



Welcome to the **Summer 2025 Newsletter**

Welcome to Sandbourne's Summer Newsletter - the sun is shining as I write this, so I hope that means we are in for a good summer.

As usual, there are lots of articles in this Newsletter providing you with information on a range of topics. They are all things that we hope you will find interesting, but also that we need to tell you about. Please read the Newsletter and feel free to ask us any questions if you do not understand something or for further information if you are particularly interested in a topic.

There are a number of articles in this edition about being a good neighbour, whether that means reporting repairs in the communal areas, keeping a look out for elderly or vulnerable neighbours or being considerate about how your behaviour might impact someone else. We want you to enjoy your home and feel comfortable to live your life in your own way, but that must be within the terms of your tenancy agreement or lease and unfortunately Sandbourne sometimes has to take action when residents breach these requirements. There is a useful article about anti-social behaviour on page 14.

However, I don't want to suggest that being a good neighbour is all about avoiding negative behaviour. At some of our developments neighbours get together for communal activities such as coffee mornings and art classes and we would always want to encourage this. In this Newsletter we are asking for recipe suggestions for a possible Sandbourne cookbook. Perhaps you could try out a new recipe for biscuits and then invite one of your neighbours round for coffee. You never know, it might be the start of a new friendship!

We hope you enjoy the Newsletter, and the summer. Please do contact us if you have any queries about this edition, or ideas of articles for future editions. We love to hear from you.

Best wishes
Fiona Ferenczy
Chief Executive



The Sandbourne Team

Fiona Ferenczy - Chief Executive

David Hall - Head of Housing

Colette Robson - Housing Officer

Alex Spence - Housing Officer

Brian Griffiths - Maintenance Manager

Chris Wilce - Maintenance Manager

Katy Ferenczy-Dakin - Finance & Admin Officer

Sharon Doran - Housing Admin Assistant

Susan Poulton - 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,

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

Email: info@sandbourne.org.uk

Repairs: repairs@sandbourne.org.uk

Website: www.sandbournehousingassociation.org.uk

Out-of-Office hours emergencies only:

01202 392 322

Careline (Bournemouth)

The Careline number for our residents to use is:

01202 392 322

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-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, or use the repairs contact form on our website 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.

Keeping communal areas and corridors clear

We have run regular articles on this subject but unfortunately need, once again, to stress the importance of keeping communal areas and corridors clear.

Many residents, including leaseholders, have taken notice of our previous requests and we'd like to thank them for this. However, we are increasingly finding personal items creeping back under stairwells and outside of flats in communal areas in our blocks of flats.



We would remind you that items like personal door mats, tables, and plants are not permitted outside of flat doors. In addition, toys, pushchairs, and bicycles etc should not be stored in corridors, under stairwells, or on balconies.

This isn't something new and follows the advice given by the Fire Service who say that anything that can cause an obstruction or is combustible in the event of a fire in communal corridors should be removed. This also applies to any personal items being stored in Sandbourne-owned communal cupboards.

We always say that we don't ever want to be in a position whereby we have to report that something left in a corridor has caused a serious or fatal accident, or where something combustible has caused or accelerated a fire outbreak.



Although we will give residents the opportunity to remove any personal items in a communal area, we will remove them if the request is ignored. We will then only store them for a short period of time before disposing of them.

Please don't ignore any signage which advises you not to leave or store your items in communal shared areas and remember that your safety and the safety of your neighbours is paramount.

Have you felt threatened?

Very occasionally we receive calls from residents saying that they have felt threatened either by another resident or someone else and asking us for our help.

Whilst such events are serious, and if proven may represent a breach of tenancy, they are also potentially criminal acts, and therefore the Police need to both be aware of and have the opportunity to investigate the incident.

So, in the unlikely event of this happening to you, before you inform us, we suggest that you report the incident to the Police by phoning 101, who will log your call and give you a crime reference number.

The crime reference number is important as this means that when you then report the issue to us, we are more easily able to contact the right Police Officer and respond to your report efficiently.

Our thanks for your help with this.

Please check your electricity meter

As you probably know, responsibility for the electricity meter in your home rests with your energy company and not Sandbourne.

However, we are aware that a very small minority of our older homes may still have Radio Teleswitching System (RTS) meters installed, that look something like this:



These RTS System meters are due to be switched off at the end of June, which is likely to mean that the homes where they are fitted will no longer have heating or hot water.

According to Ofgem, you may have an RTS meter if:

- Your home has a separate switch box near your meter with a Radio Teleswitch label.
- Your home is heated using electricity or storage heaters.
- There is no gas supply in your area.
- You get cheaper energy at different times of day, for examples, on an Economy 7 tariff.

If your electricity meter looks something like the one in the photo or has a Radio Teleswitch label on it and you haven't been contacted, then you should get in touch with your energy supplier as soon as possible to arrange a replacement meter, which they should do for you at no cost to you.

However, beware if someone contacts you claiming you need to pay to change your meter as it's likely to be a scam.

Not seen your neighbour recently?

We sometimes receive calls from residents who are concerned that they have not seen their neighbour for some time and ask what we can do about it.

The short answer is not very much. Data Protection Legislation means that even if we know something we cannot share any information. Therefore, other than calling the person on the telephone number they have given us, and/or their next of kin, unless the situation is an emergency we have no legal power to pursue further enquiries.

When we receive these sorts of calls, we phone the police on 101 and ask them to carry out a 'welfare check' on the person who has not been seen.

So, if you have not seen your neighbour for some time and are worried about them, rather than calling us, the best option is to call the police directly on 101 and make them aware of your concerns.

Fire - another cautionary tale

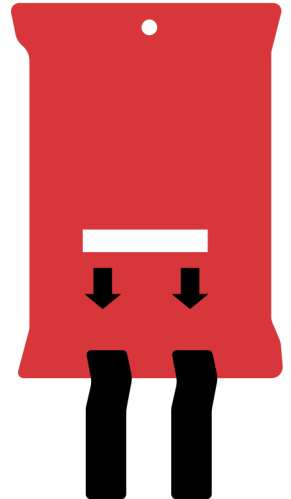
Sadly, we have another fire-related cautionary tale to tell you. We had a call recently from a resident who had by mistake left a plastic carrier bag on the hob of his oven, whilst it was still on, and the result inevitably was a fire, activating the communal fire alarm and causing some smoke damage to his flat.

Fortunately, the resident concerned had previously acquired a small domestic powder-type fire extinguisher and was able to use this to put out the fire and prevent the situation escalating.

Whilst we don't as a matter of course recommend that people who have not been trained use fire extinguishers, in this case his actions certainly prevented the situation becoming more serious and putting anyone else at risk.

However, as cooking and the use of appliances can be one of the most common causes of domestic fires, we do suggest that you consider investing in a fire blanket and keeping this in your kitchen close to the cooker, to be readily to hand if required.

These are available from a wide range of retailers at a cost of around £10 and if needed may play a valuable role in protecting you, your home and your property.



What goes up (sometimes) comes down

Those of you with particularly good memories may remember that we featured an article in the Winter 2023 edition of Sandbourne News about the Energy Price Cap which would mean paying less for gas and electricity. At that time we were in fixed rate contracts for both our gas and electricity supply. The electricity contract was renewed in August 2024 for a one-year period and prices were reduced by approximately 21% at that point. We hope that we will be able to reduce then again when we renew that contract in August 2025.

In the article we mentioned that some of our homes are heated by communal gas boilers and that the cost of that gas had increased significantly. We entered into a two-year fixed rate contract from May 2023 which increased the cost of our gas nearly four times. That meant that service charges for those using gas supplied by Sandbourne also increased significantly. We were able to bring costs down in the 2024 service charges because usage over the winter 2023/24 was lower than expected. Unfortunately, usage over the winter 2024/25 was higher than expected so there are some catch up charges for the current year. However, charges for gas have fallen by between 30% and 40% since May 2023 and this is reflected in the new service charges from August 2025.

We have now negotiated a new two-year fixed rate contract from May 2025. This means that costs should fall again in the service charges for August 2026.

Stock Condition Survey - The results are in

You will remember that last year we commissioned Ridge and Partners to undertake a stock condition survey (SCS) of all 424 of our rented homes. We did so for three main reasons:

- The Regulator of Social Housing expects all landlords to have a thorough understanding of the condition of their homes, which should be assessed independently.
- Whilst based on the information that we have we know that the majority of residents are satisfied with both the condition of their homes and the repairs service that we provide, there is always room for improvement.
- As our homes age, the components (i.e. windows, doors, kitchens, and bathrooms) within them need replacing. It is important that we know when this will become necessary and how much it may cost over the course of the next 30 years, so that we are better able to make the right decisions at the right time.

We are please to say that the SCS has now been completed, and Ridge's surveyors were able to access 353 (83%) of our rented homes, giving a high degree of accuracy to the information collected. We would like to thank everyone who gave the surveyors access to their homes.

Whilst we need some time to properly analyse the survey results, we would like to share some of the headline results with you:

- Overall, Sandbourne's homes are 'in a reasonable state of repair, but in need of re-investment'.
- 5 properties failed to meet the government's Decent Homes Standard. The issue identified in 1 of these has since been addressed and work is in hand in relation to the other 4.
- A further 32 homes will fail the Standard, if the recommended work is not completed by 2027. We will include these in our planned maintenance programme for 2026/27.

Moving forward, we will use the results to inform the investment decisions that we make in the years ahead. If you would like any further information, then please feel free to contact us in the usual way.

Thank you for your patience

In the last edition of 'Sandbourne News' we explained that we were moving to our new Housing Management and Maintenance system SASSHA 360 in April and asked for your patience whilst we got to grips with it.

We are pleased to say that the migration to the new system went very smoothly, and we hope that you saw no interruption in our service. The system is still bedding in, so if there is something like a text notification or repair survey (both of which we are working on now) that you used to receive from us, and don't anymore then please let us know so that we can investigate and address this.

Overall, we are very pleased with our new system and it clearly has a lot of potential for us to improve further parts of the service we provide, but if there are any aspects of this that you think could be better, then please let us know.

Quarterly Estate Inspections

Alex Spence (Housing Officer) and Brian Griffiths (Maintenance Manager) will be carrying out quarterly estate inspections at some of our sites and will be able to discuss any queries or outstanding issues you may have.

If you wish to see Alex or Brian on the scheduled date, please contact us to make an appointment, with a brief description of the issue so we can meet you.

The proposed approximate date and time of your estate visit is stated below. However, if that time is not convenient you can, of course, contact the office as normal to make a different appointment at an alternative time.



Location	Date	Time
Ace Court	Tuesday 17 th June	11am
Broadway Court	Tuesday 10 th June	10am
Broadway Dale	Tuesday 17 th June	2.45pm
Broadway Gables	Tuesday 10 th June	10.30am
Broadway Heights and Kathryn Grace Court	Tuesday 17 th June	3.30pm
Broadway Lodge	Tuesday 10 th June	11am
Broadway Mews	Tuesday 10 th June	11.30am
Broadway Park	Tuesday 10 th June	2pm
Dewlish Close	Tuesday 17 th June	12.45pm
Fernhill Close	Tuesday 17 th June	12pm
Fox View	Tuesday 10 th June	3pm
Havenpool Close	Tuesday 17 th June	2.15pm
Turlin Court	Tuesday 17 th June	12.30pm
Warren Road	Tuesday 10 th June	10.45am

Colette Robson (Housing Officer) is available at our 60+ sites in Southbourne and at Craighleith every fortnight. The dates and times are available from the noticeboards in the communal areas.

If you wish to make an appointment to see one of the Team, please telephone the office on 01202 671222 or email us at info@sandbourne.org.uk.

Policy updates and consultations

In the last edition of Sandbourne News, we invited comments and observations on the following new or reviewed policies:

- Anti-Social Behaviour (reviewed)
- CCTV and Drones (new)
- Compensation (reviewed)
- Planned/Cyclical Maintenance and service contracts (reviewed)
- Smoking and Vaping (reviewed)



These were all subsequently approved by the Board when they met in May and are now available either on request or on our website.

Also in May, the Board considered the following draft policies:

- Aggression and Violence Towards Staff (reviewed)
- Alcohol and Drug Use (reviewed)
- Housing Income Recovery (reviewed)
- Managed Behaviour (Updates the 'Management of Unreasonable Behaviour and Unreasonably Persistent Residents/Applicants Policy')

The Board has requested that we consult with residents on these draft policies, so if you would like a copy of one or all of these, please contact us in the usual way.

Considering a mobility scooter?

- be careful before you buy or rent one

We have noticed recently that rather like cars, mobility scooters are becoming larger, and again like car parking spaces we are not in a position to increase the size of the spaces in our scooter stores at Stourwood Avenue and Craigleith.

If a scooter is either too large to safely enter/exit the store or takes up more than one space, this inevitably causes problems for other residents using the store.

Whilst we believe that most of the spaces in our stores are big enough to accommodate the larger type of scooter, the more people who choose these as an option the more difficult it becomes for everyone who uses the store to manoeuvre in and out safely.



So, if you are thinking about getting a scooter (remember that these should be kept in your home or in one of our designated stores) please make sure that you contact us in advance to ensure that there is a space available. Also, it is best to consider buying or renting a scooter that is around 50 inches long and 25 inches wide otherwise you may have difficulty getting it in and out of the designated space and/or store safely.

Thank you for your co-operation with this.

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 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 neighbour's washing!



It is everyone's responsibility

Whilst we visit all our sites regularly and identify issues such as stains on communal carpets or repairs in communal areas and deal with these when we see them, we cannot as they say 'be in more than one place at any one time'.

So, if you live in a Sandbourne home that has a communal area, and spot something that you think we should know and do something about, then please let us know as soon as you see it, by dropping us an email at info@sandbourne.org.uk or giving us a call during office hours on 01202 671222.

Several times in the last few months we have had residents saying, "my neighbours must have reported this to you", and it is actually the first time we know about the issue. So, if you see something, please do not rely on someone else telling us about it, we would rather have several contacts about the same issue than not know about it.

Thank you for your help and understanding with this.

Help prevent blockages



In the last few months we have seen an increase in the number of residents contacting us to report that their drains or sewers are blocked. When we receive such calls, we always check that they have tried to deal with any drain issues themselves first by using a domestic drain cleaner. If they have and this has not worked, then we can arrange a visit from a contractor.

However, there has been a small number of situations recently where a sewage blockage has been caused because of a resident trying to dispose of items that they shouldn't and as a result they have been recharged for the cost of the contractors visit.

The advice from Wessex Water is to only flush the three P's - paper, poo, and pee - to prevent causing a blockage. Cooking fat, oil, grease, and food waste should always be wiped from pots, plates, and pans before washing and disposed of in the bin or food waste recycling.

Sewer blockages can, in some cases, cause waste to block up, leaving you with an unpleasant mess to clean up, and an expensive bill. They can also cause sewers to burst which harms the environment, especially if this happens near a river or stream.

Please think before you act to help avoid any unpleasant, and potentially costly situations occurring.

Resident's Portal on our website

Most of our 60+ sites in Bournemouth and Ringwood are provided with TV monitors in the communal areas, that allow us to display slides that give a range of helpful advice and information, including social activities arranged by residents. Our apologies for the fact that some of these monitors have not been as reliable as we would like recently, which we are currently addressing.

As an alternative, please remember that there is a resident's portal on our website at <https://sandbournehousingassociation.org.uk/> which allows you to view the TV slides.

The portal also includes a page for each of our general needs blocks, which may from time to time give information about, for example, when contractors will be visiting or communal repairs that have been reported.

Access to the portal is password protected:

60+ residents - SandbourneHOPS

18+ residents - SandbourneGN



So, if the block you live in does not have a TV monitor, or this is not working and you have access to the internet, you may want to use the Residents' Portal as an alternative way of finding out what is going on.

What to do if there is a power cut

You may remember the serious power cuts that affected Spain and Portugal a few weeks ago. Whilst such widespread prolonged disruption is very rare there is no reason why the same thing may not happen here in the UK.

So here are a few simple and cheap tips that you may want to consider to be prepared in case the worst happens.

Cash



Paying with phone and card has become the norm, but if there is no power then card machines and tills won't work, and suddenly 'cash is king' again.

So, if you don't hold any cash in your purse, wallet or in a safe place in your home, it is worth thinking about doing so in case the worst happens.

Radio

A serious power cut could also lead to an information blackout, as people have to live without mobile phone reception, internet, WhatsApp, calls, and TV.

So, it is worth hanging onto that old battery-operated radio that you have gathering dust at the back of the cupboard, or even buying a cheap one, you never know when you might need it.



It is also worth checking that you have enough batteries available, just in case.

Candles and torches



Whilst we certainly don't normally recommend the use of candles in the home because of the potential fire risk, it may still be worth you having a few available if there is a power cut,

A safer option is to make sure that you have a torch at home, but again, rather like the radio, make sure that you have enough batteries.

And Finally

If you are a pensioner or have a disability, you may be able to register for the Priority Services Register at <https://www.thepsr.co.uk/#join-psr> as this may mean that your power is restored sooner than others.



What is the Handyvan Service?

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

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

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

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

What will it cost me?

Only the cost of the materials. Yes, it is that simple. You only need to supply, or cover the cost of, any materials needed - the labour is free. There are no hidden costs.

What can we do?

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



Am I Eligible?

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

- Aged over 60 or have a disability or long-term condition
- In receipt of certain government benefits

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

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

Please respond promptly

We know that at the end of last year, a significant number of our 60+ residents who have been receiving housing benefit, were transferred to Universal Credit. The only people continuing to receive housing benefit are those who have reached pensionable age.

There are some key differences between the two:

Feature	Universal Credit	Housing Benefit
Purpose	Broad benefit for working age people on low incomes or out of work	Specifically for rent assistance
Payment type	Single monthly payment	Separate payment, often directly to the claimant or landlord
Target audience	Working age, on low income or out of work	Pension age or those in specific housing situations
Housing assistance	‘Housing element’ as part of the monthly payment	Separate Housing Benefit payment
New claims	Generally, the primary benefit of working age people	New claims are generally not accepted unless under specific exceptions

If you have been advised that you will be receiving Universal Credit, rather than housing benefit, it is very important that you provide any information that Universal Credit request, particularly in relation to how much rent and service charge you pay as quickly as possible to avoid any interruption in your rent payments.

The Universal Credit payment that you receive will include a ‘housing element’ which should be equivalent to the rent that you pay to Sandbourne, and it is your responsibility to pay this to us. The ways in which you can pay your rent are described in our ‘Payments - Ways to Pay’ leaflet, available from the office or via our website at <https://sandbournehousingassociation.org.uk/>.

Sadly, we have seen an number of situations where tenants have not provided the required information to Universal Credit and are now facing legal action by Sandbourne.

So, if you are transferring to Universal Credit, please make sure you provide any information that is asked for and let your housing officer at Sandbourne know what is happening.

What is anti-social behaviour?

In many ways the difficulty with this question is that what one person considers to be anti-social, their neighbour may not. It becomes the job of the landlord to decide whether whatever is happening is actually anti-social behaviour, and potentially a breach of tenancy.



All our tenancy agreements contain a clause that defines anti-social behaviour. While the wording may vary slightly depending on when you became a Sandbourne tenant, in summary this states that:

You and members of your household and visitors must not cause or do anything likely to cause a nuisance at or within the locality of the property or use the premises and/or communal areas for immoral or illegal purposes. In particular, not to cause or do anything likely to cause a nuisance, interference, or annoyance through noise, anti-social behaviour, threats of actual violence, or damage to property belonging to neighbours, visitors, or anyone carrying out a lawful activity in the locality.

However, this does not necessarily mean that every report of 'nuisance' that we receive is actually anti-social behaviour and we hope that there is a degree of give and take between neighbours. Examples of activities that we do not consider to be anti-social behaviour, as set out in our Good Neighbourhood Management Policy include:

- Parking disputes
- Dogs barking
- Untidy Gardens
- Location of refuse bins
- People looking at each other
- General living noise
- Smoking
- Domestic pets in gardens
- Cooking smells
- Ball games
- Littering
- Boundary disputes
- Fences
- Babies crying
- Children riding bikes
- One off celebrations

Relationships between neighbours inevitably vary and there may be occasions when these can be difficult. If you believe that your neighbour is genuinely causing a nuisance then you should let us know in the usual way.

In the majority of situations, we will ask you to provide us with evidence, in the form of incident diary logs or recordings so that we can investigate and decide whether anti-social behaviour is taking place. Having investigated, we will decide whether or not the events constitute anti-social behaviour and what action Sandbourne can and should take to address this.



Calling all Cooks - An opportunity to win a £50 shopping voucher

A message from Susan

We have all noticed our shopping bills rising steadily and finding inspiration for exciting, filling, and cost effective meals can be a challenge. As a keen cook I like to shake up mealtimes a bit by having the option to change the taste by adding extra twists such as herbs, spices, and different accompaniments.



I am keen to hear what you, our residents, have been cooking up and invite you to send in your recipes to us that fall within the following four categories:

- Light Bites
- One Pot meals for 1 or 2 people
- Weekend Specials
- Quick and Easy Puddings

All the recipes need to be made for approximately £8.00. Following your entry being received, we will select 12 recipes. From that 12 we will go on and select a favourite entry which will win a £50 food voucher for the supermarket of the winner's choice. The judge's selection is final.

All entries can be written on an A4 sheet and sent to Sandbourne Housing Association, Craighleith First Floor Office, 9 Derby Road, Bournemouth, BH1 3PX or via email to info@sandbourne.org.uk.

All entries must be received by 30th June.

Tenant Satisfaction Measures - The return

You may remember that a couple of years ago the Regulator of Social Housing (RSH) introduced a process for assessing how well social housing landlords are doing in providing good quality homes and services for residents.

All landlords were required to ask the same 12 questions with the same range of response options for residents to indicate their relative level of satisfaction. These are called the 'Tenant Satisfaction Measures'.

Larger landlords (those with more than 1000 homes) are required to submit their results to the RSH, and all landlords, including Sandbourne are expected to publish the results, so that everyone can see how organisations are performing.



Small landlords like Sandbourne must undertake the TSM survey every 2 years, so please look out for this when we send the forms out in September and if you can, find the time to complete and return this to us. It is your opportunity to tell us what you think about us as a landlord, and we are keen to learn from what you tell us.

The difference this time is that you will have the opportunity to tell us your name and address if you wish to, so that we can follow up on any queries or issues that you tell us about when you complete the survey.

As before, we will publish the results from the TSM survey in the Winter edition of Sandbourne News.

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 it's 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.

Name:	
1st line of your address:	

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