

A decorative border of autumn leaves in shades of orange, yellow, and red, with some green leaves, arches across the top of the page.


## Welcome to the Autumn 2024 Newsletter

Well, it definitely feels this week as though summer is over and we have moved into the Autumn season. The temperature has dropped and there are people wearing coats when I am out and about, although there are also some hardy souls still wandering around in shorts! Anyway, we have officially moved into Autumn, so welcome to the Sandbourne Autumn 2024 Newsletter.

As you will see from the articles in this Newsletter we have had a very busy time since our Summer publication. We have said goodbye to some staff members, recruited new ones and moved offices, which means that there have been a lot of changes and lots of new things to get used to. We still have one more member of the admin. team to recruit and then, hopefully, we can have a period of consolidation and settlement.

Our Annual General Meeting was held on Wednesday 18 September 2024 and again this year we decided to make that just a business meeting and invite shareholders only. The AGM is really a formal business meeting and not the best place for us to meet and spend time with residents, so we think that this smaller version of the meeting works best. However, we are planning another open Residents' Meeting in November and you will all be getting invitations to that in a few weeks' time. At this meeting we will share our Annual Report and a summary of the last year. It is a chance for staff and some Board members to meet up with you and hear your views on Sandbourne. Like the meeting in 2023, we are also going to look at one area of our service provision in more detail and give you the opportunity to help us shape our service offering in that area. So, look out for the invitation and we hope that you can join us in November.

**Best wishes**  
**Fiona Ferenczy**  
**Chief Executive**

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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

**Katy Ferenczy-Dakin** - Finance & Admin 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,**

Craikleith First Floor Office, 9 Derby Road, Bournemouth, BH1 3PX

**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 (Craikleith) 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.**

## **We have moved.....All change and no change**

You may remember that in the last edition we let you know that the lease on our offices at Beech House would not be renewed by BCP Council when it expires at the end of September, and we were looking for new premises.

Given that the world is quite a different place to the one that existed when Sandbourne moved to Beech House nearly 10 years ago, we have spent a lot of time with the Board and our Team discussing what would work best for everyone, including residents, as we move into the second quarter of the 21st Century.

Whilst having a main office base at Beech House has served us well, advances in the internet in recent years and the technology that this supports means that people in a wide range of businesses can now work from just about anywhere.

However, equally as we discovered during the pandemic, working from home does not work for everyone, and for all the advantages, there are also disadvantages around communication and potential isolation in particular.

With this in mind, we have opted for an approach that is flexible and we hope offers the best of all worlds.

Our main registered office has moved to Craigleith in Bournemouth. This accommodates all our files and equipment and will be where Fiona our Chief Executive, Chris Maintenance Manager, and Sharon, Administrative Assistant will mainly be based, with the option to work elsewhere as they need to.

We have also taken a lease on a small, serviced office at “The Foundry” in the centre of Poole where our Housing Officers, Molly and Colette, Maintenance Manager, Brian and David, the Head of Housing, will work from.

In addition, we have two small sub offices at Stourwood Avenue, Southbourne and Christy Close in Ringwood that the team will use when they are working from those locations.

Katy our new Finance and Admin Officer will mainly be working from home.

We appreciate that this all sounds like a lot of change but we have been keen to minimise the impact on residents and service delivery, so our office telephone number and email addresses (the two most popular ways that residents contact us) remain the same. The only material difference is that if you are writing to us, please address your correspondence to:

**Sandbourne Housing Association  
Craigleith First Floor Office  
9 Derby Road  
East Cliff  
Bournemouth  
BH1 3PX**



## Goodbye and Hello

We said “goodbye” to Sarah Maxwell, our Office Manager, who left us in May and more recently to Vanessa Payne, our part-time Finance Officer, who retired at the end of July. We wished them both all the best for the future.



Their departures, combined with our office move (more details of which are included elsewhere in this edition of the newsletter) led us to review our staff structure. We concluded that a large proportion of the responsibilities that Sarah and Vanessa had could be consolidated into a single new role of Finance and Admin Officer.

This post was advertised on-line, and as one of the applicants was Fiona Ferenczy’s (Chief Executive) daughter the shortlisting and selection of interviewees was conducted by two of our independent Board Members.



Interviews conducted by a Board Member and Vanessa were held towards the end of May, and Katy Ferenczy-Dakin was appointed, reporting to David Hall, Head of Housing, on 1st July, giving her some time with Vanessa to become familiar with her new role.

Like Vanessa, Katy will largely work from home, but thanks to the wonders of modern technology you may well speak to her when you telephone the office. We welcome Katy and are already beginning to see the benefits of her IT skills.

## A change to our Service Standards

You may remember that when we introduced our Service Standards in 2021, this included a commitment that we would aim to answer 95% of calls to the office during business hours within 6 rings.

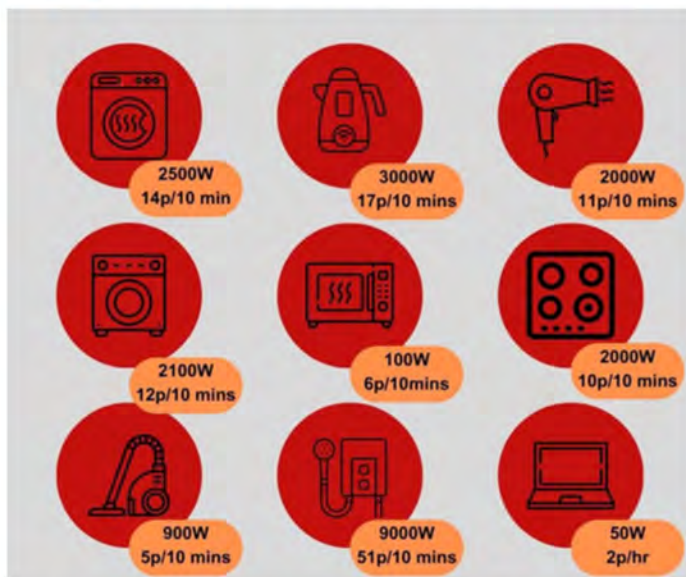
We explained at the time that we would do this by manually sampling our performance for 12 weeks throughout a year and have until now been letting you know twice a year how we are performing against this Standard. With very few exceptions we have met the Standard since it was introduced.



However, with the change in office arrangements mentioned in the article overleaf and the way that we will receive, and answer calls in the future, it is now impractical to monitor this Standard in the way that we have previously. Therefore, we are withdrawing it.

We are confident that we will continue to pick up your telephone calls as quickly and efficiently as ever, but as the team are now working from different locations we may well ask you to leave a message and the person concerned will call you back as soon as they can.

## So HOW much do your appliances cost to run?



The examples above are based on a unit price of 34p per kWh to give you an idea of the running costs of a range of household appliances.

The difference between the running costs of the various appliances is quite significant and it may be worth being mindful of these if you are looking to save money on your households bills.

As widely reported in the media (and in the last edition of Sandbourne News) we finally have some positive news with, at least for now, falling utility costs.

However, the cost of running electrical appliances in your home varies significantly and it may be helpful to appreciate approximately what it costs you when for example you boil a kettle, use your microwave or turn on your computer.

Electricity is billed per kilowatt-hour (kWh), often referred to as 'units on your bill. To calculate the cost of running an appliance, multiply its wattage by the duration used and then by the unit cost of electricity.

## Estate visits - A reminder

One of our Service Standards that residents asked 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 or 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.

The both make sure 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.



# Fire Safety



We recently received a very worrying call from a resident of one of our 60+ blocks, advising that the fire alarm in the communal area had been activated and asking whether she wanted us to silence it, as apparently, she knew how to do so

Quite how she knew how to silence the alarm is unclear, but it did make us wonder if anyone else also knew how to do so, and what action they would take if an alarm did sound.

The fire alarms are an essential part of our fire safety strategy and must never be tampered with by residents – if the alarm is sounding then it could be a real fire!

If you hear a fire alarm sounding on a day and at a time when you know it is not being tested, then during office hours please call us immediately and we will attend as soon as possible.

The fire alarms in our 60+ developments are connected to Careline 24 / 7 and if one is activated at any time it will notify both Sandbourne and the Fire Service who will again attend as soon as they can.

Please remember that anyone who tampers with the fire alarms is putting themselves and their neighbours at risk, so for everyone's sake please don't do this.

## **How to stay safe in your home**

We all tend to think that we are aware 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 the blanket regularly.



**DORSET & WILTSHIRE  
FIRE AND RESCUE**

## 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 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.

## The digital 'switchover'



As you may be aware BT had originally planned to switch all existing analogue telephone lines over to new digital ones in 2025, although this has now been pushed back to 2027. More information about the implications of this are available at <https://www.bt.com/about/all-ip>.

Sandbourne is currently working with BT in converting our 60+ and extra care sites to full fibre phone lines to help with the transition from analogue.

The timing and scheduling of these works for each block is controlled completely by BT. However, as and when we are informed about dates and timescales for the work, we will keep you updated via newsletters and the TV screens.

It is not clear at this stage if they will need access to individual homes, but if this is the case we will ask them to give everyone adequate notice.

## Policy Consultations

### Domestic Abuse

The new Consumer Standards introduced by the Regulator of Social Housing earlier this year require all housing associations to have a policy setting out how they will help and support residents who are suffering from domestic abuse from a partner or family member.

At their meeting in July our Board considered and approved a new Domestic Abuse Policy, subject to consultation with residents.

If you would like to see and comment on this new policy, before it is considered again by the Board when they meet in November, please contact us in the usual way and let us have your comments by the 31 October.

If you are suffering from domestic abuse, we can provide contact details for a range of local organisations who may be able to help, so please do not hesitate to get in touch.





# Who gets 15 and 30 hours of free childcare and how do I apply?

Parents of children from nine months old can now apply for 15 hours of free childcare. The government hopes the scheme will get more parents back to work but there are serious concerns about the number of staff and places needed.

## What free childcare can I get?

Extra help with childcare costs in England is being rolled out in stages. Some free hours are already available. The help you can get depends on the age of your child, and whether you are working, or receiving certain benefits.

### Working parents can get:

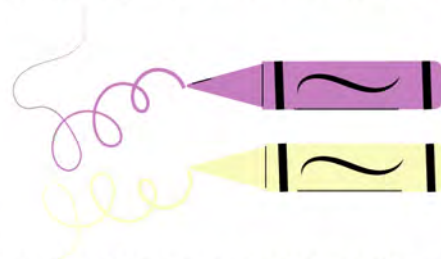
- 15 hours free childcare a week for two-year-olds from April 2024
- 15 hours free childcare for nine-month-olds from September 2024
- 30 hours free childcare for three and four-year-olds, is already available
- 30 hours free childcare for all under-fives from September 2025



To qualify for the new hours, most parents must earn more than £9,518, but less than £100,000 per year.

### Those on certain benefits can already get:

- 15 hours free childcare for two-year-olds.
- 15 hours free childcare for three and four-year-olds.



If you don't work, you might still be eligible for help, if your partner works, or you receive certain benefits.

## How do working parents apply for free childcare hours?

Parents should apply before the start of the term when their child will be eligible. You should apply via <https://www.gov.uk/apply-free-childcare-if-youre-working> as soon as possible.

Applications for parents of children from nine-month-olds to 23 months have opened for the September term. You have to reconfirm your details every three months so if you do apply now, remember you will have to confirm your details haven't changed before term begins.

Parents of two, three and four-year-olds who are eligible for 15 or 30 hours from September can also apply.

Once approved, you'll get a code to give to your officially registered childcare provider. Free childcare hours are designed to be used over 38 weeks of the year - during school term time. However, some providers will stretch them over 52 weeks if you use fewer hours per week

# Sandbourne Community Fund

## - A reminder

The Community Fund has now been established for some time and has funded a number of projects identified and supported by residents including:

- 2 x landscape improvement projects
- An initiative to encourage residents to grow their own vegetables
- Improved road markings to discourage drivers from blocking the entrance to one of our developments.



We are always looking for residents to come forward with new ideas and suggestions as to how the fund may be used where they live to improve the area or enhance the quality of life for people.

So here is a quick reminder of how the Community Fund works and how to apply.

### Who can apply to the Community Fund?

A central principle of the fund is that residents present their case and gain support from neighbours and local people. Any tenant or shared owner can put forward an idea.

We will also consider applications for funding from other groups where the proposal will be of direct benefit to Sandbourne residents.

Applications are considered by our Board, which includes residents, who meet six times a year.

### What can the money be used for?

Applications to the Fund:

- Should be of benefit to the community
- Should be properly costed and have a clear outcome
- Should be inclusive
- Should be deliverable by Sandbourne, residents or another organisation on their behalf
- Should be used to provide something that Sandbourne would not normally provide

### What sort of projects might be funded?

Community Fund grants can be used to help fund projects, events, or the purchase of equipment such as:

- Environmental improvements to enhance communal areas
- A secluded outside seating area with flowers
- Support for a Befriending Service for residents who are vulnerable and have little contact with friends or family
- A social committee or resident community activity
- A one-off donation to charity



## How much can I apply for?

The fund is intended to assist as many people as possible. You can apply for up to £750.00 in each application

## When can I apply?

You can apply for a grant at any time. Grants are considered at each of the 6 Board Meetings throughout the year.

## How can I apply?

Community Fund application forms are available from our website or on request by calling us on 01202 671222 or emailing us at [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk)

## *What is the role of our Board Members?*

Following a couple of recent enquiries from residents we thought it would be worth reminding everyone about the role of our voluntary Board Members:

Essentially, they are responsible for:

- Setting the strategic direction of the organisation.
- Having oversight of the delivery of our strategic objectives through the Business Plan.
- Ensuring that the business complies with all the appropriate legal and regulatory requirements.
- Making sure that risks are identified, assessed realistically and managed appropriately.
- Monitoring how the business is performing across all key areas of activity.
- Ensuring that the organisation is adequately resourced to achieve its aims.
- Acting collectively as the employer of the organisation's staff team including the Chief Executive.

Board members are not involved in the operational management of the organisation so for example do not become involved in individual complaints or now meet with residents as part of the complaints process.

As we have mentioned previously, going forward one member now has a designated responsibility for oversight of our annual complaints and service improvement plan which we expect to publish in November as part of our annual report to residents.

Our Board is comprised of up to twelve volunteer (unpaid) members, two of whom are currently residents, each of whom can have a term of office up to nine years.

Two new members have been co-opted in recent months and formally joined the Board at our Annual General Meeting on 18 September, giving us a full complement of Board Members.



# IMPORTANT CHANGES for Winter Fuel



## Payment for pensioners

At the end of July, the government announced important changes to Winter Fuel Payments for pensioners that will apply from this year onwards.

Until now all pensioners have received a winter fuel payment every year to help with the cost of heating during the winter amounting to between £250 - £600 depending on the age and circumstances of the individual (s) concerned.

From 2024, only those who receive Pension Credit will be entitled to the winter fuel payment.

### So, what is Pension Credit, am I entitled to it and how do I apply?

To be eligible you must live in the U.K and have reached state pension age. If you have a partner, you must include them in your application. You will be eligible if either:

- You and your partner have both reached state pension age
- One of you is receiving housing benefit

A partner is either:

- Your husband, wife or civil partner – if you live with them
- Someone you live with as a couple, without being married or in a civil partnership.

### Your income

When you apply for Pension Credit, your income is calculated. If you have a partner, your income is calculated together.

Pension Credit tops up:

- Your weekly income to £218.15 if you are single.
- Your joint weekly income to £332.95 if you have a partner.

If your income is higher, you might still be eligible for Pension Credit if you have a disability, you care for someone, you don't have savings or you have housing costs.

What counts as income?	What does not count as income?
<ul style="list-style-type: none"><li>• State Pension</li><li>• Other Pensions</li><li>• Earnings from employment or self-employment</li><li>• Most social security benefits e.g. Carer's Allowance</li></ul>	<ul style="list-style-type: none"><li>• Adult Disability Payment</li><li>• Attendance Allowance</li><li>• Christmas Bonus</li><li>• Child Benefit</li><li>• Disability Living Allowance</li><li>• Personal Independence Payment</li><li>• Housing Benefit</li><li>• Council Tax Reduction</li></ul>





## Your savings and investments

If you have £10,000 or less in savings this will not affect your Pension Credit. If you have more than £10,000, every £500.00 over £10,000 counts as £1.00 income a week.

## How to claim

You can start your application up to 4 months before you reach State Pension age. You can apply any time after you reach State Pension age, but your application can only be backdated by 3 months. This means you can get up to 3 months of Pension Credit in your first payment if you were eligible during that time.

The government have an on line tool that helps people to find out if they are eligible for Pension Credit, which is available at <https://www.gov.uk/pension-credit-calculator>

## Information you'll need

You'll need the following information about you and your partner if you have one:

- National Insurance number.
- Information about any income, savings and investments you have.
- Information about your income, savings and investments on the date you want to backdate your application to (usually 3 months ago or the date you reached State Pension age).

You'll also need your bank account details. Depending on how you apply, you may also be asked for your bank or building society name, sort code and account number.

## Apply online

You can use the online service if you have already applied for your State Pension at <https://www.gov.uk/pension-credit/how-to-claim>

## Apply by phone

A friend or family member can call for you if you cannot use the phone.

Pension Credit claim line

Telephone: 0800 99 1234

Textphone: 0800 169 0133

## Apply by post

To apply by post, call the claim line to request a form.

Send the claim form to the Pension Service or ask someone to do it for you.

Contact a voluntary organisation like Citizens Advice or Age UK if you need help with the form.

## **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 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 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 you have not 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 you 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 the office or via the website at [www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk).

## **Complaints**

As we explained in the last edition of Sandbourne News, following some important changes to the Housing Ombudsman's Complaints Handling Code we had revised our Complaints and Compliments Policy in line with these requirements. The new Policy was approved by the Board, following resident consultation on 31 July.

### **As a reminder the key changes are that:**

- 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.

We hope that you don't need to complain about any aspect of our service, but in case you do we have enclosed or attached a copy of our revised Complaints leaflet.

## 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 dryer, make sure 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 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.
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 both to 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).

## Access Wellbeing Hub now open!

The new Access Wellbeing Poole hub is now open in The Dolphin Poole. It is a partnership between local charities, community groups, the NHS and other local services.

Drop in to chat to their friendly Wellbeing Coordinators. Whatever is on your mind, they can take the time to listen, then help you to access the right support and advice.

Their team can help you find support on many issues including:

- Mental health and wellbeing
- Education, training and employment
- Benefits and financial support
- Housing
- Support for carers
- Social connections
- Bereavement and grief



Find them on the first floor of The Dolphin Poole shopping centre next to the car park entrance. The hub is open from 10am-4pm Monday to Friday. Find out more information about the services offered on their website: [www.ourdorset.org.uk/wellbeing](http://www.ourdorset.org.uk/wellbeing)

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

- Give us 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 number, email address or if you no longer have 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 the 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 the 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)