

WELCOME TO OUR SPRING 2026 NEWSLETTER



There are several mentions in this Newsletter of ways that you can get in touch with Sandbourne or tell us how you feel about the services that we provide. We really do like to hear from you – it is great to know when we are doing things well and helpful to know if we are not, so that we can try to improve.

We held a Residents' Meeting on 18 March 2026 looking at how we manage reports of Anti-Social Behaviour (ASB). Numbers of residents attending was lower than at our two previous events, but the meeting went well and those attending heard a talk from a representative of Capsticks Solicitors about how they can assist us with the management of ASB. Everyone also took part in group discussions about what constitutes ASB and what can be done by residents and by Sandbourne to remedy the problem.

The main outcome of the meeting is that ASB is complicated and managing it is costly and time-consuming, but if everyone works together we can make a difference. Those attending all said that it was an interesting and helpful meeting. We will look to hold another open meeting in early 2027 and will announce the topic to be covered nearer the time.

If you would like to be involved in the oversight of Sandbourne then we are looking to recruit some more Board members in the near future. If you are at all interested in considering this option then please read the article in this Newsletter or contact the office, where you will be able to get more information about the role and the skills that we are looking for. It is a very rewarding role and also very helpful for the Board to have members who understand the needs and aspirations of our residents.

Finally, I would like to remind you of Sandbourne's Community Fund. If you have an idea to improve the area where you live or to set up a new interest group for other residents then an application to the Community Fund might assist you in this. Read the article in this Newsletter for more information
- if we can help, we will.



Fiona Ferenczy
Chief Executive



The Sandbourne Team

Fiona Ferenczy - Chief Executive

David Hall - Head of Housing

Molly Witherington - Housing Officer

Colette Robson - Housing Officer

Alex Spence - Housing Administration Officer

Brian Griffiths - Maintenance Manager

Chris Wilce - Maintenance Manager

Harry Corns - Finance Officer

Katy Ferenczy-Dakin - Finance 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.

Craigeith 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 (Craigeith) 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 always 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 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**. 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 627 222** (voicemail messages can be left when we are closed), email repairs@sandbourne.org, 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 day, you could be preventing them from dealing with someone who needs their help immediately.

BANK HOLIDAY CLOSURES

The Sandbourne office will be closed on Monday 4 May and Monday 25 May for the Spring Bank Holidays.



All our emergency contact details are shown on page 2 of this newsletter and can also be accessed from our out of hours' voicemail message.

We would, however, remind you to only contact Careline for genuine emergencies as it could be a very busy time for them. Anything that can wait until the office is open again, for example routine repairs that can be emailed to **repairs@sandbourne.org.uk**, or rent/management queries that can be sent to **info@sandbourne.org.uk** should not go through to Careline.

As always, those residents who receive the Careline service can use this in the usual way throughout this period.

Non-urgent messages can also be left on our voicemail to be dealt with on our return.

SANDBOURNE NEWS - WHAT WOULD YOU LIKE TO SEE?

As you know, we publish our newsletter 'Sandbourne News' every quarter. We do our best to ensure that the articles are interesting, relevant and of help to you.

However, as the saying goes, 'many hands make light work' so we are really interested to know the sort of topics or features you would like to see in future editions.

We know that there are many people out there who devote a lot of time to charity and community work and it would be great to use 'Sandbourne News' to showcase some of this.

Alternatively, you may want to tell us about other projects or activities that you are involved with that you think would be beneficial to others. Whatever these may be just let us have more information and we can look to feature them in forthcoming editions.

We look forward to your idea, just give us a call on **01202 671222** or drop us an email at **info@sandbourne.org.uk** with your ideas

WELCOME BACK & OTHER CHANGES

You will remember us saying in a previous edition that two of the team, Katy Ferenczy – Dakin and Molly Witherington had left us (temporarily) on maternity leave, with their roles being filled by Harry Corns and Alex Spence respectively.

Well time has really flown by since then and we were delighted to welcome Katy and Molly back earlier this month. Katy is back full time, but as she will be devoting much of her time to implementing a new finance module, Harry is remaining with us a bit longer to help out with the day-to-day finance work.

Molly is now working Monday, Wednesday and Friday each week, returning to her role as Housing Officer. As Molly has returned on a part time basis, we have retained Alex for at least another year in the new role of Housing Administration Officer, focusing on debt management and supporting both the Housing Officers, Molly and Colette, as well as the Admin Team.

It is great to have Katy and Molly back, although they probably feel that they have not been away! and to have Harry and Alex still on board to help manage the workload.



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:

In November a resident told us that the heating in her flat was not working properly and she was very cold.

Our Maintenance Manager attended the day after we received the report, adjusted the thermostat on the communal boiler and emailed the tenant to confirm what he had done.

A resident contacted us to let us know that the door closer to the communal entrance door was sticking.

We contacted our contractors and the problem was fixed within 6 working days.

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. Sadly, we were let down twice but we kept at it, and on the third time of asking the bin was finally emptied.

Two residents in Ringwood asked for hard copies of the last edition of Sandbourne News.

We hand delivered the hard copies a couple of days later. We also updated our records so that in future these residents will receive both a hard and digital versions of the newsletter.

JULIE, HEATHER, CHRISSIE & SANDY

We would like to take this opportunity of thanking everyone who attended out Easter Sunday day of fun and laughter. We laid on food with a Raffle, Guess the Weight of the Cake, Best Easter Bonnet, Easter Egg Hunt and Name the Bunny.



Sadie won the Weight of the Cake & collected the most eggs.



Wendy won the bunny



Libby won the best Easter Hat



Well done to all the winners of the day's events!

I would also like to thank Bill for all his help to us for making this possible.



WE COLLECTED
£80.00
FOR MACMILLAN LOCAL!



FULL FIBRE BROADBAND NOW LIVE AT ST KILDA, WOODLANDS AND HARLING

Great news for residents at St Kilda, Woodlands and Harling — full fibre broadband is now available, thanks to a new network upgrade from Openreach.

Full fibre (also known as FTTP) means fibre-optic cables run right into the buildings, giving access to faster and more reliable internet. That means smoother streaming, clearer video calls, quicker downloads, and better online gaming — even when lots of devices are connected at the same time.

Residents can choose from a range of broadband providers that use the Openreach network, including BT, Sky, TalkTalk, Vodafone, Plusnet and EE, to find a package that suits their needs and budget.

This upgrade helps future-proof the buildings, making it easier for everyone to work from home, study online, and stay connected with family and friends.

It's a big step forward in improving connectivity across St Kilda, Woodlands and Harling — helping everyone stay connected now and in the future.



WHAT TO DO IF YOU EXPERIENCE A POWER CUT

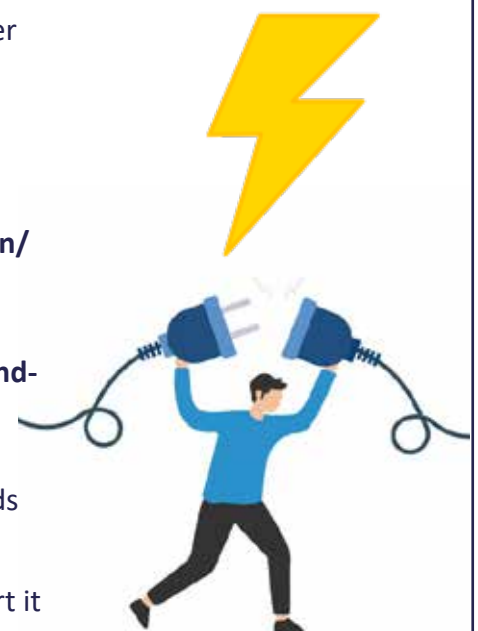
Recently our Belle Vue residents were without electricity for a day. Whilst the energy provider had written to people beforehand explaining that the interruption was as a result of planned maintenance at the local substation, they had unfortunately neglected to tell us about it in advance.

The first we knew was when some residents contacted us on the day asking why the power had gone off. We were able to establish the reason quite quickly and reassure those who had contacted us that the energy provider had promised to restore the power by 6.00pm, which they did.

However, we thought some advice as to what to do in the event of a power cut:

- If you lose electricity you should make sure that all non-essential appliances are switched off but leave a light on so you know when the supply returns
- You can report a power cut on line at <https://powercut105.com/en/> or by phoning **105**, which is a free service
- Alternatively you can find the details of your energy network operator by using <https://www.energynetwork.org/customers/find-my-network-operator> and entering your postcode.
- The energy provider may put you on a priority list for assistance, particularly if you have medical equipment in your home that needs electricity.

If you smell gas or suspect that there is a leak in your home, you can report it by phoning **0800 111 999**.



REPAIRS – HOW MUCH DO YOU KNOW?

QUIZ!

Over the last few months several residents have mentioned that they would like to see some more light-hearted features in Sandbourne News.

Having thought about this a bit we have decided to try a quiz, with a **£20.00 shopping voucher** for the winner. You can email us at info@sandbourne.org.uk or even give us a call on **01202 671222** with your answers. Please let us have these by 31st May and we will announce the winner in the next edition.

We already know that for most residents our repairs service is particularly important, but how much do you actually know about whether a particular repair is our responsibility or yours?

Test your knowledge by ticking either the 'Sandbourne' or 'tenant' box to each of the following questions:

	TENANT	LANDLORD
A light bulb has blown in your living room	<input type="checkbox"/>	<input type="checkbox"/>
The boiler has stopped working and I have no heating or hot water	<input type="checkbox"/>	<input type="checkbox"/>
There is a leak from the roof during heavy rain	<input type="checkbox"/>	<input type="checkbox"/>
You accidentally break a window while moving furniture	<input type="checkbox"/>	<input type="checkbox"/>
The toilet will not flush properly due to a fault in the system	<input type="checkbox"/>	<input type="checkbox"/>
The sink is blocked because of food waste and grease build-up	<input type="checkbox"/>	<input type="checkbox"/>
The front door lock has failed and your home is not secure	<input type="checkbox"/>	<input type="checkbox"/>
Mould appears because you rarely open windows or use extractor fans	<input type="checkbox"/>	<input type="checkbox"/>
Smoke alarms are not working even after changing batteries	<input type="checkbox"/>	<input type="checkbox"/>
The fence between properties has fallen over due to rot	<input type="checkbox"/>	<input type="checkbox"/>

CAR PARKING

It is some considerable time since we featured an article about car parking in Sandbourne News but recent feedback from several residents suggests that this would again be useful, by way of a reminder.

From what we have been told previously it seems that one of the main problems relates to visitors thinking that they can park in a Sandbourne car park, and a proportion of those people parking inappropriately, so that access for emergency vehicles is seriously compromised, potentially putting lives at risk. Similarly Blue Badge holders can also experience difficulties parking in the designated disabled spaces due to the inconsiderate parking of others.

We would ask residents to take responsibility for all their visitors, making them aware that they should not park on site unless this is one of the small number of locations where there are designated visitor parking bays.

So, who can you expect to see parked on site?

All residents are equally able to park on-site if general parking is provided by Sandbourne. However, unless you have specifically been told by us that you have an allocated parking space (for example some of our 18+ general needs sites) then spaces are available and should be used on a first come first served basis. Just because you normally park somewhere does not make it your space.



What about Disabled bays?

As with all car parks, whether in the town centre, at supermarkets or at a Sandbourne site only those people displaying a Blue Badge should use a marked out disabled bay.



What about family or friends picking me up or dropping me off?

Where we can, particularly at our 60+ sites in Bournemouth, we have marked out specific areas for 'dropping off' residents for example by family or friends close to their homes. However, there is a maximum time limit of 20 minutes for the use of these areas, after which the driver should move their vehicle and park on the road.



What about unauthorised parking?

We have done as much as we can in recent years to improve signage, increase the number of on-site parking bays and designated areas for 'pick up and drop off'. However, with just short of 500 homes to manage we do not have the staffing to routinely monitor car parking.

In a nutshell we can only ask residents, together with their friends and family who use our car parks to do so sensibly and to be considerate towards their neighbours. Thank you in advance for your understanding and co-operation.

SANDBOURNE COMMUNITY FUND – A REMINDER

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

- Several landscape improvement projects
- A partnership with a local charity encouraging residents to grow their own vegetables
- Improving road markings to discourage drivers from blocking the entrance to one of our developments
- Providing a display board for the art club at one of our 60+ developments

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

So here is a quick reminder of how the Community

Fund works and how to apply:

Who can apply to the Community Fund?

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

We will also consider applications for funding from other groups where the proposal will benefit Sandbourne residents directly.

All applications are considered by our Board, which includes residents and meets six times a year.

What can the money be used for?

Applications to the fund:

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

What sort of projects might be funded?

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

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

How much can I apply for?

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

When can I apply?

You can apply for a grant at any time. Grant applications are considered at each of the 6 Board meetings that are held each year.

How can I apply?

Community Fund application forms are available from our website or on request by calling us on **01202 671222** or emailing us at **info@sandbourne.org.uk**



TENANT SATISFACTION MEASURES – MANAGEMENT INFORMATION 2024/25

You may remember that in our annual review of the year ending 30 September 2025 which we circulated to all residents last year we mentioned that we would publish our Management Information in Spring 2026. The Management Information is the other part of the Tenant Satisfaction Measures (TSMs) that the Regulator of Social Housing (RSH) requires registered housing associations and local authorities to collect and publish each year.

As with the perception element of the TSMs that we circulated to you before Christmas the RSH has provided very specific guidance to all housing providers regardless of their size and structure as to how they should collect their Management Information. This is so that when all providers have collected, published and, where required, submitted the information, both the RSH and residents will be able to see how organisations are performing relative to each other.

The information provided below is for the period 1 October 2024 – 30 September 2025. Please note that for several of the questions the RSH has required landlords to apply a multiplier (shown in blue). This is intended to aid comparison when all results are published and projects what the outcome would be if the landlord had 1000 homes. Sandbourne has just 426 properties that meet the criteria to be included within the Management Information.

CH01 – Complaints relative to the size of the landlord

Stage 1 Complaints

Number of stage 1 complaints made by tenants in the relevant stock type during the reporting year	10	
Divided by:		
Number of dwelling units owned of the relevant stock type at the end of the reporting year	426	
x1000		23.47

Stage 2 Complaints

Number of stage 2 complaints made by tenants in the relevant stock type during the reporting year	2	
Divided by:		
Number of dwelling units owned of the relevant stock type at the end of the reporting year	426	
x1000		4.69

CH02 – Complaints responded to within the Housing Ombudsman’s complaint handling timescales.

Stage 1 complaints response time

Number of stage 1 complaints made by tenants for the reporting year for the relevant stock type, that were responded to within the Housing Ombudsman’s complaint handling code timescale.	9	
Divided by:		
Number of dwelling units owned of the relevant stock type at the end of the reporting year that reported a Stage 1 complaint.	10	
x100		90%

Stage 2 complaints response time

Number of stage 2 complaints made by tenants for the reporting year for the relevant stock type, that were responded to within the Housing Ombudsman’s complaint handling code timescale.	2	
Divided by:		
Number of dwelling units owned of the relevant stock type at the end of the reporting year that reported a Stage 2 complaint.	2	
x100		100%

NM01 – Anti-social behaviour cases relative to the size of the landlord

Total number of anti-social behaviour cases opened by or on behalf of the provider during the year (including any ASB cases that involve hate incidents).	30	
Divided by:		
Number of dwellings owned of the relevant social housing stock at year end (30 September 2025).	426	
x1000		70
Number of anti-social behaviour cases (as reported above) that involve hate incidents opened by or on behalf of the provider during the reporting year.	0	
Divided by:		
Number of dwelling units owned of the relevant stock type at the end of the year (to 30 September 2025).	426	
x1000		0

RP01 – Homes that do not meet The Decent Homes Standard to year end

Number of dwellings owned to which The Decent Homes Standard applies which failed the Decent Homes Standard at year end.	0	
Divided by:		
Number of units to which The Decent Homes Standard applies at the year end.	426	
x100		0%

RP02 – Proportion of non-emergency and emergency responsive repairs completed within the landlord's target timescale during the reporting year.**Non-Emergency Repairs**

Number of non- emergency responsive repairs completed within the providers target timescale during the reporting year.	1233	
Divided by:		
Number of non-emergency responsive repairs completed during the year.	1378	
x100		87%

Emergency Repairs

Number of emergency responsive repairs completed within the providers target timescale during the reporting year.	255	
Divided by:		
Number of emergency responsive repairs completed during the year.	280	
x100		91%

BS01 – Proportion of homes for which all required gas safety checks have been carried out.

Number of dwelling units owned for which all required gas safety checks were carried out and recorded at the end of the year	98	
Divided by:		
Number of dwelling units for which gas safety checks were required to be carried out at the year end.	99	
x100		99%

BS02 – Proportion of homes for which all required fire risk assessments have been carried out.

Number of dwelling units owned within properties that required an FRA for which all required FRA's were carried out and recorded at the year end.	378	
Divided by:		
Number of dwelling units owned within properties for which an FRA was required to be carried out at year end.	378	
x100		100%

BS03 – Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.

Number of dwelling units owned within properties that required an asbestos management survey or reinspection for which all required asbestos management surveys or re-inspections were carried out and recorded at the year end.	64	
Divided by:		
Number of dwelling units owned within properties for which an asbestos management survey or re- inspection was required to be carried out at year end.	66	
x100		97%

BS04 – Proportion of homes for which all required legionella risk assessments have been carried out.

Number of dwelling units owned within properties that required a legionella risk assessment (LRA) for which all required LRA's were carried out and recorded at year end.	210	
Divided by:		
Number of dwelling units owned within properties for which a LRA was required have been carried out at year end.	210	
x100		100%

BS05 – Proportion of homes for which all required communal passenger lift safety checks have been carried out.

Number of dwelling units owned within properties with communal lifts for which all Lifting Operations and Lifting Equipment Regulations (LOLER) inspection reports were carried out and recorded at the year end.	221	
Divided by:		
Number of dwelling units owned within properties with communal passenger lifts at year end.	221	
x100		100%

We hope that this information is of interest to you. Should you have any questions or queries please do not hesitate to contact us in the usual way.

WE TAKE SAFETY SERIOUSLY – DO YOU?

As we hope you know, from the articles in both this edition of Sandbourne News and those that have appeared previously for many years, we take safety very seriously.

As well as the servicing and checks that we are required to do by law, such as the annual servicing of gas boilers and independent safety checks for communal lifts, there are a range of other things where regulation and/or good practice mean that we need to access your home to complete these. They include for example, unvented water cylinders and 5-yearly electrical safety inspections.

We will contact you in advance to let you know that our contractors will be contacting you to make an appointment, and they in turn will do what they can to make a date and time for this which is convenient to you.

Most people appreciate the importance of these checks and are happy to make and keep appointments with our contractors. However, a minority fail to respond and in doing so potentially put both their safety, and that of their neighbours at risk.

If you receive contact from us or one of our contractors, it is really important that you respond, make an appointment that suits you and allow the contractor access to your home when they call.

Because we take safety seriously, if you repeatedly fail to respond, we will consider taking legal action under the tenancy by way of an injunction from the County Court that requires you to provide access to your home. The legal costs that we incur in obtaining the injunction will be recharged to you.

So please help us keep you and your neighbours safe by making appointments with our contractors when asked to do so and then being available when they call.

Thanks for your help and understanding with this.



POLICY UPDATES AND CONSULTATIONS

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

- [Safeguarding](#)
- [Food Safety & Hygiene](#)

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

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

- [Admitting New Shareholders](#)
- [Rent and Service Charge Setting](#)
- [Resident Engagement / Involvement and Participation](#)
- [Complying with Corporate Criminal Offence Rules](#)
- [Data Protection \(GDPR\)](#)
- [Storage of items in communal stores](#)

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.

LEGIONELLA – BEING WATER SAFE.

Having updated our legionella risk assessments at each of the Bournemouth 60+ sites last year and implemented the majority of the recommendations (with the others in progress) we would like to remind you of how you can reduce the risk of legionella in your home.

So, what is legionella?

According to the Health and Safety Executive's (HSE) website the legionella bacteria (along with some others) is common in natural water sources such as rivers, lakes and reservoirs. However, the conditions are rarely right for people to catch the bacteria from these sources.

The bacteria may also be found in purpose-built water systems, including hot and cold-water systems, and spa pools etc. In this environment, where water may not be stored at the correct temperature, the risks of the bacteria growing are higher. This is normally in places where the bacteria can grow, for example where there is rust, sludge, scale or stagnant water, and where water is being stored in parts of a system between 20-45 degrees Celsius. The legionella bacteria can develop into legionnaires disease, which can in severe cases, result in a fatal form of pneumonia.

How can I catch it?

Legionnaires disease is contracted by inhaling small droplets of water (aerosols), suspended in the air, containing the bacteria.

What can you do to prevent this?

You need to reduce the risk, which is quite small, of the legionella bacteria being able to grow in your home, by following some simple advice.

- When you move into a new home it is always a good idea to run bath and sink taps (hot and cold) for 5 minutes to flush the water (and possibly bacteria). You should do the same for your shower.
- If you have been on holiday for a week or more, it is a good idea to wash your water system through, starting at the top of the house (where applicable), flush the toilet, and turn on the hot and cold taps for a couple of minutes and do the same if you have a shower fitted
- It is a good idea to remove the shower head and clean / disinfect and descale it every three to four months. Please be aware that shower heads are your responsibility and we will not clean or replace these for you.

What if I live in a block of flats?

Sandbourne has risk assessments and procedures in place to test all communal water supplies on a regular basis, and pre-set water temperatures that are checked on a monthly basis. In addition, we test flats at the end of supply pipe runs, conduct bacteria tests and at developments with communal water tanks, clean and disinfect these every year.

Want to know more?

You can find a copy of our Legionella leaflet either on our website or by contacting us at the office in the usual way.

HOW CAN THE HOUSING OMBUDSMAN SERVICE HELP YOU?

Housing Ombudsman Service

How can the Housing Ombudsman Service help?

The Housing Ombudsman Service was set up by law to investigate complaints from residents about housing organisations that are registered with them – including all social providers (housing associations and local authorities).

Who can use the service?

The Housing Ombudsman can consider a complaint from an individual that is, or has been in a landlord and tenant relationship, with a landlord such as Sandbourne who are a member of the Housing Ombudsman Scheme.

Complaining to Sandbourne

In the first instance you must let us know about the issues you are having in your home. If you don't think we have taken the right action or are unhappy with the service that we have provided you can make a complaint to STET. We will respond to you in accordance with our Complaints and Compliments Policy

Assistance through Sandbourne's Complaints and Compliments Policy

The Ombudsman's statutory Complaints Handling Code sets out requirements for how Sandbourne must handle your complaint, including the timescales in which we should respond to you at both stages of our complaints process.

If you have made a complaint to Sandbourne and we have failed to respond, or you need help in navigating our complaints process then the Housing Ombudsman can help.

Can the Housing Ombudsman complain to Sandbourne for me?

The role of the Housing Ombudsman is to remain impartial. The Service cannot represent you or advocate on your behalf. The Ombudsman believes that the best way to resolve a dispute is for Sandbourne to work with you and to be clear about why you are unhappy, and what you would like us to do to put things right.

When can the Housing Ombudsman investigate your complaint?

The Housing Ombudsman can only investigate a complaint which has been through both stages of Sandbourne's Complaint Policy

How will the Housing Ombudsman investigate my complaint?

The service will firstly check that they can consider the issues that you have raised in the complaint. In some cases, you may be advised to contact a different organisation that is better placed to resolve your complaint. If the Service investigates, both parties are asked to provide evidence. The Ombudsman will assess whether Sandbourne has acted fairly, taking all the circumstances of the case into consideration.

How do I bring a complaint to the Housing Ombudsman Service?

The best way to contact the Housing Ombudsman is via their online webform which asks a series of questions to help them understand what assistance you require.

Alternatively, you can phone them via:

Call 0300 111 3000 or email

info@housing-ombudsman.org.uk

More information is available at:

www.housing-ombudsman.org.uk

CHANGES TO OUR REPAIR SATISFACTION SURVEY

We wrote to all residents that we have an email address for in December last year letting them know that we were launching a new way of managing our repairs satisfaction surveys.

Where we have an email address and/or mobile phone number for a resident, when we have completed a repair that they have reported they will receive a message from sasha@sandbourne.org.uk. This will include a clickable link to our repairs satisfaction survey. Please just click the link and complete the survey, which will then be submitted to us automatically on completion.

The survey form is very similar to the paper version that you previously received in the post, but we hope that this new way of working will be easier and better value for everyone.

We appreciate that the email address that the survey comes from is new, and therefore potentially suspicious. Please be reassured that this is legitimate and appears as it does because it is generated automatically from our housing management system SASSHA.

We have recently updated the form to allow you to include your comments on a particular repair, so please feel free to tell us what your experience was.

We hope that you find this new facility helpful, if you have any problems opening the email or completing the survey then as always, please let us know.

UNWANTED VISITORS – A CAUTIONARY TALE

We regularly include articles in Sandbourne News about the importance of asking unknown visitors for ID and if you live in a property with a communal entrance not allowing others to 'tailgate' into a block.

Sadly, in some instances this message seems to continue to 'fall on deaf ears'. A few weeks ago, several residents contacted us worried that they had received a knock on their door over a weekend from a man who was looking to buy gold and silver from them. These residents described him variously as persistent, aggressive and overbearing.

We investigated these reports, and reviewed CCTV footage establishing that this individual had indeed been able to access several blocks at Stourwood Avenue either by following other legitimate visitors in or by being given access by residents via the door entry system, without them establishing either his identity or the purpose of his visit.

We know that this incident upset a number of people, and at least one asked for 'greater security' as a result.

Unfortunately, the reality is that our power to control who visits Sandbourne developments is very limited, and the answer is for all residents to follow our advice, never to allow tailgating, and to always establish the identity of a caller before giving them access.

Whilst as far as we know the individual concerned has not returned to any of our blocks, there will be others keen to do the same in the future so it is important that residents follow this advice whenever entering a block or receiving a call via the door entry system.



IT'S NOT TOO LATE TO CONSIDER APPLYING TO BECOME A BOARD MEMBER

With our October mail-out to all Sandbourne tenants, leaseholders and shared owners, we sent you a notice inviting interest in becoming a Board Member.

We listed the skills we were currently looking for, namely:

- **Treasury management**
- **Sandbourne tenant, leaseholder or shared owner**
- **Human resources**
- **Disability awareness**
- **Local councillor or other local elected person**
- **Local representative**
- **General admin/secretarial**



It's not too late if you have been thinking about this and are not sure if you are interested or not.

If you would like further information, either email info@sandbourne.org.uk or ring the office on 01202 671222 and we can send you some details

Being a Board Member, from a resident's perspective...

As a Board Member I volunteer my time and play a proactive part in the discussions and strategic decision making of the business, eg all aspects of finance, development of new properties, policies, Health & Safety, etc.

I also serve on sub-committees, which meet outside of the main Board meetings, to consider in detail the specific issues and policies leading to recommendations presented to the full Board and contribute to the Business Plan. I participate fully alongside the other Board Members, who are all unpaid volunteers from a variety of professional backgrounds.

In the past I have and continue to:

- help to shape the consultation information on issues before it goes out to residents
- attend resident consultation meetings as and when appropriate
- give feedback to the staff and the Board on the outcome of residents' meetings that I or Sandbourne attend to help shape how meetings and information/feedback can be improved in future
- attend conferences with other small housing providers to see how others do things and what we can all learn from them
- attend training sessions and Board away-days to further develop skills needed for the role
- ask staff to explain why things are the way they are or done the way they are and if there are alternatives that can be considered and explained to residents in newsletter articles, etc
- keep up-to-date with latest issues on an ongoing basis through reading articles and updates provided on matters that affect residents from a housing perspective.

In my role, I am privy to both confidential information about our sites and sometimes information on our staff or staff structure etc. As this is 'privileged' information I am bound by a whole host of rules and regulations. I am therefore not being awkward or unhelpful if I can't tell you something or answer a particular question, it is simply that I must not normally divulge such information to anyone.

As a Board Member and a tenant I cannot deal with any individual enquiries from you about your tenancy, or discuss or report repairs, which you must always do via the office

I feel privileged to be in a position where I can help make a difference to ensure our homes are being well managed and maintained now and for future generations.

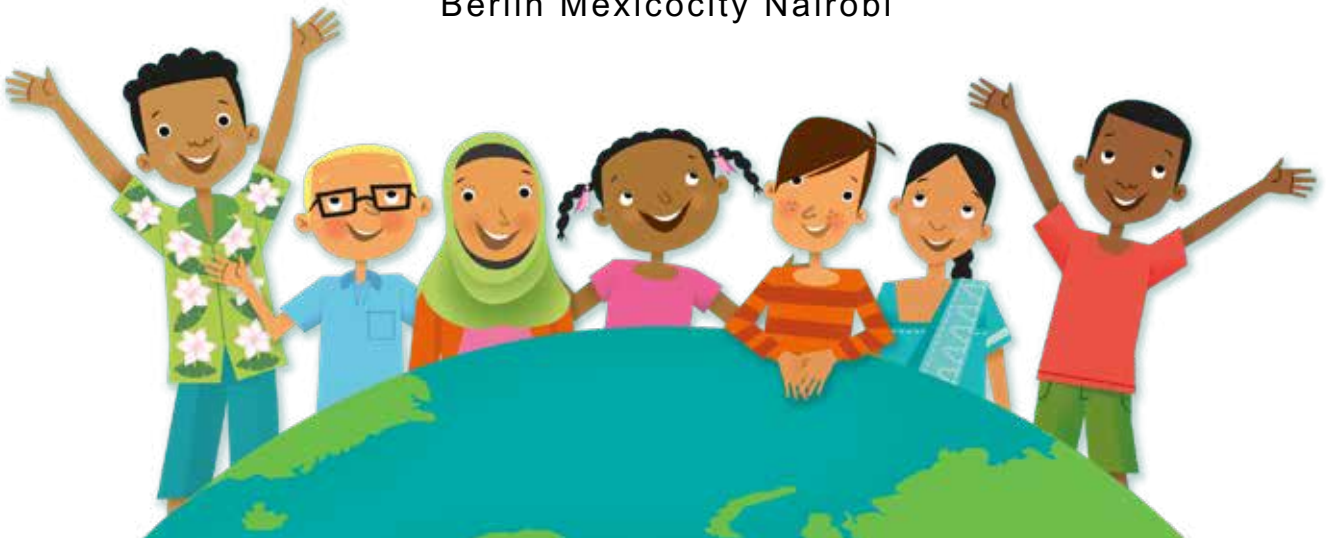
Ann Schofield, Tenant & Board Member

WORD SEARCH - CAPITAL CITIES

Find and circle each of the words from the list below. Words may appear forwards or backward, horizontally or vertically in the grid.

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

Washington London Paris Tokyo Berlin
Canberra Ottawa Beijing Moscow Rome
Madrid NewDelhi Islamabad Cairo Bangkok Riyadh Ankara
Berlin Mexicocity Nairobi



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 or for a leaflet.

Please note that some new types of abuse have been added to these examples - forced marriage, modern slavery, self-neglect, exploitation or radicalisation, sexual exploitation, internet/cyber-bullying.

Alternatively, you can contact the relevant safeguarding team for your local authority area:

Bournemouth or Poole: 01202 123456

Ringwood: 0300 555 1386

Dorset: 01305 221016

Please note, if we receive any reports, we are obliged to notify the safeguarding team.

DON'T FORGET 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 your 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):

All articles are correct at time of publishing.

Copies of this newsletter are available, on request, in large print, and also can be downloaded at: www.sandbournehousingassociation.org.uk