

Welcome to 'Sandbourne News' and a special welcome to our former Broadway Park Housing Association (BPHA) residents and all new residents who have joined us since the last newsletter.

We hope you will all find something interesting and useful in this newsletter but we appreciate that some of the information will not be relevant to all residents. For former BPHA residents and lessees this will now replace your usual newsletter. For our other residents at Craigleith, Belle Vue and Stourwood Avenue, the format is much the same, with just a bit more information covering all of our housing stock. You will have a special section in the Newsletter because of the specific type of services provided, which do not apply to our general housing or leasehold residents/lessees.

As always, we'd love to add your own articles and items in future editions, so please send anything you'd like to have included to us at the registered office. We would also be pleased to receive feedback from you; negative or positive.

A handwritten signature in black ink, appearing to read 'Steve Hayes'.

Steve Hayes, Chief Executive

Merger Update

All residents who were with us before the end of January this year would have received either a letter advising of our change of name (from BHSE) and change of address, or a letter advising them of the 'transfer of engagements' from Broadway Park Housing Association to Sandbourne Housing Association (merger) on 27 January 2015.

The letter you would have received from us should be kept with your tenancy agreement or lease as it formally advises of your change of landlord/lessor.

All new residents will have signed up to new 'Sandbourne' tenancy agreements or leases.

What's next?

You may be aware that we are now in negotiations with Ringwood and District Old People's Housing Society Ltd, with a view to working with them and then ultimately taking them over. They are a small housing society with 44 properties spread over three blocks of flats in Ringwood for the over 60s.

There will be no impact on you, your rents, or the services you receive, as a result of this and we'll keep you posted on progress.

Now just one office and one telephone number!

From 1 May 2015 there is only one office telephone number for all Sandbourne residents/lessees to ring:

01202 671222

Our Registered Office is based in Poole at:

**Beech House, 28-30 Wimborne Road,
Poole, BH15 2BU**



Our normal office opening times are:

Monday to Friday, 9am to 4pm
(except for English public holidays)

Sandbourne Staff and Contacts as from 1 May 2015

Introducing our combined Sandbourne team, as listed below:

Our management staff:

Chief Executive **Steve Hayes** (steve@sandbourne.org.uk)

Steve joined Sandbourne Housing Association in October 2009, as Chief Executive, when it was Bournemouth Housing Society for the Elderly (BHSE).

Finance Director **Fiona Ferenczy** (fiona@sandbourne.org.uk)

Fiona was the former Chief Executive of Broadway Park Housing Association (BPHA), which she joined in November 1998, and is now our Finance Director.

Our housing staff:

Housing Services Manager **Simon Raine** (simon@sandbourne.org.uk)

Simon was formerly Broadway Park's Housing Services Manager and he joined in January 2013.

Housing Officer: **Sharon Doran** (sharon@sandbourne.org.uk)

Sharon joined BHSE in July 1989 and for the majority of that time has been a Support Officer. However, she was appointed to the new Sandbourne Housing Officer post on 1 May 2015 following some restructuring, and she reports to Simon.

Maintenance Manager: **Brian Griffiths** (brian@sandbourne.org.uk)

Brian was BPHA's Maintenance Manager and joined in July 2008.

Maintenance Manager: **Chris Wilce** (chris@sandbourne.org.uk)

Chris was BHSE's Maintenance Manager and joined in May 1998.

Our office staff:

Administrator: **Gail Phillips** (gail@sandbourne.org.uk)

Gail joined Sandbourne in December 2012 when it was BHSE.

Finance Officer: **John Wright** (john@sandbourne.org.uk)

John joined Sandbourne in January 2013 when it was BHSE.

Office Manager: **Annina Cooke** (annina@sandbourne.org.uk)

Annina joined BPHA in September 1999.

The telephone number for all staff is now 01202 671222

About making contact

Sandbourne Housing Association's Registered Office
Beech House, 28-30 Wimborne Road, Poole, BH15 2BU

For all general enquiries and repairs:
Tel: 01202 671222

(calls may be recorded for information and training purposes)
(an answer phone service is available outside of office hours or when the lines are busy)

Email: info@sandbourne.org.uk
www.sandbournehousingassociation.org.uk

**As mentioned above, calls to and from 01202 671222
may be recorded for information and training purposes.**

Visiting the Registered Office:

Please note that we cannot guarantee that a member of staff will be available to see you if you visit the office without an appointment. This is because our housing and maintenance staff are often out on site.

In addition, as we share the building with other companies, we may need to make sure that we have somewhere private available to talk to you. Therefore, we strongly recommend that you don't turn up at the office without an appointment.

Once you have an appointment, if you need directions to find us, whether using public transport or your own car, please ask us.



Using Bournemouth Careline

Our **general housing** (former BPHA) residents are advised to ring Bournemouth Careline if they need urgent assistance with an emergency repair when the office is closed on 01202 452795.

Our **over 55s only** at Craigleith, Belle Vue and Stourwood Avenue are advised to use their Tunstall pull cords in an emergency.

Please do **not** ring Bournemouth Careline, for example, to report a repair than can wait until the next working day. All non-urgent matters, including non-urgent repairs, should be dealt with by calling the registered office on **01202 671222**.

Residents at our over 55s flats (Craigleith, Belle Vue and Stourwood Avenue):

Just a reminder that you should tell your friends, relatives and carers that the only contact number for Sandbourne is now 01202 671222. All other previously advised numbers are in the process of being disconnected.

Reference in this Newsletter to '**HOPS**' – this is the term now used for our blocks of flats at Craigleith, Belle Vue and Stourwood Avenue. HOPS stands for 'Housing for Older People with some Support facilities'. We also refer to you as our 'over 55s'.

A quick guide to who residents should contact for what:

Housing Services Manager/Housing Officer (Simon and Sharon)

– housing related queries, ie:

- Anti-social behaviour
- Car parking
- Complaints
- Direct Debits
- Grounds maintenance and gardens
- Guest room bookings (HOPS schemes)
- Housing Benefit
- Leaseholder queries
- Mutual exchanging with another resident
- Pets
- Rent and rent statements
- Service charges
- Terminating your tenancy
- Transferring to another property

Maintenance Managers (Brian and Chris)

– repairs and maintenance related queries, ie:

- Safety checks:
 - electric and gas
 - emergency exits and lighting
 - fire alarms and smoke detectors
- Key replacements (HOPS only)
- Lifts (HOPS only)
- Repairs:
 - reporting for your own property
 - reporting for communal areas
 - reporting faulty communal laundry equipment (HOPS)
 - chasing outstanding repairs
 - feedback surveys
 - minor repairs
- Planned maintenance and redecorations to communal areas
- Inspecting empty/vacant properties

Chief Executive and Finance Director (Steve and Fiona)

- By appointment only, via the Administrator, if other channels have been exhausted (for example complaints)

Administrator (Gail) – for general enquiries not covered above

- Newsletter items and articles

Our combined Sandbourne portfolio

General Housing (formerly BPHA stock)

We have 150 general housing properties in Poole, Bournemouth, Wimborne and North Dorset. These are predominantly general family houses. In addition, we also have 24 shared ownership houses/flats and 37 leasehold (owned) flats.

People wanting to apply for general housing have to apply through the local authority using 'Dorset Homechoice'. This covers housing for single people, couples, and families. Sandbourne residents can apply to move to another Sandbourne property by requesting a 'transfer application' form from the registered office.



Leasehold/shared ownership

These properties are occupied by residents who have either bought a share of their home and pay a rent and service charge, or who have purchased their home but have to pay a service charge eg purchased the lease of a flat in a block of flats.

HOPS (Housing for Older People with some Support facilities)

As mentioned earlier, HOPS was previously called 'sheltered housing' and is the term now more widely used (previously BHSE properties).

This covers our over 55s housing where we have 171 flats spread over eight blocks in Southbourne and also includes an 'extra care' block of 31 flats in Derby Road, Bournemouth.

Sandbourne holds its own waiting list for these properties. Former BPHA residents can apply for one of these flats by requesting a 'transfer application' form from the registered office.

In addition to the above stock we now also have six rented flats being created by converting our old offices and one communal lounge.

What could this mean for you?

We'd like to think that this means that you can become one of our residents in our general homes, move to family accommodation and then, when the need arises, transfer to one of our over 55s flats. When you then need extra care, there is that option available to you as well.

We have already received interest in, and made offers to, residents wanting to transfer between the two different types of accommodation.



Progress with conversions at HOPS sites and old BPHA office:

We'd like to thank all those residents affected by the works that are currently being undertaken to convert both the old registered offices at Woodlands and Ashley Road, and the lounge at Highfield, into flats. We appreciate that this has been very noisy and frustrating for some residents and others have also been inconvenienced.

Completion is expected around the end of the first week in June 2015.

The outcome of the various works will mean that we're able to provide an additional:

- 3 x one bed flats for the elderly at Woodlands, Southbourne; these will be numbered as 6A, 6B and 6C Woodlands
- 1 x two bed flat for the elderly at Highfield, Southbourne; this will be Flat 1 Highfield
- 1 x drop-in room for residents at Highfield, Southbourne
- 2 x two bed flats at Ashley Road; these will be numbered as 423 and 425 Ashley Road

We hope that residents will see these as a very welcome addition to the housing provided by Sandbourne. These have been built without the aid of any government grant.

Rubbish Disposal – Recycling Bins

Did you know that the Council won't empty the recycling bins if the rubbish is put in plastic bags?

Whether you use a standard household bin, or one of the large communal bins, please help by emptying your bag contents into the recycling bins and then putting the empty plastic bags in the normal household waste bins. (Bin colours vary depending on the Council so please check the signage).

Full details of what can or cannot be recycled can be found on your Council's website, so please check if you are not sure.



Car parking on Sandbourne property



Did you know that this is one of the most common causes of bad feelings between neighbours, irrespective of whether you live on an estate, private road, or a block of flats?

At our **HOPS** sites in Bournemouth, apart from disabled bays for blue badge holders, there are no individual designated parking spaces at any of our sites for any residents. Plus, there are no resident parking spaces at Craigleith.

Parking is strictly on a first come, first served, basis and is for residents and specific visitors only, for example doctors and carers, or those dropping off and picking up residents.

Designated bays for medical staff should never be blocked as you could prevent someone going to hospital in an emergency, for example.

Residents parking on Sandbourne property should note that, for insurance purposes, this does not count as parking 'off road'.

For our other (former BPHA) housing, where there are no designated parking spaces, parking is also on a first come, first served, basis.

In addition, with effect from October last year, tax discs are not a legal requirement. This will not stop us checking if we think a car has been abandoned or is no longer in use and arranging for its removal as we can check details via a government website. All we need is the make and registration number of the car to do this.

Safety – stranger awareness ...

We are all guilty of letting people into buildings, whether it be at work or into a block of flats, usually because the person smiles, looks familiar, or looks lost – we all like to be helpful.

However, when you do this you could be putting the safety and security of other at risk. Unfortunately, not everyone has good intentions.

Please, therefore, avoid letting anyone you don't know into your block of flats; if they have a right to be there they will be able to gain entry themselves and, if they are visitors to the block, they should be able to gain access via the person they are visiting.



Thank you for your co-operation

Keep safe!

Repairs feedback surveys

Residents in general housing (formerly BPHA) are already used to completing and returning feedback questionnaires to help us improve our repairs service and that of the contractors we use.

As from 1 May 2015, we are extending this to HOPS residents (Craigleith, Belle Vue and Stourwood sites).

The form is only one page, so shouldn't take long to complete, and we will provide a pre-paid envelope for you to return it to us.

Your feedback will be appreciated, whether negative or positive comments.



Coastal Credit Union – a new alternative way of paying your rent ...

A new service is now available to you for paying your rent. This is via the Coastal Credit Union who accept cash, cheques and bank transfers over the counter for your rent, or any other payments you make to us. They do **not** accept payment by credit card. To use this service you can visit either:

- **Boscombe:** 531/533 Christchurch Road, Boscombe, Bournemouth, BH1 4AG
Tel: 01202 566788.
Opening hours: 10am to 3pm Monday to Friday; and 10am to 2pm on Saturdays
- **Poole:** Ground Floor, Beech House, 28-30 Wimborne Road, Poole, BH15 2BU
Tel: 01202 566878
Opening hours: 10am to 2pm Monday to Friday

You will need to produce your rent card with your payment at the counter (cheques should be made payable to **Sandbourne Housing Association**). Please keep your receipts as proof of payment.

What about Right to Buy?

You may have heard that the Conservative Party said that they would bring back the 'Right to Buy' for housing association tenants. This will require legislation to be passed and any requirement would be subject to legal challenge, especially if there was any attempt to force charitable organisations, like Sandbourne, to sell our HOPS flats, particularly as we did not receive grant to build them.

Moreover, sheltered housing and housing associations with charitable status have always been exempt from the 'Right to Buy'. Therefore, there **will not** be any changes for a few years to come. A few general family residents have a 'Right to Buy' or 'Right to Acquire' and details are available on request.



Apart from a few residents living at our HOPS sites (Belle Vue and Stourwood) with 'preserved rights' (where payment is requested via Sandbourne), everyone under 75 is responsible for purchasing their own TV licence.

All residents turning 75 should inform the TV Licensing Authority so that they can receive their 'free' TV licence, irrespective of whether they usually pay their fee to Sandbourne or direct to the TV Licensing Authority.

Although we hold licences for our communal lounges at our HOPS schemes, we do not hold them for any of the guest rooms where guests must not watch any form of 'live' TV.

If you have any queries, you can check on-line at www.tvlicensing.co.uk or call them on 0300 790 6131. Alternatively, you can contact the registered office on 01202 671222 and speak to the Administrator.

What's the latest on Universal Credit?

The government are still well behind with implementing these changes and there is nothing likely to affect you in the coming year. We will let you know if this changes.

Anonymous letters

We are sorry but Sandbourne will register anonymous letters but action will **not** be taken on any points contained in them.

If you want to make comments or need to make a complaint and don't feel confident/comfortable doing this, please contact the Citizens' Advice Bureau or see a legal advisor to check what you can do.

In addition, we are currently working on some leaflets about 'Acting Reasonably – *Your guide to how we deal with unacceptable behaviour*' and also 'Complaints – *Your guide to considering what is a complaint and how to go about reporting it*'.

We aim to have these will be available, upon request, from the registered office by the end of July 2015.

All complaints will be treated in confidence.

Ending your tenancy

For some people it is a positive thing when they want to end their tenancy to move on for a new start in life. For others it might not be so positive and for the elderly it's never nice thinking that they may need extra care and have to leave their home, or they pass away but, at some point, this will happen to us all.

If something unexpected should happen to you, particularly in our HOPS schemes, Sandbourne may need to contact someone to let them know. Therefore, it is really important for us to hold details of your next-of-kin. If we don't already hold this information, please let us know who both your emergency contact and next-of-kin is.

If moving to alternative accommodation, you are required to give one month's notice of termination under the terms of your tenancy agreement, which means paying a month's rent. For HOPS residents this will be four weeks' rent. A next-of-kin/executor will also be responsible for paying the rent during this notice period in the case of a deceased resident.

When leaving a Sandbourne property, for whatever reason, all personal belongings must be removed from your flat before the tenancy can be formally ended. In addition, all carpets and electrical goods must also be removed, along with **all** rubbish, unless it is agreed with Sandbourne that specific items can be left.

Safeguarding/Protection from abuse

If you feel that you are being abused or suspect that another resident is being abused (physical, emotional, sexual, sensory deprivation, neglect, imposed isolation, financial/material, discriminatory), you can contact us for more information about what to do. Alternatively, you can report this directly by contacting the relevant safeguarding team for your local authority area:

Bournemouth residents can contact their local safeguarding team on tel no: **01202 454979**

People living in **Poole** can contact their local safeguarding team on tel no: **01202 633902**

and for **East or North Dorset** residents can telephone: **01305 221016**

Please note, if we receive any reports, we are obliged to report them.

Home Contents Insurance

Sandbourne does not insure residents' furnishings or belongings. We strongly advise you to take out your own home contents insurance. This should cover you against damage to your personal belongings, floor coverings, furniture and other contents and decorations, including damage from fire, flood, break-in and vandalism, or accidents caused by you to your neighbour's property or Sandbourne communal facilities.

When choosing an insurance policy, you should make sure that it covers broken glass and locks in doors and windows, as these are repairs you normally have to pay for. Your insurance should also cover items if they are stolen in a break-in.

A few facts and figures

Between 1 April 2014 and 31 March 2015 Sandbourne had:

- 5 new build family properties handed over and let for the first time (Milborne St Andrew)
- 19 existing general family homes were re-let
- 23 existing HOPS (including Craigleith) homes were re-let
- 5 existing general families undertook a mutual exchange of their home (found and swapped home with another tenant)

As mentioned earlier, we also have 6 flats currently under construction which are due to become available from early June 2015.

New Board Membership

Following our merger we now have a new joint Board, as elected at Sandbourne's Annual General Meeting in March 2015.

The Chairman is Keith Mallett (former Chairman of BPHA) and the Vice-Chairman is Michael Barrow (former Chairman of BHSE/Sandbourne).

The remaining Board is made up of: Colvin Aldous (Resident Board Member), Albert Barnes, Paul Frith, Michael Ganderton (Resident Board Member), David Joicey, Ian Kendall, Liz Lees and Theresa Saunders (Resident Board Member).

If you wish to make contact with the Chairman, or another Board Member, please do so via the Sandbourne Housing Association registered office.

Sandbourne Policies

The following policy was approved by the Board in February 2015 and is available, on request, from the registered office:

'Policy on Election of Resident Board Members'

If you would a copy of this policy, or a copy of any of our other policies, please contact the registered office on 01202 671222.

We will also publish our policies on our website as and when they are reviewed or new ones approved.

If there is other information that you would like to see in future editions of this newsletter, on a regular basis, or as a one-off, please let us know so that we can consider including it.

This could be such information as how many repairs we received and our performance in completing them, the number of complaints and compliments we received, or something about your own scheme or events.

All articles are correct at the time of publishing

Copies of this newsletter are available, on request, in large print, and can also be downloaded from our website:

www.sandbournehousingassociation.org.uk.

Now, just for fun, a few brain teasers:

Can you name the films these songs are attributed to - we've added the year as a clue:

1. A kiss from a rose (1995)
2. The shadow of your smile (1965)
3. Some day my prince will come (1937)



Can you work out the children's nursery rhymes from the clues below:

4. Furry animal seen rotating in external floral arrangement
5. Minder of ovine mammals mislays her charges
6. Arachnid makes second attempt to scale outdoor structure during spell of fine weather

Can you work out the name of the American states from these cryptic clues?

7. Alphabetically, the first state
8. The Golden state
9. Home of the Derby

To save you waiting until the next edition, you can find the answers at the bottom of the back page.

For our HOPS residents (Belle Vue, Stourwood and Craigleith Sites)

Loss of support services from Sandbourne (HOPS)

You will all know that as from 22 June 2015 our Supporting People funding has been stopped by Bournemouth Borough Council.

This has resulted in redundancies for our Housing and Support Team, three of whom have already sadly left us.

However, as you know, Sharon Doran was appointed to a new Housing Officer post which she started on 1 May 2015 and we hope you will be understanding whilst she is adapting to her new role.

We have been striving to put as many plans in place to make the transition to 'no support services' from us as easy as possible.

We wrote to you all and outlined what services we could provide by way of Bournemouth Careline and the charges involved. Those affected (does not include Craigleith) will know that a £1.50 per week service charge has been included in your rent from 22 June 2015.

This £1.50 will cover the cost for Careline to monitor your emergency warden call, the communal areas alarms, the lift alarms and all the communal door entry panels 24 hours a day, 7 days a week, 365 days a year.

Careline will only be carrying out morning 'comfort' calls, for those who currently have them, until 21 June, after which time residents will need to arrange and pay for these if they still want them.

For those residents needing some extra support, there will be a floating support service available from Bournemouth Churches Housing Association. They will provide support to several housing associations in the area and anyone needing this service can be referred to them. If you would like more information, please let us know so that we can assist with your referral.

In an emergency, please always remember to use your pull cord to get assistance from Bournemouth Careline.

Lift call-outs

We have received an increasing number of call-outs to lifts at our HOPS sites. This is where someone has activated the alarm, often by mistake, and left the lift before the Bournemouth Careline operator has had a chance to 'ring' the lift to check what has happened. This then results in a call-out as we have to assume that someone is trapped in the lift.

When this happens, it is a cost to Sandbourne which has to be passed on to you in your rent/service charge.

If you accidentally operate the alarm in the lift, please don't worry but please wait to allow the operator to contact you to check that you are okay. If you leave without doing this and we send out someone and then discover who it was, we may charge you for the cost of someone attending the site when it could have been prevented.

You suggested - we took on board ...

HOPS consultation to change the minimum age for new tenants from 55+ to 60+

We consulted with residents in 2013 and then informed you that, at that point, we would not be looking to increase the minimum age range for applicants and residents.

At that time we offered various options and there was no clear majority, although around 50% of residents voted for an option which included raising the minimum age to 60.

We are, therefore, using this newsletter to seek your views on looking to raise the minimum age of an applicant for a rented HOPS property (excluding the Craigleith extra care scheme) from 55 to 60.

If you have any comments or views on this proposal, please write to the registered office, or email us on info@sandbourne.org.uk, by 1 July 2015.

The results will be considered by the Board when it meets on 22 July 2015.

Shops who deliver locally.....

Help & Care produce a leaflet which highlights some of the ways you can get shopping delivered to your flat, in addition to internet shopping.

You will be able to find a leaflet/further details in the drop-in rooms at Highfield and Woodlands.

Sandbourne guest rooms

We have the following guest rooms available for residents to book:

- **Woodlands**, ground floor - twin plus level access shower;
- **Woodlands**, third floor - family (double and single bed) plus level access shower;
- **Milne Court**, first floor - twin plus bath;
- **Harcourt Grange**, second floor - twin plus bath; and
- **Craigeith**, third floor - twin plus level access shower.

We are currently working on a new system, and reviewing the charges, for booking these guest rooms, which are available to all Sandbourne residents.

In the meantime, for further details and/or bookings, please contact 01202 671222.



Booking of Communal Lounges

The resident lounges at Woodlands, St Kilda and Craigeith can be booked for events which are open to **all** residents to attend. There is **no** charge and bookings can be made via the registered office on 01202 671222. We cannot, however, accept bookings for totally private functions, for example family birthday parties, which exclude other residents from using the lounges.

Using your key safe and locking yourself out!

Keys safes have been provided outside all HOPS flats for the benefit of residents and it is your responsibility to put a key in that safe and keep the code secure.

If you choose not to leave a key in the key safe, or forget the number, and require your door lock to be forced to gain entry into your flat, then you should bear in mind that you will be charged for all works carried out by us or any contractor called to do this on our behalf. This could be for the entry to the flat and/or replacement keys. For this reason, it would be helpful to let us know your code in case of such an emergency.

Please also consider having a 'key holder' – someone you can trust to keep a spare key for you and who you can contact in an emergency. A note of this person can be made on your file if you wish.

Replacement keys can be ordered from the registered office (£30 per key and £10 per fob). We will need the code off the key to order this for you.



Replacing light bulbs

Please note that it is your responsibility to replace light bulbs, although we do keep stocks of some that can be purchased, at cost, from the Maintenance Manager. Don't forget that Handiworks Plus is available for you (HOPS residents) to use and they will check and fit light bulbs for a small charge. Please ring the registered office for further details.

helpcare
HANDIWORKS
PLUS

Buggy Stores



Please be aware that if you report that you are unable to access the buggy stores, due to improper key switch operation and doors not opening, this will not be attended to until the following working day (Monday to Friday).

Extractor Fans

Did you know that it is your responsibility to clean kitchen and bathroom extractor fans. If it is reported that a fan is not working and this has been caused by it not being cleaned, there could be a recharge for fixing it. Again, Handiworks Plus could carry out jobs like this for a small charge.

Do you want to get to know or socialise with your neighbours?

If so, here is a taste of some of the events that happens at our three **HOPS sites**:

Beetle Drive, St Kilda's Lounge, first Friday of every month at 2pm (on the other Fridays it's Bingo in St Kilda's Lounge at 2pm)

Bingo, Woodlands lounge, Tuesdays at 7.30pm

Breakfast Club (CRUMBS), St Kilda's Lounge, Thursday mornings at 9.30am onwards

Craft Group, Woodlands Lounge, Mondays between 2 and 4pm

Fish and Chip Lunches, Woodlands Lounge, one Wednesday per month at 12.30pm

Library, St Kilda's lounge, every month on a Thursday

Lunches (CRUMBS), Craigleith Lounge, every Wednesday at 12.30pm onwards

Lunches (CRUMBS), St Kilda Lounge, every Tuesday at 12.30pm onwards

Songs of Praise (FACE), Woodlands Lounge, second Monday of each month

Tea and Topic (FACE), Woodlands Lounge, third Thursday of each month

There are also regular events held at Immanuel Church, including a Thursday beginners **computer club** from 9.30-11am.

For all of the above events, and others, please check the notice boards regularly for the latest/up-to-date information/details, including prices and whether you need to book in advance.

Organisers: If the details given above are incorrect, or you would like to add something, please contact the Administrator at the registered office.

Registered Office:

Address: Beech House, 28-30 Wimborne Road, Poole, BH15 2BU

Tel: 01202 671222

You will always be able to leave a message on the answer phone outside of office hours (which will be dealt with the next working day).

You will also be able to leave a message on the answer phone if staff are away from their desk, or taking another call (they will get back to you as soon as they are free).

Calls may be recorded by us for information and training purposes.

Occasionally we may need to close our office but we will aim to tell you this in advance.

Email: info@sandbourne.org.uk

Website: www.sandbournehousingassociation.org.uk

Office Opening times: Normally **9am to 4pm**, Monday to Friday (excluding the Christmas/New Year closure and other English public/statutory holidays)

Note: Appointments should be made to see the staff in this office

Brain Teaser answers:

1. Batman Forever
2. The Sand Piper
3. Snow White and the Seven Dwarfs
4. Round and round the garden, like a teddy bear
5. Little Bo Peep has lost her sheep
6. Incy wincy spider
7. Alabama
8. California
9. Kentucky