



THE ELDER



Spring Newsletter 2017

Issue
15

Norwich Housing Society and Stuart Court Memorial Charity Joint Annual General Meeting

This took place on 14 March at Bracondale, 14 of the Society's Shareholders attended to hear the Chairman, Carol Sangster, and Chief Executive, Mike Allen, report the Society's achievements for the year, approve the financial statements for the year and October 2016 and appoint the auditors.

As well as continuing with the general property improvement programme, a number of flats at St Barnabas Court, Stuart Court and Nelson Street have been completely refurbished and the heating system at Stuart Court has also been replaced. Stuart Court's centenary garden was opened in May 2016 to provide a garden for the enjoyment of tenants over the next '100 years'.

As a result of reviewing the suitability of the Society's properties it was decided to dispose of the houses at Starling Road. Eight of the ten houses have been sold and the former tenants were all found suitable alternative accommodation. The Society has also signed a contract for twenty new flats for older people to be built at Eaton, just outside Norwich. This is the first new development for the Society for 10 years and will increase the property stock by 10 to 324.

Both Norwich Housing Society and Stuart Court Memorial Charity are financially strong. The financial statements that had been independently audited by Lovewell Blake Chartered Accountants were adopted at the meeting. The Shareholders approved the appointment of Lovewell Blake for a further year.

There were no changes proposed to the Society's Board who remain Carol Sangster (Chairman), Jon Boon (Vice-Chairman and Chair of the Property Sub-Committee), Maurice Land (Chair of Finance & Operations Sub-Committee), Bill Taylor (Chair of Governance and Risk Sub-Committee), Neil Parsons (Chair of HR Sub-Committee), Jamie Kidd and Gill Tewson.

- Mike Allen, Chief Executive

A Comical Response

We can always rely on you witty tenants to keep us entertained! We especially like this piece given to us by a tenant at Old School Court, in response to the 'how to keep warm' article we featured in the last issue of The Elder.

Keeping safe at home

Everyone needs to keep safe, don't they? Especially when they've passed the 65 mark, so I have a few tips on how to manage that. Also bear in mind that Government Safety Directives are dictating a lot of advice that is included in this article. Older people need looking after!!!

Toasters... Toasters can kill!! Please remember to switch off your toaster before inserting a knife/fork/screwdriver or whatever comes to hand when trying to get to that little elusive bit of toast that's broken off... (We shouldn't be wasting food, after all, should we?)... And remember that toasted bread can be HOT! Be sure to use appropriate gloves when removing bread from your toaster.

Grills... Are no better! It's a very good idea to place a chair to sit on very close to the grill when cooking to watch for any inappropriate burning (though remember to turn your central heating down to 15 degrees while doing this).

Spontaneous human combustion through over-heating is becoming an issue in the older population.

Cupboards... Can be dangerous things. Always remember to close cupboard doors when you have taken an item out. It is SO easy for older people to cut their heads open on corners of cupboards and the NHS estimates that a high percentage of older people attending A&E have a cupboard-related injury.

Fridges... Can be a source of real danger. Remember to remove 3 year-old potatoes lying at the bottom of your fridges (you will need a five year calendar for this). They probably won't taste very nice, and you will have to use a sharp KNIFE to remove the 10-inch root tentacles that have appeared in that time. It really isn't a very good idea to use knives at all really. (See below).

Knives... It seems that a Government Safety Directive is on it's way, with a view to banning the use of them for the over 65s. Please watch this space! This seems a good idea to me, or at least the Government offering us a free knife-blunting service! What do you think?

Regardless of Government Safety Directives, there are plenty of other gems of advice for situations that you may never have thought of!

1. This is very important. DO NOT

UNDER ANY CIRCUMSTANCES – in trying to retrieve that elusive Sainsbury's receipt – place your head inside your 5p plastic carrier bag. It will do you NO good, and remember that you've paid for it! 5 pence means a lot to some of us, and anyway, someone will have to dispose of it in the case of your suffocation.

2. Food. Now this is a big one!! ALL food should be chewed at least a hundred times before swallowing. The digestive systems of the over 65s can become very sluggish... It's far better to stick to soft food, which is more easily digested. For all you banana-lovers out there, they are a BIG NO NO!!! For you, it will be at least a THOUSAND chews. But then again, it might be preferable to focus on those chews than watch repeats of 'Inspector Morse'... I don't know. I will leave it up to you.

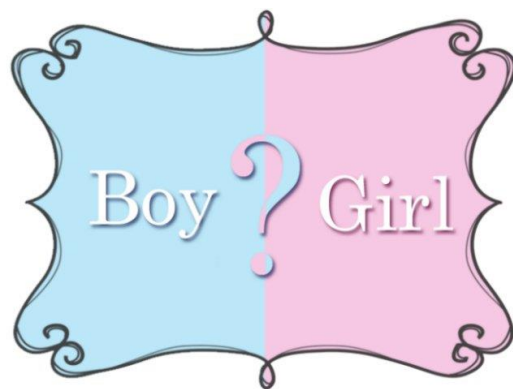
Well, I think I've given you enough for the moment. Next time, I will be looking at replacing your man-made fibre carpets with pure wool (John Lewis are doing a deal at the moment), because we can't risk those nasty little electrical shocks can we while we're all wearing our man-made slippers.... Though to be fair, the little shocks can be quite exciting, can't they? Something a bit different?

So, your friendly co-tenant is signing off for the time being...

Oooooops, forgot to say. The plastic christmas tree that's STILL up 3 months later needs putting up in the loft again (but be CAREFUL!!).. and it's probably a fire risk anyway. It's also time to GET RID of the remains of the turkey 3 months on – wrap in newspaper and put in the black bin (the big one) – you've surely eaten it to death by now... And I hope you had a wonderful care-free Christmas!!

Joanna's Baby news.....

I will be starting maternity leave early April ready for my new arrival due at the end of April. Thank you to the tenants who have sent me useful, funny and interesting stories over the years, and I will catch up with you all when I return next year.



Laundry Help & Advice

There is a laundry room located on each scheme. Tenants should use the washing machines and tumble dryers on a first come first serve basis. Please ensure the door is locked behind you after you have used the laundry.

Tenants are reminded to respect the fact that these facilities can become quite busy so, in order to minimise inconvenience to others, and get the best results for your washing:

- Please ensure washing is removed from the machines promptly after completion of the washing / drying cycle – make a note of the time you start your washing. Only do your laundry when you know you will be around when the cycle ends to ensure others aren't waiting.
- Please do not 'favourite' one particular washing machine or tumble dryer, this causes that meter to get full quickly which then results in that meter jamming. Also, those machines are not likely to last as long as the others.
- Ensure that soap dispenser drawers are cleaned after you have completed each wash.
- Separate lightweight fabrics from heavyweight ones for faster, more even drying.
- Never overload the dryer. The clothes need room to tumble freely for efficient drying and to prevent wrinkles.
- Whenever possible, dry full loads not just one or two items to save energy costs.
- Drying several loads consecutively saves energy because the dryer doesn't have to warm up each time.
- Don't add wet items to a partially dry load. It will confuse the moisture detector in the dryer and over dry some of your clothes.
- Don't open the dryer door unnecessarily. You'll add time to the drying cycle by letting warm air escape.
- Clean the lint filter after every load. Lint - even a little - lengthens the drying time.
- The laundry is for the sole use of tenants and not for friends or relatives to do their personal washing. Carers and relatives can use the laundry but, only for the tenant's washing.

Tenants should only use one machine at a time, using three or four machines at one time is unacceptable and inconsiderate to the other tenants.

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 mins 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 (and 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. In the olden days, 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 so 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.

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 or if the 20 pence meter runs out, as each time it starts from the beginning again and never achieves full heat. Therefore it is advisable not to interrupt the cycle and to make sure there is enough money in the meter to complete the entire cycle.



- Andrew Brierton, Norwich Housing Society Contractor

'Keep Active, Stay Well'

A morning of activities at
Catton Grove Community Centre, Jewson Road,
NR3 3RQ

The nearest buses are First Bus numbers 36, 36B, 37, 38 & 39 along
Aylsham Road and 21, 21A & 22 along Catton Grove Road

Tuesday 21st March 2017
10.15 am to 1.30 pm

- Try out some fun activities that could be run for older people in your area
- Learn more about what support is available for older people
- Find out more about keeping fit and healthy and try some activities like Zumba Gold and New Age Kurling
- Join the Norwich Older People's Forum to hear about and discuss the issues that really affect older people in your area
- Exchange your old slippers for a new pair free!

Take this opportunity to make your voice heard

And afterwards...

Refreshments and a lunch will be provided for those who can stay

Transport can be provided. Contact Bob on 01603 496323

Please come along and find out how you can help make later life a positive time for all

Age UK Norwich and NOPF are supported by  NORWICH City Council



Lanchester Court Events and Activities

Roy Westgate of Lanchester Court has provided some event information which was unfortunately missed from the last issue of The Elder.

Lanchester Court held a coffee morning in aid of The Macmillan Cancer Support last September. As a result an incredible £404.00 was raised, £400.00 of which was sent to Macmillan Cancer Support. A warm heartfelt thank you goes to Jean Robertson, tenant at Lanchester Court, for instigating and organising this event.

A total of 40 tenants from Lanchester Court, Eleanor Road and one lady from St Barnabas Court, had their Christmas Lunch at Park Farm, Hethersett last December. Thank you to Sue Closs (Scheme Manager at Eleanor Road), for taking charge of this event at very short notice. Lilly, a tenant at Lanchester Court needed to go to hospital, but was back home soon after.

Last year there were coach trips from Lanchester Court to Highways, Hunstanton, Thursford and Park Farm. Added to this there were social evenings, cream teas and two charity fund raising events. This made 2016 a very successful year.

Thank you all for your support
Roy and Maureen Westgate
Lanchester Court

Puzzle Time

Each word always begins with the letters ST. The two part question has two different sets of clues. Now, what is that word you're looking for?

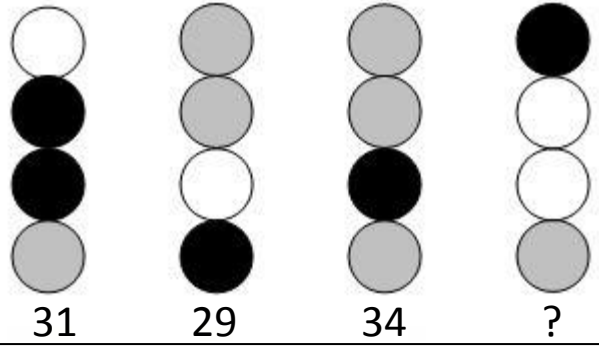
1. ST + A kind of shortened raised biscuit or bread. To wander on foot; leisurely walk.
2. ST + Housecoat or an outer garment. Flashing light synchronized with the periodic movement of an object.
3. ST + Capable or talented. A building with stalls, for horses.
4. ST + To sound, as a bell or other sonorous body. A cord, larger than a thread and smaller than a rope.
5. ST + To manage a horse, as an equestrian. To walk with long steps.
6. ST + Twenty quires or 480 sheets. A body of running water.

- 7. ST + A structure, especially one of masonry. A carbohydrate forming the main food element in bread and potatoes.
- 8. ST + Monetary unit of the Republic of South Africa. A very slender natural or synthetic fibre.
- 9. ST + To fall in drops of water from the clouds. An intense or violent exertion.
- 10. ST + An irritating skin sensation causing a desire to scratch. A sharp spasm of pain in the side resulting from running.

11. Pair the words so that three longer words can be read. Which word will not be used?
BACK ANGLE PART GROUND
LASH BREAKING COUNTER

12. Rearrange the letters of 'HAD LEAP TO MAJESTY' to give three gemstones. What are they?

13. What should be the value of the fourth column?



14. A car has travelled 50 miles at 70 mph. It started its journey with eight gallons of fuel but its tank has been leaking throughout the journey and is now dry. The car completes 25 miles per gallon. How many gallons of fuel does it leak per hour?

Eggstra Eggstra, come read all about it!

Easter came early at Eleanor Road this month as we got together to make Easter Bonnets for our forthcoming competition and party.



End result of hats, which one would you choose?

I thought it would take 3 weeks to design, titivate and manufacture but looks like we will be done in 2 weeks so time to make Bunting so our party will be an eggstravaganza! I hope you all have an eggstremely happy Easter.

Stop press.....bunting coming along nicely! →



Polite notice to early risers – late night revellers

Just a reminder....please be aware that sounds in flats always seem to resonate much more at 6am and late at night so please be considerate of your neighbours.

- Sue Closs, Scheme Manager

Coconut Cupcakes

Ingredients:

- 110g unsalted butter/margarine
- 100g caster sugar
- 2 large eggs
- ½ teaspoon vanilla extract
- 125g self-raising flour, sifted
- 120g plain flour, sifted
- 130ml coconut milk
- 25g desiccated coconut

Vanilla Butter Cream:

- 55g unsalted butter, room temp
- 30ml semi-skimmed milk, room temp
- ½ teaspoon good quality vanilla extract
- 250g icing sugar, sifted
- Optional desiccated coconut for topping



Method:

1. Pre-heat oven to 160C (fan)/80C/350F/Gas Mark 4. Line a 12 hole muffin tray with cupcake cases.
2. In a large bowl cream the butter and sugar until pale and smooth. Add the eggs one at a time, mixing for a few minutes after each one and then mix in the vanilla extract.
3. Combine the two flours in a separate bowl. Add one third of the flours to the creamed mixture and beat well. Pour in one-third of the coconut milk and beat again. Repeat until all flour and coconut milk have been added. Fold in the desiccated coconut using a metal spoon.
4. Spoon the mixture in to the cases, filling them about two thirds full. Bake for approximately 25 minutes, until slightly raised and golden brown. Insert a skewer in to the centre of one of the cakes to make sure they are cooked through.

5. Remove from the oven leave for 5 mins and then place and cool on a wire rack. Ice them when completely cooled.

Vanilla Butter Cream:

1. In a large mixing bowl, mix the butter, 1/3 of the icing sugar, vanilla extract and milk until smooth
2. Add half the remaining icing sugar and beat, then add the rest of the buttercream and beat until smooth and creamy
3. You can then ice the cupcake using a palette knife/frosting spatula or piping bag. Top with a few sprinkles of desiccated coconut.

Cake recipe and photo supplied by Sarah Tiffen

Extractor Fans v Condensation!

There are many reasons to ventilate your property adequately, but the most important reason is to cut out the dreaded condensation!!

Over recent weeks, while undertaking visits around most of the Society's housing stock, I've noticed that there were a considerable number of bathroom extractor fans, which are obviously not being used as intended.



The Role of the Bathroom Extractor Fan!

The primary purpose for having an extractor fan in the bathroom is to remove the build up of damp moist air, created by showering and bathing, out of the room in a controlled manner. Reducing the humidity in a bathroom is not only vital for its upkeep, but if it's not removed at the time, **excessive air moisture can wreak havoc on other surfaces around your flat, particularly in corner areas, where there is a lack of air movement and surfaces that are unduly effected by the outside temperature i.e. glazing, window frames and external doors.** More importantly, high levels of **humidity** can cause **mould** to accumulate and if left untreated the spores can spread rapidly, becoming difficult to get rid of, creating blacken areas.

So it's vital that, where fitted, the extractor fan is running before you turn the shower on, or start to run a bath. The fan should be allowed to run continuously whilst you're having your shower or bath and left to run over once you've finished. It's no good turning the fan off once you've finished showering or bathing, as there will still be a considerable build up of damp, moist air in the bathroom, that's only means of escape is to filter around the rest of your flat, often being drawn to the colder corners, surfaces to form into 'condensation'!

Most fans have an over run time – this is in place to assist in the process, so once you have left the bathroom and switched off the light, please do not switch off the fan isolator, but allow the fan to run through its ‘over run time’, normally this is around 10-15 mins, and it’s no more expensive than having a 40watt lamp on, for the same period of time!

For those of you who don’t have a bathroom extractor fan as yet, it’s a good idea to open a couple of windows for a short while, to allow some degree of air changes to take place, thus allowing the moist air to be replaced, displaced by cleaner fresher air.

- Andy Broom, Property Services Manager

If you have an Extractor Fan, please ensure you use it!



To us, it's personal.



FREE Scam Aware

Information Event

Home Instead Senior Care, in conjunction with Norfolk County Council and Virgin Lounge are holding a FREE Scam Awareness Workshop for older people, family members, carers and people throughout the community, who may be vulnerable themselves, or know people who may be a target for scammers. Each attendee will receive a free Senior Fraud Protection Toolkit.

The workshop will be held on:

Monday 27th March

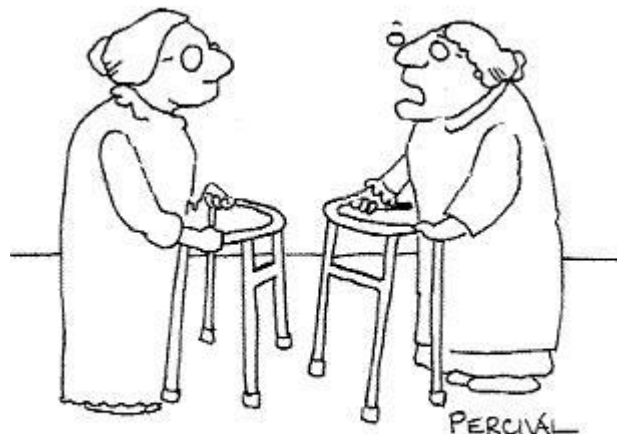
10.00-11.00

Virgin Lounge, 10 Castle Street, Norwich. NR2 1PD

To book a place and be added to the guest list, please contact 01603 610583 or email norwichlounge@virginmoney.com

Puzzle answers

1. Stroll
2. Strobe
3. Stable
4. String
5. Stride
6. Stream
7. Starch
8. Strand
9. Strain
10. Stitch
11. Angle
12. Jade, Opal, Amethyst
13. 24. Each black circle is worth 10, each grey circle is worth 8 and each white circle is worth 3.
14. 8.4



"The trouble with today's generation is that they can't stand on their own two feet."

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@norwichhousingsociety.co.uk

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