

THE ELDER



Winter 2022/2023

Your Feedback

Tenant Gatherings

Defibrillator Installed

Washing Machine Advice



Your Feedback

It is always nice to receive positive feedback from our tenants. All compliments are recorded and as you can see we've received some nice reviews.

Tenants and their families can also leave us a review on google or Facebook. A massive thank you to those tenants that have taken the time to leave us 5/5 google reviews. It is much appreciated.

"I am so happy and grateful to be moved to Bluebell Road. I want to thank all the staff for making it happen."

"I'd like to thank Front Desk/Scheme Managers for being kind and compassionate."

"Since our first application to the Society, we have been greatly impressed by the speed and efficiency of the processing. Immediate replies to any questions we've had and feel reassured this is where our future lies. Thanks in particular to Susie Alexander for her understanding and advice."

"This is a very wonderful charity organisation. I have been offered a lovely little flat, and Alison helped me with advice, information and paper filling with a very kind, and friendly manner. The staff have all been very helpful. Thank you!"

"Thank you to all staff especially Alison for showing great care and kindness following a change in my mothers' care needs."

"I am so thrilled with the flat and how the Society has looked after my brother, he is a new/different man."

"Thank you for all the support that you give me, it makes me feel important."

"The staff are without exception friendly, helpful and understanding. The properties that I've seen are well cared for, of a high standard and whilst affording quiet and privacy, are welcoming too. Highly recommended."

"Thank you to staff for processing the rent refunds, I acknowledge the challenging situation."

"I was made to feel comfortable and listened to at my home assessment."

"I am so impressed on how well the Society is run on the amount of staff, to properties we have. I have always been treated very well, the properties are well looked after, and I am very happy with how the Society/staff treat me as a tenant."

Winter/Spring Quiz

Can you work out the anagrams below then find the answers in the word search? Go on, give it a go! It is not as straightforward as you may think....there is one word that doesn't appear in the word search. If you can work out the missing word, you could be in with a chance of winning a Marks and Spencer voucher. Please forward your answer to us by Sunday 30th April 2023. Good Luck!

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

- Dam Archers Ham _____
- Hovers Tuesday _____
- Dense Washday _____
- Flaks Owens _____
- Drops Sown _____
- Bedder Fire _____
- Habit Norine _____
- Na True _____
- Bell Lubes _____
- Huckle Nosey _____
- Dali Doffs _____
- Down Load _____
- Humors Mos _____
- Fest Or _____

Washing Machine and Tumble Dryer Advice

Modern washing machines display an estimated wash time at the beginning of a cycle. However, this is automatically adjusted as the wash progresses once the weight of washing has been determined by the electronics.

Other factors that influence the length of wash, include the amount of soap suds detected at the last rinse. If too many suds are present, the electronics will introduce another rinse, adding approximately 15 minutes to the cycle.

Also, if the spin is out of balance for any reason, it can take up to 5 minutes extra per spin cycle (some programs have four intermediate spins) to try and balance the load which can add potentially another 20 minutes to the time.

Washing machines have much larger drums nowadays which is only achieved by having electronic balance adjustment. Previously, the machine could spin however unbalanced they were because the small drum had plenty of clearance with the cabinet but, with the introduction of large drums, there is no clearance. Therefore, they have to balance before they spin, which is why a small load of one or two heavy items in the drum will stop it from spinning. One large jacket and a few smaller items is another example which won't spin.

Changes to the Board

There have recently been some changes to our Management Board. David Driscoll and Mehmet Yaman who were co-opted last year will join newly co-opted members, David Clarke, Chris Hancock, Stephen Mitchell and Kate Russell at the AGM on 20th March 2023, where they will all be standing for election. They will all bring their own knowledge and expertise to the Board, and we are looking forward to working with them.

Some of the Bosch washing machines don't appear to have a "spin only" cycle, they only have a "rinse and spin". If the one you are using has this set up, then a spin only can be achieved by selecting "rinse and spin" and pressing the lit "extra rinse" button which will extinguish the light and do a single spin.

Modern tumble dryers heat progressively throughout the whole cycle and only heat at full power towards the end of the cycle. This can cause problems if the cycle is interrupted by the user, as each time it starts from the beginning again and never achieves full heat. Therefore, it is advisable not to interrupt the cycle.

Andrew Brierton,
Norwich Housing Society Contractor



Defibrillator Installed at Scheme Following Successful Fundraising

We are delighted to inform you that, following a very successful fundraising campaign by tenants at St. Barnabas Court, we have been able to purchase and install a defibrillator in the foyer of the social room.

The defibrillator is the model recommended by professionals for schools and other organisations because of its simplicity of use, and in the event that it is unfortunately needed, tenants need not be concerned regarding how to use it because once switched on, it 'talks' instructions to you.

As it will be kept in a locked private location, it will not be on the national register. This does not prevent a tenant accessing it to use it for visitors in the event of an emergency.



Mr & Mrs Keable and Mrs Sullivan, the driving force behind fundraising for the defibrillator.



Can I Make Improvements and Alterations to my Home?

The Society has a programme of planned improvement works and maintenance of its properties with the aim of keeping them in good condition. However, there may be occasions when you may wish to make your own alterations.

For ALL alterations other than redecoration, you need to obtain the Society's written permission before starting work. It is advisable to contact the Society's office at an early stage to discuss your ideas. Alternations may include satellite dishes, bathroom and kitchen adaptations and changes in flooring.

Tenant Gatherings, Tenant Hobbies and Raising a Glass to 2023!

We hope you all had a wonderful Christmas and we wish you all a happy and healthy 2023.

Lanchester Court Social Club have been busy with many events. Gatherings included a birthday, Saturday night knees-up with 25-30 guests. St Barnabas Court tenants also joined in with the fun at their monthly supper night, jacket potato with chilli was served. Next time is sausage and mash with onion gravy! Their social events have become very popular of late with the need for a bigger coach to ferry the tenants to their destinations. Pier Hotel, Gorleston was the choice for their Christmas meal back in December. The venue is popular with the tenants in the summer for the show and fish and chips dinner.

Family, friends and tenants from Lanchester Court and St Barnabas Court joined to celebrate the Christmas festivities. Another great evening was had by all, and everyone enjoyed music from Roy and Maureen. The next gathering is yet to be organised. However, everyone is looking forward to it!



The Office Team



Anne from Fiddys Yard knitted this very impressive nativity display over 30 years ago! Every year when she brings them out, it makes her feel very happy. We think the details are absolutely brilliant and the train at the front is a lovely touch.



David from Rotary Court is a keen photographer and has captured these wild animals around our scheme in Hellesdon. A dog otter checking for scent, and a fox being followed by a magpie. Thank you for sending the photos to us, David.



Stuart Court is part of the Almshouse Association and eligible tenants are gifted with a Marks and Spencer voucher every Christmas. Here is Jon Boon, Charman of the Board, handing over Elizabeths' voucher. We hope you enjoyed spending your voucher!



Never Lose Focus, Become a Story Teller and have the “Super Power” to Freeze Time

My interest in photography started at a very young age and I would always have a camera with me when, as a child, holidaying with my parents. Leaving school I joined a surveyor’s office where I became their photographer taking images for inventories, evidence in court cases, compensation claims, and boundary and planning disputes.

I learned the skill of black-and-white film processing and developed and printed my own images. I took transparencies [slides] of one of my other hobbies, tropical freshwater and marine fish keeping, and use these to give talks to aquatic societies around the country.

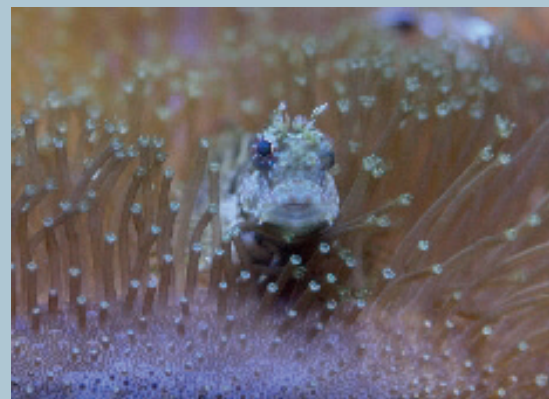
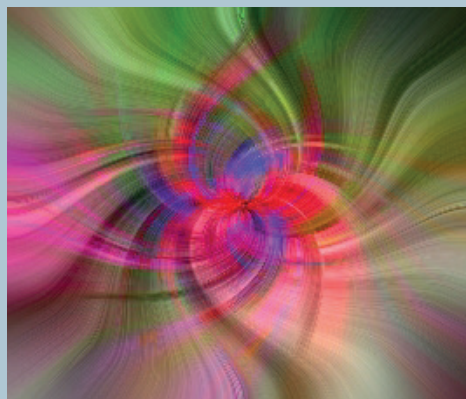
When digital cameras became popular, and affordable, it was a natural move to these cameras and I have used them extensively to photograph boats and yachts on the Norfolk Broads. I also became a wedding photographer and my collection of cameras and equipment expanded fast to meet the needs of this industry.

I had learned the basic skills of Photoshop using this powerful programme to edit my images. In retirement, I have expanded this knowledge quite extensively. I think it is true to say that I get as much pleasure from taking my images as I do in what photographers call “post production” which is using Photoshop, or similar software, to improve or manipulate the final image. Never say the camera never lies as it does!

Sometimes, it’s possible to turn a photographic image into an abstract “work of art” using Photoshop and an example of this is included with this article.

What started as an image of a fuchsia flower head is now an unrecognizable “piece of art”. A new camera to my collection is a drone which has produced many challenges but some very rewarding results. Who amongst you has the “super power” to freeze time and become a memory creator?

Kevin Appleton, Westwood House



Annual Rent and Service Charge Review 2023/2024

The Society has completed the Annual Rent and Service Charge Review for all our schemes which will take effect from 1 May 2023.

The total rent charged is made up of the basic rent (charged for the occupation of your property and covers repairs, maintenance, insurance, and housing management) plus the service charge (actual costs for services provided to you).

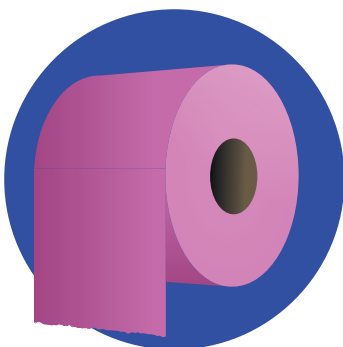
When setting the basic rent, we are guided by the Government's Rent Standard, where rents are increased annually by the Consumer Price Inflation rate for the preceding September, plus 1%. As inflation was running at 10.1% in September 2022, the maximum rise allowed for our organisation's properties for this coming year would be 11.1% in accordance with the Rent Standard.

However, we advised at the Tenants' Meetings in November 2022 that due to inflation running at a 40-year high and concerns about the affordability of rents, the Government were considering a rent cap of 3%, 5% or 7%. Following an extensive consultation exercise, the Government resolved to introduce a one-year rent cap of 7% for social housing providers but exempted supported housing providers such as our organisation from the cap which would enable the Society to increase basic rents by 11.1%.

After careful consideration, our Board has decided to apply a basic rent increase of 7% (in line with the general rent cap) to limit the impact of this year's review. We believe this below inflation increase should have no effect upon the services we provide to you.

There will be no change in the way that your service charge is calculated. Unlike the basic rent, these figures are based on a calculation of the actual costs for services provided to you, split between those that are communal and those for your flat. As you benefit from a fixed annual service charge there is no carry forward of any surplus or deficit into this year's charges.

We will be sending the Annual Rent Review letters to all tenants at the end of March 2023 which will set out your basic rent, service charge and total rent for the coming year effective from 1 May 2023. If you have any queries regarding your rent review, you may contact the Bracondale office or alternatively, you can seek advice from Norfolk Citizens Advice (telephone number 0800 144 8848)



We continue to receive reports regarding incorrect waste put into the incorrect bins. Please may we remind you to follow the guidance on the bins. If you are unsure or need further advice, please contact your Scheme Manager. Thank you.

Carbon Monoxide (CO) Alarms

Members of the Property Team recently visited you to install a Carbon Monoxide (CO) Detector. This was due to a change in regulations from the government.

FAQ's

How long does the battery last?

These devices have a 10 year battery life.

What do I do if it goes off?

We recommend turning off the appliance (Boiler/Fire). Where possible open a window and call the Office to report. We can then arrange the necessary engineer to attend. If it is "out of office" hours, please pull your cord and report to Careium.

Am I at risk?

The risk of a Carbon Monoxide leak from a boiler or fire is low. Your appliances are regularly serviced, maintained and kept in good working order. Modern era boilers are advanced enough to shut down in fault before a leak will become critical.



Please may we remind you that if you have reported a repair and the contractor has arranged an appointment with you, that you advise us if the fault no longer exists.

Please avoid a wasted visit for our contractors.

Thank you

Hopes and Dreams

Hold fast to all your hopes and dreams,
Don't let them slip away,
And like a ray of golden sun,
They'll light up every day.
Sometimes the road looks hard and steep,
Sometimes it seems so long,
But keep that hope within your heart,
And it will make you strong.
We all need colour in our lives,
It plays a special part,
So always keep on looking,
To lift and warm the heart.
And so as you go forward now,
And watch the days slip by,
Keep holding on to all your hopes,
Don't let your daydreams die.

Iris Hesselden

This poem was kindly suggested by a tenant at Lanchester Court.

Popped inside this newsletter you will find an updated Emergency Repair Contact Details sheet.

It has been updated with Careium's new contact number. It is a good idea to familiarise yourself with the notice as it contains useful information regarding emergency repairs.

We are charged a fee for each smoke detector and pull cord/pendant activation. Please only activate your pull cords during an "out of hours" emergency relating to repairs or if you have a medical emergency. Please be mindful when cooking so not to burn your food.

**Please note
the office will be
closed for the afternoon
on Wednesday
29th March
2023**

Autumn Quiz Answers

1. Tinsel
2. Mistletoe
3. Mince Pie
4. Sprout
5. Tangerine
6. Reindeer Antler
7. Father Christmas
8. Holly
9. Snowman
10. Bauble
11. Advent calendar
12. Christmas tree

**There were no correct answers received from the last quiz therefore, the next voucher on offer for this issue's quiz will be for a higher value!
What are you waiting for?**

We continue to receive reports of wet wipes being flushed down the toilet. Please may we remind you NOT to flush anything but toilet roll down your toilet. If a contractor has to attend due to a blockage caused by wet wipes, the offending tenant will be charged the full cost of the invoice. Thank you.

What would you like to see in the next newsletter? If you have any stories, poems, jokes, interesting hobbies, recipes 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