

**Edition 40, Autumn 2023**

As we enter the “season of mists and mellow fruitfulness” I am aware how fast the year is passing – we even have a mention of Christmas in this Newsletter, which is scary! The days are getting shorter and probably colder, so we have included in this Newsletter some advice on managing in the winter, both in terms of finances (pages 8 and 9) and health and safety (pages 4 and 10). We try to include articles in each Newsletter which we think you will find useful and interesting. Please let us know if there is anything in particular that you would like us to cover in future editions.

Usually in the Autumn Newsletter we include an invitation to Sandbourne’s Annual General Meeting (AGM). This is very much a business meeting, so the Board have decided to change the arrangements for this year. Invitations to the AGM will only go to Sandbourne shareholders – if you are a Sandbourne shareholder, you should already have received your papers. We

are planning to hold a less formal meeting later in the year and all residents will be invited to attend. At this meeting we will review the year and give time for you to ask questions of staff members and, hopefully, also some of the Board members. We will let you have details about this meeting once they have been agreed.

I hope all tenants and shared owners can find the time to respond to our survey, which is included with this Newsletter. It really is important for us to know how you feel about your home and the way that we manage it. This helps us to better manage our current services and plan future ones.

If you have any questions about any of the matters included in this Newsletter, please feel free to contact us. We love to hear from you.

**Fiona Ferenczy, Chief Executive**



## **Some articles inside this issue:**

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## **Office Holiday Closures**

**The Sandbourne office will be closed on Monday the 28<sup>th</sup> of August 2023**

## 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**', 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](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.

## Christmas Holiday Closure



The Sandbourne office will be closed from 12pm on Friday the 22<sup>nd</sup> of December 2023 and will reopen at 9am on Tuesday the 2<sup>nd</sup> of January 2024.

All of our emergency contact details are shown in this newsletter and can also be accessed from our out-of-office hours' voicemail message.

We would, however, remind you to only contact Careline for genuine emergencies as it could be a very busy time for them. Anything that can wait until the office is open again, for example routine repairs which can be emailed to [repairs@sandbourne.org.uk](mailto:repairs@sandbourne.org.uk) or rent or housing queries which can be emailed to [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk), should **not** go through to Careline.

As always, those residents with emergency pull cords should use them in the usual way.

Non-urgent messages can also be left on our voicemail, to be dealt with on our return.

## Have you got something important to tell us?

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

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

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

## Important – how satisfied are you?

Last year we made you aware that the Regulator for Social Housing, who has overall responsibility for the work of all registered housing associations was developing a range of Tenant Satisfaction Measures, that it would expect all associations to ask their residents views on.

This work is now complete, and by 31 March 2024 all housing associations, whether they own 50,000 homes, or like Sandbourne less than 500 homes, are expected to have asked their tenants and shared owners the same twelve questions. This is so that we have an entirely independent assessment of how satisfied you are with the services that we provide.

For tenants and shared owners, enclosed with this edition of Sandbourne News, is a copy of our survey, together with a stamped addressed envelope that we would ask one member of your household to complete and return to us by no later than **Friday the 6<sup>th</sup> of October 2023**.

**We are very keen to hear from as many tenants and shared owners as possible, and therefore hope you will be able to spare the five to ten minutes necessary to let us know what you think.** We will be publishing the results of the survey in either our Annual Report to the residents or in the Spring 2024 edition of the Sandbourne News.

**Thank you in advance for your help with this – we look forward to hearing from you.**



**Very Satisfied**



**Fairly Satisfied**



**Neither Satisfied nor Dissatisfied**



**Fairly Dissatisfied**



**Very Dissatisfied**

# Preventing damp and condensation

It is that time of year again when the heating goes on, the windows get closed when we are cooking or showering, it is difficult to dry washing outside, and the problems with damp and condensation begin, so here is our usual reminder:



The main cause of condensation is usually a lack of adequate heat and ventilation, as moisture levels increase, which turns into water (condensation).

Here are some useful tips to reduce and prevent this:

1. Where possible, try to dry clothes outside or, where there are communal laundries use the dryers, and avoid drying clothes indoors.
2. If you have your own washing machine /tumble drier, make sure that the room is properly ventilated by keeping doors and windows open when in use.
3. When you are showering, bathing or cooking, keep the door closed and /or use the extractor fan, if you have one or open a window. It can take between 15 – 20 minutes for the steam to clear.
4. Covering saucepans with a lid and using the extractor above the hob if there is one also help to prevent condensation.
5. Never use portable gas or paraffin heaters. Not only are they a health and safety hazard, but they also generate very large amounts of moisture that then causes condensation.
6. Prevent condensation turning into mould by wiping down wet surfaces where moisture has settled, particularly in the kitchen and bathroom.
7. Try to keep a moderate amount of heating on throughout your home, to avoid drastic changes in temperature between rooms.
8. If you can, keep a window slightly open when using a room, as even breathing causes condensation!

As the outside temperature goes down, moisture inside your home increases, simply as a result of daily living. The following are examples of how much water vapour is generated as a result of a range of normal activities:

- Using a tumble dryer = 4 litres
- Cooking a meal =2 litres
- Taking a bath or shower = 1 litre

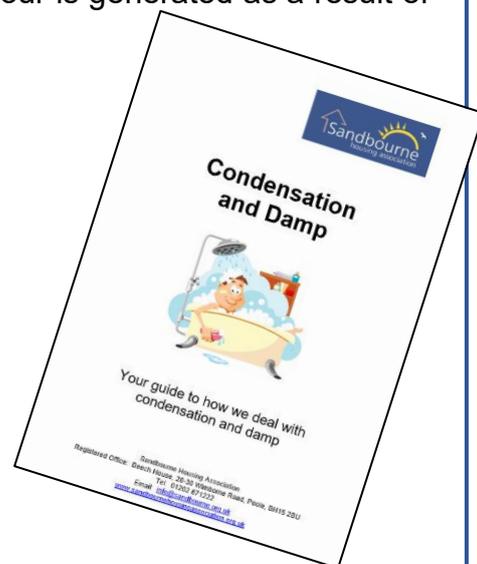
A copy of our leaflet on Condensation and Damp is available:

- On our website
- On request from the office
- In our Bournemouth 60+ lounges and drop-in rooms.

Following these simple tips will reduce the amount of moisture in your home, and help to prevent it becoming damp, reducing the potential for damage to both your belongings and the property.

If having followed this advice, you continue to experience condensation or damp over the autumn and winter then please do not hesitate to contact us at the office or drop us an email at [repairs@sandbourne.org.uk](mailto:repairs@sandbourne.org.uk).

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.



## E-bikes and E-scooters... please take care...

We have previously provided safety advice in Sandbourne News relating to e-bikes and e-scooters. However, given the substantial damage caused to a housing association flat in Manchester earlier this year as a result of an e-bike catching fire whilst being charged, we thought it appropriate to remind everyone who owns one of the precautions that they should take. So please:



- Never charge electric bikes or e-scooters whilst you are sleeping or not at home.
- Make sure that you un-plug the charger once it has finished charging.
- Never store e-bikes or e-scooters in communal hallways or stairwells, potentially blocking escape routes in the event of a fire.
- Never tamper with the battery and always follow the manufacturer's instructions.
- Ensure that the battery and charger meet UK safety standards and always use the correct charger.
- Never cover the charger as this could lead to overheating or setting on fire.
- Always avoid DIY kits available online to convert a standard bike to an e-bike.

If you own an e-bike or e-scooter please follow this advice to help keep you, your family and your neighbours safe.

## Changes at Craigleith...

When Craigleith, our extra care development in Bournemouth, was completed in 2011 we agreed with Bournemouth Borough Council that to be eligible for accommodation applicants must be aged 50 and above and have a need for extra care housing.

Earlier this year BCP Council approached Sandbourne Housing Association and asked us to consider reducing the age for eligible applicants to 18, bringing Craigleith in line with other similar developments across the area.

As the current average age of a resident at Craigleith is someone in their late sixties we were concerned that such a significant change in the potential age of new residents would be unsettling for those residents that live there, some of whom have lived there for many years.

Sandbourne Housing Association subsequently met with BCP Council and successfully negotiated an arrangement where, subject to consultation with residents, we would reduce the age criteria for new residents from 50 to 45.

One resident replied to our consultation with some concerns, and it was then decided that on balance a relatively small reduction in the age criteria would potentially increase the number of referrals that we receive from BCP Council whilst maintaining a stable and settled community at Craigleith.



We have informed BCP Council accordingly and are currently updating our publicity documentation to reflect this decision. We look forward to welcoming new residents to Craigleith in the coming months.



# Your locks.... Your responsibility

**Our residents, leaseholders and shared owners should be aware of their responsibilities for their door locks and know that if they lose their keys, or have them stolen, they need to call out a locksmith to change their locks and supply new door keys. Obtaining any additional keys is also their responsibility.**



For our 60+ residents who live in blocks of flats with door entry systems this has been different but as mentioned in a previous edition of this newsletter, this has changed as we no longer provide suited locks and keys.

For these residents it remains the case that if keys are lost or stolen then it is the resident's responsibility to contact a locksmith to gain entry to their home. It is not the responsibility of Sandbourne Housing Association. Unfortunately, on the advice of our insurers, we cannot recommend a contractor to undertake this work for you. It is for this reason, we recommend that residents retain a spare set of keys and keep these in the key safe that we provide, usually located close to the outside of the flat door.

As and when properties become vacant, or there is a need to change locks, we will fit a unique lock, and **will not hold a spare set of keys for that property.**

If the keys that are lost or stolen include one of the communal entrance door keys or fobs, then it is vital that you let us know as soon as possible as otherwise this may compromise the security of the building.

If you are unsure about any aspect of this article, you can always give us a call or drop us an email.

Finally, we strongly recommend that you take out content's insurance, and this extends to cover you for emergency lock changes if required.



## 60+ residents – Key safe numbers

**We continue to receive a number of phone calls from people demanding that we tell them a key safe number, so that they can access a resident's flat.**

As we have stated in previous Newsletters, we do not give the combination of any key safe to anyone other than the emergency services, and only then in the case of an actual emergency.

Whilst we appreciate that this may inconvenience relatives, carers, etc who are asking us for key safe information, we need to remind all residents with key safes that it is their responsibility to ensure that only those that they want to have access to their homes have the combination of their key safe. We have to assume that if someone is calling us for key safe information, then the resident does not want them to have access to their home.

We would like to ask residents to think carefully about who may need to have access to their key safe, and who they give the combination to. Also, if connected to Careline, residents should make them aware of the people who they can give the key safe combination to.

## Paying your rent and/or service charge



**We don't like to remind you, but Christmas, for those who celebrate it, is only a couple of months away and many of us are heading towards a more expensive time than normal. With this in mind, we are very conscious that the 'cost of living crisis' is all too real and is affecting people of all ages.**

Please however remember that during the coming months you are still contracted with Sandbourne Housing Association to pay your rent and service charge on time.

More than ever, if you think you are going to have problems with paying your rent and/or service charges, please contact our office as soon as possible and speak to one of the housing team, who can discuss your options with you. It is much better for all concerned if you recognise that there will be an issue and speak to us before you fall behind with your payments.

Please do not risk losing your home, especially at this time of year. We know that times are hard for many people, so if you need to, please act now and give us a call.

## Housing Ombudsman Determination

In April 2022 we submitted our response to the Housing Ombudsman Service in relation to complaints made by a resident of one of our 60+ developments in Bournemouth, which we had previously considered through our internal complaints process and not upheld.

In July 2023 we received a response and the determination (decision) from the Housing Ombudsman.

There were five elements to the resident's complaint, and the Housing Ombudsman decided that Sandbourne was responsible for a "service failure" in relation to one of these and "maladministration" in relation to another.

Sandbourne has since paid the compensation awarded by the Housing Ombudsman and apologised to the resident for the way in which the initial stage of the complaint was managed.

The Housing Ombudsman Service also made three recommendations:

1. That the Staff Conduct and Behaviour Policy be reviewed. A revised policy was considered by the Board on 26 July and will be approved subject to consultation.
2. To ensure that in future all resident correspondence relating to complaints states the stage of the complaint by reference to our Complaints and Compliments Policy.
3. That future correspondence to residents regarding complaints makes more prominent reference to the advice service available from the Housing Ombudsman Service.

We have or will shortly comply with these recommendations and will continue to do our utmost to ensure that all complaints are dealt with promptly, in accordance with our Complaints and Compliment Policy.



**Housing**  
Ombudsman Service

# Household Support Fund

## HOUSEHOLD SUPPORT FUND EXTENDED

The Household Support Fund (HSF) is provided by the Department for Work and Pensions. The government has released a fourth round to extend funding until the end of March 2024 to help households struggling with the costs of living.

### Household food and energy bills support

Citizens Advice Bournemouth, Christchurch and Poole are managing some of the Fund on behalf of BCP Council and providing household grants to help with the costs of food and fuel bills.

To be eligible:

- You must live in the BCP Council area.
- You will be over the age of 16 and living independently of parents or carers.
- You are struggling to pay for essentials because you don't have enough money to pay for them.
- You can provide the required proof of your identity, BCP Council residency and household financial information, including a summary for every person in your household not in full-time education. You may also be required to provide proof of income, such as a recent bank statement.

First time applicants will be prioritised alongside their need of support and eligibility.

Please be aware that demand for the HSF grant is high and it may take 8 weeks for your application to be processed.

### When to apply

The Fund will be open to applications on the following dates:

- Monday 16 October until Friday 10 November 2023
- Monday 15 January until Friday 9 February 2024.

[Visit the Citizens Advice BCP website to find out more and apply](#)

Please visit the Citizens Advice [Get Advice](#) page for details of current drop-in services and locations as well as Community Advice Vehicle locations.

### School holiday food vouchers

The Household Support Fund will continue to fund food vouchers of £15 per child per week during every school holiday throughout the year for children receiving free school meals and at the school's discretion for those identified in financial hardship.

Vouchers are issued via BCP schools. Schools will issue vouchers directly to families and you do not need to apply.

Food vouchers over a holiday period may be available for children under 5 years if certain criteria are met. To receive a voucher, children must be living in Bournemouth, Christchurch or Poole and meet one of the following criteria:

- currently claiming 2-year-old early education funding at an early year setting in Bournemouth, Christchurch or Poole during the term
- currently claiming Early Years Pupil Premium funding for 3- and 4-year-olds at an early year setting in Bournemouth, Christchurch or Poole during the term. Please note this is different to the early education funding available to all 3- and 4-year-olds.
- currently have an open case with a social worker and/or Early Help family support worker and of pre-school age.

Claims for a food voucher for an under 5 child is made via an application form process which will be available prior to each holiday period. Please contact the Family Information Service on 01202 093131 for more information

## Help with saving energy and keeping warm

BCP Council is working with existing local energy partners and schemes such as Dorset Healthy Homes and Local Energy Advice Partnership.

Ridgewater Energy can help provide more information on what is available.

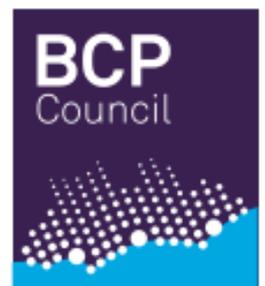
Please note that the eligibility criteria vary per scheme and the following may be available to you:

- Free loft and cavity wall insulation grants
- Energy Advice home visits
- Free advice and energy saving measures, such as LED lightbulbs, draught proofing measures.
- Advice to those that may need an emergency boiler repair or support with household white goods and energy saving appliances (practitioner referrals only)
- Energy and money saving booklets available at community venues across the conurbation.

For full details and eligibility criteria please visit the [Ridgewater Energy](#) website or call 01202 612726. You can also download our [Energy and money saving booklet](#).

## Other support and advice

Other avenues of support can be found on our [Cost of living help](#) pages or the government's [Help for Households](#) pages





**DORSET & WILTSHIRE  
FIRE AND RESCUE**

## How to stay safe in your home

We all tend to think that we are aware of and alert to the risks around us at home, but as we also know, accidents do occasionally happen. The Fire Service have some simple and helpful tips to reduce these risks that if followed can help everyone to stay safe at home.

### Fire - Be prepared by planning your escape routes

- Keep exits and stairs clear, the best route is the usual way in and out of your home.
- Get everyone to practice your escape plan.
- Keep door and window keys handy, away from the door itself and let everyone who lives with you know where they are.

### Test your smoke alarm regularly

In 75% of house fires a smoke alarm has been fitted, but less than half are activated because of missing batteries or defective alarms.

- Test your smoke detector (s) every week.
- If you struggle with this, ask a friend or neighbour for their help.
- If you know someone who would struggle to test their smoke alarm, why not offer to help them.

### Home safety visits

Sadly, the majority of people who die as a result of a fire in their home are alone, and many are over 60. Contact your local fire service to arrange a free home visit if you or someone who lives with you:

- Is over the age of 65.
- Is a smoker.
- Lives on their own
- Has a physical and / or learning disability.

### Bedtime checklist

- **Close inside doors at night to stop a fire from spreading.**
- **Turn off electrical appliances** unless they are designed to be left on like a fridge or freezer.
- Check that your **cooker** is turned off.
- Turn any **portable heaters** off
- Put any **candles or cigarettes** out properly.
- Make sure that **exits** and stairs are clear.

### Electrical safety

More than half of accidental house fires are caused by the misuse of electrical items.

#### The basics

- Buy all chargers (phones, computers, e-cigarettes etc) from reputable sellers. Use the right charger for the right device and don't leave electrical items charging whilst there is no-one at home.
- Don't overload sockets, keep to one per plug and always use the correct fuse.
- Check old cables and leads and do not place under carpets and mats.



## Check electrical appliances for signs of:

- Hot plugs and sockets
- Scorch marks
- Loose wiring
- Flickering lights

If you have any concerns, turn the appliance off and consult a qualified electrician.

## If you have an electric blanket

- Unplug the blanket at night unless it is thermostatically controlled.
- Do not buy second hand.
- Store the blanket flat or roll it up, never fold it.
- Test it regularly.

## Policy Consultation

As recommended by the Housing Ombudsman Service we have recently reviewed our Professional Conduct and Boundaries Policy which applies to all Sandbourne employees.

A copy of the draft revised Policy is available on request from our offices.

Having read the revised Policy should you have any comments or suggestions, please let us have these by no later than 31 October.



## Estate visits – A reminder

One of our Service Standards that residents asked us for last year is that:

***Every three months we will arrange a full estate inspection, that residents will be invited to attend.***

Our housing officers, Molly and Colette have a schedule of dates for these and write to residents two of three weeks before notifying everyone of when they will next be on site and inviting them to contact the office if they would like to be involved in the inspection, or alternatively make an appointment to see them about something else.

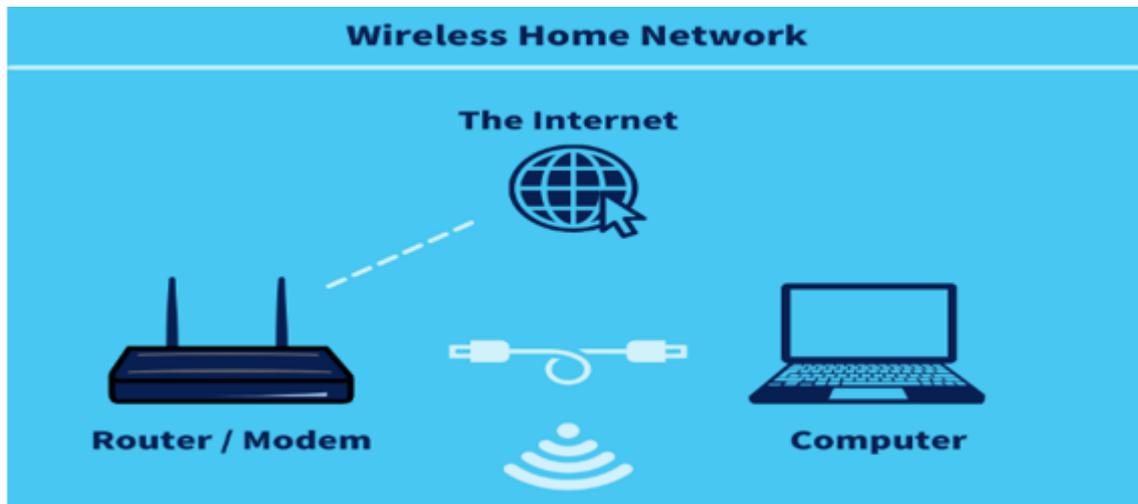
If you would like to see Molly or Colette on the day that they are visiting, please make sure that you contact the office in advance to let them know that you would like an appointment.

They both make sure that they are visible when they are on site and will talk to any resident who approaches them, but if you want to be sure of seeing them, or any other member of the team please contact the office first.

We have had a couple of residents contacting us recently saying that they wanted to see Molly and Colette, but had not let us know this in advance, and were consequently disappointed to have missed them.

Our thanks for your help and understanding with this.





## Are you struggling with the cost of broadband?

Up to one million people have cancelled their broadband in the past year because of the high cost of living, a survey by Citizens Advice suggests.

But, at the same time, according to the regulator, Ofcom, 4.3 million eligible people are missing out on cheaper broadband deals. Here are some things to consider if you're wondering whether you could pay less to get online.

### What if I can't afford to pay my broadband bill?

First, tell your supplier. According to the government, people struggling to pay their bills can access support to stay connected - such as through payment plans or by being allowed to switch to a cheaper internet package without paying a penalty fee.

This might mean dropping down to a package with a slower internet speed, though this could present challenges for people in larger households. If you are near the end of your contract you may benefit by switching to a different supplier altogether - or may be able to negotiate down the price of their current package.

But other support is available for people struggling with their bills.

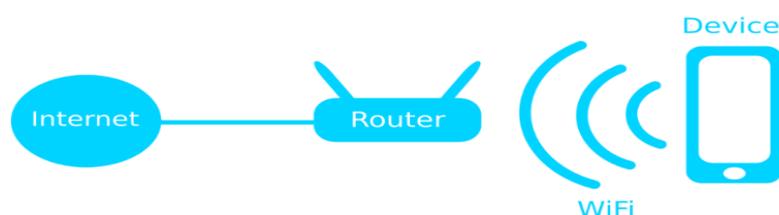
### Am I eligible for a social tariff?

Ofcom has helped bring so-called social broadband and mobile tariffs, which aim to support people on universal credit and other means-tested benefits, to the market.

You are eligible for a social tariff if you receive any of the following benefits:

- universal credit
- pension credit
- income support
- income-based jobseeker's allowance
- income-related employment support allowance

Ofcom's website also states a social tariff can be accessed as long as one person in your household claims universal credit.



## **I'm eligible, what next?**

The social tariffs can be found on Ofcom's website. [Social tariffs: Cheaper broadband and phone packages - Ofcom](#)

Prices range between £10 and £20 per month, depending on the package and offering a variety of different internet speeds.

For example, Virgin Media offers:

- a 15Mbps package for £12.50 per month
- a 54Mbps package at £20 per month

There are also other benefits to a social tariff beyond the relatively low monthly fee. There are no charges for getting a package, no fee to leave before the contract expires, and the price won't increase midway through.

However, which package you can access will depend on where you live, as not all properties can receive every broadband service. Those in rural areas in particular will have limited options.

## **Do I need 200Mbps or just 20?**

Before choosing a supplier, you should consider exactly what internet speed suits your particular needs.

That comes down to:

- what you're using the internet for
- how many people live in your home

BBC iPlayer and Netflix both recommend a 5Mbps connection to stream a programme in high quality, so you might think a 10Mbps connection is enough.

But the moment two people in a household are both streaming video, that would put the connection at capacity - and that's assuming you aren't using your phone while streaming video.

You should also keep in mind the speeds quoted are average speeds. A 100Mbps connection may sound like a lot - but you may not get that speed all of the time.

## **I can't access a social tariff - are there still cheap deals?**

If you're not eligible for a social tariff, your best bet would be to use a comparison website to see what deals are available in your area.

At the time of writing, for example, there are 67Mbps broadband packages available for about £25 per month from some suppliers.

But you should be aware the advertised costs change as companies increase their prices every spring.

Good luck in finding a deal that suits you.



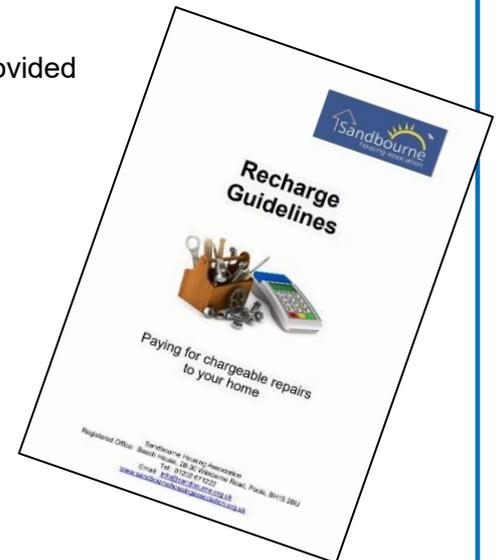
## Rechargeable Repairs – a reminder...

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

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

You may also be charged if:

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



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

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

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

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

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

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

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

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



## Asking for ID

As you may remember from the last edition of the Sandbourne Newsletter a significant proportion of residents who had completed and returned our repairs surveys, indicated that some of our contractors were not showing their company identification when calling to undertake a repair in your home.

We reminded our contractors that whenever visiting you they should automatically show you their identification before entering your home. If this does not happen, please don't be afraid to ask to see identification before allowing the contractor in. It is common practice these days for tradespeople (and all Sandbourne Housing staff) to carry ID so anyone calling on you should not be surprised that you are asking to see it.

Please keep safe and apply this to anyone who calls at your home if you don't know them.

**Please remember**, if you live in a block of flats, please do not let anyone into the block if you do not know who they are.



# Word Search

- |                 |            |
|-----------------|------------|
| Cornucopia      | Halloween  |
| Harvest Moon    | Pumpkin    |
| Root Vegetables | Chestnut   |
| Remembrance Day | Nutmeg     |
| Autumn Leaves   | Foliage    |
| Bonfire Night   | Cider      |
| Acorns          | Cobwebs    |
| Cranberries     | Firewood   |
| Fog             | Apple Pies |
| Apricot Jam     | Cinnamon   |
| Oranges         | Caramel    |
| Fall            | Pear       |
| Reds            | Spices     |
| Logs            | Oats       |
| Oak Trees       | Orchard    |



## 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, e.g., 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 (e.g., 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.**

**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)**