



Welcome to the Autumn 2025 Newsletter

Welcome to the Autumn Newsletter. There seems to be a theme in this Newsletter - we like to hear from you so that we can better understand your opinion of the service we provide and ensure that it reflects your needs and wishes as far as we are able.

We refer in this Newsletter to several ways that you can let us know your opinion. The Tenant Satisfaction Measures Survey, which you should have received by now, is an opportunity for everyone to rate the service that we provide and let us know any areas where you think we are performing particularly well or where you would like improvements. Please return the survey, if you have not already done so, so that we can have results from a true cross section of our residents.

There is also reference in this Newsletter to the Repairs Satisfaction Surveys. If you report a repair to us, or you are due to have some planned maintenance carried out (new kitchen, bathroom etc.), please do return the Survey that is sent to you. It helps us understand how our contractors are performing and whether there are any changes that we need to make.

The Newsletter also includes reference to complaints, compliments, and good news that you can share with us. If you think that we have failed in our service provision to you, then we really do want to hear, so that we put the problem right if possible. However, we also love to hear when you think we have done something well. And it is great when you share good news with us, particularly if we can then also share that news with other residents.

So, please be assured that we love to hear from you and take the opportunities currently on offer to let us know what you think.

Best wishes and thank you

**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.

Baby boom at Sandbourne

We never thought that babies were like buses but that certainly seems to be the case at the moment.

We told you in the last edition of Sandbourne News that Molly, our Housing Officer, went on maternity leave, shortly before giving birth to her son Hugo in April. Molly has kindly allowed us to share a recent picture featuring her new arrival.

We appointed Alex Spence as maternity cover for Molly in March and she will be with us at least until Molly's expected return in 2026.

Not long after the arrival of Hugo, Katy, our Finance Officer, announced that she was pregnant and will be taking maternity leave from September.



Lynda Faulkner joined us as cover for Katy on 26th August and will be with us until March of next year.

Until then we will do our best to ensure that should you call us during office hours (9:00am - 4:00pm Monday to Friday) there will be someone available to take your call, but if not, please leave us a message and we will get back to you as soon as we can.

We have welcomed Lynda and given both Katy and Molly our very best wishes and thanked them for their efforts in succession planning for Sandbourne!

Office closure

The office will be closed on **Wednesday 22nd October** for a Training Day. Should you have an emergency please contact Carline on 01202 392322.

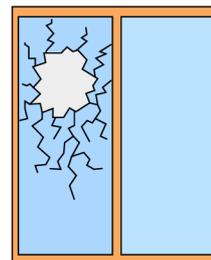
If you can't lay your hands on this number when we are closed, you can always ring the office number 01202 671222 and listen to our pre-recorded message, which gives you the number to call.



Rechargeable Repairs - a reminder

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

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



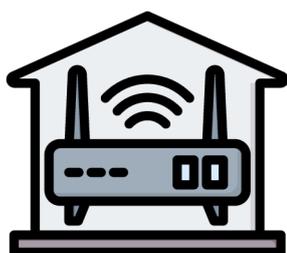
You may also be charged if:

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

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

More information is available in our 'Recharge Guidelines' leaflet available either at the office or via our website.

Cheaper broadband if you are receiving benefits



We have previously featured articles about the availability of cheaper broadband options for people receiving benefits, but thought it was worth including a quick reminder.

Remember that if you receive Universal Credit, or other benefits, you could be eligible for cheaper broadband and phone services. Social tariffs, sometimes called "essential" or "basic" packages, offer fast unlimited broadband with no price rises or exit fees.

To find out more visit:

<https://www.uswitch.com/broadband/guides/broadband-deals-for-low-income-families/>

We get compliments as well as complaints

We are conscious of the number of articles that we have and continue to feature in Sandbourne News about complaints. This is partly because we always treat complaints seriously and are keen to resolve and learn from them, and partly because of the emphasis that the Housing Ombudsman and Regulator place on effective complaints handling for all social housing providers.

However, we also think it is important to give you some balance. A few years ago, we started recording compliments that we receive from residents and applicants. Since October 2024, so far, we have received 21 compliments, against 9 complaints, so whilst we will never be complacent, and continue to do everything we can to give you the best possible service, this suggests that a least a proportion of people think we are on the right track.

Below is a selection of these compliments:

- ‘Thank you very much for actioning my request so promptly. More Than Gas have been out and increased the water pressure and have shown me how I can do it myself in future. Very grateful to everybody involved.’
- ‘Thank you so much, I really appreciate your help. I can organise things this end now! See you on 31st. You’ve been marvelous x’.
- ‘I would also like to thank you all for being such brilliant landlords over the last 20 years. Thank you so much.’
- ‘Your Housing Association is wonderful, and I am so happy to live here.’
- ‘Thank you for resolving the issue with her redecoration. She is over the moon with the works that have been done.’

Our thanks to everyone who has and continues to contact us to show their appreciation for the work that we do. It is good to know when we are getting it right.

Sandbourne News - hard copies vs email

The last edition of the newsletter was the first time that we sent this to everyone that we have an email address for, saving time and money for all concerned.

This appears to have generally been well received; however, a number of residents did come back to us, asking for a hard copy, which we provided to them.

We have made a note of the names and addresses of those concerned and they will now receive copies of Sandbourne News in both formats.

Should you receive the newsletter by email and would prefer to have a hard copy, just let us know and we will add your details to our mailing list.

Finally, we know that a technical problem caused a number of people to receive multiple copies of the newsletter by email, for which we apologise. We have been assured that this problem has been resolved, but if not then please let us know.



Determination by the Housing Ombudsman Service

In July we received a determination from the Housing Ombudsman Service in relation to a resident's complaint that had previously exhausted our internal complaints process.

Originally there were four elements to the complaint:

- Our handling of the tenant's transfer application.
- The action we took against the tenant in relation to reports of anti-social behaviour.
- Our handling of the resident's request to meet with Board Members and senior staff.
- That we had asked the tenant to remove flowers that they had planted in the communal grounds.

The Housing Ombudsman's Adjudicator subsequently advised us that the tenant had withdrawn the latter two complaints, with their investigation and determination focused only on our handling of the transfer application and the anti-social behaviour.

Following their investigation the Housing Ombudsman confirmed that we have followed our policies and procedures correctly in both cases, and we are pleased to say that there was no maladministration found on the part of Sandbourne.

Housing
Ombudsman Service

Both complaints are now closed.

Paying your rent on time...

These are very challenging times, with rising costs impacting everyone, including our residents who are working hard to manage their finances and meet their household bills. As landlords we too are experiencing these rising prices and understand that we all need to balance what we do and how much we spend.

Having trouble in paying your rent can be incredibly stressful, but please know that you are not alone and help is available. Don't panic or feel overwhelmed, our Housing Officers Colette and Alex are here to support you through this challenging time.

Timely rent payments are crucial; the rent we collect directly funds the service that we provide, such as our repairs service, planned home improvements, and ultimately benefiting the entire community.



Our commitment remains firm: to offer good quality homes and services that meet your needs whilst representing genuine value for money. We believe that our rents reflect this commitment, and we are dedicated to maintaining our core services and promises to our residents.

For your rent to go into your account immediately we recommend paying by Direct Debit. Please give us a call if you would like to set this up as your preferred payment method.

Bed Bugs - what they are and how to treat them

Bed bugs are small reddish-brown insects, that are roughly the size of an apple seed but can cause big problems if not treated. These parasitic insects feed on human blood, typically whilst you are sleeping, and their presence can lead to itchy bites.



Understanding what bed bugs are, how to identify them, and the best way to treat an infestation is crucial for maintaining a pest free healthy home. Under ideal conditions bed bugs can live for between 4-6 months, although in some cases they can survive for a year or more without feeding.



Bed bugs are commonly found in places where people sleep including beds, mattresses, and divans. They can also be found in furniture, curtains, and even behind wallpaper. Identifying a bed bug infestation early is key to controlling and getting rid of these pests. The common signs of an infestation are:

- Bites that appear as red itchy welts on the skin (see above photo). However, not everyone reacts to bed bug bites so bites alone are not a guaranteed sign of an infestation.
- Bed bugs leave small blood stains on sheets, pillowcases, or mattresses.
- Bed bugs excrete digested blood which appears as dark brown or black spots on bedding, walls, and furniture.

How to treat bed bug infestations

Treating a bed bug infestation can be challenging but is not impossible, if you follow this step-by-step guide.

- The first step is to confirm the presence of bed bugs, thoroughly inspect your home, paying particular attention to beds, furniture, and any cracks or crevices where they may hide.
- Declutter your home to eliminate hiding places for bed bugs. Dispose of any infested items that cannot be cleaned or treated. Be sure to seal any discarded items in plastic bags to prevent the bugs from spreading.
- Wash all clothing, bedding, and curtains in hot water and dry them on the highest heat setting.
- Vacuum your home thoroughly, pay special attention to seams in mattresses, furniture, and cracks in walls and floors. After vacuuming, empty the contents of the vacuum into a sealed plastic bag & dispose of it outside.
- Bed bugs are sensitive to extreme temperatures. Items that cannot be washed such as children's toys and shoes can be placed in a dryer on high heat for 30 minutes. You can also use a steam cleaner on mattresses, furniture, and other infested areas.

Sandbourne is only responsible for dealing with infestations in common areas, so in first instance please follow the advice set out in this article. If the problem persists then please contact us, but be aware that any action we take is likely to be rechargeable to you.

Complaint Handling Code



You may remember that last year the Regulator of Social Housing introduced a new statutory Complaints Handling Code for all providers of social housing.

The Code sets out a wide range of expectations for social housing landlords as to how policies and procedures should be structured, and how complaints must be managed.

All social landlords are required to self-assess their policies and procedures against the Code and confirm to the Regulator annually that they are compliant with it by the end of September each year.

We can confirm that we remain compliant with the Code, which will be endorsed by the Board on 17th September. The updated version of our self-assessment will be published on our website at <https://sandbournehousingassociation.org.uk/> at the beginning of October.

In addition, social housing providers are required to publish a 'Complaints and Service Development' Report annually detailing the number and type of complaints we have received, how these have been managed and what the organisation has changed or learnt as a result.

Our report will be considered by the Board on 17th September and will appear on our website shortly. If you would like a hard copy of either or both document(s), then please contact us at the office, and we will be happy to provide them.

Your safety is our priority

At Sandbourne, your safety and security are paramount. We want to remind you of the importance of verifying the identity of anyone claiming to represent us.

Here's how to stay safe

- **Always ask for ID:** Before opening your door to someone claiming to be from Sandbourne, demand to see their ID badge.
- **When in doubt call us:** Even if a visitor presents ID, if you feel uneasy or have any reservations, please call us on 01202 671222 to double check their credentials. We would rather you be cautious than risk your safety.
- **We would recommend similar vigilance for other callers you don't know**

Suspect a bogus caller? Report it

If you suspect that someone is falsely claiming to be from Sandbourne:

- Do not hesitate to report this to us.
- Contact us on 01202 671222 or via email at info@sandbourne.org.uk
- Crucially, also contact the police to report the potential scam

Remember: When in doubt, refuse entry

If you have any doubts whatsoever about the legitimacy of the visitor, the safest action is simply to refuse entry. Your vigilance is vital in protecting your safety and your community.

Mobility scooters - again.

You may remember that in the last edition we featured an article about mobility scooters saying:

‘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 there is 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.’



Sadly, since then we have had another example where a resident has bought a mobility scooter without consulting with us first and was very upset when we advised him that there was no storage on site, and his only option was to keep the scooter in his flat.

We do not allow mobility scooters to be stored anywhere other than your flat or in one of our designated stores with our permission and where a space is available. So, if you are considering acquiring a scooter, you need to contact us in advance to avoid disappointment.

We take this position following clear advice from the National Fire Chiefs Council and our Fire Assessors that mobility scooters must not be stored in communal areas.

Thank you for your help with this. Please follow this advice to avoid disappointment.

Parcel Delivery - please take care

We have recently had a couple of reports from residents of parcels that have been delivered to them being stolen from the communal area where they live.

We appreciate that this is upsetting for those concerned and thought we should remind everyone that, particularly where you are expecting high value deliveries, it makes sense either to be at home, or if this is not possible then you should arrange delivery somewhere safe, be that a friend/neighbour or one of the many secure ‘lock-box’ facilities that are now widely available.

Below are some links to the websites of the most widely used delivery companies that might be useful, and you may want to consider consulting when placing orders for delivery:

- <https://pickup.dpd.co.uk/>
- <https://www.evri.com/guides/safe-place>
- Search ‘Amazon Lockers near me’



Making arrangements for the safe delivery of your parcels is your responsibility, Sandbourne is not liable in the event of a parcel being stolen or misdirected. In the event of a parcel being stolen, you should report this to the police accordingly.

You said, we did

Thank you to everyone who gives us feedback. We take this very seriously, and here are some examples of action that we have taken from issues that you have raised:

A resident reported an accumulation of rubbish, old bikes and domestic appliances that had appeared in the communal drying area where she lives.

We wrote to all the residents advising that if the items were not removed within 7 days, Sandbourne would arrange clearance with the cost charged to the service charge. We subsequently cleared the drying area.

A resident contacted us, concerned that she was no longer receiving regular welfare calls from Careline.

We contacted Careline on the day that the issue was reported, and Careline responded the following day, advising that they had recently made some changes to their systems, which was the cause of the problem.

The welfare call to the tenant was reinstated on that day.

We received repeated complaints from residents on one site that BCP Council were failing to empty the communal refuse bins promptly.

We contacted BCP Council who shared a dedicated email address with us, allowing us to report future issues promptly.

So far, using this email address to report problems has improved the service that BCP provide to residents.

A number of residents contacted us concerned about the condition of the communal carpet and the general appearance of the common areas of their block.

We wrote to those that had contacted us explaining the options and the potential impact on their service charge. We also arranged for the carpet to be cleaned and the marks on the walls removed. This prompted two compliments from the residents concerned.

How can working parents get 15 and 30 hours of free childcare?

The number of children who receive free childcare hours in England rose by 33% in the 12 months to January 2025, to a record high of 1.7m.

How does free childcare work?

All three and four-year-olds are eligible for 15 hours of government-funded childcare, regardless of their parents' working status.

Other help is also available, but it depends on the age of the child and whether the parents are working or receiving certain benefits.

Working parents can get:

- 15 hours of funded childcare for children aged between nine months and twenty-three months old (increasing to 30 hours in September 2025).
- 30 hours of funded childcare for three and four-year-olds

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

Those on certain benefits can get 15 hours of free childcare for two-year-olds.

Parents who do not work might still be eligible for 30 hours of free childcare if their partner works, or they receive some benefits - for example they are on maternity or paternity leave.

How do you apply for 15 hours of free childcare?

At the moment, parents can apply for:

- 15 hours of childcare once their child is 23 weeks old
- 30 hours once their child is two years and 36 weeks old (or from 23 weeks when the rules change in September)



The entitlement starts at the beginning of the term after the child reaches the qualifying age. The government website <https://www.gov.uk/free-childcare-if-working/check-youre-eligible> provides a step-by-step guide as to eligibility and how to apply.

Parents of children who will benefit from the expansion from 15 to 30 hours for children aged between nine months and 23 months in September can apply now.

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 children use fewer hours per week.

What is not covered by the free childcare hour funding?

The government has increased the hourly rate it pays childcare providers offering free hours. But, in many cases, this rate does not cover the full cost of the childcare, and some providers charge for extras like meals, nappies, sun cream, or trips.

Preventing damp and condensation

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

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

Here are some useful tips to reduce and prevent this:

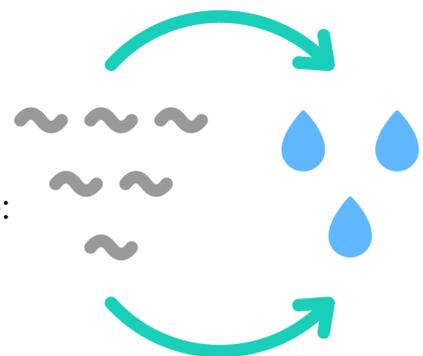
1. Where possible, try to dry clothes outside or, where there are communal laundries use the dryers, and avoid drying clothes indoors.
2. If you have your own washing machine/tumble drier, make sure the room is properly ventilated by keeping doors and windows open when in use.
3. When you are showering,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

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

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

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

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



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

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

Repairs Satisfaction Surveys - an update

As you know from previous articles in Sandbourne News, we ask all residents who report a repair to us, how satisfied they are with the service that they receive from us and our contractors when the repair has been completed.



When we upgraded SASSHA, our Housing Management and Maintenance system, in April this unfortunately impacted on the dispatch and return of the surveys, reducing the number that were sent and then received in April and May.

We are pleased to say that this issue has now been resolved and the numbers in June are much more in keeping with what we would expect.

We should also mention that we have arranged a 'development day' with SASSHA in October, to discuss further enhancements to the system, one of which is to provide the surveys electronically to those residents that we have an email address or mobile phone number for. Hopefully this will make it easier for you to let us know what you think about the repairs service and reduce our administration/postage costs accordingly.

We will provide a further update on this in the Winter edition of Sandbourne News.

In the meantime, the results for 1st April to 30th June are:

- In the period we issued 109 surveys and received 30 responses (28%)
- Outcomes returned for the surveys were:

Standard	Yes	No	%
Were you contacted by our contractor within 3 working days of your reporting a repair to arrange an appointment?	29	1	97
Did the contractor keep the appointment?	30	0	100
Was it necessary to change either the date or time of the appointment?	0	30	100
Did the contractor provide identification when they visited?	22	8	64
Did the contractor tidy up when they had finished the job?	30	0	100

We are keen to know your experience of our repairs service, so when you receive one of our surveys when a job has been completed, please take a few minutes to complete it and post it back to us in the prepaid envelope provided.

Spotlight on Planned Maintenance

As we reported in the last edition of Sandbourne News, we have now received the results of our stock condition survey and will use this to help inform us about the decisions we make in relation to planned maintenance in the future.

This got us thinking that you may be interested to know a bit more about both what we spent last year and on what, also what we are planning to spend in the current financial year.

Last Year - to 31st March 2025

In total we spent £442,683 which included:

- Replacing windows to 8 properties in Poole and Bournemouth.
- New bathrooms installed in 2 houses and 5 flats across Poole.
- Replacing the communal boilers at Gladman House in Southbourne and Christy Close in Ringwood serving 43 homes.
- External render cleaning for 212 flats in Bournemouth and Southbourne.
- Roof repairs to 3 properties in Poole and Ringwood.



This year to 31st March 2026

Our planned maintenance budget for this financial year is £434,000 which we expect to include:

- Replacing 18 unvented cylinders to flats in Southbourne.
- Providing digital connections for the lifts and communal fire alarms for 136 flats in Southbourne.
- The internal redecoration of the communal areas of 41 homes in Southbourne.
- Replacement of the communal carpet for 12 flats in Bournemouth.
- Renewing 8 boilers at homes in Poole.
- Replacing windows in 45 properties.
- New kitchens for 4 properties in Poole and Ringwood.



To date we have made good progress with completing what we think are the priority planned works. However, we know from experience, that unexpected events can prove expensive and means that we have to keep the delivery of the planned maintenance programme under constant review.

Sadly, it is not always possible to complete all the work that we set out to at the beginning of the year but will ensure that anything we cannot do is carried forward to the following year as a priority.

Please take a moment...

We recently sent out our Tenant Satisfaction Survey, which we did last a couple of years ago when 44% of our tenants and shared owners kindly took the time to tell us about their experience of the service that we provide.

Whilst we were very happy with a response rate of 44% this time we would like to see the views of even more people.

This time the survey will be circulated in two different ways (although the questions and response options will remain the same):

- If you are a tenant of either our 60+ or extra care housing then you will have received a letter and the survey form through the post, with a stamped addressed envelope. Please complete and return this to us.
- For general needs residents and shared owners, you will have received either a text or an email with a link to the survey.

However you have received the survey, we would be very grateful if you could take a few moments (it should take no more than 10 minutes) to complete and return it to us by the closing date of **6th October**. Should you wish to supply your name and address on the survey form, there is an option for you to do so.

Thank you in advance for your help. We expect to publish the results in the winter edition of Sandbourne News.

Policy updates and consultations

In the last two editions of Sandbourne News, we invited comments and observations on the following reviewed 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)
- Election of Board Members (reviewed)
- Lettings and Transfers (reviewed)
- Managing Tenants' Financial Affairs (reviewed)
- Responsive Repairs (reviewed)

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

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

- Lone Working (reviewed)
- Gas Safety (reviewed)
- Working Out of the Registered Office (reviewed)
- Complaints and Compliments (minor amendment specifying timescales within which complaints will be closed)

The Board have 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.

Share your good news and community stories!



Some good news you're bursting to share? We want to hear it. We're always looking for fresh and exciting content for Sandbourne News and would love to share your stories.

Whether it's a personal achievement, a heartwarming act of kindness, or anything else that brings a smile to your face, let's spread the positivity together!

Don't be shy. Get in touch and tell us your good news. You could be inspiring someone else in the community. We can't wait to hear from you.

Get in touch with us to share your stories or to suggest a feature. Our contact details are provided on page 2 of this edition of the newsletter.

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.

Name:	
1st line of your address:	

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