

## Welcome to the Summer 2024 Newsletter

This one might look a little different to usual as we are in the middle of several staff changes and existing tasks are being shared out between us, but we will keep you informed of our progress. We hope that by the time of the Autumn Newsletter we will have new staff members in post, and we can then introduce them to you.

You will note that we are also looking for a new Poole office as we cannot stay in Beech House after the end of September. All these changes are keeping us very busy, but we will keep you informed of our progress. Look out for updates in the next Newsletter.

In this Newsletter you will find the latest report on Sandbourne's performance against the Customer Service Standards that you helped us to set up a couple of years ago. These show how we are performing against the measures that you thought were important. Please feel free to contact the office if you have any questions about our performance or suggestions for measures that we might include in the future.

There is also news of a review of Complaints Management by the Housing Ombudsman. He has issued a new Complaints' Handling Code which every housing association has to comply with from 1 April 2024. We are currently updating our Complaints and Compliments Policy to incorporate the requirements of the Code. If you would like to review the revised Policy and let us have your comments on it that would be very helpful. If you would like a copy of the new Policy, or have any other questions or suggestions for Sandbourne, then please contact the office. We love to hear from you.

**- Fiona Ferenczy, Chief Executive**

### Some articles inside this issue:

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# 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

**Vanessa Payne** - Finance Officer

**Sharon Doran** - Housing Admin Assistant

## Contacting Sandbourne

The only office telephone number is:

**01202 671 222**

(9am to 4pm, 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 392 322**

**Rented 60+ and extra care (Craigleigh)** 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-chord.

**Rented 18+ and 60+ without 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-Office 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 392 322](tel:01202392322). If you can't lay your hands on this number when we are closed, you can always ring the office number 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 working hours. You can ring us on 01202 671 222 (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 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.**

## Office Bank Holiday Closure



Following the Bank Holiday break we had in May, the next one when Sandbourne's Poole office will be closed is **Monday 26th August 2024**.

All our emergency contact details are shown in this newsletter and can also be accessed through our out-of-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, can be emailed to

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

Rent or housing queries can be sent to [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk) and should not go through Careline.

As always, those residents with emergency pull chords 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 have something important to tell us, or even to ask us, please contact us direct at the office and not by emailing a member of the team directly.

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 to set their Out Of Office message.

Therefore, if you want to report a repair, please use the [repairs@sandbourne.org.uk](mailto:repairs@sandbourne.org.uk) email address. If you have any other urgent queries or requests for information, then please use the [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk) email address.

By doing this someone will always be able to pick up your message and make sure it is dealt with by a member of the team.

## We will be on the move!

After nearly 10 years the lease on our offices at Beech House in Poole comes to an end in September, so we are currently looking for alternative premises in the town.

We are also using this opportunity to review how we work and where we work from. We already have small offices at Craigleith in Bournemouth (which will become our registered office in due course), Stourwood Avenue in Southbourne and most recently we have converted a garage at Christy Close in Ringwood.

The improvements in technology that we have all seen in recent years means that the Housing Officers and Maintenance Managers can work from any of these locations, but we also want to maintain a presence in Poole, so we are in discussions with several local agents to secure a suitable alternative to Beech House.

We will of course keep you informed about our progress, and let you know where you should write to or visit after September in due course. If you have any queries or questions then just let us know.



# Housing Ombudsman Service

## Revised complaints handling code:

In April the Housing Ombudsman published their first statutory Complaints Handling Code, which all social housing providers must comply with. Key areas of the new Code include:

- All social housing providers adopting the Housing Ombudsman's universal definition of a complaint.
- Providing easy access to the complaints procedure and ensuring residents are aware of it, including their right to access the Housing Ombudsman Service.
- Requiring all social housing providers to have only 2 stages to their complaints process, acknowledging and responding to complaints within the same set timeframes.
- Ensuring fairness in complaint handling with a resident-focused process
- Taking action to put things right and appropriate remedies.
- Appointing a Member of the Board to ensure that the organisation is:
  - Creating a positive complaint handling culture through conscious learning and improvement
  - Demonstrating learning in annual reports
  - Annual self-assessment against the code

The new Code has significant implications for all social housing providers and resulted in us reviewing our Complaints and Compliments Policy, which was considered and approved, by our Board in May, subject to consultation with residents (see policy consultations article).

Providers are required to assess their Complaints Policy and procedure against the Housing Ombudsman's Code every year and make this available to residents. We expect to publish this year's self-assessment on our website at [sandbournehousingassociation.org.uk](http://sandbournehousingassociation.org.uk) by the end of June.

## Do we have your permission to talk to a THIRD PARTY on your behalf about YOUR TENANCY?

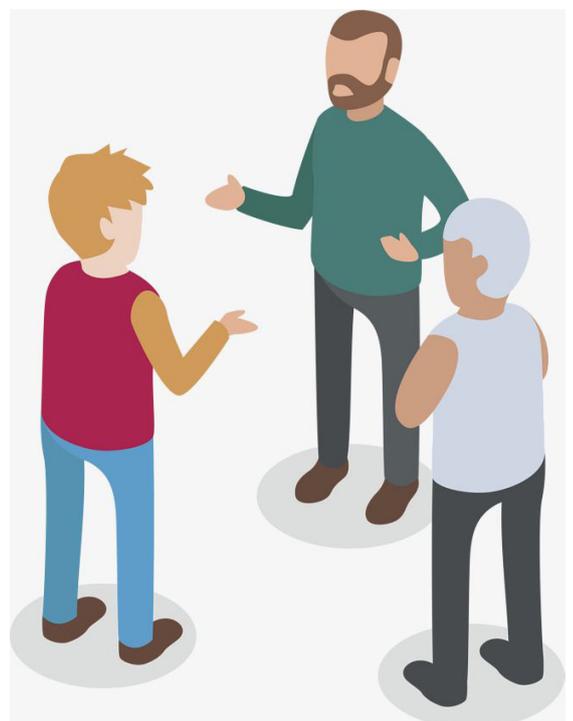
**All too often now we take a phone call from someone saying "I'm calling about my mother's rent account" or, "I want to know where my parents are on your waiting list".**

If we do not have written permission from you to do this, or a copy of a current Power of Attorney naming that person as your advocate, then we can't do this.

Historically, we may have known your family members and friends and knew who was looking out for you and handling your affairs. However, under the data protection guidelines we are only able to speak to the person named in the tenancy agreement, or their next of kin in the event of them passing away.

If you have someone who helps you with your paperwork and you know that is someone you can fully trust to act in your best interests, or they have Power of Attorney for you, please write and let us know so we have a record on our files. We would also need a copy of the Power of Attorney.

Please also remember to keep us up-to-date (and Careline if you have that in place) with your next of kin details that can be used in an emergency (60+ residents).



# How would you like us to manage repairs?

Given the positive feedback that you gave us last year in the Tenant Satisfaction Measures Survey (89% of those who replied said that they were very satisfied or satisfied with our repairs service) and the responses we receive to our on-going repairs survey you may wonder why we are asking this question, but there is a reason.

As you will know, other than repairs which are emergencies which we attend to within 24 hours, all other routine repairs that you report are referred to our contractors, with an instruction that they contact you within 3 working days to agree a time and date for them to visit which is convenient for you.

Those residents who have signed up to our repairs text service automatically receive a message when we raise a works order, advising them that they will be contacted by our contractor within 3 working days.

However, the Regulator of Social Housing has introduced new Consumer Standards that all housing associations are expected to adopt with effect from 1 April. One of these new standards relates to repairs and states: **“Registered providers (housing associations) must set timescales for the completion of repairs, maintenance and planned improvements, clearly communicate them to tenants and take appropriate steps to deliver to them”**.

Many housing associations have fixed timescales for repairs, expecting emergencies to be attended to within 24 hours, urgent repairs within 7 days and other routine repairs within 28 days. However, operating in this way can reduce the flexibility of the contractor to make an appointment that is convenient to the resident.

Given what residents tell us they think about our repairs service, we have no immediate plans to change the way that this is delivered, but if you have any comments or suggestions about how we could further improve the service, then please let us know in the usual ways.



## Utility Costs - Finally some good news

We have all seen and had to live with the dramatic increases in the cost of electricity and gas over the last two years. This has been particularly difficult for residents of our developments with communal heating, where the cost is shared between them and collected by Sandbourne through the service charge.

When these residents saw significant increases in their service charges because of the cost of electricity and gas, we promised that as soon as prices began to fall, we would pass on these savings. We are very pleased to say that when annual service charges are next reviewed, we will be able to do so.

Our gas contract runs until April 2025, but the bills we received between May 2023 and April 2024 suggest that, perhaps due to a relatively mild (but very wet!) winter we used around 25 – 30% less gas than we expected to. We will reflect this in the next service charge for residents who have communal heating. The only note of caution is that if next winter is very cold, we may see usage and therefore cost increasing again.

Over the same period, we have spent about as much as we expected to and budgeted for on electricity. However, we have recently negotiated a new two-year contract from July 2024, and again subject to how cold next winter is hope to reduce costs by around 20% of what we have been paying in recent years.

So, fingers crossed for another mild, but perhaps not quite as wet winter in 2024.

# Policy Consultations

As part of our regular review process our Board has recently considered and approved the following policies, subject to consultation with residents.

## Complaints and Compliments

As mentioned elsewhere in this newsletter the Complaint and Compliments Policy has been amended to reflect the requirements of the Housing Ombudsman's Complaints Handling Code. There are a number of important changes as a result:



- Our policy and complaints procedure now has two rather than three stages.
- Stage 1 complaints will generally be responded to by our Housing Officers and Maintenance Managers.
- If you are dissatisfied with our response at Stage 1, you can escalate your complaint to Stage 2 where it will be reviewed by either the Head of Housing or the Chief Executive.
- If you remain dissatisfied after Stage 2 you have the option to refer your complaint to the Housing Ombudsman.
- We will acknowledge all complaints within 5 working days of them being received and respond to stage 1 complaints within 10 working days and stage 2 within 20 working days.
- We will publish a complaints and service improvement plan every year as part of our annual report to residents.

## Legionella Management

The policy sets out our approach to water safety and was first approved in 2021. This has been reviewed with no substantive changes.

## Reasonable Adjustments

Explains what adjustments Sandbourne will make for residents and staff to comply with the Equality Act and was originally approved by the Board in February 2021 and again has been reviewed with no significant changes.

If you would like to see and comment on any of these new policies please contact us at the office, and submit your responses by no later than 12 July 2024.

## **DO NOT FEED BIRDS & WILDLIFE**

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

It's not just about the mess that the birds and the animals make, or their droppings which can damage cars and properties, it's also very much about the vermin that are attracted to the food that 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 vermin will come!





## Looking for a move?

We all know that everyone's housing circumstances change over time. The three-bedroom house that you moved into 20 years ago, with a young family may now be larger (and more expensive) than you need or want.

Alternatively, as your family grows, you may find that your current home has become too small, and you need somewhere larger.

In either case, or indeed if you need to move for other reasons, such as you now need ground floor accommodation or want to be closer to other members of your family to give or receive support from them, there are options for you to consider.

### Applying for a transfer:

Whilst Sandbourne is a small organisation with less than 500 homes we do have a transfer list, that all tenants can apply to join. Importantly, when a property becomes vacant, we will usually first consider those existing residents who are registered for a transfer, looking firstly at those who have either a medical or support need that makes them a priority for a move.

At the moment we have 35 tenants registered for a transfer. Whilst that might sound like quite a lot, many have specific requirements in terms of the location or type of accommodation they are looking for. Transfers are a good way of helping everyone, as tenants are able to move to the accommodation that suits their needs, and we are able to offer them the housing that they want.

If you would like to know more about transfers please give us a call, or drop us an email, we are keen to hear from any existing tenants looking to move home.

### Registering for a mutual exchange:

Alternatively, if you are looking for a wider choice of homes or need to relocate to another part of the country, then an alternative is "Homeswapper", which Sandbourne is a member of.

Homeswapper is the largest provider of mutual exchange services (allowing tenants to effectively swap their homes) and has to date helped over 260,000 people to move in this way. They currently have over 400,000 tenants registered with them to move.

Registering with Homeswapper is free of charge to tenants and easy to do at <https://homeswapper.co.uk>. Again, if you would like more information about mutual exchanges, then please get in touch with us.



# How are universal credit rules changing?

For UC claimants required to work, the minimum number of hours was increased from 15 to 18, on Monday 13 May.

The 18-hour minimum applies to people earning the National Living Wage (£11.44 for those aged 21 or over). Someone earning more per hour can work fewer hours, provided that their total earnings meet a level called the Administrative Earnings Threshold (AET). The AET now stands at £892, which is what you would earn in a month if you worked for 18 hours a week at the minimum wage.

If a couple is earning less than £1,437 between them, they will be expected to try to increase their earnings.

People who claim UC already risk having their benefits reduced if they don't take steps to earn more and meet regularly with a work coach. Certain groups will remain exempt from sanctions - including people who can't work because of long-term sickness, or a disability.

## How much is universal credit worth?

The amount someone receives depends on whether they are single, or claiming as a couple, and their age. There is one standard allowance per household:

- Single person under 25: £311.68 a month
- Single person 25 or over: £393.45 a month
- A couple both under 25: £489.23 a month
- A couple either aged 25 or over: £617.60 a month.

People may be entitled to extra money if, for example, they have children.

Extra money may also be available for rent payments, which works in different ways across the UK.

## What is the universal credit taper rate?

Under the UC taper, payments are reduced as people earn more. The current taper "rate" is 55%. This means that for every additional £1 earned over the work allowance, UC payments are reduced by 55p.

## What other benefits are still available?

The main benefit for anyone losing their job after a period in work is Job Seekers Allowance. This is worth £71.70 a week if you are under 25, or £90.50 a week if you are 25 or over. This is paid for up to six months and it will be paid into your bank, building society, or credit union account every two weeks. Unlike UC, your partner's or spouse's income will not affect your claim, although you may get less if you have part-time earnings or a pension. Someone may be able to claim Job Seekers Allowance as well as universal credit.

## Where can I go for help?

### For support please contact:

MoneyHelper brings together the support and services of three government-backed financial guidance providers:

**The Money Advice Service, The Pensions Advisory Service and Pension Wise.**

### Webchat available:

(Mon-Fri 8am-6pm, Sat 8am-3pm)

**Phone: 0800 138 7777** (Mon-Fri 8am-6pm)



# Struggling to pay bills & debt?

If you are in that position one option is to seek a debt relief order (DRO). From 6 April in England and Wales there will no longer be a £90 fee for applying for one.

A DRO lets people who have got into severe difficulties start afresh. But there are other ways to tackle your debt. So, what can you do if you find yourself in difficulty?



## What should I do if I'm struggling with debt?

First, work out how much you owe, who to, and how much you need to pay each month, says the charity Citizens Advice.

Next, create a budget by adding up your income, such as your wage and any benefits you receive, then taking away the amount you need for essential living costs like food and housing. The amount left is what you have available to pay your debts.

Once you have taken stock of your situation, see whether you can reduce your outgoings: you may be eligible for a reduction in your council tax or a lower tariff on your broadband or TV package for example.

You may also be able to boost your income. Check which benefits you are entitled to on the independent MoneyHelper website, backed by the government, or using benefits calculators run by Policy in Practice and charities Entitledto and Turn2us.

## Where can I get free debt advice?

It is important to talk about your financial difficulties - the earlier, the better - or you may find yourself in a spiral of debt.

If you think you cannot pay your debts or are feeling overwhelmed, seek support. Help is available. A trained debt adviser can talk you through the options available.

Information and support is free of charge and available at:

- **MoneyHelper** brings together the support and services of three government-backed financial guidance providers:
  - The Money Advice Service, The Pensions Advisory Service and Pension Wise.
  - Webchat available (Mon-Fri 8am-6pm, Sat 8am-3pm)
  - Phone: 0800 138 7777 (Mon-Fri 8am-6pm)
- **National Debtline** offers free, impartial, debt advice.
  - Phone: 0808 808 4000 (Mon-Fri 9am- 8pm Sat 9am-1pm)
- **StepChange Debt Charity** helps people in financial difficulty by providing free, confidential, independent and realistic debt advice.
  - Helpline: 0800 138 1111

**Money  
Helper**

**NATIONAL  
DEBTLINE**

**StepChange**  
Debt Charity

## How do I start paying off my debt?

Identify which bills and debts are most urgent and pay them first, says debt advice charity StepChange.

That will include your rent or mortgage repayments, and any other loans secured on the home. It also includes gas and electricity bills, child support and maintenance payments, council tax, income tax, VAT and other taxes, TV licence payments, court fines and payments.

These are all what are known as priority debts and bills because there can be serious consequences if you do not pay them, such as losing your home or facing court proceedings.

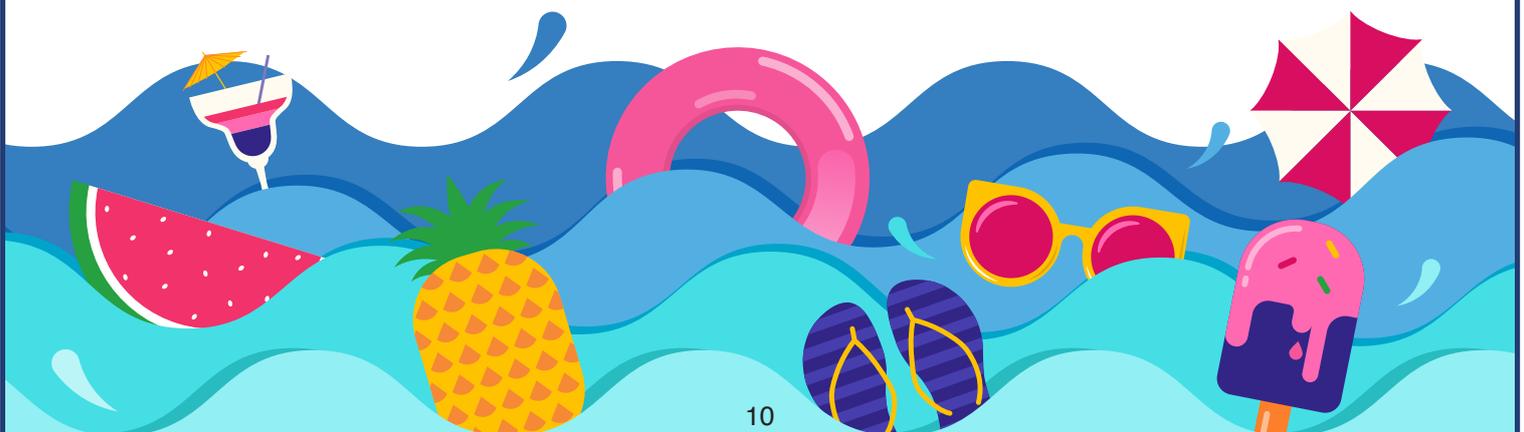
You may have additional debts, such as credit card and store card debts, pay-day loans, buy-now-pay-later payments, overdrafts, unsecured loans and water bills. If you do not pay these off, their cost can spiral and could lead to legal action or bailiffs seizing your property.

StepChange advises trying to make the minimum payments on every debt to avoid default charges, which can affect your credit rating. After that pay most towards whichever debt has the highest borrowing cost or interest rate.

## Staying SAFE this summer

**Now that the weather is getting better and we are able to get back out in the garden and can throw open our windows, we wanted to repeat a previous newsletter article about enjoying the summer, but staying safe and being cautious:**

- Whether you're going out to work, out for the day, or just popping to the shops, please don't leave your windows open if someone can get in. Even leaving a small top window open can provide opportunities for burglars if they can reach in and open up larger side windows.
- Don't be tempted to leave your front door open to let in a breeze as this is just inviting people to walk in. If you live in a block of flats, please keep your front door closed and open your windows if you are home and want to get some fresh air in. This is particularly important if you are prone to nodding off during the day or feeling unwell. Leaving your door open, when living in a block of flats, also compromises the fire safety within that block and could endanger your neighbours.
- Never open or prop open fire doors/emergency exits to let through a breeze in communal areas - these doors are there as security doors for fire safety and should not be tampered with.
- If you are in the garden at the back of your home, please remember to lock your front door and close your front windows.
- If you have been cleaning your windows, doing some DIY, or a bit of gardening using ladders, make sure you have locked them away after use so they are not left lying around the garden or shed or on the roof where someone could use them to break in.
- Keep your car doors, sheds and outhouses locked when not in use.
- Keep your dog(s) on leads when using the communal areas, don't allow them to roam around freely or enter the properties of other residents.
- Stay safe if using a BBQ - never use one near a shed or fence or close to other items that could catch fire, make sure they are stable, and fully extinguished after use. And look out for your neighbours' washing!



# CALLING ALL LEASEHOLDERS



**LEASE**

THE LEASEHOLD  
ADVISORY SERVICE

## **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](http://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**

# Sandbourne Performance Review

## How are we performing?

As you may remember we consulted residents some time ago about what our Service Standards should be and provided an update on how we were performing against these in the Summer 2023 edition of Sandbourne News.

Below is a further update of how we have performed over the last six months.

### Customer Service – October 2023 – March 2024

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.	219	219	100
Acknowledge email and website contacts within 24 hours or the next working day.	54	54	100
Respond to 95% of letters and emails within 10 working days.	54	51	94
We will contact you within 24 hours or the next working day if you leave a message for us.	16	15	94

### Repairs Satisfaction Surveys – October 2023 – March 2024

In the period 255 surveys were sent and 97 (38%) 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?	96	1	96
Did the contractor keep the appointment?	93	4	96
Was it necessary to change the time / date of the appointment?	1	96	4
Did the contractor provide identification when they visited?	72	25	74
Was the repair completed on time?	93	4	96
Did the contractor tidy up when they had finished the job?	97	0	100

We have contacted the main contractors that we use and again reminded them that their operatives should have and show residents their company identification when visiting their homes.

## Complaints – October 2023 – March 2024

Standard	Received	Answered	%
We will contact you within five working days to confirm that we have received your complaint.	9	9	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.	8	1	89
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	1*	0

\*Required an inspection of the property, which was not possible within 10 days as the tenant was in hospital

## Estate Visits – October 2023 – March 2024

Standard	Received	Answered	%
We aim to inspect areas where estate services are provided at least once a month.	126	125	99
We aim to arrange a full inspection every 3 months, which residents will be invited to.	26	26	100

## Anti- social behaviour October 2023 – March 2024

Standard	Received	Answered	%
Level 1 (most serious) complaints will receive an initial response within 24 hours.	-	-	-
Level 2 complaints will receive a response within 5 working days.	4	4	100
Level 3 complaints will be responded to within 10 working days.	21	21	100



# Recipes

## Diet – Coke Chicken

You don't have to use Diet Coke to make this barbecue sauce – regular 'full – fat' Coke will work just as well. Feel free to use any brand you like or have to hand. Serve this sticky deliciousness with rice, chips, couscous or another carbohydrate of your choice to soak up the sauce.

Serves 2

<b>2 tablespoons of oil</b>	Put the oil into a saucepan and put the chicken in with the skin down on a medium heat to brown for 10 minutes turning halfway through to seal the other side. Then pour the Diet Coke over the chicken and turn up to a high heat to bring to the boil. Boil vigorously for a few minutes.
<b>4 x chicken thighs or 6 drumsticks</b>	
<b>1 x 330ml can of Diet Coke</b>	
<b>1 x 400g carton or tin of chopped tomatoes</b>	Pour over the chopped tomatoes, add the mustard, reduce the heat to medium and stir well to mix the sauce. Cook for 30 minutes on a low to medium heat, stirring frequently to prevent the sauce from burning.
<b>½ teaspoon of English, Dijon or wholegrain mustard</b>	When the chicken is cooked through, remove from the heat. Serve with lots of sweet, sticky sauce, and some parsley sprinkled over.
<b>A few sprigs of fresh parsley, to serve.</b>	

Tip – Replace the cola with a fizzy orange drink or natural orange juice for a sweet, fruity sauce similar to sweet and sour.

## Basic Baked Frittata

Have you mastered the frittata yet? Baked frittatas make a great, easy meal any time of the day, even a quick weeknight dinner.

<b>6 x eggs</b>	Preheat the oven to 400 degrees Fahrenheit
<b>A handful of cheese</b>	Line a 9-inch springform pan or a 9 inch square baking dish with parchment paper.
<b>A splash of milk</b>	In a separate bowl, whisk together eggs, cheese, milk, vegetables and seasoning, and pour the mixture into the springform pan or baking dish.
<b>Vegetables, spices, salt. Pepper and anything else you want to throw together</b>	Bake for about 25 minutes until the frittata is golden and puffy and the centre feels firm and springy.



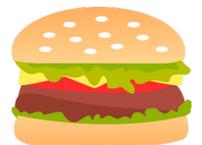
# Summer Word Search

Words can be found in any direction (including diagonals) and can overlap each other. Use the word bank below.

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

## Word Bank

- |            |                  |            |             |
|------------|------------------|------------|-------------|
| 1. beach   | 2. holiday       | 3. lolly   | 4. sunshine |
| 5. bunting | 6. picnic        | 7. sandals | 8. barbecue |
| 9. daisies | 10. strawberries |            |             |



# **PLEASE BE AWARE**

Earlier this year we had a call from a resident to let us know that she had been contacted by “The Social Housing Disrepair Team” and asking whether they were connected to Sandbourne in some way.

**We explained that they were not linked in any way at all.**

You will have seen the widespread media coverage of the failings of some housing associations to complete repairs in a timely way and some companies have seen this as an opportunity to make money for themselves by encouraging tenants to make disrepair claims against their landlord.

Our residents continue to tell us that in the main they are very satisfied with the repairs service that we provide, but this does not stop these companies making speculative calls.

Please remember that if you want to report a repair, or want to know how a repair that you have previously reported to us is progressing, then in the first instance give us a call on 01202 671222, contact us through our website at <https://sandbournehousingassociation.org.uk/> or email us at [repairs@sandbourne.org.uk](mailto:repairs@sandbourne.org.uk).



## **Don't forget that you can use the feedback form below:**

- 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.

<b>Name:</b>	
<b>1st line of your address:</b>	

Feedback/suggestions/change of contact details (e.g. email address/telephone number)


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)