the office within 6 rings.	443	443	100
Acknowledge email and website contacts within 24 hours or the next working day.	62	62	100
Respond to 95% of letters and emails within 10 working days	62	57	92
We will contact you within 24 hours or the next working day if you leave a message for us	14	13	93

Repairs Satisfaction Surveys – October 2022 – March 2023

In the period 487 surveys were sent and 201 (41%) were returned. Outcomes from the returned surveys were:

Standard	Yes	No	%
Were you contacted by our contractor within 3 working days to make an appointment?	179	22	89
Did the contractor keep the appointment?	187	14	93
Was it necessary to change the time / date of the appointment?	14	187	93
Did the contractor provide identification when they visited?	126	75	63
Was the repair completed on time?	180	21	90
Did the contractor tidy up when they had finished the job?	191	10	95

We have contacted the main contractors that we use and reminded them that their operatives should have and show residents their company identification prior to entering any home.

Complaints – October 2022 – March 2023

Standard	Yes	No	%
We will contact you within three working days to confirm that we have received your complaint	5	5	100
Following investigation, we will write to you with the outcome within 10 working days and explain what we intend to do to resolve the problem	5	5	100
If you are dissatisfied with our response at Stage 1 of our internal process, you can escalate your complaint to Stage 2. We will contact you within 3 working days to acknowledge that we have received your request and a senior manager will provide you with a full response within 10 working days.	0	0	N/A

Estate Visits – December 2022 – March 2023

Standard	Due	Completed	%
We aim to inspect areas where estate services are provided at least once a month	79	72	91
We aim to arrange a full inspection every 3 months, which residents will be invited to.	20	20	100

Anti- social behaviour October 2022 – March 2023

Standard	Received	Replied	%
Level 1 (most serious) complaints will receive an initial response within 24 hours	0	0	N/A
Level 2 complaints will receive a response within 5 working days	1	1	100
Level 3 complaints will be responded to within 10 working days	6	6	100



Leaflet updates....

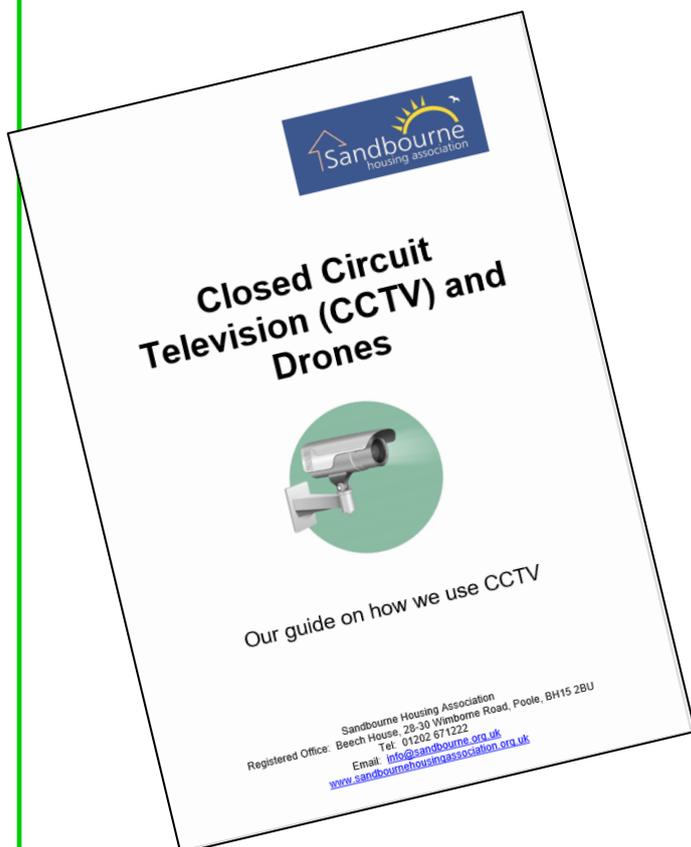
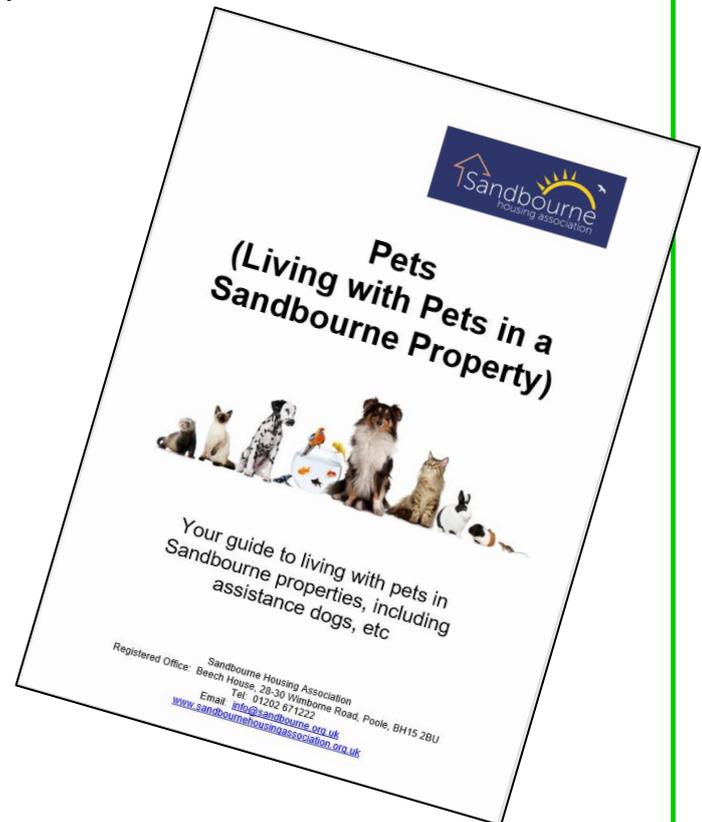
We always aim to be as clear and concise as possible in communications with residents. However, events and experience are always good teachers, so we have updated two of our information leaflets to reflect enquiries that we have received in recent weeks:

Pets (Living with Pets in a Sandbourne Property)

Keeping pets can be an expensive business, only this year the PDSA quoted the lifetime cost of having a dog as being between £5,000 and £13,000, a cat in the region of £11,000, and even a rabbit could cost around £9,000. Anyone thinking about taking on responsibility for a pet should be sure that they can afford the expense.

Another factor to consider is the size and breed of the pet, which needs to be appropriate to the size of the home that it will be living in. We know for example that large dogs do not adapt well to being confined to small flats, even for relatively short periods of time. This can lead to all sorts of problems for residents, their neighbours and others.

Please remember, that if you are considering acquiring a pet, you need to ask in writing for Sandbourne's permission in advance. We will give you our decision and where appropriate the reasons for this within 28 days of receiving the request.



Closed Circuit Television (CCTV) and Drones

The use of CCTV and drones is becoming increasingly common. We would like to remind everyone that they must first seek permission from Sandbourne to install CCTV (including 'Ring' type doorbells) and that where permission is granted these must only cover that resident's property.

We will not give permission for residents to install CCTV either covering communal areas, or neighbouring properties other than in exceptional circumstances for a time limited period to record criminal or anti-social behaviour.

Should consent be granted in such situations the installer must be mindful of legislation relating to the use of CCTV, including appropriate signage and data protection protocols.

If you would like further information, please contact us in the usual ways to receive copies of these updated leaflets.

Calling all Leaseholders

Are you aware of Lease Extension and how important it is for the value of your flat ?

Are you aware of how long you have left on your lease? Most Sandbourne leases started with a term of 99 years, and this reduces in length as every year goes by. A lease is effectively a very long tenancy and in theory, once the lease term expires, ownership reverts back to the freeholder of the building.

Leaseholders have the right to increase the length of their lease, and this is called lease extension. There is a cost involved, but it is often worth the expense as it can have a significant impact on the value of your flat. It is also worth bearing in mind that once the lease has less than 70 years remaining it can become more difficult to raise a mortgage.

The cost of extending the lease is affected by the length of the lease remaining as highlighted in the examples below :-

- Flat A – Market value £250,000 90 years remaining on lease. Cost of lease extension approximately £3500
- Flat B – Market value £250,000 80 years remaining on lease. Cost of lease extension approximately £5000
- Flat C – Market value £250,000 70 years remaining on lease. Cost of lease extension approximately £23,500

There is an excellent website with very detailed information on lease extension and an online calculator which you can use to obtain an estimate of the cost for your individual circumstances. It also explains the process involved.

In simple terms you need to serve a Section 42 Notice on Sandbourne with a proposed price offer. We may accept this or negotiate on possibly a higher price and once a price is agreed the legal process takes place for the lease to be extended by a further 90 years.

For more information please visit the website www.lease-advice.org.

This website also provides a wealth of information about other aspects of leasehold ownership such as service charges, selling your flat and major works etc.

Please do contact us if you have any queries about lease extension or your lease in general.



Department for Levelling Up,
Housing & Communities

LEASE
THE LEASEHOLD
ADVISORY SERVICE

More Government Help for Households

In April the Department of Work and Pensions (DWP) announced that low-income households were to receive the next set of cost-of-living payments between 25 April and 17 May.

People receiving Universal Credit, Pension Credit and Tax Credit are expected to receive up to £900.00 cash support. This will be paid directly to bank accounts in 3 payments. Those who are eligible will receive £301.00 in the Spring of this year, a further £300.00 during the Autumn and a final payment of £299.00 next Spring.

Those with disabilities will receive an extra £150.00, whilst pensioners are expected to receive an extra £300.00. The three payments of up to £900.00 will vary depending on eligibility.

The payment reference number on the bank accounts of those receiving this support will be their national insurance number followed by "DWP COLP".

If you think you may be entitled to this support and have not received it you should contact the Department of Work and Pensions on **0800 328 5644**.

Remember that if you are struggling with energy bills, you should contact your supplier and agree a repayment plan with them.



Refuse collections not happening – your help needed

We have had a number of residents contact us in the last few months reporting that BCP had failed to empty the communal refuse bins.

We have done what we can to report this, and get the situation resolved, but sadly often not without significant delays, and effort on our part.

We are happy to continue to provide this assistance to residents. However, one of the ways to report such problems is online, which as a company with a registered office address that is different to the homes we manage, is not available to Sandbourne.

It seems likely that the more people who report such problems when they happen the more likely they are to be resolved quickly. So as well as letting us know that the bins have not been collected, if you can, please also report the fact to BCP Council at <https://www.bcpCouncil.gov.uk/Bins-waste-and-recycling/Bins/Report-a-missed-bin-collection.aspx>

Your help with this will be much appreciated, both by us, and we are sure, your neighbours.



Use of CCTV

We have had CCTV for many years at a number of our developments, primarily covering entrances to main doors at blocks of 60+ flats and lifts.

This is a reminder that we will use CCTV, at our discretion and without warning, to monitor events, where we think that it will help us in the management and maintenance of a development. However, we would stress that this will only cover communal and public areas.

For information we have recently installed CCTV at several of our 18+ developments to help maintain a safe and secure environment for residents, visitors, and employees / contractors. These are:

- Broadway Lodge
- Broadway Mews
- Broadway Gables

We may also on occasion provide CCTV to deter or detect criminal or antisocial behaviour and protect both you and our properties.

If you want more information about our use of CCTV, our Policy is available on our website and is also available upon request from the office.



Would you like to be involved in the management of Sandbourne?



Sandbourne has ten staff members who carry out the day to day running of the Association.

However, we are actually run by a Board of volunteers who set the direction of the organisation and make all the high-level decisions. We currently have ten Board members but are always looking for new recruits and residents are in a unique position to help us make the best decisions into the future.

At the moment we are particularly looking for Board members with the following specific skills:-

- Housing management understanding
- Finance experience
- Human resources
- Disability awareness.

Being a resident of Sandbourne means that you have direct experience of how Sandbourne functions and the impact that Board decisions have on you. That is an important skill in itself.

There would be training and support on offer to help any new Board member grow into the role.

If you are interested in joining the Board, or would like more information about the role of Board member, or would like to meet one of our current Board members for a chat about Board membership, then please contact the office on **01202 671 222** or info@sandbourne.org.uk.



Celebrating the Kings Coronation...

The King's Coronation in May made the perfect excuse for something of a party at Craigeleith our extra care development in Bournemouth.

We would like to thank Ana and her team from Sage Care for organising the Coronation event at Craigeleith...



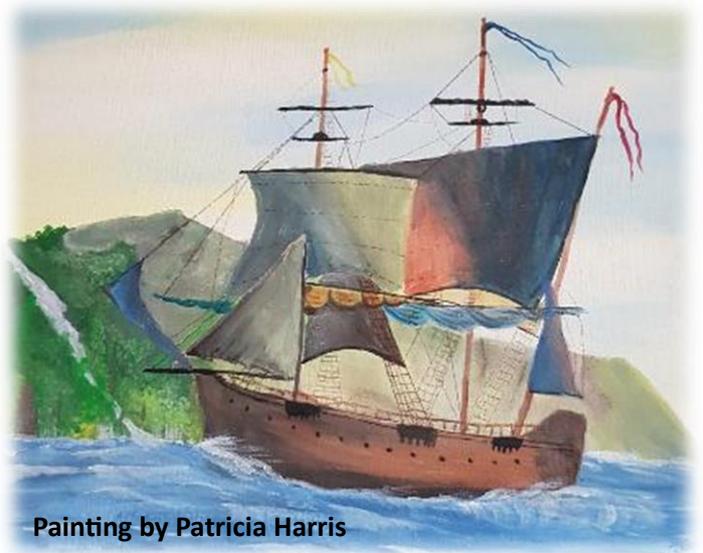
and we were delighted that some of the residents of Mary Mitchell Close were able to get together and celebrate the Coronation too.

Art Classes with

Jayne Goodman

At Stourwood

**Every Wednesday
in the Woodlands Lounge
10am to 12 noon**



**Why not come and join Jayne and meet new people
whilst enjoying some art lessons**

All welcome



£5 per head per session to cover the cost of canvasses and materials

Word Search

- | | |
|----------------|-------------|
| Paddleboarding | Beach |
| Picnic | Lemonade |
| Watermelon | Sunscreen |
| Popsicles | Sandcastle |
| Deck Chair | Shell |
| Surfboards | Summer Camp |
| Flip Flops | Swimsuits |
| Beach Ball | Sunglasses |
| Canoeing | Boating |
| Coconuts | Garden |
| Sunshine | Candy |
| Ice Cream | Pool |
| Season | Hat |
| Kites | Peach |



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 st 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

Repairs: repairs@sandbourne.org.uk

Website: www.sandbournehousingassociation.org.uk

Office opening times: Normally **9 am to 4 pm**, Monday to Friday (excluding the Christmas/New Year closure and other English 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; or
- using the contact form on our website: 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