



THE ELDER



Spring Newsletter 2020

Issue
22

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

This took place on 17 March in the Common Room at the Society's Fiddy's Yard scheme. Shareholders attended to hear the Chairman, Carol Sangster, and Chief Executive, Mike Allen, report the Society's achievements, approve the financial statements for the year to 31 October 2019 and appoint the auditors.

As well as continuing to improve the condition of the existing property portfolio, the Society and Stuart Court Memorial Charity will develop additional flats when opportunities arise. 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.

Alice Liddle was elected to the Society's Board to join Carol Sangster (Chairman), Jon Boon (Vice-Chairman and Chair of the Property Sub-Committee), Maurice Land (Chair of Finance Sub-Committee), Bill Taylor (Chair of Governance Sub-Committee), Gill Tewson (Chair of Operations Sub-Committee), Glyn Davies, Chris Haystead, Jamie Kidd and Gavin Sargent.

- **Mike Allen, Chief Executive**



The Society's latest scheme, Leander Court, Eaton

Coronavirus – COVID 19

We are continuing to monitor the coronavirus outbreak, including the latest Government and NHS advice.

As you are aware the UK is on lock down. We have closed our office, but we are still working and you can still contact us. Like most organisations, we are working from home. The Scheme Managers are telephoning tenants instead of carrying out their welfare visits. The health and wellbeing of our staff and tenants is our priority. We will do all we can to support everyone. We hope by following the advice together we can help reduce the spread of Coronavirus (COVID-19).

We are responding to **emergency repairs only**. These are issues causing significant damage to your home or a significant risk to your safety. All gas servicing has been put on hold. We will let you know when we are able to restart our normal repair service.

The Government information around Coronavirus changes frequently. We advise you to keep a close eye on the NHS website and the Government website for the most up-to-date information.

To help protect you and your neighbours we strongly advise that you follow government guidance by not allowing any visitors to your home unless they are delivering food and essential household items, medication or personal care or attending to emergency repairs.

If you feel you may struggle to pay your rent, please call us as soon as possible. We are here to offer advice, support and guidance to our tenants.



PROTECT THE **NHS**

 **save lives**

We are taking extra precautions with the disinfecting of the communal staircases at each scheme. Please may we ask that you do not approach our staff whilst this is being carried out.

If you are unable to get essential shopping or money for the laundry, please contact your Scheme Manager.

We hope that you are staying safe and we thank you for your continued support.

Being Scam Aware...

We have been made aware that the new Consumer Service freephone telephone number has been introduced by Citizens Advice Consumer Service.

The new telephone numbers for the service are:

Consumer Service - 0808 223 1133

Consumer Service Welsh Speaking - 0808 223 1144

Scams Action - 0808 250 5050

Telephone cold calls claiming to be from Citizens Advice

A Norfolk Citizens Advice adviser recently took a call from a client in Great Yarmouth. The client said they received a call from someone saying they worked for Citizens Advice and were in a position to help them with their debt problems. The client said they do not have a debt problem. The client called the number back, as have Citizens Advice, but it goes to voicemail and then states the message box is full. Norfolk Citizens Advice confirmed that it was certainly not someone from their organisation.

Norfolk Trading Standards reissued an alert last week which can be found at:
www.norfolk.gov.uk/scams

The death of a loved one is an emotional and stressful experience and sadly, there are people who may try to take advantage of the bereaved during this time.

'Money owing' Scams

Someone pretending to be a debt collector may call or write to inform you that you are responsible for your loved one's debts.

- They may put you under pressure to pay immediately.
- NEVER make a payment or give information over the phone.
- These debts may not even exist.
- You may not be liable for the debt, so check with Citizens Advice consumer helpline (number below).

Long Lost Relative Scams

Funerals are a time to reconnect with family—those you know and those you don't. Watch out for 'long lost relatives' who come out of the woodwork to claim they are owed something.

- If you don't remember the relative or have never met them, it could be an imposter.
- Before any transactions, confirm their identity with other relatives.
- If they insist they were owed inheritance, a debt or property, consult a solicitor.

'You are entitled to money' Scams

Someone claiming to be an 'insurance agent' notifies you that your loved one left you a large life insurance policy pay out - but you need to make the 'final premium payment'.

- They may put you under pressure to pay quickly.
- NEVER make such a payment over the phone.
- Take time to find the phone number for the insurance company concerned yourself

Obituary Scams

People search obituaries for information they can use to forge identities. Please be careful of the information you put in an obituary and do not include details like date or place of birth or give out your full address.

They will lie to get what they want and have answers to everything. They will try to catch you off guard and use a variety of contact methods including telephone, letter, email, text messages, contact via social media or in person on the doorstep. Scammers will try and pressure you into making quick decisions or will over emphasise the importance of responding immediately – not giving you time to think or check out what you have been told. They will often try to find out personal information or financial details which they can use to try and access money or accounts. So, try to be aware and on your guard. Share warnings with family, friends and neighbours, especially those who are vulnerable.

Report or get advice on scams:

Citizens Advice consumer helpline

Can provide advice and shares information with Trading Standards
03454 04 05 06
www.citizensadvice.org.uk/consumer

Clairvoyant Scams

Clairvoyant scammers may ask for payment to deliver a final message from your loved one - as long as you pay. They will keep asking for payments and may become abusive if you stop.

Statutory Bodies & Organisations

When looking to notify Government or official bodies of the death, take time to make sure you are contacting the correct people, especially when doing this online. Scammers will often set up websites that look genuine but charge additional fees for their services. If you are planning to use online notification always start at **www.gov.uk**

Protect Yourself & Protect Others

Scammers are persistent and persuasive, and they often seem kind and friendly.

Citizens Advice scams action

Gives advice and information about online scams
0300 330 3003
www.citizensadvice.org.uk/consumer/scams/get-help-with-online-scams/

Burns Night

The winter blues were blown away at Lanchester Court when January 23rd arrived. This of course was “Burns Night”. The night when all Scottish people party. Just the Scottish?

We had Scottish, English, Filipino and our very own neighbours from South Africa, all wearing a little bit of tartan.

I think someone sneaked in from Suffolk without a passport too!

The evening was enhanced with a visit from Rob “Roy” McGregor who later gave a rendition of Donald Where’s Your Troosers!

Well done Lanchester Court.



- Roy Westgate, Lanchester Court



Rotary Court also celebrated Burns Night back in January with traditional food – haggis, neeps and tatties followed by a wee dram! A fun evening was had by all!

- Sarah Batchelor,
Senior Scheme Manager

Keeping Your Extractor Fans Clean

Your bathroom is full of moisture and dust which when combined can cause serious mould problems if you're not careful. A bathroom extractor fan is one of the best ways to combat this, but like anything, it requires cleaning and maintenance to ensure it keeps working for years to come.

Your bathroom extractor fan is the dustiest part of your bathroom. That's partly its job, but the extractor fans main role is to circulate the air in the room and suck out the moisture, rather than letting it settle. So, moisture and filth - a perfect recipe for sticky grime - is constantly moving through this ventilation system where multiple layers of obstacles provide ample space to stick to.

It's really important to keep both your kitchen and bathroom extractor fans clean, you can do this by regularly vacuuming the front. You may need to ask a friend, family member or your cleaner to help with this. Or you can use a damp cloth to wipe away any dust.

Are You Comfortable Driving in Modern Traffic?

Still driving well? Lost confidence? Medical conditions?

GOLD are here to help.

One of their team professional and considerate trainers will come to your home.

- You drive your own car
- The session will be tailored to your needs and concerns
- You drive on the types of roads that you normally drive.

The trainer will discuss your drive with you and give you advice and written feedback. If there is a medical issue, a more comprehensive report will be prepared and posted to you.

Who can refer the gold scheme?

- Self referral, Doctor or other health practitioner*
- Family members (please discuss this with the person before doing so)

*If you have a medical condition, DVLA may need to be notified. Please check www.gov.uk/driving-medicalconditions



**It takes 1 hour,
costs £34.00 and
it is carried out
at a mutually
convenient time**

How do I book?

Contact us on 0344 800 8020 and ask for Road Safety and the GOLD scheme.

**IT'S NOT A TEST, IT'S AN
ASSESSMENT DESIGNED TO HELP
YOU**

Looking After Your Home

It is essential that you keep your home in good repair. It is important because by looking after your home, repairs will be kept to a minimum and it can prevent any major works at a later stage.

Your home is your home for as long as you wish, and we want you to be happy living there. There are a few little things you can do to maintain the upkeep of your home.

Descaling your shower head regularly will prolong the life of your shower. A build-up of scale can lead to poor performance and will cause early failure of the appliance.

Keeping your drains clear is also a must. We advise once a week you pour a solution of hot water and bleach down your kitchen sink to flush it through. We would also like to remind you not to dispose of your cooking oil and food down your sink as this can cause blockages and expensive repairs.

It is your responsibility to keep the interior of your home in a good and clean condition and to decorate all internal parts as frequently as is necessary to keep them in good decorative order.

Good ventilation in your home is imperative to prevent damp and mould. Please make sure you use your extractor fan and open your windows whilst cooking and showering.

If you get to the point where you maybe finding it difficult to keep up with the cleaning, then it might be time to think about contacting a cleaner.

Communal Gardeners

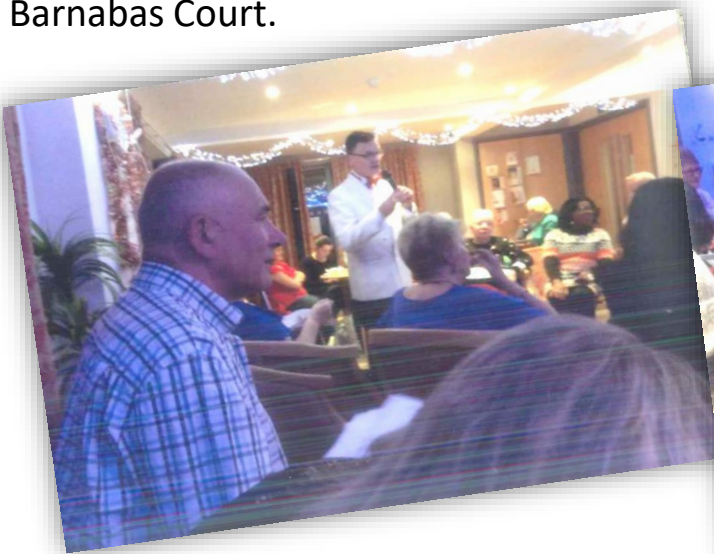
In response to tenants' feedback and comments, new gardeners have been appointed to maintain the gardens at our schemes. Ashfords will be replacing Countrywide Grounds Maintenance from this summer. Don't be surprised when you see new faces and different vehicles arrive.

Please can we remind you that smoking cigarettes, roll-ups or vaping in communal areas is not permitted at any time. This includes social events and coffee mornings in the common rooms.

- Mike Allen, Chief Executive

Christmas on the Court

We know Christmas seems a long distance memory now however it's still nice to see what you got up to over the festive period. A fantastic evening was had by all who attended the St Barnabas Court Christmas Party, and going by the photos it was very well attended! Entertainment was provided by Dennis Frere-Smith a tenant at St Barnabas Court.



St Barnabas Court tenants also got involved in Valentine's Day. This is the common room all set up and ready for Valentines night. We are sure they had a great time!

All photos supplied by Mrs. Stanton, St Barnabas Court

We are now on
Facebook!
Please like, share and
comment. Let's spread
the word of the Society
and all the good that it
does!



Your Home and Your Tenancy Agreement

It has been brought to our attention that some tenants are not using their home as their main home. We would like to remind you that your home should be your only or principal home and those that are not adhering to this are in breach of their tenancy agreement. We seek to meet housing need so having an unoccupied property means that someone else on our waiting list is still waiting, so in the long term, non-occupation, where evidenced, is not acceptable.

Equally, if you are in receipt of housing benefit, it is your responsibility to inform the housing benefit team at City Hall straightway if your circumstances change or if you are not staying at your home.

We would also like to point out that if you are in receipt of housing benefit, but it is paid directly to you and you then pay your rent by standing order or cheque, please ensure you inform housing benefit of any rent revision as the Society no longer sends them the details.

Reporting repairs.....

If a repair is reported but the fault isn't what you have claimed it to be then you may be recharged for the contactor's time.

Similarly, if a reported repair has been fixed by a friend or family member and you have not informed the office of this and a contractor still attends, then you may be recharged for the contractor's time.

Annual Rent Revisions

A further reminder. The date of tenants' annual rent revisions will be changing from the anniversary date of the individual tenancy, to a single anniversary date in May. The office will become more efficient by making this change, as some processes will be automated. Please keep an eye open for any letter from the office explaining when and how this affects you.

- Mike Allen, Chief Executive

Tenant at Eleanor Road Enjoys Special Birthday Party Surrounded by Friends and Family

Joan Marshall recently celebrated her 100th birthday. Close friends and family gathered in the Eleanor Road common room where they enjoyed cake and a sparkling beverage! Mrs Marshall said she really enjoyed the party and she was so happy to see everyone.

The Evening News featured Joan and their article is as follows:

A lifelong Catholic who is Norwich born and bred is celebrating her 100th birthday thanks to an unusual combination of food and drink.

Joan Marshall, who still lives in the city, will mark her special occasion at a family party. Her daughter, Jane Futter, 71, from Middleton Street in Wymondham, said the family joked the secret to the centenarian's long life was whisky, vinegar and crisps.

Mrs Marshall, née Stamp, was born on March 12 at the family home on Portland Street. She worked at Leveridges wholesalers on Timber Hill as a teenager where she met her future husband Raymond Marshall, who died in 1987.

The couple married at St John the Baptist Cathedral, where she regularly went to mass, in 1942 and had a son and three girls. Mrs Futter said: 'She is a determined lady. She doesn't let things get her down. She is very resilient. She cannot believe she has got to 100.'



Top photo: Eleanor Road Tenants. Left photo: Mrs Marshall with her daughter and Mike Allen with the Society's gift – lovely flowers.

We will not be running a competition in this issue of The Elder. However, we couldn't leave you without a quiz to get the brain going. So, this is just for fun....



1. Which of Henry VIII's wives was mother to Queen Elizabeth I?
2. What did Barnes Wallace invent in 1942?
3. What is the name of the Buckinghamshire site which housed personnel from the Government Code and Cypher School during World War II?
4. In which battle was Nelson fatally wounded?
5. Which king was killed at the Battle of Bosworth Field?
6. The 'Yorkshire Ripper' was the nickname of which British serial killer?
7. The Spanish Armada was launched with the intention of overthrowing which English monarch?
8. Who was the longest-serving British Prime Minister of the 20th century?
9. In which decade did the demolition of the Berlin Wall begin?
10. In what year did the following occur, Torvill and Dean won Olympic Gold in Sarajevo, Gandhi was assassinated, and Michael Jackson was severely burned whilst filming an advert for Pepsi.



Due to the current outbreak of Coronavirus (COVID-19) some of the services mentioned in this issue of The Elder may not be available to you at this time.

Useful Contact Details

Bracondale Office: 01603 625078. Email: reception@norwichhousingsociety.co.uk
Sarah Batchelor: 07917 384835 Scheme Manager for St Barnabas Court, Rotary Court and Leander Court. **Steve Gamble: 07887 476540** Scheme Manager for Westwood House and Lanchester Court. **Alison Hill: 07787 259134** Scheme Manager for Old School Court, Fiddys Yard and Eleanor Road.

Autumn/Winter Competition Answers:

1. Fruit cake
2. Decorate
3. Candy Cane
4. Stocking
5. Reindeer
6. Ornaments
7. North pole
8. Mistletoe
9. Ribbon
10. Pine Cone
11. Santa Clause
12. Naughty or Nice

We received lots of competition entries, but many were not quite 100% correct. Well done to Louise Sullivan of St Barnabas Court who was one of the few who got all the answers correct.

We received many calls over the festive period regarding waste collection. The Society does not get involved with your waste collection therefore we are not the right people to contact. You would need to Norwich City Council for all waste related queries. There would have been a change in your bin days due to the bank holidays over Christmas. There is always a change in your bin collection days over Bank Holiday periods.

Wash your hands of coronavirus scams!

Friends Against Scams aims to protect and prevent people from becoming victims of scams.

Be aware of people offering or selling:

- Virus testing kits - these are only offered by NHS.
- Vaccines or miracle cures - there is currently no vaccine or cure.
- Overpriced or fake goods to protect yourself from coronavirus such as anti-bacterial products.
- Shopping or medication collection services.
- Home cleaning services.

Protect yourself and others:

- Don't be rushed into making a decision. If it sounds too good to be true it probably is.
- Only purchase goods from legitimate retailers and take a moment to think before parting with money or personal information.
- Don't assume everyone is genuine. It's okay to reject, refuse or ignore any requests. Only criminals will try to rush or panic you.
- If someone claims to represent a charity, ask them for ID. Be suspicious of requests for money up front. If someone attempts to pressurise you into accepting a service they are unlikely to be genuine. Check with family and friends before accepting offers of help if you are unsure.

Be a good friend,
help to protect
your family, friends
and neighbours
from scams.

Read it.
Share it.
Prevent it.

#Coronavirus
#ScamAware



Contact

For advice on scams call the
Citizens Advice Consumer Helpline on **0808 223 11 33**
To report a scam call Action Fraud on **0300 123 2040**
Contact your bank if you think you have been scammed.

**NATIONAL
TRADING
STANDARDS**

Scams Team

To learn more about the different types of scams visit www.FriendsAgainstScams.org.uk

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