



THE ELDER



Autumn 2022

Mutual Exchange

Fire Safety

Cost of Living Advice

Door to Door Service

Our Development is Complete!

We are finally able to say our new development in Eaton is complete!

Leander Court tenants got to know the new tenants over tea and cake, creating a lovely community feel.

Board members and staff joined the tenants to celebrate the opening of the Social Room.

If you need to talk with a member of staff concerning a specific subject, please ensure you make an appointment.

This ensures that the member of staff you wish to talk with is available to see you.

Thank you.



"I am so happy and grateful. I would like to thank all staff for making it happen".

Peter Gray, Bluebell Road

Once access arrangements have been confirmed with contractors for repairs or gas boiler inspections, please ensure you are at home at the agreed day and time. Access can also be arranged with your Scheme Manager (please liaise with them first) or by leaving a key with a neighbour. Please do not ask the contractor to collect a key from the office. Thank you.



Fire Safety

Norwich Housing Society adopts a 'stay put policy' in the event of a fire. This policy means that if a fire breaks out in a flat within a block, the flats are built to a standard which will withstand fire entering for some time, at least for a minimum of 30 minutes.

So, it is safer to 'stay put', keeping all doors shut until you are told to leave and helped to evacuate the building.

By leaving the flat you may be entering into an unsafe environment and may even cause the fire to spread. Our Scheme Managers have recently attended a fire marshal training session. If you have any questions or queries concerning fire safety, you can talk to your Scheme Manager. Some important advice they were given on fire blankets was that if you use one to put a fire out, you should leave it on the affected area, and not remove it yourself as the fire can reignite. Fire blankets should only be removed by the fire brigade.

Finding yourself locked out of your home can happen at any time. There are a few precautions you can put in place to help you should you find yourself in this position. If you do not have a key safe or a neighbour / friend / family member that lives nearby who doesn't hold a key, then you should contact your Scheme Manager for assistance.

If a member of staff from the office has to attend then you may be charged. We highly recommend that you have a key safe fitted. If you are interested please get in touch, the cost is £25.00 to supply and fit one.



If you are considering purchasing a mobility scooter, please talk to your Scheme Manager first. Thank you.

Couple Celebrate their Diamond Wedding Anniversary

Harry and Julia from Eleanor Road recently celebrated their Diamond Wedding anniversary. They marked the occasion with a lovely meal at Middletons and then celebrated with their family.

When asked what the secret was to a long and happy marriage, they told us the secret is to have a sense of humour and to be patient with each other. They first set eyes on each other at the youth club in Sunderland. Harry was 17 and Julia 14. It wasn't until Julia saw Harry playing in the jazz band that the romance started to blossom and the rest is history so they say!



Laundry Usage

Please be confident in the fact that washing machines know what they're doing. Modern washers are engineered to use as little water as possible and it gives you just the right amount of water you need to wash your clothes. In fact, modern washing machines will drain any excess water to protect you from a flooded laundry. Therefore please do not add any extra water to your load. It is important that consideration is shown when using the laundry facilities. We have had reports of tenants using two machine at the same time and also reports of tenants doing their family's washing. Thank you.



Please may we remind you not to use candles in the socials rooms. Which is a potential fire hazard. Battery operated ones are widely available and are much safer to use. Please may we also remind you that watching TV or DVD's is not permitted in the social rooms. We have updated the social room guidelines with the above.

With the cost of living rising, we could all do with some extra money in our pockets and help with keeping the cost of our energy bills down.

Get your lighting right

- Changing from traditional light bulbs to new LED (light emitting diode) bulbs could save you money, depending on the type of bulb you replace. Look for the energy efficiency rating on the packaging.
- Turn the lights off when you leave a room to save energy.
- If you tend to leave a light on during the night, you might like to consider using a “night light” instead.

Keep your home warm

- Keep the rooms you use most at a comfortable temperature. Stick with a constant temperature and tweak it when you need to – as it’s more efficient than turning the heating off and on again. Public Health England suggests maintaining a minimum temperature of 18°C (64°F), but you’ll know what feels comfortable for you.
- Shut your curtains in the evenings to reduce heat loss through windows. Tuck them behind radiators, rather than letting them hang in front, so the radiators can better heat the room.
- Avoid putting furniture in front of your radiators or even keeping dry washing on them longer than you need to, as it can mean the heat doesn’t circulate as well.

Save energy in the kitchen

- When making a “cuppa”, just boil the water you need rather than a kettleful. This could save you more than you’d expect.
- Keeping the lids on pans when you’re cooking helps reduce heat loss.
- Defrost your freezer every six months – this will ensure it runs efficiently.
- Defrosting frozen food in the fridge overnight typically reduces its cooking time by half.
- Keep the fridge at least 10cm (4 inches) away from the wall and clean dust off the coils at the back to let them work effectively.
- Allowing your food to cool to room temperature before putting it in the fridge or freezer saves energy – it can also prevent food poisoning.

Save water

- Report any dripping taps.
- Do the washing up in a bowl rather than under running water to save money.
- Turn off the tap when you’re brushing your teeth or shaving. Leaving the tap running for just one minute can waste six litres of water.

What Our Tenants' Have Been Up To.....

Ms Sullivan arranged a MacMillan Coffee morning at St Barnabas Court. The morning proved a huge success with £433.00 being raised for the charity. Well done to everyone involved.

Ms Sullivan holds an afternoon tea gathering every month. Last month was a Halloween themed tea event with spooky treats on offer. It was well attended with new tenants getting to know the long stranding tenants. There were also Christmas raffle tickets on sale.

St. Barnabas Court held a Charity fun day. Everyone squeezed inside the Social Room to enjoy music from Roy and Maureen from Lanchester Court. It was an amazing day enjoyed by family, friends and tenants. As a result we made an amazing £424 for the Nelsons Journey Charity.

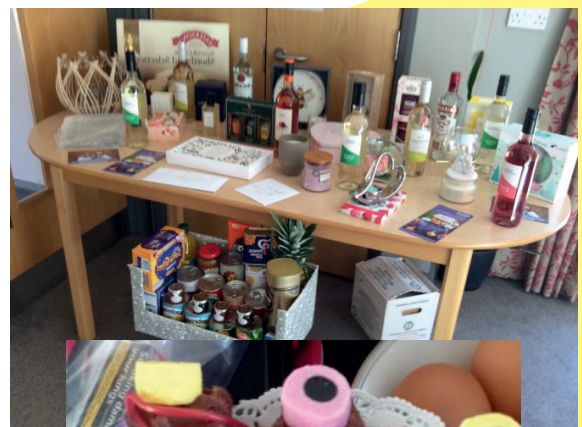
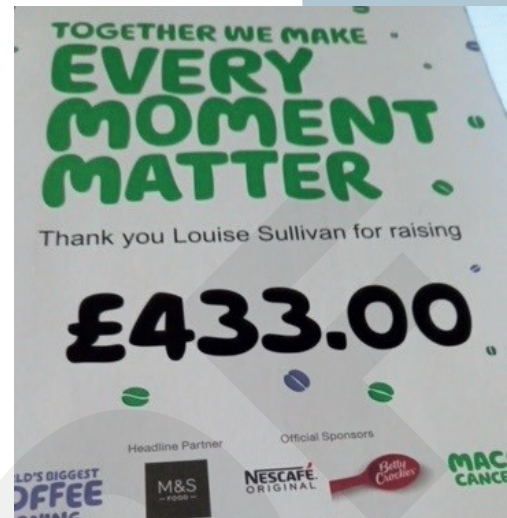
And the fun didn't stop there! For Halloween, a good night was had by all, with music from Roy and Maureen.

Annette Stanton, St Barnabas Court

What an unusual year this has been! Lanchester Court had its first social evening on 15th January. The first for more than two years. Incredibly 23 tenants arrived and to quote the words of a song "they picked themselves up, dusted themselves off and started all over again". It was the start of a very successful year.

We have spent £1,210.00 on coach travel alone. All funds raised by virtue of social evenings and coffee mornings. An enormous thank you to all who support our social events, including those from St Barnabas Court.

**Look forward.....that's our future.
Merry Christmas. Roy Westgate,
Lanchester Court**



Susan's Stories

At the end of September, I walked through Earlham Cemetery to join the TCV (The Conservation Volunteers), who had gone there to rake up some grass that had been mown. As I was walking past the "Soldiers" memorial to those young men who died in the First World War, I saw several squirrels running around and two muntjacs ran past me at great speed. Whilst there I took a photo of this fabulous fungi. I don't think I've ever seen anything like it!

On September 19th, I went into Norwich Cathedral to watch the live streaming of the Queen's funeral which was a spectacle on a scale never seen before. Although it was a very sad occasion, it was very moving. Queen Elizabeth II was such a wonderful lady during her incredible reign of 70 years.

Previously, on September 11th, I also joined those who had gathered by the City Hall steps in Norwich to hear the proclamation of the King by the Lord Mayor of Norwich who read it out like they did at St James' Palace in London. There may not have been the pomp and ceremony in Norwich as there was in London but they did have their own version though on a much smaller scale. God save King Charles III!

Susan Wright, Nelson Street



Door to Door Service

Are you having difficulty in using public transport or taxis? Do you have mobility issues? Norwich door to door are a registered charity who offer a friendly fully accessible mobility transport service Monday to Fridays. They can pick you up from your scheme and take you to your destination, and will help you if you need assistance from your front door and on to the bus. They can take mobility aids including wheelchairs. They charge £3 for up to a mile, £4 for up to 5 miles and £6 for more than 5 miles for a one-way journey.



In addition, there is a one-off registration fee of £25. They currently visit many of our sites and take tenants to a range of places including hospital appointments, shopping trips, and social trips like garden centres and lunches. If you would like more information – please see your Scheme Manager who will complete an assessment with you and arrange registration.

Text Message Scams

There has been an increase in scam messages being sent to mobile phones. To help you to stay safe, follow these tips.

1 Don't click any links

This is the most effective way to avoid text scams. Links can take you to cloned websites designed to steal your money or personal data.

2 Don't share personal information

Treat all messages requesting sensitive information, or that link you to websites asking for personal details, with suspicion. Legitimate organisations will never text you to ask for your personal or banking details upfront.

3 Contact the organisation directly if you're unsure

If you're not sure if a text is real, contact the company that claims to have sent it to check. Use the official contact details listed on the company's website or documents you have been sent.

4 Don't reply

Replying to a fake text, calling the number it's been sent from or clicking through on suspicious links only lets the scammers know

your number is being used. You might be bombarded with even more scam messages and calls. The number has likely been spoofed anyway, which means you'll probably only be messaging an innocent member of the public who has had their number stolen.

5 Report it

You can report the scam text by forwarding it to 7726 - a free reporting service provided by phone operators. This information is then shared with the police and intelligence agencies working to stop text scams.



As you are aware the Society offers tenants opportunities to move within the Society via an internal move. In addition to an internal move, another way to find a suitable home, is by mutual exchange

What is Mutual Exchange?

A mutual exchange is a way for social housing tenants to find a move by swapping homes with another social housing tenant. People move for many reasons, maybe your current home is too large or too small or perhaps you want a change of scenery. You can swap homes with any council tenant or Housing Association tenant in the UK, providing you and they have the right to mutual exchange and both parties wish to swap.

Swap locally or to another part of the country

Exchanges can work between any location or even all in the same street! You are not restricted to your current landlord; all social housing landlords are required to allow mutual exchanges. The key is to ensure that everyone has looked around the properties involved and is happy to move.

Swaps can involve more than one property

You can either home swap with one tenant, known as a direct exchange or you could try and find a multi way house exchange. There is no limit to how many people you can have in your home swap chain. However, the more people in the home swap, the more complicated it can get and there is always the chance that someone in the chain could change their mind. However, multi way mutual exchanges are becoming increasingly popular as they give you more ways of getting into the property you want. So don't just dismiss them because you think they are more troublesome!

How do I find properties to swap with?

You will need to register with an internet based mutual exchange website. The Society recommends House exchange. They make searching for your swap, communicating with the other tenant and arranging viewings simple. Once you have found another tenant who is eligible to swap, lives in the UK and wants to live in your home, you can progress the mutual exchange. The Society will not get involved until you have found a tenant to swap with. They must meet our criteria for housing.

If you are interested in mutual exchanging, but you do not have access to the internet, or you would like further information, please get in touch.

Another option to help with a move could be by mutual exchange within the Society. Please get in touch if this is something you would be interested in.



Ventilating Your Home

It's that time of year when it's more important than ever to ventilate your home. We cover this subject every year so it's a good reminder for tenants and good advice for new tenants. Condensation arises when there is a lack of heat or when warm moist air cannot escape from properties. It is often mistaken for damp and can result in mould on walls.

Condensation usually arises from lifestyle rather than any defect in the property and in most cases results from the way we live our lives and the simple fact that most of what we do every day creates moisture in the air, for example; cooking, bathing and showering. If you believe your home suffers from condensation, a few minor adjustments can make a significant difference.

Condensation can be avoided by taking the following measures:

- Ensure that extractor fans (where fitted) are working – Make sure the fan is running before you start showering or cooking and that you leave it to run, for at least 10-20 minutes after. Most are fitted with built in time over run settings and will turn off automatically after 10-20 minutes. Some of the newer models have inbuilt humidistats as well, which measure the moisture in the air and should remain switched on permanently, enabling the fan to switch itself on automatically as the moisture in the air rises.

- Opening windows to provide adequate ventilation. It's a good idea to have some background ventilation during the day, to replace the stale air. This is particularly important when you are cooking, running a bath or taking a shower.

- Keeping your home at a reasonably warm temperature during the day and at night. We understand that some of you may be worrying about the cost of living rising. If you are not going to put your heating on regularly then please ensure you ventilate your home to avoid damp issues.

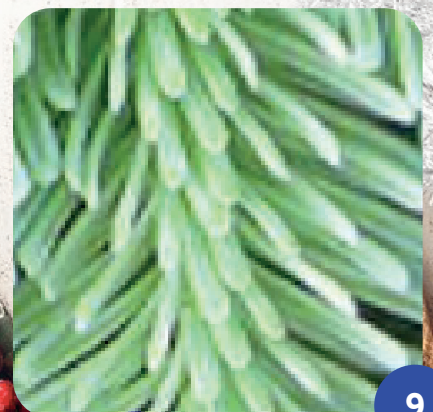
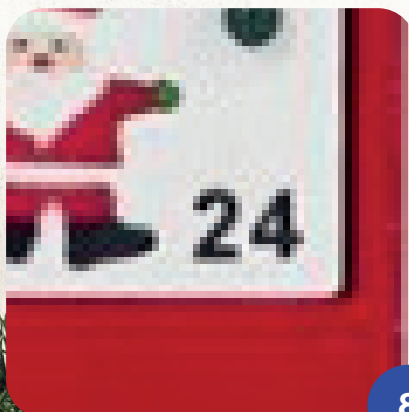
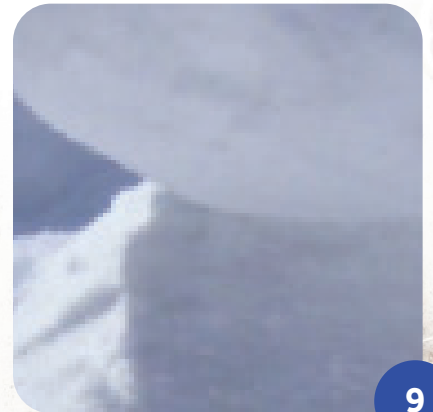
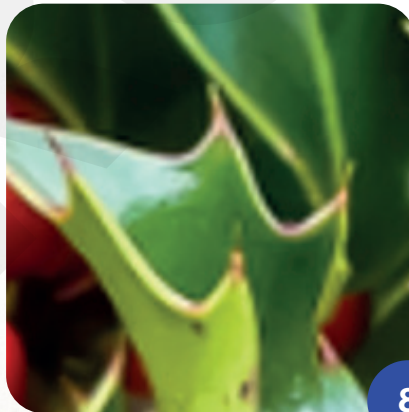
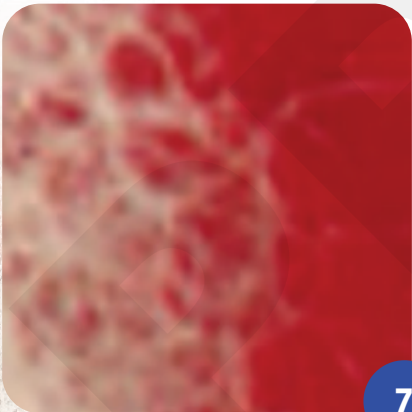
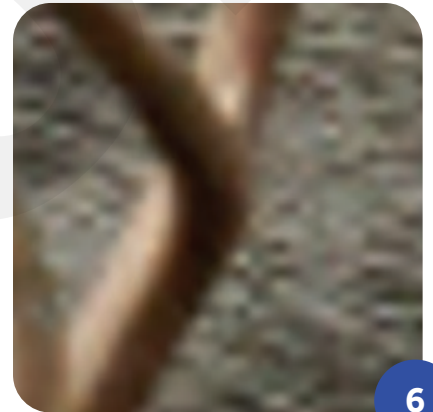
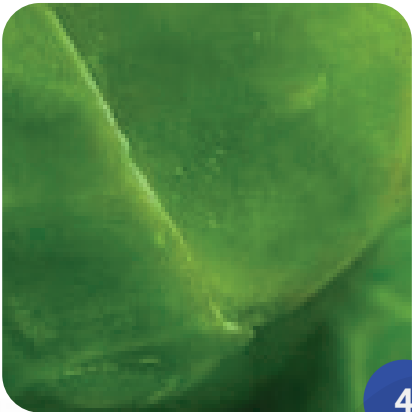
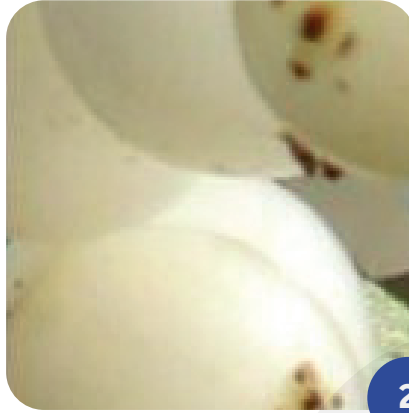
- Allowing air to circulate within your home. If you do have condensation spores on walls, these can be removed by wiping down the affected areas with appropriate cleaning solution and water.



Christmas Quiz



Can you work out these close up photos of these Christmas related items? Go on, give it a go! The winner will receive a M&S gift voucher. Closing date is Sunday 29th January 2023.



Summer Quiz Answers

Well done to Mr Perks of Lanchester Court. We hope you enjoy spending your voucher.

1. Donna Summer
2. Blackpool Tower
3. Summer loving had me a blast
4. Julius Caesar
5. Strawberries and Cream
6. Indian Summer
7. Paris
8. A) Foxglove B) Mimosa C) Iris
9. Sun Protection Factor
10. Stone-henge

Opening hours for the Society's Office over the Christmas and New Year period will be as follows:

Monday	Tuesday	Wednesday	Thursday	Friday	Monday	Tuesday	Wednesday	Thursday	Friday
19-Dec	20-Dec	21-Dec	22-Dec	23-Dec	26-Dec	27-Dec	28-Dec	29-Dec	30-Dec
OPEN	OPEN	OPEN	OPEN	OPEN	CLOSED	CLOSED	OPEN	OPEN	OPEN
9.00am - 5.00pm	9.00am - 5.00pm	9.00am - 5.00pm	9.00am - 5.00pm	9.00am - 5.00pm			9.00am - 12.00 noon only	9.00am - 12.00 noon only	9.00am - 12.00 noon only

If you are in a sheltered flat, your Scheme Manager will advise you of when they will be on and off duty over this period. The community alarm service will continue to operate 24 hours a day every day and will also be able to deal with emergency repairs. To access this service please pull your orange cord (red cords at Leander Court).

**May we take this opportunity of wishing you an enjoyable Christmas and a healthy and peaceful New Year.
From all the staff at Norwich Housing Society**

What would you like to see in the next newsletter? If you have any stories, poems, jokes, interesting hobbies, recipes, holiday stories or if you would like to see anything else in the newsletter; we would love to hear from you, please get in touch on: 01603 625078 or email: information@norwichhousingsociety.co.uk