

Welcome to the second combined edition of 'Sandbourne News' which now goes to all Sandbourne residents and leaseholders. As always, a special welcome if you have joined us since our last edition.

It is now a year since BHSE changed its name to Sandbourne and both BHSE and BPHA relocated to the office in Poole and, in the Christmas/New Year edition, I hope to be able to reflect on what has happened in the 12 months since we merged in January 2015.

There continues to be changes affecting us all, one major one being the implications of government imposed rent reductions and I hope you will read the article about this on page 8.

I also hope that you find the newsletters informative and useful and that we have something in here for everyone. However, as always, we would welcome both your contributions and feedback.



Steve Hayes
Chief Executive



Dates for your diary:

Sandbourne's offices will be closed on Wednesday 18 November for staff training and again on Wednesday 16 December 2015.

We will also be closed from 12 noon on Thursday 24 December for the Christmas/New Year break and will re-open on Monday 4 January at 9 am.

Ringwood Housing Society Update

We have previously let you know that we are in talks to take over Ringwood & District Old People's Housing Society (Ringwood) after they approached us.

Ringwood are a small landlord with 44 HOPS (Housing for Older People with some Support facilities) rented properties in Ringwood and are run by a voluntary committee.

We are in the process of undertaking checks (due diligence) so that both organisations can be satisfied that their properties are up to 'Decent Homes' Standards, have adequate rental income and long-term funding set aside to repair and improve them and that there are no claims etc that would prove to be a liability.

All our checks are so far proving that Ringwood will make a valuable addition to benefit both our organisations and residents. If all goes well we hope to bring them into the fold early next year.

After taking on Ringwood we have no further plans to develop any new homes and/or actively seek to take over anyone else or indeed be taken over ourselves.

However, it is not sensible to rule out the possibility and we would have to carefully consider any approach that may be made in the future.

One office and one telephone number!

There is only one office telephone number for all Sandbourne residents/leaseholders to ring:

01202 671222

Our registered office, for all correspondence is:

Sandbourne Housing Association
Beech House, 28-30 Wimborne Road, Poole, BH15 2BU

Sandbourne Staff and Contacts

Management team

**Chief Executive
Steve Hayes**

(steve@sandbourne.org.uk)



**Fiona Ferenczy
Director of Finance**

(fiona@sandbourne.org.uk)



Housing and maintenance team

**Housing Services Manager
Simon Raine**

(simon@sandbourne.org.uk)



**Housing Officer
Sharon Doran**

(sharon@sandbourne.org.uk)



**Maintenance Manager
Brian Griffiths**

(brian@sandbourne.org.uk)



**Maintenance Manager
Chris Wilce**

(chris@sandbourne.org.uk)



and, finally, the office team

**Finance Officer
John Wright**

(john@sandbourne.org.uk)



**Office Manager
Annina Cooke**

(annina@sandbourne.org.uk)



**Administrator
Gail Phillips**

(gail@sandbourne.org.uk)



Visiting the registered office:

Please note that an appointment should be made before visiting the office. This is to ensure that someone will be available to see you.

Office hours are from 9am to 4pm, Monday to Friday

(except for English statutory and public holidays and the Christmas/New Year shutdown)

Calls to the registered office number may be recorded for information and training purposes

An answer phone service is available outside of office hours or when the lines are busy

Email: info@sandbourne.org.uk

www.sandbournehousingassociation.org.uk

Reference in this Newsletter to '**HOPS**' – this is the term used for our blocks of flats at Craighleith, Belle Vue and Stourwood Avenue in Bournemouth. HOPS stands for 'Housing for Older People with some Support facilities'. We may also refer to HOPS as our 'over 60s'.

A quick guide to who residents should contact for what:

Housing Services Manager/Housing Officer (Simon and Sharon)

– housing related queries, ie:

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

Maintenance Managers (Brian and Chris)

– repairs and maintenance related queries, ie:

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

Chief Executive and Director of Finance (Steve and Fiona)

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

Administrator (Gail) – for general enquiries not covered above

- Newsletter items and articles

A few updates

Universal Credit

We promised to keep you posted on this. However, there is currently no update other than to say that this probably won't come into effect in our area until 2017.

The Right to Buy

There is currently nothing further to report on where the government is at with this and how it may affect Sandbourne residents. The government say that they will announce their plans this autumn.

As soon as we hear something, we will let you know.

Our newly converted properties - update

On the HOPS side, we are really pleased that our three new flats at Woodlands and one flat at Highfield in Bournemouth are now all occupied and we hope those residents are enjoying their new home. As part of the conversions, the new drop-in room at Highfield should be up and running soon.

There is just one more HOPS conversion taking place where works started on 7 September and should last six weeks. It will be good to be able to provide yet another home for someone at Craigleith.

On the general housing side, our two new two-bedroom flats on Ashley Road will be going to final planning on 18 September and we hope to be able to let those flats as soon as we have confirmation of their final approval.

This now makes a total of 419 Sandbourne properties with the one extra flat to be added when completed at Craigleith.

You asked for and we did

As part of your feedback we managed to finally get BHSE removed from your rent statement and on all pay documents and they should now read 'Sandbourne'. Some things take a little bit longer to sort than others, but we'll get there in the end.

We've also arranged that former BPHA residents who pay by direct debit will now have their payments automatically redirected to the joint Sandbourne bank account rather than the old BPHA account. You don't have to do anything – it's all done for you.

Changes to the Sandbourne Board

Colvin Aldous, former BPHA Resident Board Member has unfortunately had to resign on health grounds and we'd like to thank him for his contribution over the years and wish him well.

In addition, as part of the arrangements leading up to the Ringwood and District Old People's Housing Society merger, two of their Committee Members have been co-opted onto the Sandbourne Board. These are Fran Bowen, their Chairman, and Graham Ball. In addition, Ringwood has now co-opted five Sandbourne Board Members onto their committee.

We now plan to hold an event in the New Year and invite all residents, giving you an opportunity to meet our Board Members. This is likely to be combined with Sandbourne's Annual General Meeting (AGM) and we will let you have details as soon as arrangements have been finalised.

Resident Shareholder Vacancies

In August 2013 the Board agreed that one-third of Sandbourne's shareholders could be residents and we currently have two vacancies.

If you would like to be considered to become a resident shareholder please contact the registered office for more information and an application form. It costs £1 to apply and this is non-refundable. Unlike private companies, no dividends are payable as Sandbourne is registered as a Community Benefit Society under the Co-operative and Community Benefit Society and Credit Union Act 2014 with charitable status.

New Leaflets

In addition to Sandbourne's Policies, we have now produced some leaflets on the following subjects, which are available to all residents on request:

- **Acting Reasonably** – Your guide to how we deal with unacceptable behaviour
- **Complaints** – Your guide to considering what is a complaint and how to go about reporting it
- **Recharges Guidelines** – Paying for chargeable repairs to your home



If you would like copies of any of the above, please contact the registered office. HOPS residents can pick these up from the drop-in rooms. We will also post these on our website.

We are planning to produce other leaflets and would welcome your views on what you would find useful.

Fridge magnets and calendars

All former BHSE (HOPS) residents have been provided with fridge magnets. If you are a former BPHA resident and would find one of these useful, please contact the registered office and we'll arrange to get one to you.

Similarly, former BPHA residents have always received a small wall calendar at Christmas. We will now extend this to our HOPS residents and we will enclose one with the Christmas newsletter. We would be interested to know if you find this useful.



Phoning Sandbourne – response times

Our normal office opening hours are from 9am to 4pm and, during this time, our aim is always to answer our phone by the eighth ring. Although this is not always possible (we only have two phone lines and limited staff to answer them) it should always be possible for you to leave a message.

Not only do we have our office voicemail on outside of office hours, we also have a recorded message set up for when our phone lines are busy or for the odd occasion when there is no-one available to take your call.

When you do get through to us and the person you want to speak to is out, we're happy to take a message and aim to get a call back to you as soon as they are available. However, this may not be the same morning, afternoon, or day as our housing management and maintenance teams are out on site for a large majority of their time, including for pre-arranged appointments, and may not be able to call you back until they are next in the office and have access to the housing records.

Have you changed your contact telephone number(s) recently and do you have an email address?

If so, have you told us?

Life was very simple in the days of just one landline telephone number per household but we increasingly face problems contacting residents now we're in the age of multiple mobile phones and email addresses in addition to the landline.

If you know you've changed your contact details recently, please let us know, ideally by emailing us at info@sandbourne.org.uk, or by writing into or ringing the registered office.

Surveys

Some of you will be used to receiving satisfaction surveys following repair works carried out by our contractors. We now plan to extend this by having a rolling programme of satisfaction surveys covering different aspects of Sandbourne's services. We will tell you more soon and hope to send these out with future editions of the newsletter.

Bournemouth Careline - 01202 452795

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

Our **HOPS residents** at Craigleith, Belle Vue and Stourwood Avenue are advised to use their Tunstall pull cords in an emergency.

Please do not ring Bournemouth Careline for non-urgent repairs etc; ring the office.

Repairs – who's responsible for what?

General family and HOPS residents only: [Leaseholders (owners and shared owners) have a full repairing lease]

The following are examples of the types of repairs we are responsible for:

- Maintaining:
 - the external structure of the building
 - door and window locks
 - door entry systems in blocks of flats
 - the communal grounds, except for houses
 - communal aerials, except for houses
 - property boundaries, where Sandbourne is identified as being responsible
 - heating appliances and flues, ie water and space heating
 - electrical sockets and wiring
 - sanitary ware, ie toilets, basins and baths
- Replacing:
 - glass in windows/doors, except where the breakage has been caused by the tenant, their family or visitors
- Decorations:
 - external redecorations
 - decorations and repairs to communal areas



These are some of the things that you are responsible for:

- Bleeding radiators
- Replacing toilet seats
- Cleaning and replacing shower heads and hoses, kitchen and other sink plugs
- Replacing light bulbs
- Maintaining electrical appliances, except where the appliance has specifically been identified as belonging to Sandbourne
- Replacing internal doors and door furniture, but please check with us
- Damage caused by neglect or mis-use of the property by the tenant, their family or visitors.

However, if in doubt, please contact the registered office and speak to one of the maintenance team.

Infestations

We have just been through the summer with all the usual problems of infestations of ants, wasps, etc, not to mention the pigeons and seagulls.

However, we would just like to remind you that such issues are normally the responsibility of the resident, unless they are within the communal grounds of our properties.



When it comes to birds, our hands are tied as we can't legally disturb birds during the nesting season as it is a criminal offence to do so. We will, therefore, cut back trees at the appropriate time of the year.

Fire door closures - flat doors

We have recently received advice from the Fire Service about fire door closures in individual flats.

If you have removed the closure from your flat door then you must re-instate this under the fire regulations. We can arrange this but we may have to re-charge you.

As your front door is a fire door, you should keep it shut when not in use. Failure to do so could compromise the security of the building as well as the lives of others.

Preventing damp and condensation

It's coming up to that time of year when the heating goes on, the windows get closed when we're cooking or showering, it's hard to dry washing and the damp and condensation problems start.

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

Here are some tips to help prevent this:

1. Where possible, try to dry clothes outside or, where there are communal laundries use the driers, and avoid drying clothes indoors.
2. If you have your own washing machine/tumble drier, make sure the room is properly ventilated, ie keep doors and windows open when in use.
3. When showering, bathing or cooking, keep the door closed and/or use the extractor fan if you have one or open a window. It could take up to 15-20 minutes for the steam to clear.
4. Covering saucepans with a lid can also help prevent steam and condensation.
5. We always discourage the use of portable gas and paraffin heaters as, not only are they a health and safety hazard, they also cause condensation.
6. Prevent condensation turning into mould by wiping down wet surfaces where water has settled in the bathroom and kitchen.
7. Try to keep a minimum amount of heating on throughout your home to avoid drastic temperature changes.
8. If possible, keep a window slightly open when using a room as even breathing creates condensation!

Did you know that moisture is formed by simple daily living? The following shows how much water vapour is created by these day-to-day activities:

Using a tumble drier = 4 litres; cooking = 2 litres; taking a bath or shower = 1 litre; and two adults breathing = 2 litres!



Security of your home

We have stressed in previous editions of the newsletter the importance of not letting strangers into your blocks of flats or, indeed, into your home.

(In blocks of flats, you should ensure that communal entrance doors are kept securely closed and that you do not let anyone into the building unless you are sure of their identity.)

However, probably what we didn't stress is the importance of keeping your main front door closed and/or locked.

There are a several security and health and safety reasons for this, for example:

- if a stranger was inadvertently let into your block and your flat door was open, there would be nothing to stop them entering your home; this could result in theft or damage to your property, or even harm to you;
- if you had left your front door open and a theft occurred, there is a likelihood that this could invalidate your insurance; and
- if a fire were to break out in either your flat or the corridor, fire could spread quickly from one area to another. It is therefore vital that fire doors are kept closed to stop the fire spreading - your main door is a fire door and should be kept closed when you are not using it.



Please keep yourself and your property safe – you wouldn't leave your front door open if you lived on a main road, so please don't leave it open on a quiet road or in a block of flats!



Government imposed rent reductions - what does this mean?

The government announced in the budget that all social landlords have to reduce their rents (excluding service charges) by 1% a year from rent reviews due after 1 April 2016 and the same for the next three years, with no certainty as to what will happen after then.

That changed the previous rent formula agreed in 2013 that rents would increase by September inflation (CPI) plus 1% each year for the next 10 years.

This means that, in effect, after the four years of rent reductions we, along with all other social landlords, will have an estimated 12% less rental income than we had budgeted for to do what we need to do. In cash terms for Sandbourne that means that we will have permanently lost over £750,000 that would have otherwise been available to spend on maintaining your homes, providing services and/or providing new homes for people in need.

How will this affect you?

Housing is a business that runs on a short, medium and long-term basis. The properties (assets) need to be managed (tenancies, services, etc) and maintained (repairs, replacements and improvements) for their lifetime. This, in accountancy terms, is about 100 years. We therefore need to plan for the short, medium and the long-term as to what income we need to have and are likely to have to spend on what is required in the short, medium and longer term. We, the managers, have to satisfy our Board, Regulator and banks, etc that we remain a viable business that will meet our legal requirements in the short, medium and long-term.

We do not make profits and anything that we do make as a 'surplus' is either set aside for future major expenditure and/or is ploughed back into running the business. We operate on very tight margins as our income (rent) is fixed by government regulation but our expenditure, such as repairs, is not predicable with any certainty and therefore not easily controlled.

We will now, therefore, need to increasingly look very carefully at all levels of expenditure. We will probably need to stop the "nice but not essential to do's" and may need to put other non-essential works back to ensure that we can continue to 'live within our reducing means' and continue to meet our legal obligations eg 'Decent Homes' Standards, repaying the loans that we owe to the banks and keep within our covenants.

However, I would re-assure you that we continue to be a viable business. The merger has improved our overall position to what it would have been if we had not merged, which was one of the main reasons for the merger.



A few fact and figures

Since the last newsletter in May:

Tenancy enforcement: We served two legal Notices to Quit for anti-social behaviour, attended court and obtained a Possession Order for rent arrears and evicted two tenants for rent arrears and anti-social behaviour.

Repairs: We have ordered 250 repairs for HOPS properties and 450 repairs for general family properties.

Lettings: We have housed five new general family tenants, 16 new HOPS tenants, had re-sales of two leasehold properties (no residents increased their share by purchasing an extra percentage of their shared ownership property), plus three tenants have mutually exchanged (swopped their homes) with another tenant.

Waiting List for our HOPS properties: We hold a waiting list and currently have 120 applications registered on it. From 22 July 2015 applicants must be a minimum age of 60 and have a local connection with Bournemouth Council area. 14 HOPS tenants and 19 general family tenants are currently registered on our Transfer Waiting List to move to another empty Sandbourne property.

Accounts: For every £100 of rent you pay (excluding service charges) we spend approximately £40 on repaying bank loans used to fund building properties in the past and some major works. £31 on repairs, major works, bringing empty properties back to a condition to let, upgrading and/or providing more homes, and £29 on running the business such as staff costs, office costs and administration/regulatory costs.

If there are any other facts and/or figures you would find interesting please get in touch so that we can consider them for next time.

We do take anti-social behaviour seriously

We're sure some residents think that we don't take anti-social behaviour seriously and there is no point in reporting it.

However, we do take it seriously and will take appropriate action where there is a proven breach of the tenancy/lease conditions. This action may include obtaining Court Orders and ultimately evicting tenants, where necessary.

This year we have obtained Court Orders for possession of three homes and two of those possession orders have resulted in the tenants being evicted from their homes with one being due to serious and persistent anti-social behaviour. Notices to Quit have been served on a further two tenants.

In the first instance, we aim to give residents advice on how they may be able to resolve issues between themselves but, if this is not possible, Sandbourne will intervene and investigate the situation and take appropriate action based on the circumstances of the case.

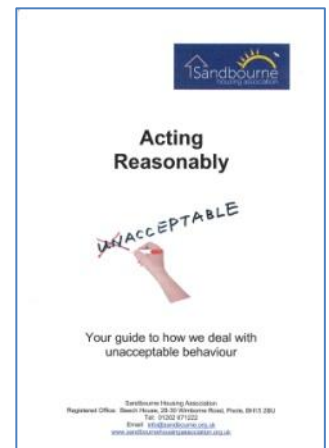
Examples of anti-social behaviour include, but are not limited to, the following:

- Violence or threats of violence
- Arson or attempted arson
- Damage to property
- Alcohol and/or drug misuse
- Unreasonable and persistent noise

Children playing, cooking smells, people doing DIY or a one-off noisy party can cause annoyance but would not normally be accepted as anti-social behaviour, unless the activity causes a breach of the tenancy agreement/lease.

If you wish to report anti-social behaviour caused by any of Sandbourne's residents, please contact the housing team for advice.

If you'd like a copy of our leaflet, please contact the registered office.



Rubbish disposal – recycling bins



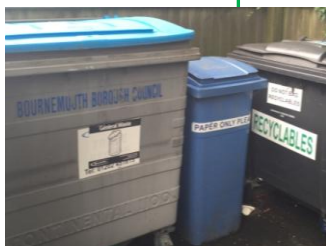
Did you know that what you can put in what colour bins varies between councils, for example, in Poole: black = household waste; blue = recycling; and green = garden waste, whereas in Bournemouth they are black for recycling and blue lid bins for normal household rubbish. Therefore you need to check any labelling on the bins to make sure you get it right.

However, the message remains the same, whatever colour bins you have, you should not contaminate recycling bins by placing normal domestic/household waste in them and you should not put your recycling in plastic bags.

If you live in a flat and need to carry your recycling to the communal bins, please just empty the contents into the correct bin and put your carrier bag in the domestic waste.

If you are clearing up after a dog, please make sure you use the dog poo waste bins, where provided. If there aren't any near you, please make sure it is appropriately bagged and placed in the household waste bins.

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



Coastal Credit Union

Just a reminder that one of the many ways you can make payments to Sandbourne is using the Coastal Credit Union. They accept cash, cheques and bank transfers over the counter for your rent, or any other payments you make to us. They do **not** accept payment by credit card. They're at: 531/533 Christchurch Road, **Boscombe**, Bournemouth, BH1 4AG (10am to 3pm Monday to Friday; and 10am to 2pm on Saturdays) or Ground Floor, Beech House, 28-30 Wimborne Road, **Poole**, BH15 2BU (10am to 2pm Monday to Friday). You'll need to produce your rent card with your payment at the counter (cheques should be made payable to **Sandbourne Housing Association**). Please keep your receipts as proof of payment.



Home Contents Insurance

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

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

Safeguarding/Protection from abuse

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

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

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

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

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

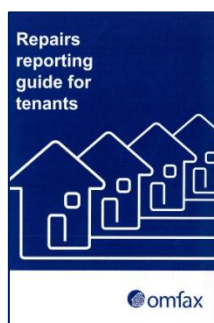
Coming soon

New Sandbourne Residents' Handbook

A new joint Sandbourne Residents' Handbook is currently being drawn up by a panel which includes resident Board members Theresa Saunders and Michael Ganderton, who are looking after your interests.

Our aim is to have this sent out to all residents late 2015/early 2016.

Repairs Handbook ...



HOPS residents have access to a **Repairs Handbook** to help them identify and explain to us what may be faulty in their home when reporting repairs. If you are a former BPHA resident and would like a copy of this booklet, please contact the registered office to request one. We plan to automatically provide these to all new residents.

A new way for you to let us have feedback

We are pleased to announce that in addition to being able to contact us by phone, email or via our website contact form, you will soon be able to give us your feedback using our new website feedback page, which should be available between now and Christmas/the New Year.

There will be certain conditions attached to using this feedback page though as it is not intended to be used as a tool for residents to make personal comments about other residents or staff. If we feel that an inappropriate comment has been made, we reserve the right to not post it on the website and/or remove it. We may also add our own comment by way of a response to any items that are published.

However, we hope that this will prove to be a useful channel for two-way communication where constructive feedback/comments are made.

If you would like to do this, once it is up and running, you will need to go to the feedback page on our website: www.sandbournehousingassociation.org.uk and look for the Feedback/Comments page.

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

Change of minimum age for HOPS schemes

In the last edition of Sandbourne News we asked you to let us have your views about the age limit for our HOPS schemes which, at that time, was 55+.

We took on board all of the feedback received and it was agreed by the Sandbourne Board in July that the age limit would be raised to 60+ with immediate effect.

This is in line with current legislation for the exemption of properties under 'Right to Buy' and is in line with Ringwood and District Old People's Housing Society's current guidelines.

However, we will still consider applicants who were 55+ and registered on our waiting list before the July Board meeting decision but all new applicants after that date have to be over 60.

Our scheme at Craigleith is excluded from the age limit due to the specific needs of those residents and that will remain at 50+.

Bournemouth Careline

Former BPHA residents will be used to using Bournemouth Careline for emergency repairs, but for our HOPS residents there have been some recent changes and we thought it worthwhile reminding you of some do's and don'ts.

- If you're going away on holiday, please use your pull cord and just let Bournemouth Careline know. You can do the same when you are back home. They are the first port of call if there is an emergency, for example a flood in the flat above, and it would be useful for them to know in case we, or a contractor, need to enter your flat in your absence. You no longer need to let us at Sandbourne know if you're going to be away.
- Bournemouth Careline provides a 'morning call' to those residents who choose to have this service. This is available by signing up with them at a cost of £1 per week. If you would like more information, please contact the housing team or Careline direct.
- As 'morning calls' are made between the hours of 9am and 11am, it does mean that they are particularly busy during this time. If you need to contact them, and it is not urgent, please try to avoid these times.
- If you normally get a morning call but need to go out, please use your pull cord and let Careline know to avoid them needing to contact your family or friends to check that you are okay, if they try to contact you and get no reply.
- If you accidentally set off the alarm in your flat or in the lift, please wait for Careline to answer the call and let them know that it was an accident – this will avoid them calling a member of staff or contractor out to check that either you are okay or that someone isn't stuck in the lift.
- Burning toast, or similar, does happen and can set off the fire alarm, which again goes through to Careline. They cannot accept the word of a resident that there is not an actual fire and they have a duty to call the Fire Service.

Therefore, if possible, close the kitchen door and put on your extractor fan when cooking and if you do burn something, please open the window to let the smoke out and don't be tempted to open the doors as that could trigger more alarms.

The Fire Service has recently been in contact with us as they are concerned at the number of false alarms they are called out to.

- Please do not call Careline if you need a routine repair carried out – they should only be contacted for out-of-hours 'emergencies'. Please ring the office (01202 671222) to report non emergency repairs; you will be able to leave a voicemail message when the office is closed. You can also email us at info@sandbourne.org.uk.

Floating support for HOPS residents



Sandbourne has widely advertised this service to our HOPS residents.

Bournemouth Churches Housing Association (BCHA) offer help with housing-related support and give assistance to residents so that they can maintain their tenancy and increase independence and, subsequently, improve quality of life.

Examples of the support they can offer could be advice about paying bills and claiming benefits or accessing local services in your local community.

They have a Floating Support Team who cover several housing associations in the area with residents who are 55+.

If you would like to know more about this service, please speak to the housing team in the first instance, or look for one of the BCHA leaflets in the drop-in rooms/on scheme notice boards. They can then discuss your needs and refer you to them.

A representative from BCHA (Natalie Myles) currently visits the Woodlands drop-in room every other Tuesday from 10am until 12 noon.

We are looking to roll this out to cover the Highfield drop-in room once a month and then change Woodlands to once a month. However, referrals and appointments can be made any time by contacting the housing team on 01202 671222 or Natalie directly at BCHA – please see your notice board for her up-to-date details.

Testing of alarms at HOPS schemes

New arrangements are now in place for how Sandbourne will test the alarms in your flat.

This includes testing all your Tunstall equipment.



It will now be Tunstall who will carry out these tests and they will make an appointment with you in advance.

It is important that you try to keep this appointment, or make alternative arrangements with them.

If Tunstall call at the time agreed and you are out, then you may be re-charged for the missed appointment.

Fire Service call-outs for smoke alarms

Did you know that if your smoke detector goes off, Careline are obliged to let the Fire Service know, even if you have just burnt your toast and you've told them that everything is okay?

This results in the Fire Service being called to flats, unnecessarily, because they have a duty to visit and check that there isn't an actual fire.

We have agreed with the Fire Service, at their request, to try and help cut down the number of calls they receive, but we need your help to do this!

Therefore, when cooking please make sure that:

- your extractor fan is turned on
- your windows are open and
- if you have a kitchen door, it is closed

In addition, if you keep your extractor fans clean, and avoid any build up of grease on them, this will also help. If you are unable to do this yourself, please remember that you can use Handworks Plus for a small charge; just call the office on 01202 671222 if you would like the details.

Just avoiding one unnecessary call could help the Fire Service save a life!

Thank you for your co-operation.



Community Channel Project (HOPS sites)

We have received 100% government grant funding to participate in and fund work on a pilot project with a number of other organisations. This is to use technology to help alleviate social isolation for HOPS residents. HOPS residents will have already been invited to a few meetings to hear more about this.

We will shortly be looking to install TV screens at the main entrances to all our HOPS blocks of flats. The TV screens will be used similar to those you see in some doctors surgeries eg used to publish and advertise local information and/or events.

There is also a local channel(s) 'app' being developed. This will enable residents who have access to the internet and have a computer, smart phone, laptop or tablet to be able to subscribe to, access and message with each other and/or set up online groups eg 'crafting group' clubs for exchanging information etc, in addition to seeing what is on the TV screens.

It is also intended that this will be used by external agencies who will publish and allow access for residents to see, say, the filming of any local events eg the air show or even Sandbourne's Annual General Meeting.

We are also taking this opportunity to set up the main entrances to all blocks of HOPS flats with CCTV monitoring, in line with that currently installed at Craigleith, which will be able to be accessed by anyone who has internet access through a computer, laptop, smart phone or tablet. We will let you know when this service is available.

These costs are all covered by the government grant and the project and what might be possible in the future will continue to develop over the coming months.



Benches in communal areas

We received a lot of complaints at our HOPS schemes this year about the placing of benches

outside of flat windows and also about their maintenance and replacement.

Meetings are planned for next Spring with those residents who have expressed concerns but, in the meantime, our policy is:

- we don't maintain benches – it isn't economic to do this in terms of man hours; and
- we don't replace them when they are damaged or they become dangerous – we will dispose of them.

If you want to add a bench to the communal garden area yourself, please speak to the housing team about this first, bearing in mind you will be responsible for its upkeep.

We'd also like to take this opportunity to remind residents that noise travels and ask you to consider this if sitting close to any of the flats.

Thank you.

Welcome to Jacqui at Craigleith



Welcome to Jacqui Gadd who is now the new Willow Tree Support Manager at Craigleith in Bournemouth and works out of the Willow Tree office with her team.

There are lots of activities at Craigleith, details of which can be found on their notice board.

These range from coffee and cake mornings to bingo and barbeques, as well as the CRUMBS lunches and their new fish and chip teas which start in September for their residents.

Fund raising – a family affair

We know there is a lot of work being done in the name of charity at our schemes and here is a good example.

Residents, Brian and Jean Tigg held a coffee morning at Woodlands in the summer, seen here on the day with two of their three great grandchildren who were lending a helping hand.

They raised just over £250 for the National Brain Appeal where it will be used to research further into frontal temporal dementia, a horrible disease which sadly took their daughter in 2013.

Well done.



Guest rooms at HOPS sites - consultation

You will recall that we recently told you that we will increase guest room charges from £15.00 to £20.00 per room per night from 1 October 2015.

We are now in the process of calculating the real cost of providing this service as it cannot be subsidised through rental income.

The following are a list of all the main items of costs that need to be taken into account in continuing to rent out the guest rooms.

1. cleaning
2. repair, maintenance, decorating and insurance
3. electricity, heating, lighting and water
4. provision and lifespan and replacement of items eg beds and mattresses, etc
5. staff time and administration to manage bookings and payments.

After this exercise has been completed we will inform you of the outcome. There will then be a few options available. We will take into account your views before we decide how to proceed.

The options could be as follows:

1. The guest room charge could be made 'free' with the actual cost of providing the service being added to everyone's weekly service charge spread across all HOPS properties. The guest rooms would then only be used by those HOPS residents' families and/or visitors.
2. Not charge within the service charge. Continue as now to make a separate charge but charge the true cost of providing that service (likely to be higher than £20.00 a night) to those people using the guest rooms.
3. We stop making the guest rooms available to be used at all (a last resort).

We will let you know when a decision has been reached but, in the meantime, the charge will still increase to £20 per room per night from 1 October 2015.

Sandbourne guest rooms

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

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

We are continuing to work on a new system for booking these guest rooms, which are available to all Sandbourne residents.

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

Please note that we cannot guarantee being able to book a room at short notice due to staff and/or cleaner availability.



Booking of Communal Lounges

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

Breakfast Club at St Kilda

CRUMBS have told us that, due to lack of numbers, the breakfast club they currently run at St Kilda will have to stop at the end of September.

As with all facilities, if you don't use them, then you are likely to lose them!!

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

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

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

Bingo, Woodlands lounge, Tuesdays at 7.30pm

Coffee Morning, Woodlands Lounge, every Tuesday from 10am to 12 noon

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

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

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

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

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

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

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

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

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

Organisers:

If the details given above are incorrect, or you would like to add something,
please contact the Administrator

or

if there is anything that you would like to set up/start up and would like advice on how to do this,
please contact the housing team
on 01202 671222.

We would love to publish more of your stories and details of what happens in your community.

If you have any articles (and photos) please send them to the Administrator either by post or email at gail@sandbourne.org.uk.

If you are including photographs, please make sure that you let us know if you have permission from all those people in them that we can use this in our newsletter, which does go on our website.

Thank you.

Now, just for fun, a few brain teasers:

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

1. Some Enchanted Evening (1958)
2. Aquarius (1979)
3. The Banana Boat Song (Day-O) (1988 version)

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

4. Trio of visually impaired rodents suffer vicious attack
5. Questions asked over small scale stellar activity
6. Royal tale ends badly for palace servant

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

7. Something blue that Elvis sang about
8. Miss Sweet Brown
9. It comes before Irving but after George

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



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

All articles are correct at the time of publishing

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

Sandbourne registered office:

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

Tel: 01202 671222

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

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

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

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

Email: info@sandbourne.org.uk

Website: www.sandbournehousingassociation.org.uk

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

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

Brain Teaser answers:

- | | | |
|---------------------|--------------------------------|----------------------------|
| 1. South Pacific | 2. Hair | 3. Beetlejuice |
| 4. Three Blind Mice | 5. Twinkle Twinkle Little Star | 6. Sing a Song of Sixpence |
| 7. Hawaii | 8. Georgia | 9. Washington |