



THE ELDER



Summer Newsletter 2019

Issue
20

Stuart Court in Bloom

Alerted by our Chief Executive as to how wonderful the gardens at Stuart Court were looking, I duly arranged to meet the 3 intrepid ladies who do much work there to help cultivate the grounds. Needless to say given this is England, and weather in the summer cannot be trusted, my first visit was conducted in drizzle with scudding grey clouds overhead, but nonetheless it was obvious the gardens are lovely and a serene haven to enjoy throughout the days.

Although I couldn't see any California Poppies nor tulips from Amsterdam whilst I was there, Carole, Josephine and Sue have woven their English, American and Dutch influences into a wide variety of planting throughout Stuart Court, with the riot of colour in the back gardens contrasting with the peaceful lilacs and purples



of the front. Every so often you stumble upon a robin or watering can or other piece of garden mini-sculpture to make you smile, and whether it's sunshine or rain the 3 with green fingers tell me visitors are regularly surprised by this oasis in the middle of the city.

Cont.

They started their involvement with general tidying up and dead-heading, but as time has gone by they've helped more and more with planting and what they've achieved is remarkable. Not only do they help provide a wonderful place to sit or walk around, they were also lovely company, and thank you to them all for the time they gave me!

- Gavin Sargent, Board Member



Have you been left

in the red by a scam?

If you've been the victim of a scam, Norfolk Scam Prevention Service can offer you specialist help and support.

Call: 101, followed by extension 5483

Email: scamspreventionservice@norfolk.pnn.police.uk

Visit: www.nsvictimcare.org

Norfolk Scam Prevention Service is a free and confidential service offering specialist support to anyone who has been a victim of a scam in Norfolk.

We'll help you by:

- Providing a home visit from a trained Police Volunteer to talk through what has happened;
- Offering practical advice on ways to prevent you being a victim of scams in the future; and
- Giving you emotional support to help you cope and recover.

However you're feeling after a scam, get in touch with us today.

Together with Norfolk & Suffolk Victim Care, the Norfolk Scam Prevention Service is brought to you by the following partners:





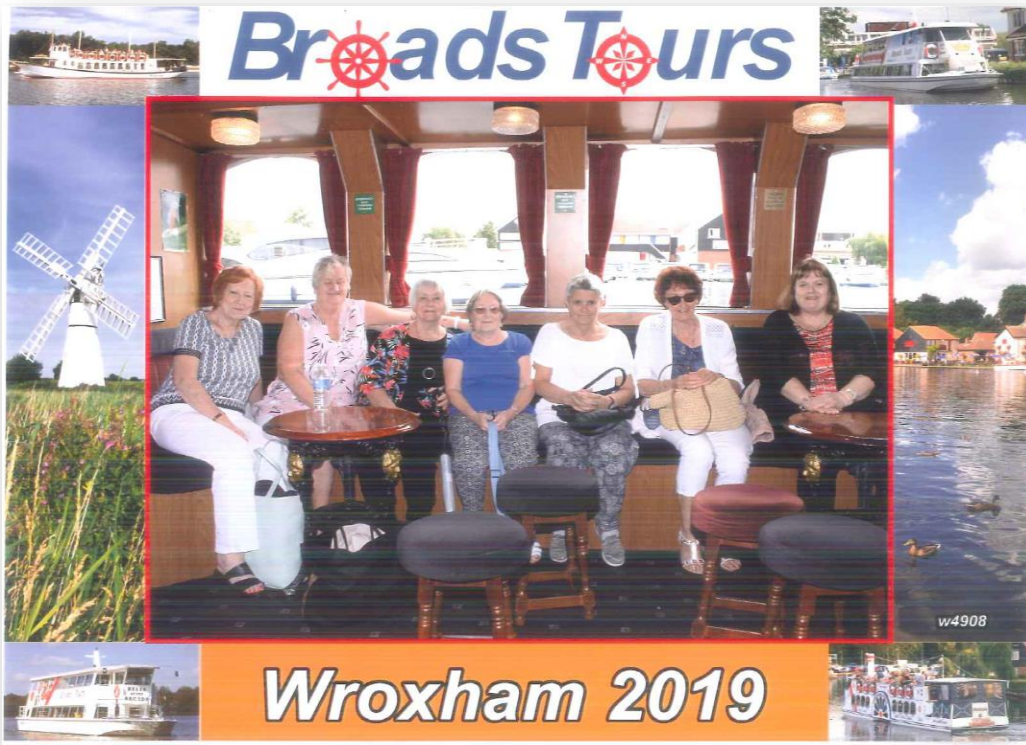
Perfect Weather for a June Tea Party

The weather in the middle of June was a little bit unsettled but the Lanchester Court tenants picked a calm, beautiful day, that wasn't too hot, to have their usual outside tea party.

This always inspires our next party to have theme. So on August 14th there was a splash of colour as the ladies donned their grass skirts, the men their most colourful shirts, and plenty of garlands all round! Food and merriment was had to the sound of Hawaiian music. It was a fantastic evening.

- Roy Westgate, tenant at Lanchester Court





A great day out was had in Wroxham for the tenants of St Barnabas Court and their friends. They enjoyed a trip on the Vintage Broadman then lunch by the river.

- Sarah Batchelor, Senior Scheme Manager

We have found that recommendation is a good source of referral when it comes to applicants who contact us for housing. If you know someone that is looking to move into more suitable accommodation then please pass on our details. Applicants must have a need to move, have no pets and not be in a financial position where they can afford to purchase their own retirement property, they do not need to reside in Norfolk. A Home Assessment is carried out following receipt of the completed application form, however, depending where they live, some applicants may be required to attend an “office based assessment” at Bracondale. Applicants can apply by telephone: 01603 625078 or through our website: www.norwichhousingociety.org

Age UK Befriending Service

Age UK Norwich Community Support service provide 1-2-1 support to older people aged 50+ either in their homes or in the community with the aim of reducing isolation and improving health and wellbeing. There are 3 services that can be accessed which include:

Promoting Independence: 12 weeks support to accessing community groups, activities and services of your interest. They help with researching available activities close to you and provide 2 hours 1-2-1 support to attend chosen activities. This is normally carried out by one of their support workers to help improve confidence, self-esteem and knowledge of the client's local area.

Active Befriending: Similar to the **Promoting Independence**, this service offers 1-2-1 support provided by volunteers. It aims to help individuals become more active at their own pace. You start by setting small steps such as walking to shops, a walk in the park, a walk in the garden etc. to finally engaging in community activities. Clients get support for up to 12 months.

Befriending: This is primarily for older people who are unable to engage in **Active Befriending** or **Promoting Independence** due to frailty, poor physical health or other. Most clients who access this service have multiple support needs. Clients get up to 12 months support creating friendship and companionship. Volunteers are able to visit client's homes, play board games or other shared interests.

For more information on these services, contact Adam Bishop at Age UK on 01603 397789 or email adam.bishop@ageuknorwich.org.uk

- Age UK, Norwich

Food Recycling

There has been some confusion over the recycling article in the Spring issue of The Elder. The information was obtained from the Norwich City Council website therefore it is up to date and correct. The confusion was with the disposal of cooking oil. Cooking oil, lard and other fats – large quantities of cooking oil will need to be presented in a plastic bottle and placed by the side of the communal food waste bin on collection day. Small amounts can be scrapped into your food caddy and then transferred to the communal food waste bin. I hope this clears up any confusion that some of you may have.

Norwich Housing Society Supports Cancer Research

Earlier this year my 6 year old daughter Eve decided to take part in the 'Norwich Pretty Muddy Kids Race For Life' to raise money for Cancer Research. Eve understood that by doing this race she would be helping to raise money for people who were poorly, and she took on this challenge with great enthusiasm and determination.

Eve ran 5k which included going over obstacles, running through mud, sliding into muddy water and generally getting as muddy as possible! As you can imagine I am very proud of Eve, and her understanding of why she wanted to do this, so I am thrilled to say that so far Eve has raised just over £400.

Even though Eve has completed the race there is still time to donate. Should you wish to, please contact me via the office.

- Kelly Jackson, Property Services Administrator



Neighbour Complaints and Anti-Social Behaviour

We aim to make our schemes pleasant and secure places to live. We recognise the right of all of our tenants to live in their home and community free from the effects of unacceptable nuisance, anti-social behaviour and harassment and we will take appropriate action where there is evidence that this right has been breached. We will ensure all tenants are aware of their obligations, the tenancy clauses that refer to nuisance, anti-social behaviour and harassment and the potential consequences of any breaches of these clauses.

We are committed to taking decisive action to deal with anti-social behaviour, but we are unable to intervene in minor disputes due to clashes of personalities or lifestyles.

We can take only limited action in some situations, for example if your neighbour gets up earlier than you would like, or runs a washing machine late at night which makes a noise. We cannot intervene in one-off instances of DIY works, including hanging pictures as this is not anti-social behavior despite it being annoying. It is reasonable for young children to play in private gardens or when supervised in communal gardens during the daytime. We are unable to take action against parents because of young children playing and we would not wish to. In such instances, you may wish to politely approach your neighbour and explain the impact that their behaviour is having. They may not be aware that they are causing annoyance and will hopefully modify their behavior.

We feel that it is better if tenants can try to sort out minor problems before involving us. Most people are reasonable and wish to get along with their neighbours. It can cause bad feeling if you involve us unnecessarily when a quiet word would suffice.

If you would like more information on the above, please refer to your Conditions of Tenancy.

Starter Tenancies

A few years ago the Society introduced Starter Tenancies. This type of tenancy forms part of our strategy prevent or deal with anti-social behaviour. To achieve this, every new tenant signs up to an Assured Shorthold Tenancy (AST) for a period of up to 12 months (probationary or starter period) and during this time the tenancy and the tenants' lifestyle is observed. We need to ensure that the tenant and the tenant's needs are well matched to the accommodation and the support that we can

offer. If the tenancy is breached or the conduct of the tenant is found to be inconsistent with that of the scheme, then the process of ending the tenancy will start. This is a more efficient way to end the tenancy compared with an Assured Tenancy. The AST that we will grant will usually run for 12 months, but cannot be ended until after 6 months has expired. After successful completion of the probationary period the tenant will be offered a new Assured Tenancy.

Starter Tenancies help us protect our properties and communities within our schemes by dealing with any anti-social behaviour. It also helps us deal with breaches of tenancy, for example non payment of rent.

Use of Grounds and Communal Areas

Most of our schemes have garden areas that tenants can enjoy. The Society wants all tenants to appreciate the gardens so to make it as fair as possible those tenants that live in ground floor flats that have a border or flower bed directly outside their flat, are welcome to tend to that area. If the tenant on the ground floor does not want to take care of that area, then it can be offered to the tenant that lives directly above. If neither tenant would like to look after the area then the Society will pass this onto the grounds maintenance team.

All other areas are looked after by the Society's grounds maintenance team, therefore, no other bed or communal areas are to be used by the tenants, unless prior permission has been granted.

Communal water taps on the schemes are mainly there for the contractors to use. Water usage is reflected in the service charge, therefore, we would like to ask all tenants to be mindful when using the communal tap. If some tenants are regularly using the communal tap for their own usage, then this isn't fair on the other tenants as everyone pays the service charge.

The Society would have no issues with tenant's wanting to enjoy pots or troughs around their flat as these are easily maintained and can be removed at the end of the tenancy.

- Sarah Batchelor, Senior Scheme Manager

Competition Time!

This issue's quiz is based on logos. Please can you tell us the brand/company name that these logos are associated with? All correct entries will be picked at random and the winner will be sent a Marks & Spencer voucher for £20.00. Closing date is Friday 11th October 2019. Good luck!

A



B



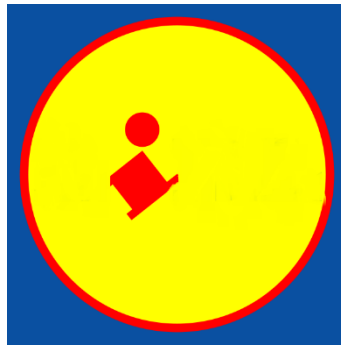
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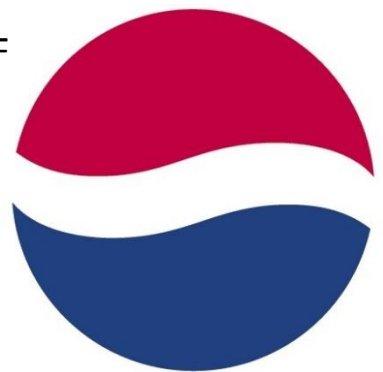
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Are 'flushable wet wipes', flushable?

Over the past couple of years there has been a rise in the number of instances where the foul drainage systems have become blocked by these alleged 'flushable wipes' being flushed down toilets. The problem with these so called 'flushable wipes' is that unlike your standard toilet paper they do not actually break down enough to pass through the drainage system. In recent months the Society has had to call out not only it's drainage contractor, but also plumbers as the wipes have collected and blocked service pipe stacks within the buildings. On one very recent occasion the total cost of getting the blockage cleared on a weekend, was just in excess of £700.00!!

So please can we ask you all to be very mindful of what you're flushing down your toilets, if it's anything but your standard super soft toilet paper, then don't flush it, please bin it.



In an attempt to spread the word, water companies are addressing the issue, by spreading the message that even though manufacturing companies are marketing wet wipe products as 'flushable' items, toilet paper is the only tried and tested material which can be flushed down the toilet with no associated risk to the sewage systems.

- Andy Broom, Property Services Manager

Pull cords, what are they for?

This is just a reminder as some tenants are still unsure how and when to activate their pull cord. Located in each room of your home is a red or orange pull cord. If you have an emergency repair to report out of office hours, e.g.

loss of heating (October to May), flooding, blocked drains, total loss of electricity (check your trip switch first), you can pull your pull cord. Out of hours is when the Bracondale office is closed (5pm-9am, Mon-Fri), at the weekend and bank holidays. Your call will go straight through to the out of office hours service, Welbeing, who will assist you. If you are prone to falls or would like to feel safer in your home, you can request a wrist or necklace pendant which can also be activated for assistance. You can also activate your pull cord/pendant if you need medical assistance. Welbeing hold your next of kin details so please ensure you keep us updated of any changes.



Rotary Court tenants had a great afternoon tea at Bawdeswell Garden Centre in May. The weather was poor but the company and food made up for it!

- Sarah Batchelor, Senior Scheme Manager

The Society's Banking Arrangements

Both Norwich Housing Society and Stuart Court Memorial Charity have used HSBC as their transactional bank for many years. Indeed, the vast majority of you will already be aware of this from the Standing Order set up to pay your rent.

Having reviewed these banking arrangements, it has been decided to transfer these bank accounts from HSBC to Lloyds Bank.

Further details will follow as the process to transfer progresses. There is nothing for you to do at the moment.

We would encourage all tenants to pay their rent by standing order, as it is a cost effective and efficient way to pay. Most tenants do pay their rent this way, however, if you don't and would like to, please contact the office for details.

- Mike Allen, Chief Executive

Spring Newsletter Competition Answers:

- | | |
|-----------------|-----------------------------|
| A) Emmerdale | H) Steve & Karen McDonald |
| B) Eastenders | I) Harold & Madge Bishop |
| C) Home & Away | J) Robbie Jackson & Wellard |
| D) Eastenders | K) Brookside |
| E) 5 | L) Mandy Dingle |
| F) Bill Roach | M) Emma Barton |
| G) Sharon Watts | |

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: reception@norwichhousingociety.org

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