



# THE ELDER



Autumn/Winter 2021/22

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## Society News

### Tim Pinder

As most of our readers will know Tim took up the position of CEO in the middle of March, two weeks before Mike Allen retired, intending to move from his Cheshire home to Norwich once his son had finished his A levels and he and his wife could find a suitable house in East Anglia. Thus, he has been working from home two days each week and from the office three days.

Sadly, due to some unforeseen issues with our rent levels which are now being addressed, we have had to curtail further development for the moment and as Tim's reason for joining us was predominantly developing our housing stock, he felt the position was no longer the challenge he had hoped for when accepting the post. He resigned in September and left the Society in November, having secured a post with the Methodist Housing Association in the Wirral which is nearer his Cheshire home, and which will offer him the challenges he enjoys.

**Paul Kingston**, who has a great deal of experience within the field of social housing, has come out of early retirement to act as CEO to the Norwich Housing Society and Stuart Court Memorial Charity until we have appointed a long-term CEO to replace Tim. As he lives in East Anglia hopefully issues like fuel shortages or travel restrictions etc will not pose a problem for him.

COVID permitting, we hope to return to Tenant Meetings once more which will be an ideal opportunity for all those who are able to attend to meet Paul, alongside staff and a Board representative which will help us all to share our thoughts and ideas.

Change is never easy but if we embrace it fully it can also help us to move on especially after the trauma of the last two years coping with the Pandemic.

Tim, we wish you well, and Paul we look forward to working with you.

Take care everyone and let's look forward to less stress in our daily lives as we learn to live with this new viral infection in the same way as we have with the influenza virus.

**Carol A. Sangster**  
Chairman of the Board



Paul Kingston, Interim CEO

## Post Lockdown Sightings

On October 15<sup>th</sup> whilst on a post lockdown walk, I spotted this fabulous fungi which covered a tree along the Marriotts Way.

In the car park At Nelson Street, I saw these red leaves growing on the foliage, I thought it looked so lovely especially growing amongst the white flowers.

**Susan Wright**  
Nelson Street



Thank you, Susan, for the stories and wonderful photos that you have kindly sent us during the last year.

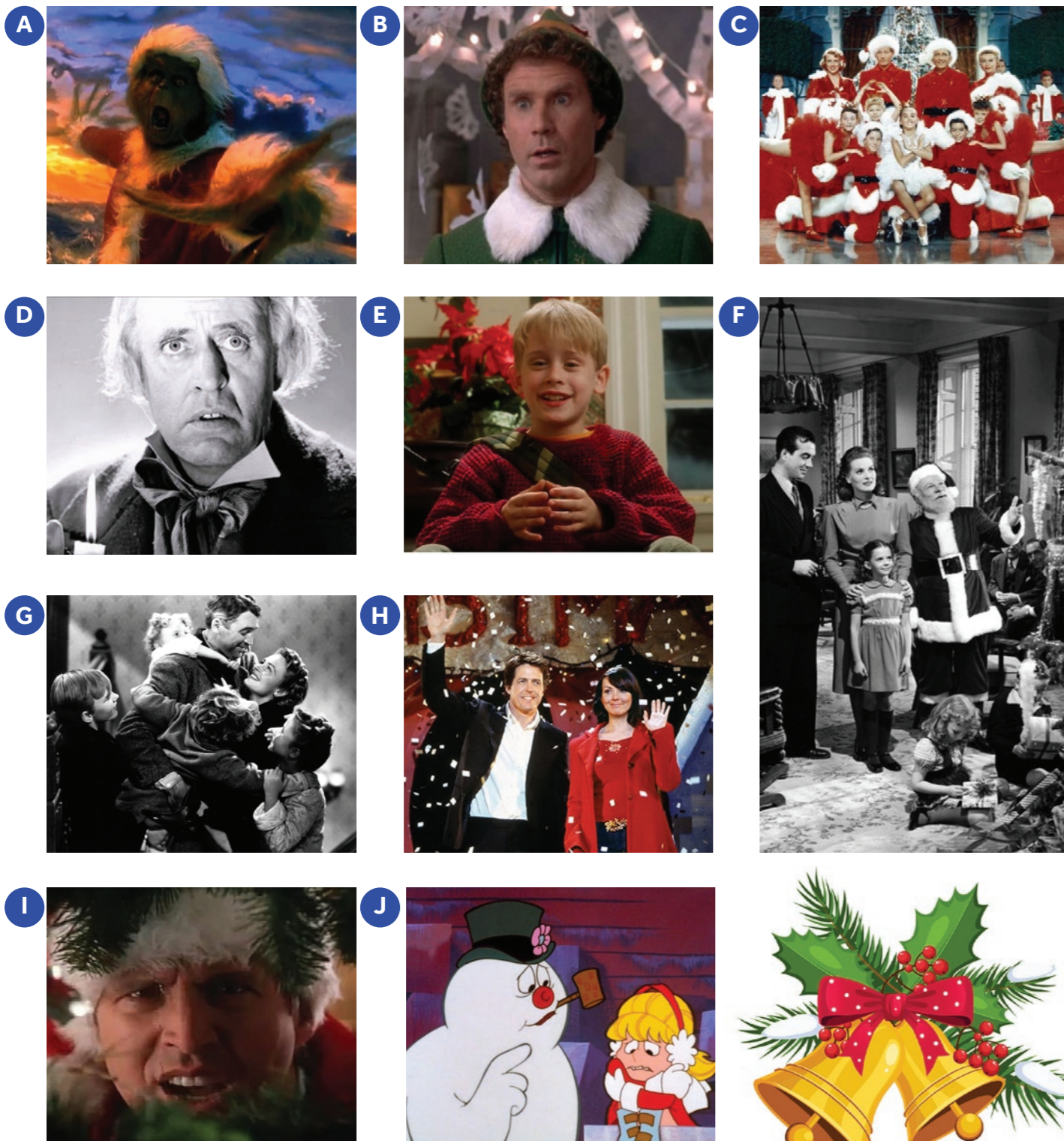


Tenant meetings will resume in January 2022. Please see proposed dates, times and venues for your respective schemes.

Scheme	Date	Venue/SM
Fiddy's Yard	Monday 10 <sup>th</sup> January 11.00am	Alison Common Room
St Barnabas Court	Wednesday 12 <sup>th</sup> January 11.00 am	Susie Common Room
Rotary Court	Tuesday 11 <sup>th</sup> January 11.00am	Susie Common Room
Eleanor Road	Tuesday 11 <sup>th</sup> January 2.30pm	Alison Common Room
Old School Court	Wednesday 12 <sup>th</sup> January 2.30pm	Alison Bracondale Meeting Room
Stuart Court	Thursday 13 <sup>th</sup> January 2.30pm	Susie Cavendish House, Buzz Flat 3
Westwood House	Monday 10 <sup>th</sup> January 2.30pm	Steve Common Room
Lanchester Court	Thursday 13 <sup>th</sup> January 11.00 am	Steve Common Room
Leander Court	Friday 14 <sup>th</sup> January 2.30pm	Susie St Andrews Church Hall

# Quiz time

With Christmas just around the corner, what better way to kick off the festivities than with a Christmas quiz. If you can correctly name all of the films below then you could win a Marks & Spencer voucher. Please post/telephone/email your entries to us by Sunday 9<sup>th</sup> January 2022. Good luck!



## Spooktacular Spread

An enjoyable afternoon was had by all at Eleanor Road for Halloween. Tenant's were very happy and enjoyed each others company. A general knowledge quiz was held and the winner was Doreen Cordy. Well done Doreen! We hope you enjoyed the chocolates! It's great that we also had a few residents from Hayden Court attend, they always join in and I know that we really appreciate their support.

**Alison Hill**  
Scheme Manager



If you have an emergency during out of office hours, please activate your pull cord or pendant. We are now heading into the winter months, and if you find that you have no heating then please contact Centra via your pull cord. They will contact our heating engineer. If you have an emergency, please do not wait until the office is open.

Please note that our office remains by appointment only. Please do not arrive without making a prior appointment. Not only does this ensure the person you require is available, but we also need to maintain social distancing in the office. Thank you for your cooperation.



## Russel's Help For "Love In Action"

One of the vital services throughout the Covid-19 pandemic has been provided by those who give their time to foodbanks. Although furlough and the temporary uplift in Universal Credit helped many people, plenty of individuals and families have needed additional support via both charitable donations and retail provisions.

I recently met up with Russel and Antoinette Harris from Lanchester Court to find out more about Russel's work volunteering for 10 hours per week at the Havers Street distribution depot run by the Norwich Soul Church 'Love In Action' campaign. Prior to the pandemic the programme was delivering 1,000 meals a week in and around Norwich, but with the help of an online fundraising page and gathering their supplies from Fare Share in Lowestoft (where stores send their over-ordered or near-expiry date stock) Soul Foundation has dramatically increased that to 44,000 a week, either via delivery or handed to families who come in once a week. In total 2.7 million parcels have been distributed in the last year.



Boxes are packed to serve anyone from single occupants right up to ten people in a household and include selections for



vegetarians and vegans. Although they don't provide for other specialist diets, volunteers supporting halal foodbanks have visited the depot to see how it works so they can improve their own distribution systems. Food boxes are topped up with fresh milk, yoghurt, eggs and meat which are all kept in a cool room awaiting packing.

All of this has proved a significant logistical challenge, but fortunately local businessman Richard Nash, who has a wide car showroom and property portfolio, has given up a year of his time to help create the necessary infrastructure to deliver such a huge increase in parcels packed and delivered. Early in the pandemic the team targeted particularly disadvantaged areas of the city, but happily with many people being able to go back to work demand has been slowly falling.

Russel and Antoinette met and married in 2002. Both their fathers fought in World War II - Russel's father as a SAPPER (Service Engineers) in North Africa with Field Marshal Montgomery, and Antoinette's father a fighter pilot in the Rhodesian Airforce. Antoinette's mother had abandoned her when she was three years old, and she and her brother were left in a children's home until they were 15. A determined young lady she knew she was destined for a better life.

Although there were many challenges ahead, her faith in God has been the anchor and the foundation on which her life was built. She worked in various companies and with her experience of typing, shorthand and bookkeeping was able to secure good jobs. Eventually she married her first (late) husband and they had two sons who both now live in Norwich. In 1978 Antoinette left Zimbabwe and settled in South Africa in the coastal city of Durban. She changed career and trained to become a professional fundraiser for an organisation called Community Chest. It launched her into fundraising and public speaking which she couldn't imagine she would ever do, but she enjoyed the challenges of raising money to help major welfare organisations and those at grass roots level.

Russel was born in 1941 in Springs, South Africa, a gold mining town 40 miles east of Johannesburg. As a result of his father dying when Russel was in his mid-teens he joined the mines and pursued a career in mining engineering. From the onset of his working career he had to look after his mother and two brothers, but after experiencing a similar accident that took his father's life he left the mines. Thankfully his engineering knowledge opened up doors for a career designing and developing plastic mouldings, moving away from his original plan to become a doctor. He married and had two children but sadly lost both his first wife and daughter to cancer.

After Russel and Antoinette tied the knot, they continued with their Christian commitment in the 'Highway Christian Community' church. Russel was involved for many years with Tele-friend, similar to good



Samaritans helping and counselling people who needed to talk about their problems and concerns. Together Russel and Antoinette trained in Grief Share, a course to help those grieving the loss of a loved one and offered counselling face to face. The challenges both faced in their formative years drew and grew them both in their deep faith. Five years ago both Russel and Antoinette made the decision to move to Britain and settle in Norwich where her two sons live.

Russel has a married son in South Africa and together they have six grandchildren living in South Africa and one in Norwich. Recently Russel turned the magic 80 years and was going to celebrate his birthday in Durban South Africa, but due to Covid and SA being in the Red Zone for travel it wasn't possible. Russel and Antoinette look forward to celebrating their 20th Anniversary next year in 2022, they miss their home and families in South Africa but have settled and love living in England and especially Norwich and Lanchester Court.

**Gavin Sargent**  
Board Member

## Ventilating Your Home

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 to 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 usually arises 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.

- Opening windows to provide adequate ventilation. It's a good idea to have some back ground 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.
- Allowing air to circulate within your home.

If you do have condensation spores on walls, these can be removed by wiping down with appropriate cleaning fluids and water.

the main structure to the bungalows and extension areas is progressing well, with the roof trusses now being installed over the single storey, the bungalow units and the floor joist went into the extension area at the end of November. Once completed, the development will consist of 4 flats and 4 bungalows along with a common room.



This photo were taken at the beginning of November.



This photo were taken mid-November.

1 - Scampy



2 - Eli



3 - Hector



4 - Henry



5 - Ruby, Jazz, Jessie



6 - Lola &amp; Milo



7 - Molly



8 - Max



**Just for fun**

We are dog lovers here in the office with most of us owning 1, 2 or 3 tail waggers! Just for fun, can you match the dog(s) with their owner?

A - Alison Hill



B - Lee Watkins



C - Michelle Lambert



D - Sarah Tiffin



E - Andy Broom



F - Susie Alexander



G - Amy Watson



H - Joanna Oakley



## Opening hours

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

Monday 20-Dec	Tuesday 21-Dec	Wednesday 22-Dec	Thursday 23-Dec	Friday 24-Dec	Monday 27-Dec	Tuesday 28-Dec	Wednesday 29-Dec	Thursday 30-Dec	Friday 31-Dec
OPEN	OPEN	OPEN	OPEN	OPEN	CLOSED	CLOSED	OPEN	OPEN	OPEN
9.00am - 5.00pm	9.00am - 5.00pm	9.00am - 5.00pm	9.00am - 5.00pm	9.00am - 12.00 noon only			9.00am - 12.00 noon only	9.00am - 12.00 noon only	9.00am - 12.00 noon only

If you are in a sheltered flat your Scheme Manager will advise you of when he/she 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.



## Lanchester Court Social Club

Tenants of Lanchester Court have been busy since restrictions have eased following the COVID lockdowns. We had a hugely successful Chinese take-away evening with 21 tenants, this was followed with our social evening incorporating Halloween with Jacket potatoes with the choice of chilli or cheese. We have also been lucky to have had a visit from Santa, who, because of cutbacks couldn't have his reindeers and so had to hire a Seagull, this was much cheaper!

**Maureen and Roy Westgate**  
Tenants from Lanchester Court



## Norfolk Swift Response

This 24-hour service provides help, support and reassurance if you have an urgent, unplanned need at home but don't need the emergency services. So, for example, if your partner or carer is suddenly admitted to hospital, the Swift Response team can assist you with getting up, washing and dressing. Or if you have a fall but are not seriously injured, the team can bring special lifting equipment to help make moving as safe as possible for you.

Who can get assistance from Norfolk Swift Response?

- Older people
- People with physical illness or disabilities
- People with learning difficulties
- People with mental health problems

How much does it cost? Norfolk Swift Response is a free service for people living in Norfolk

You can contact our Customer Service Centre on 0344 800 8020

For social care information and advice:

- To find out about the support we can offer
- To access services
- For leaflets in different formats or languages
- For urgent help at any time – not just office hours

Email [information@norfolk.gov.uk](mailto:information@norfolk.gov.uk)

Minicom 0344 800 8011

Mobile phone text 60046

[www.norfolk.gov.uk/norfolkfirstresponse](http://www.norfolk.gov.uk/norfolkfirstresponse)

Norfolk Swift Response is monitored, regulated and inspected by the Care Quality Commission

**To contact Norfolk Swift Response**  
**tel. 0344 800 8020 – select option 1**



EPCs (Energy Performance Certificate) are carried out at your home every 10 years. The certificate is a four-page document which sets out the energy efficiency of a property on a traffic light system of A to G, with A being the most efficient. Our assessor Lesley Simkins will soon be contacting tenants that are due an EPC and she will make an appointment with you to carry out the assessment.

## Quiz Answers

1. Peanut/Monkey Nut
2. Almond
3. Pistachio
4. Horse Chestnut
5. Cashew
6. Kidney Bean
7. Walnut
8. Pecan
9. Acorn
10. Coconut
11. Hazel Nut
12. Sunflower Seed
13. Brazil Nut
14. Pumpkin Seed
15. Edamame
16. Garbanzo/Chickpea

Well done Mrs Coen of Westwood House, who was one of the very few that got all the answers correct. We hope you enjoy spending your voucher. Mrs Coen was very surprised to hear that she'd won the quiz. It just goes to show that it's worth entering because any one of you could be a winner.

## Best Wishes to Wendy

Wendy from Old School Court recently celebrated her 80th birthday. Her family surprised her with a party at the Holiday Inn. She had a lovely time with all her friends and family. Wendy said it was a lovely afternoon spending time with them. The family hired a private room, it was fully decorated and the day ended perfectly with a lovely cake. She got some lovely gifts and received over 30 cards. Happy Birthday, Wendy. It sounds like you certainly celebrated in style!



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

**Editor: Joanna Oakley**