



A message from the Chairman

As this is the December edition of the newsletter, let me start by wishing everyone associated with Sandbourne Housing Association traditional Season's Greetings and hope you all have a wonderful Christmas.

Since completion of the merger earlier this year the Board, ably assisted by its staff and advisers, has embraced a number of issues, not the least of which arises from changes made by Central Government on housing matters such as Right to Buy and Rent Capping.

The loss of local authority funding for Supporting People was most challenging during the year. However, steps were taken to ensure a level of service provision was continued to help vulnerable residents.

Additionally, we achieved the conversion of former office accommodation and a communal lounge to add to our housing stock.

As mentioned in previous newsletters, the Board has progressed negotiations to take over the operations of the Ringwood and District Old People's Housing Society and our aim is to complete this early in the New Year, thereby offering the Society's tenants the advantages of being part of Sandbourne. A fuller update on the take-over will be available for Sandbourne's Annual General Meeting in February. This will be an open meeting which residents can attend - see inside for more information.



Best wishes, Keith Mallett, Chairman

Please read me

Feedback suggests that many of our residents love to read *Sandbourne News* but some throw it away unread.

However, it is an ideal way of us getting the same information to everyone at the same time and we would ask you to read the newsletters. They contain important information which may affect you and your occupancy of your home. This could be to consult you about a particular issue, advise you on latest policies, procedures or expectations, or update you on matters which may affect you and/or your neighbours.

Our staff will increasingly quote the contents of articles to residents/leaseholders/shared owners when they raise concerns etc, so it's important for you to be aware of what's been advised to everyone.

Contacting the office!

The only office telephone number for Sandbourne is:

01202 671222

All correspondence should be addressed to:

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

Important - Christmas/New Year office closure

As well as being closed on Wednesday 16 December, please note that this year the Sandbourne registered office will close at 12 noon on Thursday 24 December 2015 and will re-open at 9am on Monday 4 January 2016.

In an emergency (when the office is closed)

If you have an emergency when the office is closed, please report this as you would during normal out-of-office times, ie use your emergency call system if you are a HOPS resident or call the out-of-hours services for emergency repairs if you are a general needs resident.

Craighleith residents will, of course, still have the Council's contracted care and support team operating on site as normal.



Sandbourne Staff and Contacts

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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 01202 671222 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

A quick guide to who residents should contact for what

Housing Services Manager/Housing Officer (Simon/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

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)

Maintenance Managers (Brian/Chris) – repairs & 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) (see page 12)
 - chasing outstanding repairs
 - feedback surveys
 - minor repairs
- Safety checks:
 - electric and gas
 - emergency exits and lighting
 - fire alarms and smoke detectors

Administrator (Gail)

- General enquiries not covered above
- Newsletter items and articles

Paying your rent

For those people who celebrate Christmas, it can be a very expensive time of year with resources being stretched to the limit.

We don't want to be 'bah humbugs' but want to remind you of the importance of ensuring that your rent and services charges are paid as usual so that you don't fall into arrears.

If you think you are going to experience problems paying your rent and/or service charges, please don't delay – ring the registered office and ask to speak to one of the housing team so that they can discuss your options with you.

We aim to send out rent statements to all residents at least three times a year but if it would be helpful for you to have these more frequently, or on a one-off basis, we are happy to provide these.

Please don't risk losing your home.



Replacement 'allpay' cards and ways to pay

If you pay your rent using an allpay 'rent' card and it has been lost or become damaged, you can get a new one, free of charge, by contacting the registered office.

For HOPS sites where some residents have allpay 'meter' or 'repairs' cards, these can also be replaced free of charge by contacting us.

If you would like a leaflet on the different ways in which you can pay money to us, for whatever reason, again just contact us and we'll send you a copy.

Ending your tenancy

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

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

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

Please note that if you are in receipt of Housing Benefit, under the Housing Benefit Regulations it will only be paid by the local council up to the end of the week you leave your home which may not be the date when your tenancy formally ends.

Therefore, when calculating any monies due to you or owed to us at the end of your tenancy, we will have to allow for any over payments to be claimed back by the council.

If you take up another tenancy elsewhere during your notice period, your local council may consider an application for 'overlapping' payments on two homes, but this is at their discretion and it is down to you to contact them.

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

‘HOPS’ – the term used for our blocks of flats at Craigleith, Belle Vue and Stourwood Avenue in Bournemouth. HOPS stands for ‘Housing for Older People with some Support facilities’ and is for people aged 60 and over.

Keeping safe

In the September edition of *Sandbourne News* we raised the issue of security in your home and asked you not to leave your front doors open for both security (potential intruders) and health and safety (fire risks) reasons.

However, we want to help you keep yourselves safe, particularly at this time of year, so here is some more advice.



1. CCTV is installed on all main entrance doors to our blocks of HOPS flats, at no cost to residents; this will benefit those residents because we can monitor and track unusual activity such as intruders.
However, if you live in any of our blocks of flats, we need your support; do **not** let anyone into the blocks if you don't know who they are. Don't be afraid to tell someone that you are unable to let them in and they must use the door entry panel to gain access. If they have a genuine reason to enter the block, they should not object.
2. Below is a list of some of the contractors you may see around our sites. We aim to make appointments, if they need to access your flat, and you should always ask for their ID.
Jacksons, More Than Gas Ltd, RTJ, TMD, Tunstall, Umbrella
3. All Sandbourne staff have photo ID cards so, if you haven't met them before, ask to see their ID.
4. If someone says they're a Sandbourne contractor or member of staff and you don't know them/are not expecting them, don't let them in and ring the office, or use your pull cord if out of office hours, to check if the caller is genuine.
5. Please do not prop main entrance doors open to any blocks of flats or change door entry timer settings; this could have consequences like intruders getting into your block.
6. If there is a fault with your main entrance door, please report it to the registered office as soon as possible.
7. We would discourage all residents from displaying their names on their front doors. By advertising your name, anyone can knock at your door and introduce themselves/strike up a conversation with you as if they know you but not everyone is genuine or has good intentions!
8. If you see unusual activity around your home and you are concerned that someone may be 'casing the joint' please let us know but also remember you can contact your local Police by calling 101 or, if you feel genuinely threatened or think someone may be in danger, call 999.
9. If you have a key safe, please only give the number to those people who you trust and who really need it and don't leave a key 'under the mat' where anyone can find it.
10. Please do not use any of our blocks as a 'cut through' to gain access to other blocks; only enter other blocks if you have a good reason, eg to use the laundry facilities or communal lounges.

Home Contents Insurance

Just a reminder, particularly at this time of year, that 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.

Keeping warm and healthy this winter

There is lots of advice from the government, NHS and other agencies, who generally recommend you:

- Check if you or your family can get your free flu jab, which you're entitled to if you are pregnant, have certain medical conditions or are 65 or over, etc.
- Before Christmas, or if the weather forecast is bad, check that you have enough medicines and food.
- Keep your home warm; TV/radio adverts are suggesting 18°s as a minimum.
- If you know your heating isn't working properly, do something about it now and don't wait for it to break down. Heating companies get very busy this time of year.
- If your heating does break down, please ring the registered office to report this (during office hours). However, if you have no other form of heating and the office is closed (over Christmas/New Year), please contact Bournemouth Careline. (see top of page 6)
- Wear lots of layers of clothing to stay warm and wear shoes with a good grip if you go outside.
- Food is a vital source of energy, which helps to keep your body warm, so try to have regular hot meals and hot drinks throughout the day.
- If you can't get out, try to keep active round your home.
- Good hand hygiene can help prevent the spread of germs and viruses.
- Please keep an eye on older neighbours and relatives.

What do Sandbourne do, as your landlord, when the ice and snow arrive?



We don't clear footpaths or car parks but we may provide grit bins for residents to make use of.

However, at our HOPS schemes we'll put notices up in the lifts and on our notice boards if there are specific arrangements relating to your sites, so keep an eye out for these. We also hope to use TV streaming to display information.

'Handiworks Plus' - contract coming to an end



Sandbourne have been paying an annual subscription to Handiworks Plus which you have been able to use for small repairs etc, where you are responsible for them.

Our latest three-year contract with them is due to end shortly and, unfortunately, we will not be renewing this due to the government imposed rent cutbacks for housing associations.

You can still continue to use them, but you will need to register with them direct if you wish to do this.

Do you have repairs that you haven't reported?

(This article does not apply to our leaseholders and shared owners)

Please report repairs to us as and when they are needed rather than waiting until you have a list of jobs that need doing. By doing this you will be helping us to deal with them more efficiently, within the laid down priorities and timescales.

If you don't give us the opportunity to put something right, then it might prove difficult if it results in a major breakdown which could have been prevented if it had been reported and dealt with sooner.

If you feel we have let you down with our repairs service, please let us know on the satisfaction survey sent to you when we place orders with our contractors. A pre-paid envelope is enclosed with the survey so it will only cost you your time in sending it back to us.

Out of 680 satisfaction surveys sent out this year, only 107 (15.73%) were returned; the upside, however, was that 102 (95.32%) were from satisfied customers!



Bournemouth Careline - 01202 452795

Our **general housing** 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 when the office is closed.

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

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.

Smoking in and around your home

The whole issue of smoking is an irritating one for everyone, whether you're a smoker or not. However, even if you don't think this applies to you, we'd ask you to read on.

If you're a smoker and you think you're doing the right thing by smoking inside your own home or going outside for a cigarette, it's annoying if people make comments. If you're not a smoker, then just the fact that someone is smoking around you or your home and may be affecting your health can be infuriating.

Sandbourne has made it clear that it is illegal to smoke in enclosed communal areas and we do not allow this in our blocks of flats, but we cannot stop someone smoking in their own home or in the communal grounds around the buildings.

However, what we would ask for is your consideration to those around you, ie:

- If you are smoking in your own home, particularly in a flat, please keep your door closed so that the smoke doesn't drift out into corridors. Also, do not wedge your door open, or tamper with the door closers, as this will stop the automatic door closer from operating correctly in the event of a fire.
- If you are smoking in your own home and you are due to have a visitor, particularly a member of Sandbourne staff or one of our contractors, please put your cigarette out beforehand and resist smoking during their visit; when they are in your home it is classed as their place of work and they should not be expected to take in second hand smoke. If possible, please open a window to let the smoke out before they arrive.
- If you are smoking outside of the building, please make sure that you are far enough away from the building so that smoke does not drift in through the main door(s) or the window(s) of nearby residents or communal internal areas.

Just these simple actions could make a world of difference; the smokers can still smoke without feeling persecuted, and the non-smokers won't have to put up with smoke drifting into their homes or the communal internal areas.

Car parking on Sandbourne property

Car parking continues to be an ongoing issue between some of our residents, not only directly with their neighbours but also with the actions of the friends and relatives of neighbours. It seems to be the case irrespective of whether you live on an estate, private road, or a block of flats.

This can include inconsiderate parking (not within the correct bays/lines/designated spaces), parking in what is purported to be someone else's space, having multiple cars in limited car parking spaces, and even causing damage to cars.

We would remind all residents that:

- Parking, on any Sandbourne scheme, is at your own risk.
- Residents parking on Sandbourne property should note that their vehicles must be insured and, for insurance purposes, this does not count as parking 'off road'.
- For our general family homes, where there are no designated parking spaces, parking is on a first come, first served, basis. Please park considerately and do not obstruct other vehicles.
- At our **HOPS** sites in Bournemouth, apart from disabled bays for blue badge holders, there are no individual designated parking spaces at any of our sites for any residents. Plus, there are no resident parking spaces at Craigleith.
- Parking at **HOPS** sites is strictly on a first come, first served, basis and is for residents and specific visitors only, for example doctors and carers, or those dropping off and picking up residents.
- Designated bays for medical staff should never be blocked as you could prevent someone going to hospital in an emergency, for example.
- Although tax discs are no longer a legal requirement, we will check if we think a car has been abandoned/no longer in use and arrange for its removal - we can check details via a government website and only need the make and registration number of the car to do this.

We would also advise that we cannot consider requests for CCTV cameras covering the car parks for the foreseeable future; this is due to the government imposed rent cutbacks and our need to only spend on essential items.



Living with pets in a Sandbourne property

Many of us love animals but there are people in our community who don't, or who are scared of them, so please be considerate of others around you.

Whether you currently own a pet, are thinking of getting a pet, or know of a resident with a pet, here are some guidelines to ensure that everyone is clear about pet owner's responsibilities.

Sandbourne occupancy agreements outline that pet owners are responsible for all companions staying in their home, both animal and human! To be clear on what we expect from residents we ask that:

Pets should not be allowed to:

- roam freely in any Sandbourne communal area
- use the grounds where they live for exercise or as a toilet; this must be carried out away from Sandbourne premises
- be noisy and disturbing to neighbours, especially at night time
- jump up or approach neighbours or visitors without invitation (eg dogs)

Pets should:

- be insured, healthy and be up-to-date with vaccinations
- never be left unattended for unreasonable periods of time
- be cared for by someone in the event of an emergency (eg if you are hospitalised)
- always be under the owner's control in Sandbourne communal areas
- be cared for and all litter should be disposed of responsibly
- be moved to another room during a visit from a member of Sandbourne staff, or one of its contractors, if they request this.

Don't get caught without a TV Licence!

Apart from a few residents with 'preserved rights' (where payment is requested via Sandbourne), everyone under 75 is responsible for purchasing their own TV licence.

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

Although the communal lounges in our HOPS schemes are covered by communal TV licences, our guest rooms are not and the watching of 'live' TV on any devices is prohibited in them.

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

If you don't have access to the internet

If we say in any of our articles that details can be found on our website, and you don't have access to the internet, we'll be happy to send you hard copies of the documents referred to, upon request.

Likewise, if you want to give feedback to us, please use the form on the back of this newsletter, write to us at the registered office, or give us a call.

We don't want to exclude anyone who doesn't use the internet.

Coming soon - Tenancy Handbook

We are in the process of finalising the new version of 'Your Tenancy Handbook' and hope to get this to you in January 2016.

Leaseholders/Shared Owners will be issued with their own version later in 2016.

Feed them and they will keep coming!

Most of us like to see wildlife and birds in our gardens/communal gardens and some residents like to feed them.

However, not all the food goes to the intended recipients; most of the time the pigeons are the ones that flock around and the more you feed them the more will come.

Please act responsibly; birds, especially pigeons, can carry parasites and their droppings are acidic and are not only difficult to remove but can cause costly damage to buildings and other property, as well as humans.

In particular, please don't ever throw food out of your windows as pigeons will follow food trails and can try to land on windows and sills, and even go through windows, to get bits of food.



Leaving messages when we're closed

Our daily aim is to listen to all voicemail messages left on 01202 671222 as soon as the phone is switched over from the out-of-hours service at 9am (Monday to Friday). These are passed to the relevant member of staff immediately, usually by 9.15am.

We then deal with all messages sent to us via the info@sandbourne.org.uk email address or using the website contact form and these are forwarded to the relevant person, usually by 9.30am.

If you have left messages using either of these ways, please do not ring us as well as this will not only tie up staff time but will also duplicate the reporting of issues.

Resident Shareholder Vacancies

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

We asked you to contact us if you wanted to be considered to become a resident shareholder. We haven't received any requests for information but the option is still available if you decide that you might be interested.

Former Board Members/Shareholders

We would not normally mention residents by name if they left us, whether by moving on to a new home or passing away.

However, we did not feel we could let the passing of two former Resident Board Members and Shareholders go without a mention.

Sadly, in the last couple of months, we have lost both Anne Chapman from Milne Court in Bournemouth and Brian Tigg from Harling House in Bournemouth. Both were long serving, supportive members and made valuable contributions to the Association over many years during changing and challenging times.

Our condolences go to the family and friends of both Anne and Brian.



Sandbourne's AGM in February

As mentioned by the Chairman on the front page, we are planning to hold the Sandbourne Annual General Meeting (AGM) on 24 February 2016 at the Wessex Hotel in Bournemouth. This will be an open meeting and all Sandbourne residents will be invited to attend and we hope to have a guest speaker.

We should, however, mention that only Sandbourne Shareholders will be able to vote, for example to approve the Association's Annual Report.

Further details and timings will be provided in the New Year, either through the special edition of *Sandbourne News* or by letter.

We hope residents will use this as an opportunity to come along and meet both the Sandbourne Board Members and staff so, if you think you would like to attend, please put the date in your diary.

Merger update

In addition to information being available on our merger with Ringwood and District Old People's Housing Society, at the Annual General Meeting in February, we aim to produce a 'special' edition of *Sandbourne News* to update all residents when the merger is finalised.

We will always aim to produce 'special' editions when there is significant news or updates for you.



Sandbourne Policies

By way of a reminder, we now put copies of our Policies on our website www.sandbournehousingassociation.org.uk. These are under the 'Information & Downloads' tab.

If you don't have internet access, you can also ring the registered office or write to us to request a copy of the Policy if you have a particular one in mind.

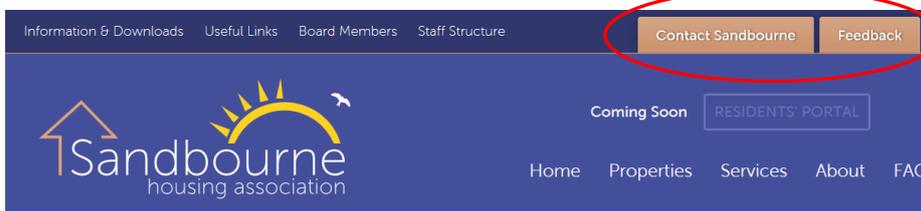
If there is other information that you would like to see in future editions of this newsletter, on a regular basis, or as a one-off, please let us know so that we can consider including it.

Contact and Feedback

If you want to contact us you can use the info@sandbourne.org.uk email address or go on our website and click on the 'Contact Sandbourne' tab to bring up a form.

You can now also go on our 'Feedback' tab and leave feedback which may be seen by other users of our website.

www.sandbournehousingassociation.org.uk



The Silver Line

helpline for older people

0800 4 70 80 90

The following are extracts of information provided by The Silver Line service, which we hope some of our older residents might find useful.

“Esther Rantzen’s vision to create a “ChildLine for older people” is a simple concept – the first, free 24 hour helpline, available every day and night of the year, where you can ask about services in your area, talk in confidence, get some friendly advice or quite simply have a chat. And for people who would appreciate a regular call from the same person every week there are now more than 1500 volunteer Silver Line Friends who share the belief that a simple connection with another human being can be life-changing.”

“More than half of all 75 year olds in the UK live alone and one in ten suffers “intense” loneliness but is reluctant to ask for help. In a poll conducted by ComRes for The Silver Line, 9 out of 10 older people told researchers that “a chat on the phone” is the most helpful solution when they feel lonely but 1 in 4 older people say they rarely have anyone to chat to. Some older people go for several days without talking to another human being.”

If you would like further information please go to The Silver Line website (www.thesilverline.org.uk) or ring the helpline on 0800 4 70 80 90 (from a mobile call 0300 4 70 80 90).



With this edition - Your Sandbourne Calendar

We’ve delivered a calendar and pen with this newsletter and hope you will find them useful. We’d like to know what you think though so that we can decide whether or not to carry on providing these for all our residents next year. Please email us at info@sandbourne.org.uk, use our new feedback form on our website page at www.sandbournehousingassociation.org.uk or the form at the back of this newsletter to let us know what you think.

Staff training day – why we closed the office

On Wednesday 18 November the registered office was closed and we thought you might be interested to hear about what we were doing.

All Sandbourne staff were undertaking Suzy Lamplugh Trust Lone and Frontline Worker Training.

The Suzy Lamplugh Trust has been helping people lead safer lives for 29 years following the disappearance of Suzy Lamplugh, an estate agent who went to meet an unknown client and disappeared – she was later declared dead without her body ever being found.

Nationally there is an increasing number of incidents in the housing sector of both verbal and physical abuse towards staff and the training was aimed at raising awareness of the risks and dangers people can face not only in work but also in normal day-to-day living. It focussed on what our staff can do to protect themselves whilst working alone at our schemes; what our office staff should consider when they work on their own; and also what we should all consider when going about our daily lives.

What was interesting is that the trainer re-enforced what we’ve said about security at our blocks of flats, for example people waiting until someone enters a block to follow them in. This isn’t always with the intention of harming someone, but is more often about gaining access to look around for items to steal (another reason to keep your flat doors closed).

Staff found the training really useful for reminding them about our policies and procedures for keeping themselves safe and it also means that they are better equipped to offer advice on minimising danger for you.



Building in Romania

In June 2015 Fiona Ferenczy, Sandbourne's Director of Finance, travelled to Romania with a small group of people to help build a house in Reghin for a member of the Roma community and here's what she had to say about it:

"There is much prejudice in Romania towards the Roma community, meaning that they are often unable to access education, work or good housing. The group collaborated with a Dutch charity called Phoneo, which is based in Reghin and works with the Roma to help improve their situation.

The group worked in a small village with no roads, only stand pipe running water, no sewerage connections and only limited electricity supplies. The 'houses' were predominantly glorified sheds with no foundations. Families of ten or twelve often live in one room, meaning that much of their life has to be lived outside. That is just about acceptable in the summer, but winter temperatures regularly drop to minus 20 or below – being outside is no fun then!

Our group were tasked to build a one room house for an elderly lady, who is a lynch pin in the village. Her previous house had fallen down a few weeks earlier (not an uncommon occurrence) leaving her homeless and with no means of providing herself with a new home. The charity provided the building materials and the volunteers built the house. Despite having very few building skills myself, I was able to work with the other group members, laying blocks, mixing cement, cutting wood and even working out the correct angles to ensure that the roof fitted properly. The basic house was completed in one week, much to the delight of its new owner.

I found the experience amazing. I worried that I would not be able to contribute anything to the project, but the other team members were very patient with me and I was happy to do anything asked of me. To see the house completed in just one week and knowing that Klara now had a solid home before the winter made the hard work worthwhile. It is hard to believe that such difficult conditions exist in Europe, but great to be part of a project which seeks to alleviate that poverty. I am keen to go again and help build another house if possible."



A SPOOKY AFFAIR

You're never too old to celebrate Halloween, as demonstrated by our residents in the Craigleith lounge in Bournemouth and in the garden at Milne Court in Bournemouth (health and safety was considered that day!).



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

Hello from Natalie and Debra - your BCHA floating support team

Hello,

We are Natalie and Debra from Bournemouth Churches Housing Association (BCHA) and we are here to help you. Areas where we can help with are housing, form filling, budgeting, benefits, helping you access local services and directing you to any agencies that may be able to help you with any specific issues. If we can't help you, then we will find someone who can!

One of our team is often floating around on site. Please feel free to stop and ask any questions which you may have, as we would love to meet you.

Wishing you all a peaceful Christmas and look forward to seeing you in the New Year.

Natalie and Debra



Washing machine or dryer not working in the communal laundry?

What have you done about it?

Did you know that our contractors, **JLA**, have a maintenance agreement for all our HOPS sites for all our communal laundry equipment?

They are happy to take calls from residents reporting a fault and you can call them direct on **01422 824688** (you will also find this number on our laundry equipment).

Ring them direct, even at weekends, rather than calling the registered office, could cut down on the response time in getting the machines back up and running.



Laundry
equipment is for
use of and only to
be used for
clothing of
residents living in
Sandbourne
properties

Going away over Christmas/New Year?

In the spirit of independent living, you're not obliged to let anyone know when you're going to be away from your flat.

However, it could give peace of mind to concerned friends and neighbours if someone is able to re-assure them that you're okay if they haven't seen you around for a while.

Similarly, if a neighbour reported something untoward, like water dripping from your flat into their property, it would be good to know if you were away.

Please, therefore, use your pull cord and let Careline know when you are going away, for how long, and call them again when you are back. (Please avoid calling them between 9am and 11am if you can.)

Heating in communal areas

We know that everyone likes differing degrees of heat, but when it comes to communal areas within our schemes, we would ask that you do **not** interfere with the settings or turn the heating off.

The exception is if you have an event planned in the communal lounges. You will need to check it before the event and, if it is too hot or too cold, you can turn the heating up or down, but please remember to turn it back when leaving the room.

If you have concerns, please contact the registered office.

Community Channel Project TV Monitors - HOPS sites

Most of you will have seen the new TVs which have been mounted on the walls in the entrance lobbies of our HOPS scheme. First of all, we'd like to stress that there has been **no** cost to the Association, or to residents, for these and **no** costs will be passed to you for this through your service charges.

The TVs are centrally controlled and have been set up to switch on and off automatically at pre-set times. It is important, therefore, that you in no way interfere with the equipment.

We've heard that many residents have enjoyed seeing the photos of our properties being streamed across the TVs whilst the systems are being tested. This feedback has prompted us to put these photos on our website for prospective applicants to see. We also plan to include photos of the inside of a typical empty flat, so thank you for your feedback. (You can view these on the 60+ pages).

Once everything is fully tested and up and running, the TVs will have lots of uses. A good example being when it is reported to us that a lift is not working, or there is an issue with the heating/hot water in a block. We will be able to let residents know that it has been reported to us and that an engineer has been called. We can then display updates and eventually let you know when things are back up and running as normal.

If there is something you would like to see on these TV monitors, please let us know.

Outcome of guest room charges review (HOPS sites)

We took on board the concerns raised by some residents about the cost of the guest rooms increasing from £15 to £20 per room per night, effective from 1 October 2015, and we've carried out the cost exercise, as promised.

If we looked to meet the true costs of the guest rooms, based on current bookings, the charge would need to go up from £20.00 to £27.22 a night.

However, we believe that this may make residents think twice about making bookings, meaning that some would perhaps not receive as many visits from relatives as they do now, which is not what we want. For us, if usage dropped, the core costs would still need to be met and therefore the charges would have to increase even further, again something we want to avoid.

Therefore, we have decided to make an administration charge of £20 per booking to the overall service charge account each time there is a booking. By doing this, we can keep the guest room charge to residents at the current £20.00 per room per night.

We will then review this annually based on the number of bookings and reduce or increase the booking charge accordingly within the service charge. This aspect of the service charge is eligible for Housing Benefit and should not be subsidised through rents.

Based on the last calendar year the administration charge of £20 per booking would equate to 22p a week on everyone's service charge.

We believe that by doing this we can keep the booking and usage costs to a reasonable level, which will hopefully mean that usage will not drop and may even increase, and ensures that rents are not subsidising the administration of the service.

We hope that residents will accept this as a reasonable outcome.



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 bed and a bed settee) plus level access shower;
- **Milne Court**, first floor - twin plus bath;
- **Harcourt Grange**, second floor - twin plus bath; and
- **Craigeith**, third floor - twin plus level access shower.

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.

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

Bingo, Woodlands Lounge, Tuesdays at 7.30pm

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

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.

No more Friday afternoon bingo

Sandra Dagg would like to thank everyone for their support in the past but regrets that as from Friday 13 November she will no longer be able to run a Friday afternoon bingo session.

And, no more Monday Craft Club

Wendy Wells would like to let residents know that the Monday Craft Club will finish at the end of this year. She would like to thank all those people who have purchased their cards and they have now sold all of their Christmas cards.



Your Christmas Quiz

just for fun!

1. What is the name of the elf played by Will Ferrell in the 2003 film 'Elf'?
2. Who reached number one in the record charts in 1984 with 'Do they know it's Christmas'?
3. What is Scrooge's first name?
4. The 1994 film 'Miracle on 34th Street' is based in which US City?
5. On the fifth day of Christmas what did my true love gave to me?
6. Which British monarch gave the first royal Christmas broadcast to his empire on Christmas Day 1932?
7. Who sang the number one song 'Mary's Boy Child' in 1957?
8. Which 2004 computer animated musical fantasy film is about a boy who takes a train ride to the North Pole?
9. Which X Factor winner had the 2008 number one record 'Hallelujah'?
10. What busy place at Christmas starts with a 'P', ends with an 'e' and has thousands of letters?
11. What three presents did the three wise men bring from the East when Jesus was born?
12. How many days of Christmas are there (the song might help)?

Answers can be found on the back page.



Would you like to give us feedback?

Our new feedback page is now up and running on our website (www.sandbournehousingassociation.org.uk). However, if you don't have access to the internet, you can use the slip below to give us feedback. This can be on anything, positive or negative, and not just about the contents of this Newsletter.

Please continue on the other side if there isn't enough room below.

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

From: _____ (name) Address: _____

Feedback: _____

Signed: _____ Date: _____

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, after 6 rings, 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 always be made if wanting to see staff in the registered office

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

Your Christmas Quiz answers:

- | | | |
|------------------|----------------------|----------------------------------|
| 1. Buddy | 5. Five Gold Rings | 9. Alexandra Burke |
| 2. Band Aid | 6. King George V | 10. Post Office |
| 3. Ebenezer | 7. Harry Belafonte | 11. Gold, Frankincense and myrrh |
| 4. New York City | 8. The Polar Express | 12. Twelve |

Your feedback continued
