



# THE ELDER



Autumn 2023

**Raffle Prizes**

**Christmas Quiz**

**Being Scam Aware**

**Ventilating Your Home**



## Susan's Stories

Summer has now given way to Autumn and now seems a long time ago but there are still one or two things to say about the things what happened during the summer months.

In July I joined a group of people on Mousehold Heath to go on a walk with an expert to see butterflies. As it was raining, we went into the building used as a changing room situated at the far end opposite the bandstand on the recreation ground. During that time we listened to the man who showed us his chart that gave the identities of what butterflies and moths there were. When the rain eased off, we went on our walk to the meadow at the end of Gilman Road and saw a good number of butterflies, so we were not disappointed.



When we were in the changing rooms before going on our walk, we heard the cry of two buzzards that must have had a nest somewhere. I stood outside looking at them as they flew across and landed in the tops of some flat topped pine trees across the road. I took a photograph of them as you don't normally see two buzzards together in the top of a tree.

On August 24th, I walked down the hill from Bracondale and went along the river to go to the Rosary Cemetery where the TCV (The Conservation Volunteers) were mowing and raking the grass around the graves. As I was walking along the river, I saw an off-white cormorant. Initially, I was told it was a youngster, but I've since heard from someone who saw it on Facebook that it is leucistic which means that it is not quite albino but almost is. It was an unusual sight to see anyway. It was seen again on August 31st. Here it's shown with its tail fanned with a ripple effect in the water.



## Tenant Perception Surveys

The Society has appointed Viewpoint Research to carry out tenant perception surveys on our behalf so that satisfaction levels amongst our tenants and licensees can be assessed independently.

The telephone surveys are being carried out over the course of a year to a random sample of tenants and licensees. They commenced in July 2023 and to date, Viewpoint have completed two rounds of surveys.

Many of you will have already been contacted by Viewpoint and we hope that it has been a good experience for you.

We would like to thank everyone who has participated in the survey as it is important for us to gather accurate satisfaction data from our

tenants and licensees so that we can understand what elements of our service require improvement.

The results of the 2 surveys to date show an overall satisfaction level with our service of 96% of tenants / licensees in July 2023 and 95% of our tenants / licensees in October 2023. So far, the feedback has been very positive about the service we provide. We have identified some areas for improvement which have already been actioned.

A further 2 surveys will be carried out in January and April 2024. Once Viewpoint have the data for the whole year then they will publish a full report on satisfaction levels with all aspects of our service which will be sent to all tenants and licensees October 2024.



A small group of Lanchester Court residents recently enjoyed a river trip followed by afternoon tea in Wroxham. The river trip was onboard the Cordon Rouge. The sun was shining, and the voyage lasted 1.5 hrs taking in the delights of the River Bure, Wroxham Broad and Salhouse Broad. The day was completed with afternoon tea at the Hotel Wroxham.



## New Tenants Finally Tie the Knot

Glen and Wendy who recently moved onto Lanchester Court together, got married on September 5th 2023 at The Oaklands on Thorpe Road. They honeymooned the following week in Hunstanton where the weather was lovely and sunny apart from the Sunday evening where a thunderstorm ensured they had to snuggle up tight.

They had known each other for over fifty years before eventually tying the knot. Glen got to know Wendy by working with her brother, Paul at the Training Centre. From that moment, Glen knew Wendy was the one for him... but they were told to wait. This they duly did, and when the time was deemed the right time, forty years later, by the way, Glen finally popped the question and proposed. Wendy didn't have to think twice about it and said 'Yes' straight away. The wedding was attended by family and friends.



Please may we remind you that if your contact details, including email addresses or your Next of Kin details change, please advise the office or your Scheme Manager. Thank you.



## Tenant Advisory Group (TAG) Update

The TAG was established to give tenants a voice in shaping the Society's services and to influence the organisation's plans and policies.

It will enable the tenant representatives from across our schemes and the Society's officers to work together to continuously improve services.

We now have 13 representatives from most of our schemes except for Stuart Court. We would welcome interest from Stuart Court.

Induction training has been delivered to the representatives over 3 sessions covering the Society's organisational structure, governance, performance monitoring, new housing developments, community engagement, managing anti-social behaviour, complaints management and housing regulation.

The Terms of Reference and Code of Conduct for the TAG have been finalised and agreed by members.

The meetings will be attended by the Society's Chief Executive Officer and Office Manager who will provide administrative support and take the minutes of the meetings.

The key roles and responsibilities of the TAG members will be to scrutinise the Society's services and identify areas for improvement, actively contribute to the review of the Society's policies and procedures, make recommendations relating to the Society's publications and tenant wide communications, participate in the review of service contracts and actively contribute to the setting of the agendas for the scheme wide tenants' meetings twice a year.

If tenants have any ideas related to improving the services provided by the Society that are not their individual personal issues, then you may contact your Scheme Manager or TAG member.



Installing a key safe at your home is a good idea for easy access to your property by carers and family members. It is also useful for when you may accidentally lock yourself out! The price for supplying and fitting a key safe is now £30.00. Please get in touch if you would like one installed.



## Raffle Prizes

St Barnabas Court had their annual charity fun day back in August. This year the chosen charity was St Martins Housing Trust. After a chilly start to the day the sun finally made an appearance and the tenants had an amazing day. The day was well supported by family and friends and also tenants from neighbouring scheme, Lanchester Court. A very impressive £388 was raised. Well done and thank you to everyone involved.



## Destiny Finally Fulfilled

Rob and Julie met in the summer of 2010, Rob was a tour coach driver, and Julie was on a trip with her mum to Llandudno, Wales. During the eight-day tour they realised they had a strong connection with each other. They were both with different partners at the time but kept in touch with each other. Though Rob returned to London to work, Julie stayed in Norwich.

During the years from then, they had a few brief encounters when Rob was visiting family in Norwich, but alas, nothing beyond friendship, although both were wanting more. Finally, Rob moved back to Norwich to live in 2018, and yes, they finally bumped into each other by chance. Both were unattached, and from their first coffee date, their romance finally took off in the direction that was meant to be. Getting engaged on Christmas day 2021, to getting married this November 7th 2023.





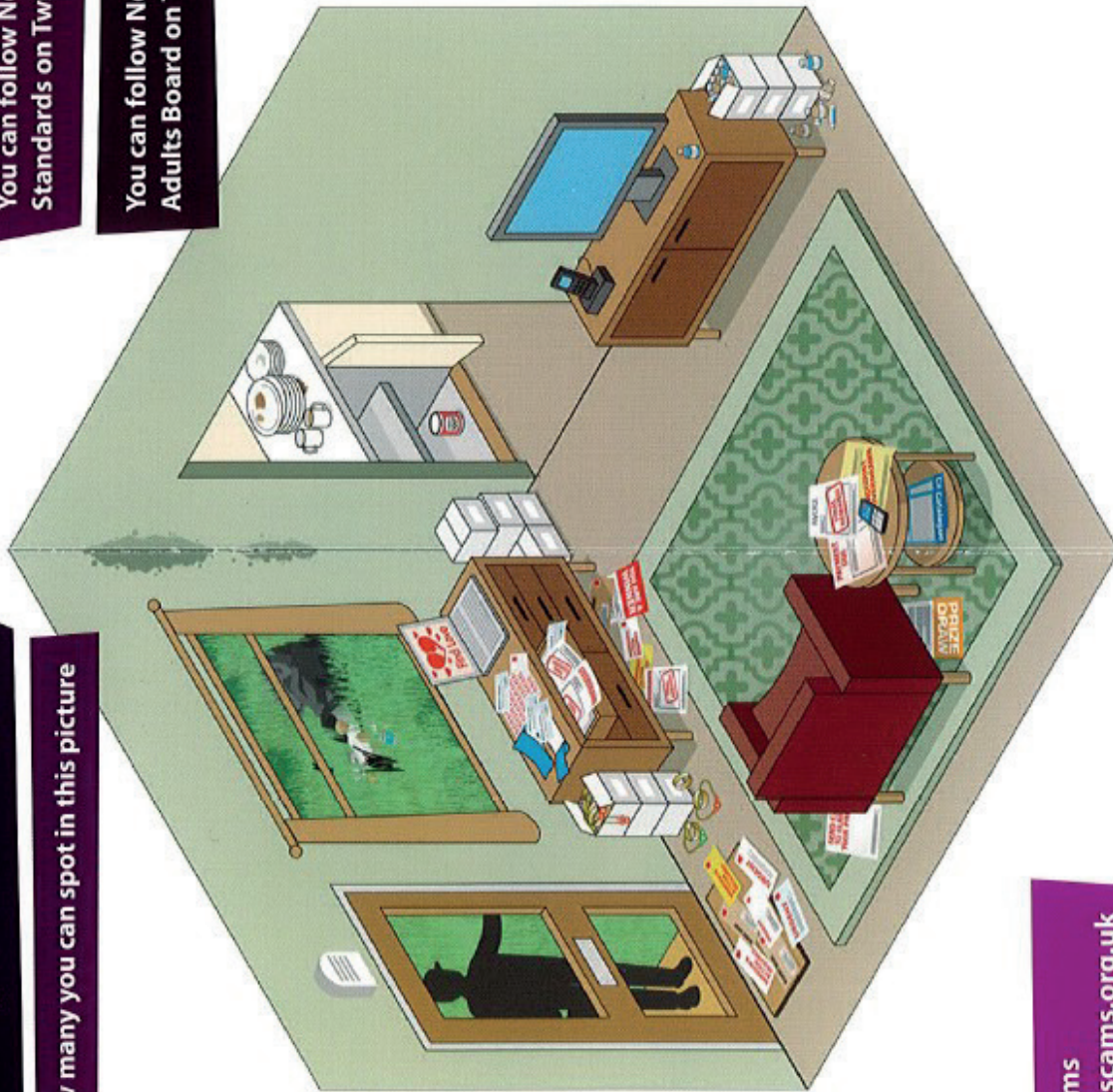
# Being Scam Aware

There can be many signs that a person is a victim of a scam

See how many you can spot in this picture

You can follow Norfolk Trading Standards on Twitter – @norfolksccts

You can follow Norfolk Safeguarding Adults Board on Twitter – @NorfolkSAB



#FriendsAgainstScams  
www.friendsagainstscams.org.uk

Our contractors will always endeavour to make an appointment with you to carry out repairs. If they happen to be in the area and they have not been able to contact you, they may on the odd occasion visit you unannounced. If you receive a visit by an unknown person or if you were not expecting a visit, we advise you to call the office, see their ID or check with the company they are representing. If The Society has arranged a visit to your home, we will always advise you first. If you are ever in doubt, please call the office.



## Ventilating Your Home

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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 can arise 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. Please do not isolate your extractor fans.
- 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 increasing cost of living. 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.





## Milestone Birthday for Eleanor Road Tenant

Irene from Eleanor Road had a lovely birthday and enjoyed her surprise party that was organised by her daughter, Vanda. She was overwhelmed with the kindness. She doesn't have any secrets to a long life but said she has a few brandies each week and tries to keep herself motivated. A great day had by all.



Since July 2020 we have not accepted cash or cheques at the office. If you need to make a payment whether it be for a recharge or your quarterly heating/water charge, please make arrangements to pay online or at your bank.

If you are unable to pay online or if you struggle to get to your bank, then it might be a good idea to set up telephone banking. Please contact your bank for advice.

If you are going to be away from your home or if someone else will be using your home while you're away, please inform your Scheme Manager. Thank you.

**Please note that the office will be closed from 12 noon to 5pm on Friday 15th December 2023.**



# Being Scam Aware, how well did you do?



**There can be many signs that a person is a victim of a scam. How many did you spot?**

**Romance Scam:** victims may send money to a person who they met online. They may have conducted their relationship entirely by email and phone and have never met the other person. The criminals use emotional manipulation to extort money.

**Stamps and chequebooks:** scam victims may get through more cheque books than normal; they may also buy and use more stamps due to the high number of letters that they are sending when they respond to scams.

**Doorstep Scams:** scam victims may have repeat visits from doorstep criminals carrying out unnecessary or poor quality work for extortionate fees.

**Scam Mail:** scam victims will often receive more mail than usual. The letters will often have foreign post marks as many scams come from abroad.

**Isolation:** scam victims may respond to scams because they are lonely and experience social isolation. This could be because they are geographically isolated but could also be because their family live far away or because they are living with a physical or mental health issue.

**Self-neglect:** scam victims may neglect to look after themselves or their homes properly. This may be due to financial hardship or a lack of time as a result of responding to scams.

**Financial hardship:** scam victims may suffer financial hardship after spending their money (sometimes their entire life savings) on responding to scams. They may stop paying utility bills in order to have more money to spend on scams for extortionate fees.

**Telephone Scams:** scam victims of telephone scams may receive many phone calls a day and make regular payments over the phone. They may feel that the people calling them are friends as the criminals are the only people they have regular contact with.

**Lots of low quality products:** scam victims may have lots of low quality beauty or food products around the home. They may also have 'free gifts' or 'lucky' objects sent from clairvoyant scammers, such as pendants, badges and items that are supposedly for protection.

**SMS text message:** scam victims may receive a suspicious SMS text message or an email requesting that they follow a link or open an attachment.

**#FriendsAgainstScams**  
[www.friendsagainstscams.org.uk](http://www.friendsagainstscams.org.uk)



# Christmas Quiz

We know you love an anagram quiz, so here is a Christmas themed one. Jumble the letters to make a Christmas theme word. Closing date is Sunday 28th January 2024. Good luck!

- 1) Perth Loon \_\_\_\_\_
- 2) Men is epic \_\_\_\_\_
- 3) Actress hermit \_\_\_\_\_
- 4) Blessing at pink \_\_\_\_\_
- 5) Vanity it \_\_\_\_\_
- 6) Roasted coin \_\_\_\_\_
- 7) Nude mill we \_\_\_\_\_
- 8) Time so let \_\_\_\_\_
- 9) Greatness esso gin \_\_\_\_\_
- 10) Cost king \_\_\_\_\_



Leander Court and Sangster House held a coffee morning in aid of Macmillan Cancer Support. They raised a staggering £186.00 for the charity. Well done!





## Quiz Answers

The answer was: **Fish and Chips**

Well done to everyone that entered, but it was **John Lewis'** name that was pulled out of the hat. Congratulations, we hope you enjoyed spending your Marks and Spencer voucher.



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

Friday 22-Dec	Monday 25-Dec	Tuesday 26-Dec	Wednesday 27-Dec	Thursday 28-Dec	Friday 29-Dec	Monday 01-Jan	Tuesday 02-Jan	Wednesday 03-Jan	Thursday 04-Jan	Friday 05-Jan
OPEN	CLOSED	CLOSED	OPEN	OPEN	OPEN	CLOSED	OPEN	OPEN	OPEN	OPEN
9.00am - 5.00pm			9.00am - 12.00 noon only	9.00am - 12.00 noon only	9.00am - 12.00 noon only		9.00am - 5.00pm	9.00am - 5.00pm	9.00am - 5.00pm	9.00am - 5.00pm

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 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](mailto:information@norwichhousingsociety.co.uk)

