

In our Christmas edition of Sandbourne News we promised to let you have various updates in the New Year in a Special Edition Newsletter.

It was our intention to only update you on the take-over of Ringwood and District Old People's Housing Society; provide details of our 'open' Annual General Meeting in February; and to tell you about/let you have a copy of the new tenancy handbook. However, since then there has been some new legislation regarding immigration status checks and we have included an article about this as well.

Unless there are further important updates, our next newsletter will be produced around Easter this year and we'd welcome any articles from you about things going on in your community, or events that have been happening.

Thank you.



Steve Hayes  
Chief Executive



The registered office will be closed  
Wednesday 24 February 'til 2pm  
for Annual General Meeting  
(see page 3 for details)

## Your Tenancy Handbook

Last year a panel made up of Board members, staff, and tenant representatives from both HOPS (60+) and general family accommodation, was formed. This was to carry out a long overdue review of the pre-merger handbooks provided to our tenants.

Your copy of the new 'Your Tenancy Handbook' is now enclosed with this Special Edition Newsletter and supersedes any previous versions issued to you. Please keep it in a safe place, ideally with your tenancy agreement, as we may refer you to sections of it when dealing with tenancy queries you may have.

For our new tenants at Ringwood, we have also enclosed a copy of the Repairs Handbook, which we hope you'll find helpful. Any other tenants can request a copy of this if they do not already have one.

Both the Tenancy and Repairs Handbooks are available on our website (see page 4).

For leaseholders and shared owners, our aim is to produce a separate 'Your Leasehold Handbook' later this year, so no handbook is enclosed for you at this time.

### 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



## Ringwood and District Old People's Housing Society (RDOPHS) - Update

In November 2015 Sandbourne's Chairman, Keith Mallett, and Ringwood's Chair, Frances Bowen, signed the Transfer of Engagements Agreement which enabled everything to be formally progressed with Sandbourne's take-over of Ringwood's 44 properties for the over 60s.



Articles appeared in both the Ringwood and Fordingbridge News and the local Advertiser before Christmas. These highlighted that this was a win-win situation for both organisations and offered security to RDOPHS's residents as well as opportunities to explore building more flats to rent for people 60+ with a Ringwood connection on the existing Christy Close site.

Sandbourne took over management of RDOPHS's residents on 1 January 2016 and we are pleased to be able to tell you that the final approval from the regulators was received on 1 February 2016 and became effective from 31 January 2016.

This means that Ringwood and District Old People's Housing Society Ltd (RDOPHS) therefore no longer exists and has legally been part of Sandbourne since 31 January 2016.

We would like to welcome our new residents and staff to Sandbourne and remind residents that any queries, concerns, or repairs etc, should now be referred to our registered office by ringing 01202 671222 or emailing [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk). We know for many of you it will be strange dealing with different people, but we would ask for your patience while we all get used to each other and the new working practices.

### Something new - checking immigration information

The Immigration Act 2014 requires that from 1 February 2016 we check the immigration status of our **prospective** tenants at the outset of a **new** tenancy. We will only ask for proof if and when we are in a position to consider someone for a tenancy.

#### How are Sandbourne required to check the occupiers?

The process for carrying out initial 'right to rent' checks is as follows:

1. Establish the adults (18+) who will live in the property as their only or main home.
2. Obtain **original** versions of one or more of the **acceptable** documents for all adult occupiers.
3. Check the documents in the presence of the document holder.
4. Keep a copy of the original document(s), signed and dated, and keep it for a year after the person leaves their property.

**As a tenant, leaseholder or shared owner, you are now also responsible for checking the immigration status of any lodgers that you take in. If we give you permission to take in a lodger it will be on the assumption that you have complied with this new legal requirement.**

**Sandbourne Housing Association's  
Annual General Meeting**

will be held at the

**Wessex Room, Wessex Hotel, 11-13 West Cliff Road,  
Bournemouth, BH2 5EU**

**on Wednesday 24 February 2016**

**tea/coffee will be available from 10.30am for an 11am meeting start**

The registered office  
will be closed until  
2pm this day so that  
staff can attend this  
meeting

This year our meeting will be open to all of our tenants, leaseholders and shared owners to attend. However, only actual shareholders of the Association will be able to vote, for example to approve the Association's Annual Report.

After the main business of the meeting has been dealt with, there will be an open session where we can update everyone on items such as:

Voluntary Right to Buy; Voluntary Portable Discount; Pay to Stay; Fixed term tenancies; Universal Credit; Rent reductions; Benefit cuts and restrictions; and Sandbourne's business aims and priorities.

You will have an opportunity to ask general questions and give feedback to help inform us and shape the business plan being produced later this year. However, please do not ask specific questions regarding, say, an individual repair as although this will be important for you, it will not be for others and there are other ways to comment on individual issues.

We hope that you will also see this as an opportunity to meet the Board, shareholders and staff of Sandbourne, as well as other residents.

Please complete and return the slip at the bottom on this page, **by Friday 12 February 2016**, if you would like to attend – this is essential to ensure that we have adequate seating and refreshments available at the venue.

If you are a resident shareholder, you will receive your AGM papers as normal, although we would still ask you to complete and return the slip below.

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

From: \_\_\_\_\_ (name) Address: \_\_\_\_\_

I would like to attend the AGM on 24 February 2016

I will not be attending the AGM on 24 February 2016

If attending, number of people attending: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

If you are unable to attend the AGM but have a question you would like raised, please give details overleaf and return this slip to the registered office by Friday 12 February latest.

## 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 during normal office hours, 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](mailto:info@sandbourne.org.uk)

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

Please write your AGM question(s) on the tear-off slip below and return it to the registered office by Friday 12 February latest:

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