

### CEO INTRODUCTION

Welcome to our Summer 2026 Newsletter. It is our principle way of sharing information with you, our residents, so please read it and let us have comments. You will note from the Newsletter that there are many opportunities for you to contact us and help to shape the service that we provide. In this edition there is information about visits to communal areas where you can meet staff members and discuss the services that are provided to your development. You can also review some new policies and give us your opinion on them. It is particularly helpful if you can tell us if the policies are not very clear or you think we have missed something important.

That could mean that the new policy is better for all residents if they have to rely on it.

There is a report in this edition about the open Residents' meeting that we held in March 2026.

We hope that the meeting was interesting for those who attended and we certainly found it useful to discuss anti-social behaviour with them. However, we would like any future meetings to be accessible for as many of our residents as possible. So, please let us know how we can improve the Residents' Meetings and whether there are any topics that you would particularly like us to cover.

Finally, we would also like to hear from you about how we can better organise the collection of tenant satisfaction data following a repair. We used to send out paper surveys and have recently changed to digital surveys. We would like to hear your views on the best way for Sandbourne to collect satisfaction (or dissatisfaction) information about the repairs service. Let us know if you have any good ideas about alternative ways of collecting this information.

Our residents are the most important part of our business and we love to hear from you, particularly when your input helps us to provide a better service in the future. We hope that you enjoy this Newsletter and we look forward to hearing from you soon.

**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](mailto:info@sandbourne.org.uk)

**Repairs:** [repairs@sandbourne.org.uk](mailto:repairs@sandbourne.org.uk)

**Website:** [www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk)

**Out-of-Office hours emergencies only:**

**01202 392 322**

### Careline (Bournemouth)

The Careline number for our residents to use is:

**01202 392 322**

**Rented 60+ and extra care (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 671 222** (voicemail messages can be left when we are closed), email [repairs@sandbourne.org](mailto:repairs@sandbourne.org), or use the repairs contact form on our website [www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk).

**Please note that by ringing Careline during normal hours, or at other times when it could wait until the next 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 31 August for the late summer Bank Holiday.**

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](mailto:repairs@sandbourne.org.uk), or rent/management queries that can be sent to [info@sandbourne.org.uk](mailto: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 during the Bank Holiday.

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



## CARELINE - A GENERAL REMINDER

A small proportion of residents whose homes are connected to Careline, receive a daily 'welfare' call from them, to confirm that all is well.

We would remind everyone who receives such a daily call to remember that if they are going on holiday or expect to be away from home for more than a day that they let Careline know about this in advance.

Doing so avoids any confusion or unnecessary concern for us or Careline if someone who normally receives such a call does not answer on a particular day.

Thanks in advance for the co-operation and assistance of those concerned.



## FIRE RISK ASSESSMENTS (FRA'S) AND KEEPING COMMUNAL AREAS CLEAR

So far this year, our consultants have reviewed twenty of our FRA's. These assessments are conducted every two years for each block with a communal area. The good news is that overall risk levels, and the number of actions required, continue to fall following the investment we have made in fire safety over recent years.

However, one issue remains: in some blocks, residents still store personal items under stairwells and outside their flats.

Please remember that personal items such as doormats, bikes, children's buggies, plants and furniture must not be stored in corridors, under stairwells or on balconies.

This reflects long-standing advice from the fire service, which is clear that anything combustible or obstructive in a communal area can slow down a safe evacuation and increase the risk in the event of a fire.

We never want to be in a position where an item left in a communal corridor contributes to a serious accident, or where combustible materials cause or worsen a fire.

Residents will be given the opportunity to remove personal items from communal areas. If these are not removed, we will take them away and store them for a short period before disposal.

If you would like a copy of the FRA for your block, or the supporting action plan, please contact us in the usual way and we will be happy to provide it.



## PERSON CENTRED FIRE RISK ASSESSEMENTS

A Person-Centred Fire Risk Assessment (PCFRA) is a tailored evaluation identifying fire risks for vulnerable individuals based on their specific behaviours, health, and mobility. It focuses on assessing risks like smoking or oxygen use, the ability to react to alarms, and the capacity to evacuate safely. It is used to create personalised action plans and PEEPs (Personal Emergency Evacuation Plans).

Sandbourne has 266 homes that are designated as either extra care or 60+ accommodation where the resident (s) are potentially vulnerable and a PCFRA is therefore required.

We have been completing PCFRA's for all new residents of these homes for some time and if you live in one of these properties you may well have received either a visit from your housing officer or a call from the office in recent weeks to complete a PCFRA. Thank you to everyone who has helped us with this quick and easy process.



So far, we have PCFRA's for over 70% of these residents, but it is still 'a work in progress' so if you are contacted by one of the team we hope you will spare them 10 minutes to complete the questionnaire.

Going forward PCFRA's for residents of Craighleith will be reviewed annually and in 60+ accommodation at 3 yearly intervals, unless there is a significant change in someone's circumstances, or a major event such as a fire in the property.

## A QUICK REMINDER ABOUT REPORTING CONCERNS

Over the past few weeks, we have received a number of anonymous reports about inconsiderate parking.

We understand that some residents may feel more comfortable raising concerns without giving their name. However, if we do not know who has contacted us, we are unable to deal with the matter through our Complaints and Compliments Policy or look into the issue properly.

If you need to report a concern, please be assured that we will always respect your privacy and keep your identity confidential where requested. Knowing who has contacted us means we can acknowledge your concern, ask for any extra information if needed, and investigate the matter fully.

Thank you for your understanding. We want residents to continue sharing any concerns with us so that we can help address issues and support the community as effectively as possible.



## ARE YOU A NOISY NEIGHBOUR?

Most of us don't think of ourselves as noisy neighbours, and often we may not realise when the sounds from our homes or daily routines are affecting others.

Sometimes everyday noise can cause upset or disturbance for neighbours without anyone meaning to. Here are some common examples:

- **People congregating at the entrances to blocks of flats or under flat windows.**
- **People coming in late at night or early in the morning and talking, laughing loudly, or banging doors.**
- **Children running around or up and down stairs in blocks of flats, particularly those of visitors.**
- **Dogs that are not kept on a lead or bark constantly.**
- **Leaving a car or motor bike running outside of your property.**
- **Playing music late at night or too loudly or the volume of TVs being too high.**
- **Cutting grass at unreasonable times.**
- **Washing machines being used at untimely hours of the day.**

We know the last few years have been challenging for many people, and everyone's circumstances are different. Some people may be unwell, working unsociable hours, caring for others, or simply needing rest at different times of the day or night.

We kindly ask everyone to be mindful of their neighbours and, while still enjoying their home, try to keep noise to a reasonable level — especially between 11 pm and 6 am. If possible, moving conversations away from buildings can also make a big difference, as noise travels easily.

Thank you for your understanding and co-operation.



## PLANNED MAINTENANCE PROGRAMME 2026/27

**Planned maintenance involves identifying and replacing major home components such as kitchens, bathrooms, heating systems, and windows when they reach the end of their life or are likely to fail within the next year.**

Even in a small organisation like Sandbourne, deciding what to replace, where and when is complex and depends on a strong understanding of the condition of our homes. Fortunately, our Maintenance Managers, Brian and Chris, have been with Sandbourne for many years and over that time have visited the vast majority of our properties.

Their experience, together with the findings of the 2025 stock condition survey, makes it much easier to agree the planned maintenance programme. This year, we have a budget of £466,406 and plan to:



- **Upgrade electric heating in 76 flats.**
- **Replace gas boilers serving at least 24 homes.**
- **Refurbish the lift serving 9 homes.**
- **Upgrade heating in communal areas serving 41 properties.**
- **Install new windows in 40 homes.**
- **Install lightning surge protection in 126 flats.**
- **Upgrade communal door entry systems serving 41 homes.**
- **Redecorate communal areas in 5 blocks of flats.**

One of the main challenges in delivering the planned maintenance programme is that priorities can change during the year, requiring the budget to be redirected.

Last year, however, there were no major unexpected costs, and we were able to complete the full programme. We hope the same will be true in 2026/27.

## NEW HOMES IN CHARMINSTER

We have recently entered a partnership agreement with Wyatt Homes, a well-known local developer of high-quality housing to manage seven, 1 and 2 bedroom flats and maisonettes for affordable rent in Charminster near Dorchester that we are expected to be handed over to us at the beginning of August.

The new residents will be nominated to Sandbourne by Dorset Council, and all will have a local connection to the area, either living or working in Charminster. The Partnership will run initially for two years, but with Wyatt Homes having several other large developments under construction across Dorset this is an exciting opportunity for Sandbourne to increase the number of homes that we manage and provide much needed affordable housing in local communities.

More information will feature in future editions of Sandbourne News, so keep watching this space for further updates.



## QUARTERLY ESTATE INSPECTIONS

Molly Witherington (Housing Officer) and Brian Griffiths (Maintenance Manager) will be conducting quarterly estate inspections at some of our sites and will be available for a chat about any issues or concerns that you have.

If you wish to see Molly or Brian on the scheduled date, please contact us to make an appointment, giving us a brief description of what you would like to discuss.

The proposed approximate date and time of your next estate visit is listed below. However, if this is not convenient you can of course contact the office to make an alternative appointment.

Location	Date	Time
Ace Court	Friday 10 <sup>th</sup> July	10.00am
Broadway Court	Monday 6 <sup>th</sup> July	10.00am
Broadway Dale	Wednesday 8 <sup>th</sup> July	10.00am
Broadway Gables	Monday 6 <sup>th</sup> July	10.30am
Broadway Heights & Kathryn Grace Court	Wednesday 8 <sup>th</sup> July	12.00am
Broadway Lodge	Monday 6 <sup>th</sup> July	11.00am
Broadway Mews	Monday 6 <sup>th</sup> July	11.30am
Broadway Park	Friday 10 <sup>th</sup> July	1.00pm
Dewlish Close	Wednesday 8 <sup>th</sup> July	11.30am
Fernhill Close	Wednesday 8 <sup>th</sup> July	11.00am
Fox View	Monday 6 <sup>th</sup> July	3.00pm
Havenpool Close	Wednesday 8 <sup>th</sup> July	10.30am
Turlin Court	Monday 6 <sup>th</sup> July	12.30am
Warren Road	Monday 6 <sup>th</sup> July	10.45am
Christy Close Ringwood	Friday 10 <sup>th</sup> July	11.00-12.30am
Guys Close Ringwood	Friday 10 <sup>th</sup> July	11.00-12.30am
Mary Mitchell Close Ringwood	Friday 10 <sup>th</sup> July	11.00-12.30am

Colette Robson (Housing Officer) is available at our 60+ sites in Southbourne and at Craigleith every fortnight. The dates and times of her visits are available via the noticeboards in the communal areas.

Should you wish to see one of the team just give the office a call and make an appointment.

## RECEIVED SOMEONE ELSE'S POST?

### Here's what to do if post arrives for someone else.

If you receive post for someone who has moved out, or for a name you do not recognise, please write 'Return to sender – no longer at this address' on the envelope, then pop it back in a post box.

When a tenancy ends, we remind residents and their families to arrange a Royal Mail redirection. Please do not send post on to us, as we do not always have a forwarding address for previous occupiers and cannot take responsibility if mail has not been redirected.

If you think the person still lives on the same site and the post looks important, for example a hospital letter, we may be able to help by re-delivering it if you bring it to the office and we already have someone visiting that site. As this is not always possible, please check with us first.

We are sorry, but we can never share another person's address details.

## STAYING SAFE THIS SUMMER

Now that the weather has improved and we are all able to get back out in the garden, or throw our windows open, we thought it was worth repeating our usual messages about staying safe and being cautious:

- Whether you are going out to work, out for the day, or just popping to the shops, **please don't leave your windows open**. Even leaving a small top window open can provide opportunities for burglars, if they can reach in and then open a larger side window
- **Don't be tempted to leave your front door open to let in a breeze**, as this can be an invitation for someone to walk in. If you live in a block of flats, please keep your front door closed, and open the windows if you want to let fresh air in. This is particularly important if you are prone to nodding off during the day or feeling unwell. Leaving your front door open when living in a block of flats also potentially compromises fire safety, endangering both you and your neighbours.
- **Never wedge or prop fire doors/ emergency exits open** to let a breeze through in communal areas – these doors are designed for security and fire resistance and should not be tampered with.
- If you are in the garden at the back of your home, please **remember to lock your front door and close your windows**.
- If you have been cleaning your windows, doing some DIY, or a bit of gardening using ladders, **make sure that you have locked them away after use** so that they are not left lying around where someone could use them to break in
- Keep your car doors, sheds and garages **locked when not in use**
- **Keep your dog(s) on a lead when using the communal areas**, don't allow them to roam around freely, or enter the homes of other residents.
- Stay safe if using a BBQ – **never use one near a fence or shed or close to items that could catch fire**. Make sure that the BBQ is stable and fully extinguished after use.



**We hope you have a really enjoyable (and safe) summer.**

## REMEMBER - WHEN YOU ARE MOVING...

This is very much a polite reminder. When you are moving out, please remember to let your utility supplier (gas / electric / water) know the date, and provide a forwarding address if they ask.

Please remember, Sandbourne does not know who supplies your utilities, but if you do not notify them in good time, then eventually the reminders and if the final bill remains unpaid, threats of court action end up on our doorstep, or that of the new resident.

This is costly for us to manage and very inconvenient for the new resident, so remember, when you are moving, don't just tell us, but let all the utility suppliers know at the same time.

**Thanks for your co-operation and help with this.**



## PLEASE REPORT ALL REPAIRS TO US

**Thank you to everyone who has completed and returned our repairs surveys. Your feedback helps us monitor contractor performance and address residents' concerns more quickly.**

### It also made us think...

While some residents report repairs regularly, some homes have had few or no repairs reported for several years. Although repairs can be hard to predict, please let us know as soon as you notice anything that may need checking or fixing.

Too often, small issues such as a ceiling stain go unreported. If they are not checked and repaired promptly, they can worsen and lead to major leaks that damage your home and belongings. If you do not have insurance (see another article in this edition of Sandbourne News), you would need to cover any losses yourself.

If you notice a repair issue, please contact us straight away. It is easier and less costly to fix small problems before they become more serious. To report a repair, phone us during office hours, email [repairs@sandbourne.org.uk](mailto:repairs@sandbourne.org.uk) or use the repairs contact form on our website: [www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk).



## STAIRS

The Regulator of Social Housing has recently updated their Consumer Standard to increase the information made available to residents which all social landlords are required to comply with. This is known as the Social Tenant Access to Information Requirements, or STAIRS for short.

With effect from the beginning of October all social landlords must produce and make available a 'Publication Scheme' which details the information available to residents in connection with their homes and the services provided by their landlord. Then from April 2027 residents can request this information and if this is within the scope of the Scheme landlords are expected to provide it within 30 days.

In common with most social landlords, we already make available a lot of the information that will be included in our new Publication Scheme available on request. If you would like to see a copy of our draft STAIRS Policy, please contact us in the usual way. Following consultation with residents we expect this new policy to be approved by the Board in September in time for publishing on our website before the beginning of October.

From April 2027 any resident (or a third party representing them, can ask us in writing to make the information available to them) and we are required to respond within 30 days. If the resident or their representative believes that the information provided is either incomplete or has been redacted unnecessarily, they can ask us to undertake a formal review and if they remain dissatisfied after this, they have the option to refer this to the Housing Ombudsman.



## HOUSING OMBUDSMAN SERVICE – DETERMINATION

**In August 2025 a general needs resident complained that we had not taken enough action in relation to her complaints of anti-social behaviour by her neighbour and others.**

We did not accept her initial reports as a complaint under our Complaints Policy because this states 'some things are not complaints for example reports of neighbour nuisance or disputes between neighbours. These are dealt with through our Anti-Social Behaviour Policy'.

We chose to manage the tenant's initial and subsequent ASB complaints in line with our Anti-Social Behaviour Policy. The tenant sought advice from the Housing Ombudsman who in January instructed us to accept these as a complaint, which we did. The tenant did not accept our responses at either stage 1 or stage 2 of our complaints process, and in February she escalated it to the Housing Ombudsman.

### Housing Ombudsman Service



We received the determination from the Housing Ombudsman on 27 May, who found no maladministration by Sandbourne in relation to the management of the ASB stating:

*'The landlord's response was reasonable. The actions it said it had already taken to try and deal with the reported ASB are supported by the evidence. Also, the actions it took were in line with its ASB policy, which said it may try and take early intervention steps such as informally speaking to an alleged perpetrator and getting both parties to sign good neighbour agreements.'*

and

*'The landlord's ASB policy explains the landlord needs sufficient evidence before it can take further action. It reviewed all the evidence she submitted to it and upon review found no clear evidence to support her claims. It was therefore reasonable for it to say her reports did not support more formal action. It was also appropriate to liaise with the council's environmental health team, which had installed noise monitoring equipment, to seek further evidence. When this also did not identify clear issues, it supported the landlord's position.'*

However, the Housing Ombudsman also determined that there was a service failure on our part by failing to adequately explain to the tenant when she initially reported the ASB that this would be dealt with under that policy rather than the Complaints Policy and awarded her £100.00 compensation for the 'confusion and frustration' that this caused her. This payment has since been made to the tenant.

## POLICY UPDATES AND CONSULTATIONS

**At the Board meeting in May Members considered a new policy 'Social Tenant Access to Information Requests (STAIRS) to comply with recent changes to the requirements of the regulatory framework.**

At the same meeting the Board also considered an amendment to the Responsive Repairs Policy, to include reference to Sandbourne funding small adaptations, where these are supported by an occupational therapist.

Both policies were approved subject to consultation with residents. If you would like a copy of either or both policies, please contact the office in the usual way.

Subject to feedback from this consultation both policies will be approved by the Board when it meets in September.



## RESULTS OF THE REPAIRS QUIZ

You may remember that the spring edition of Sandbourne news featured a short quiz asking you to tell us who is responsible for a range of common repairs. The answers are shown below:

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

Thank you to everyone who took the time to take part. The lucky winner who got all the answers correct and wins the £20.00 shopping voucher is Mr C who lives in Poole. The voucher has been sent to him.

## WE WILL BE ABLE TO SPREAD OUT A BIT...

You will remember that since the lease of our office at Beech House expired our registered office has moved to our extra care development at Craigleith in Bournemouth.

Whilst this has some advantages, as I am sure that as anyone who has visited us there would agree, it is rather cramped, particularly with the expansion of the team since we moved there.

Earlier this year we made a successful planning application to convert the redundant communal kitchen at Craigleith into an office and part of the existing communal lounge into an additional flat, whilst refurbishing the remaining section of the lounge for residents.

Inevitably projects like this always take time to progress but when completed the new office will give the team rather more room to work than we have at the moment, and we hope provide a rather more comfortable environment to work from.

There will be no impact on residents outside Craigleith, our postal address, telephone number and email addresses will be unchanged.

## ANNUAL RESIDENTS' MEETING

We held our third Annual Residents' Meeting on 18 March, with a focus on anti-social behaviour in response to feedback from the TSM survey carried out in October 2025.

Catherine Craven from Capsticks Solicitors gave an informative overview of the legal remedies available for ASB, which prompted a lively and thoughtful question-and-answer session.



The meeting also included two group discussion sessions exploring “What is ASB?” and “What can Sandbourne do about ASB?”. These discussions sparked valuable debate and helped residents better understand both the range of remedies available and the challenges involved in enforcing tenancy terms.

This year, 15 residents joined us, which was fewer than in previous years. This has encouraged us to reflect on what may have affected attendance, such as the theme, venue, time of day or length of the session. With this in mind, we are keen to hear from all residents about what they would like from the event in 2027, and we will do our best to reflect the ideas and suggestions we receive.

Whatever ideas or suggestions you have, please share them with a member of the team in the usual way.

## CAN WE SPEAK TO SOMEONE YOU TRUST ABOUT YOUR TENANCY?

**From time to time, we may receive a call from a family member or friend asking about someone’s rent account or housing application.**

To protect your privacy, we can only discuss your tenancy or application with someone else if we have your written permission, or a copy of a current Power of Attorney that gives them authority to act for you. In the distant past, we may have known who was helping you with your affairs, but data protection rules mean we must only speak to the person named on the tenancy agreement, or their next of kin if they have passed away.

If someone helps you with your paperwork and you would like us to speak with them on your behalf, please let us know in writing so we can update our records. If they have Power of Attorney, we will also need a copy for our files.

Please also remember to keep your next-of-kin details up to date with us, and with Careline if you use that service, so we can contact the right person in an emergency.

## FOOD WASTE BINS

As you will know BCP Council have introduced food waste bins across the area which should be emptied weekly on the same day that your household waste or recycling are collected.

Sadly, as with the household waste and recycling we have received reports that these are not always being collected when they should be.

As we have explained previously on several occasions **this service is entirely the responsibility of BCP and not Sandbourne**. If any of your refuse bins are not collected when they should be then you can report this to them online at:

<https://www.bcpCouncil.gov.uk/bins-waste-and-recycling/report-a-missed-bin-collection>

We have no control or influence whether refuse bins are collected or not, so if you have a problem, please contact BCP.

# CONTENTS INSURANCE

## Why contents insurance matters:

Contents insurance can help if your belongings are damaged or stolen. Earlier this year, a burst water tank in a flat above caused damage to flooring in the flat below. The resident had contents insurance, so she was able to make a claim, and this was accepted by her insurers.

We know money is tight for a lot of people at the moment. That is why we want to remind you about 'My Home Contents Insurance', a low-cost scheme supported by the National Housing Federation. It offers flexible insurance for housing association tenants.

## What does My Home Contents Insurance cover?

It can help protect you against fire, flood, theft and other risks in the home. It also includes flexible options such as:

- You only need a lockable front door.
- You can choose extra cover for accidental damage.
- You can cover personal belongings when you are away from home.

You can pay fortnightly, monthly or yearly. There is no long-term contract, so you can use it as a pay-as-you-go option.

For more information or to get a quote, contact Thistle Insurance.

**0345 450 7288**

[myhome@thistleinsurance.co.uk](mailto:myhome@thistleinsurance.co.uk)

### Postal address

Thistle Tenant Risks  
Thistle Insurance Services Limited  
Southgate House  
Southgate Street  
Gloucester  
GL1 1UB



## DO YOU NEED AN ADAPTATION TO YOUR HOME?

Inevitably as we get older some things around the home become more difficult than they were when we were a few years younger, for example getting in and out of the bath safely, needing grab rails to help you get up, or lever taps fitted to sinks, basins or baths.

Remember that we might be able to help if this is the case. We work closely with the BCP Council Grants team who have a wealth of knowledge about the sort of adaptations that may be needed, and what works for people.

If you feel that an adaptation to your home would make life rather easier, then please contact us in the usual way and we will be happy to provide you with the helpful leaflet that BCP have published.

We know that for almost everyone staying independent in their own home for as long as they can is really important and even a minor adaptation can help to allow this to happen.

Knowing this we have recently updated our Responsive Repairs Policy to state that from September (following consultation) Sandbourne will fund the cost of minor adaptations up to the value of £500.00 where an Occupational Therapist assessment is provided.



## HOW YOU CAN SAVE MONEY ON YOUR ENERGY BILL

**During a heatwave the last thing you'll be thinking about is your heating and energy bill.**

But energy prices will rise in July and analysts predict bills – driven by the increase in the cost of gas – are likely to remain elevated into the winter. Experts say action now can save money when the pinch comes, even though people may feel they have already made every saving possible. Here are some options.

### Consider fixed deal – but be aware of the risk should prices fall

Some 22 million people - about 40% of billpayers - have the certainty of fixed tariffs. In these deals, the cost per unit does not change for the term of the tariff, which is usually a year. The total bill still depends on the amount of energy used.

Options on the market are cheaper than the price cap level. However, if international events do change and prices fall sharply, savings might not be so clear-cut.

### Look at how you pay – monthly is cheaper than quarterly

Receiving your bill every quarter, rather than paying a monthly direct debit, is typically about £140 a year more expensive, says regulator Ofgem. There are still about seven million of these so-called standard credit accounts. Although some people like the quarterly payment of bills, it is a more expensive option.



### Take a fresh look at habits and energy saving measures

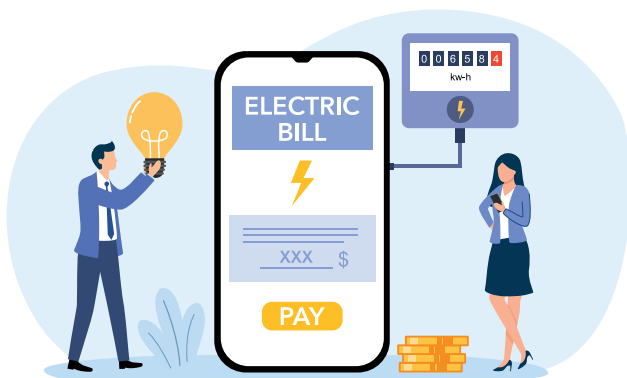
The record-breaking June heatwave is not necessarily the time you think about getting your home winter ready. But experts say it is the perfect time to check if you can do more to block draughts, change cooking habits, bleed radiators and generally be more energy efficient. Short shower times can also make a difference, albeit small. There are egg timers and even four-minute songs that can keep time for you.

### Check whether you are eligible for grants

Millions of pounds goes unclaimed in the benefits system. Pension credit, in particular, is underclaimed and yet it can help older people with financial support as a gateway to other benefits. Grants for energy efficiency improvements may also be available through schemes organised by local councils. Eligibility criteria, such as income and location, varies. Charities such as Citizens Advice can help people see if they can get assistance.

### Tackle existing energy debt; suppliers may offer relief

Collectively people owe £4.5bn in unpaid bills and charges. Suppliers say they may write off some of that debt, provide payment plans, or help with the cost of white goods - but only if you tell them you're in trouble. You can check what your supplier offers, just contact them and ask how they can help.



## ENERGY COSTS ON THE RISE

You will have seen in the news in recent months the impact that the war in the Middle East has had on both worldwide trade and the cost of gas and electricity, which sadly Sandbourne is not immune from.

As we have explained previously, we use a specialist fuel broker to negotiate the utility contracts that supply gas and electricity to our blocks with communal systems, to get the best price we can for residents with the cost of these being recharged via their service charge.

Our electricity contract is due to expire during the summer and given the continuing uncertainty in the markets and the likelihood of further price increases to come we asked our fuel broker to negotiate a 12-month contract which will unfortunately see costs from July nearly 18% higher than they are at the moment. Those with a communal supply will see this increase as the annual service charge reviews are implemented over the course of the next 12 months.

We have opted for a 12-month contract on this occasion in the hope that the situation in the Middle East will stabilise over the next year and we will see a reduction in utility costs by the summer of 2027.

We appreciate that this is very disappointing news, but the increase is sadly unavoidable for reasons beyond our control.

The only 'good' news is that the current gas contract is not due to be renewed until May 2027, so there will be no further increase in these contracts until then, when we can only hope that the world has returned to more of an 'even keel'.

Remember that if following your rent and service charge review this year you are struggling financially, please contact us, so we can signpost you to agencies that can provide advice and support.



## PARTNERSHIP WITH DORSET ACCESS WELLBEING

Last month, Dorset Access Wellbeing approached us to ask for our help, along with that of several residents, in testing a new online service finder. This will help members of the public find information on local organisations that support mental health and wellbeing. Once it has been fully tested, the service finder will be available on the Access Wellbeing website at:

<https://www.dorsetaccesswellbeing.co.uk/>

Colette, our Housing Officer, contacted several residents in Southbourne who have agreed to help test the new service finder. If all goes well, we look forward to letting everyone know when it is up and running.



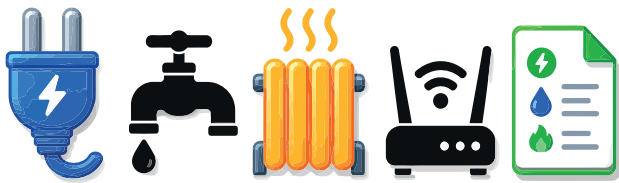
## HOW TO GET DISCOUNT ON YOUR BILLS

**Water, phone and broadband companies are willing to give millions of people discounted deals on their bills.**

Social tariffs - sometimes known as essential, or basic, tariffs - can reduce bills for people on various benefits. Generally, you only need to ask your supplier to get on one.

Importantly, they are not price promotions designed to attract customers, but lower bills for the same service for those who would otherwise struggle to pay. These tariffs vary between suppliers and the lower cost of them is often covered by higher bills for everyone else.

Getting one does require you to get in touch with your supplier and provide some evidence - but that does not take very long.



### How to get lower water, broadband and phone bills

If your name is on the contract and you receive benefits such as universal credit, or pension credit, then companies may be able to give you a discounted deal.

For broadband and phone contracts, regulator Ofcom has details of the suppliers. This is available at <https://www.ofcom.org.uk/phones-and-broadband/saving-money/social-tariffs> If your supplier is on the list, and you are eligible, then you can switch free of charge, and it won't cost to leave the contract either.



Similarly, for water bills, every supplier in England and Wales has a social tariff - but who is eligible and the level of support varies between them. The consumer group for water customers has a list that can be accessed at <https://www.ccw.org.uk/save-money-and-water/help-with-bills/#social-tariffs> To apply, you generally need to provide some proof, such as details of the benefits you receive.

### Energy bill discounts

Social tariffs are not available on household gas and electricity bills - despite pressure from some, including regulator Ofgem, for their introduction. Instead, suppliers offer a host of support schemes if you are struggling to pay, or are likely to find it difficult.

The trade body for the sector, Energy UK, has a list of these at <https://www.energy-uk.org.uk/customers/support-with-energy-bills/> However, companies can often only help if you get in touch with your supplier to tell them you are unable to pay.

Free debt charities, such as Citizens Advice, are very experienced in helping people and can provide independent advice. But it is worth being alert about scams - some criminals will try to exploit the situation by sending what look like official messages and emails. Never reply to such an unsolicited contact.

## YOUR HELP WITH REPAIRS SATISFACTION SURVEYS

Towards the end of last year, we introduced a new way of asking for your feedback on our repairs service. Anyone for whom we hold an email address or mobile phone number now receives a link to our repairs satisfaction survey once their repair has been completed, which they can complete online.

We introduced this approach because it seemed easier, more cost-effective and more environmentally friendly. However, since launching the new system, we have sent out more than 2,000 surveys and received only 82 responses — less than 10% and significantly lower than the return rate for the previous paper-based surveys.

So why is this happening, and what can we do about it? This is where we need your help.

A small number of residents have told us they are unable to open the survey link in the message they receive, but we need your feedback to understand how widespread this issue may be. If you used to complete and return the postal surveys, we would also like to know whether there is anything preventing you from responding electronically.

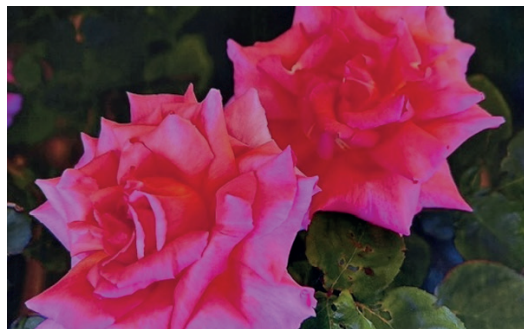
If you receive an electronic survey link but would prefer to give your feedback in another way, you can always phone the office, and we will record your responses on the system for you.

Before we rethink how best to manage repairs satisfaction surveys, we are keen to hear what you think and welcome any suggestions you may have. Please call us on 01202 671222 or email us at [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk).

**Thank you for your help — we look forward to hearing from you.**

## WHAT A LOVELY DISPLAY

The variation in the weather this summer has certainly been a talking point for many of us, but the roses seem to thrive on it as shown in these lovely photos of the roses at Harling House tended by resident, Jean Tigg.



Jean and a number of other residents at Stourwood Avenue have done some great work this year (as they always do) to make the site a colourful and pleasant place to spend some time.

A big thank you to everyone who has contributed both at Stourwood Avenue and other Sandbourne sites across Bournemouth and Poole.

# WORD SEARCH

## Around the House 100 Hidden Words to Find

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

- |          |             |            |         |           |              |            |            |
|----------|-------------|------------|---------|-----------|--------------|------------|------------|
| attic    | brush       | couch      | floor   | mattress  | plate        | soap       | toothbrush |
| basement | cabinet     | counter    | fork    | microwave | pot          | socks      | toothpaste |
| bathroom | candle      | cup        | frame   | mirror    | purse        | spatula    | towel      |
| bathtub  | carpet      | curtains   | glass   | mop       | refrigerator | sponge     | trash      |
| bed      | chair       | cushion    | hanger  | ottoman   | remote       | spoon      | vacuum     |
| bedroom  | clock       | desk       | hook    | outlet    | rug          | stairs     | vent       |
| bench    | closet      | detergent  | iron    | oven      | shampoo      | table      | washcloth  |
| blanket  | clothes     | dishwasher | keys    | pan       | sheet        | teapot     | washer     |
| blender  | coaster     | door       | kitchen | pantry    | shelf        | television | window     |
| book     | coat        | drawer     | knife   | paper     | shoes        | tile       |            |
| bookcase | comb        | dresser    | knob    | pen       | shower       | tissues    |            |
| bowl     | computer    | dryer      | lamp    | photo     | sink         | toaster    |            |
| broom    | conditioner | fan        | light   | pillow    | slippers     | toilet     |            |

## 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](http://www.sandbournehousingassociation.org.uk)