



# THE ELDER



Summer 2022

**Susan's Stories**

**Queen's Platinum Jubilee**

**90 Years Young**

**National Volunteer Week**

Sunset at Ynys Llanddwyn

## Internal Moves...

We understand that your housing circumstances and needs can change since you first moved into your home. If you are finding living in your home difficult due to access or you need to live nearer family for support, or your current accommodation is affecting your wellbeing, then you can apply for an internal transfer. If possible, you will need to have a supporting letter from a Health Care Professional to support your move. As part of the process a needs assessment with a Scheme Manager and a property inspection will be carried out. The completed assessment will then be discussed and evaluated by a Housing Panel.

Transfer requests will not normally be considered from tenants who have rent arrears or any other outstanding debt to the Society; or whose tenancy has been

conducted unsatisfactorily. Tenants who have cleared a debt with the Society must have had a clear rent account for at least 6 months. Tenants who are in breach of a condition of their tenancy will not have their transfer application accepted, nor will tenants who have neglected their property, but will be given the opportunity to re-apply once adherence to the tenancy agreement is consistent and sustained.

Tenants on the internal transfer list are usually considered favourably to the external waiting list. However, if an external applicant is in a greater housing need, then they may be considered first.

Tenants that have requested an internal move are encouraged to familiarise themselves with all our other schemes as there maybe a scheme of interest that you are not aware of. Below is a list of all our schemes along with their locations.

### **Westwood House, Edinburgh Road, NR2 3RL**

This is off Earlham Road.

### **Rotary Court, Hellesdon Low Road, NR6 5EX**

On the West side of Norwich at the junction of Hellesdon Hall and Low Road.

### **Eleanor Road, NR1 2RF**

This is off Trafford Road near Sainsbury's Brazen Gate.

### **Lanchester Court, Old Palace Road, NR2 4JH**

Between Old Palace Road and Adelaide Street, off Dereham Road.

### **St Barnabas Court, NR2 4PZ**

Orchard and Sayers Streets, off Heigham Street.

### **Old School Court NR1 2AL**

Bracondale just beyond Queen's Road and Ber Street.

### **Fiddy's Yard, Ber Street, NR1 3ET**

Very near John Lewis department store.

### **Leander Court, Westfield View, Eaton, NR4 7FW**

Just off Bluebell road and close to all the amenities of Eaton village.

### **Stuart Court, Recorder Road, NR1 1NP**

Located near Norwich Railway Station

Group of 22 almshouse flats for which Norwich Housing Society is a corporate trustee.

## Susan's Stories

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On 1<sup>st</sup> March 2022 (St. David's Day), I joined a group of volunteers from the Plantation Garden Preservation Trust who went on a trip out to the Earlham Cemetery to clean up the memorial stone of Henry Trevor, the man who created the Plantation Garden in the 1850s. We used buckets of soap and water and used scrubbing brushes to clean the stone.

On the way back to the Plantation Garden itself, I stopped to take a photo of this lovely squirrel who posed for me whilst holding a bunch of leaves in his mouth.

On March 4<sup>th</sup> I spotted the seal swimming in the river as I was walking to the Riverside swimming pool.

And finally, this is no April Fool, but on 1<sup>st</sup> April, I saw a heron standing on top of a fir tree right in front of my lounge window, where normally it would be a pigeon. I had to take some photos just to show that it was no April Fool's Joke.

**Susan Wright,**  
tenant from Nelson Street



We understand from time-to-time that financial difficulties can happen to anyone. Should you find yourself in a situation where you are unable to pay your rent, we would like you to know we are here to help. If you are having difficulties paying your rent, please do not keep this to yourself, we would rather you let us know you are struggling to pay before any arrears accumulate. The earlier you let us know, the earlier we can discuss how we can help, ensuring peace of mind on both parties and alleviating any worries and stress it may cause you.

**Have you checked what benefits you may be entitled to?** Each year, billions of pounds of benefits go unclaimed. Make sure you're not missing out. Visit Age UK's website for more information. Their Benefits Calculator can help you find out what benefits you could be owed. It's free to use and the details you provide are kept anonymous.

If you or your family do not have access to the internet then you can call them on **0800 055 6112**. They offer support through their free advice line. Lines are open 8am-7pm, 365 days a year. They also have specialist advisers at their Marion Road Centre, you can contact them on **01603 496333**.

## Summer Quiz

Spread on your factor 50, get out in the sunshine and have a go at this summer quiz. An M&S voucher could be yours if you get all the questions correct. Closing date is Sunday 28<sup>th</sup> August 2022. Good luck!



- 1) Which artist was known as the 'Queen of Disco'?
- 2) Which British Seaside attraction is 158 metres tall?
- 3) Can you give the first line of Grease's 'Summer Nights' lyrics?
- 4) The month of July is named after which famous historical person?
- 5) What type of food is usually associated with Wimbledon?
- 6) What term is often given to a period of dry hot weather that occurs in the Autumn?
- 7) The 2024 Summer Olympics will be held in which city?
- 8) Can you name these flowers?



- 9) The Term SPF is seen on all sunscreen bottles. What does it stand for?
- 10) Where do 35,000 people gather to see the summer solstice?

We are still receiving reports of blocked drains that are caused by items being flushed down the toilet. Toilets cope with many litres of waste every day, but household drainage systems are relatively delicate pieces of engineering, designed largely for the removal of liquids and bodily waste. Many call-outs for unblocking drains turn out to be entirely preventable. They are often caused by people flushing things down the toilet that should be disposed of in the bin.

### 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 its drainage contractor, but also plumbers as the wipes have collected and blocked service pipe stacks within the buildings. We had a recent situation where a blockage was caused by a build up of dental floss!

**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 please don't flush it, please bin it.**



To raise awareness of this issue, water companies are 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.

Please can you be reminded not to open post that is not addressed to you. Please check the addressee's name before opening. Thank you.

If you are experiencing mobility issues, adaptations can be carried out to make life in your home a lot easier. These could include fitting grab rails or installing a stair lift. Adaptions can help you continue to live safely in your home meaning you can remain in your home for as long as you wish. If you

need any adaptations in your home then you need to arrange a visit from an Occupational Therapist. This can be arranged through your GP or Integrated Care Team, Norfolk Community Health & Care Trust on **01603 518444**.

## Tenants Celebrate the Queen's Platinum Jubilee

Tenants and their families gathered at the schemes to celebrate the Queen's Platinum Jubilee. The schemes were decorated with bunting, food was laid out and as you can see from the photos everyone thoroughly enjoyed themselves.



Eleanor Road tenants met on 1<sup>st</sup> June to raise a glass to Her Majesty the Queen. Everyone had a lovely afternoon with plenty of laughs, good company and food.

**Doreen Cordy, Eleanor Road**



Fiddy's Yard tenants gathered on 4<sup>th</sup> June to celebrate the Queens Platinum Jubilee. The yard had been festooned with bunting and the tables with red, white and blue decorations and union flags. We shared food and refreshments and toasted Her Majesty with sparkling wine, donated by Harper Wells wine shop. This was a wonderful opportunity to rekindle our community spirit after Covid. The event was well attended. Plans are already afoot for our next "yard" event.

**Fiddy's Yard Tenants**



St Barnabas Court held their Jubilee Party on the 2<sup>nd</sup> June; it was a beautiful sunny afternoon with over fifty tenants, neighbours and friends enjoying a fun community get-together. Several guests brought along a fantastic range of culinary treats; Cakes, fried wings, yummy sandwiches and of course 'lashings' of traditional tea. The event was a great success with so much positive feedback and requests for further gatherings.

**Ann and Gordon Keable,  
St Barnabas Court**



What a joy it was to see so many tenants together at Lanchester Court enjoying our Queen's 70<sup>th</sup> Jubilee Celebrations. The singing toward the end of the afternoon of the National Anthem, Land of Hope and Glory, plus Rule Britannia, would have graced London's Mall. OK, so we're blowing our own Trumpets! God Save The Queen.

◀ **Roy Westgate, Lanchester Court**

Leander Court tenants celebrated the Queen's Platinum Jubilee in their gardens, on Sunday June 5<sup>th</sup>. The party started with a celebratory glass of Pimms and a toast to her Majesty! We shared a splendid afternoon tea with everyone bringing delicious contributions, including many that were homemade. Fortunately, our borrowed gazebo meant that even the weather didn't dampen our enthusiasm. Everyone enjoyed this opportunity to get together, all the more so, after more than 2 years of Covid restrictions.

**Rita Douglas, Leander Court** ▶



Colin Earthy from Old School Court used his time during Lockdown to write a book. 'Miss Dior' is dedicated to his friends and family for their friendship during the Covid 19 Lockdown. Colin has written another book, 'Miss Dior II', this time dedicated to the wonderful work of the NHS and the Priscilla Bacon Hospice. A copy of both books are available in the office should anyone wish to read them. Colin invites you to help their fundraising to build a new hospice at the NNUH with donations to Priscilla Bacon Hospice.

If wishing to donate, please send a cheque made payable to Priscilla Bacon Hospice and post to, Priscilla Bacon Hospice Fundraising Office, 20 Low Road, Drayton, Norwich, NR8 6AA. Or alternatively, you can donate via their website – [www.priscillabaconhospice.org.uk/donate](http://www.priscillabaconhospice.org.uk/donate)

## 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 as follows:

- 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. You must ensure that all parts of the interior of your home are redecorated at least once every seven years.
- 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.

If you experience issues on your scheme or if you have anything to report from your scheme, please contact your Scheme Manager in the first instance.

## No Pet Policy

You are not allowed to keep pets, with the exception of an assistance dog. However, dogs are allowed to visit tenants for short periods but must be kept under control at all times. This includes being on a lead when outside the flat/bungalow. Dogs are not permitted to use the gardens for exercise, even if under supervision. Visiting pets are not permitted to stay over night. Any complaints about the behaviour of visiting animals will be thoroughly investigated and if found to be valid will result in the animal being banned from further visits.





## Waste Collection

Recycling is important for making the environment a cleaner place, conserving materials, saving energy and reducing the amount of rubbish in landfills. All our schemes have communal bins, and we can all do our bit by recycling our household waste using the correct communal bins on site. Each scheme has a slightly different system for disposing of your waste. There are notices on the bins advising what can be put into that bin. Please adhere to these notices and ensure you place the correct waste into the correct bin. The refuse collector will not empty a bin if they find incorrect items inside. This can cause problems on the schemes including overflowing bins which can attract vermin. Please do not leave rubbish next to the bins. This is classed as 'fly tipping', and you may be fined. Some of you will have a bin for recycling both glass and paper/card/plastic and some of you will have separate bins for these items. Please remember to check the notices on the bins if you are unsure.



## Pull Cords

Your pull cords are predominantly for emergency repairs whilst the office is closed. You can also activate your pull cord/pendant if you need medical assistance however, if you feel you have a medical emergency you may prefer to call 999 directly.

Emergency Repairs are repairs which seriously affect your enjoyment of, or ability to occupy your home.

**Emergency repairs** will be completed within 24 hours from the time the emergency was reported during a working week.

### Some Examples of Emergency Repairs include:

- Total loss of water (check with Anglian Water Authority first)
- Serious uncontrollable water leaks
- Flooding
- Severe storm damage
- Exposed electrical wiring
- No power (check the trip switch)
- Blocked drains, soil pipe or toilet (if it is the one in the household)
- Damage to doors and windows which may pose a security risk
- Faults to the warden call system
- Lift failures
- Fire damage

## New Name?

In the last issue of The Elder we asked for suggestions for a new name for the newsletter. We received entries from several tenants who suggested numerous alternative names. We also heard from many tenants that were happy with the current name and felt that it should remain as "The Elder". As the majority of tenants who responded were in favour of retaining the current name, it has been decided that the newsletter will remain as "The Elder". Thank you to those tenants that emailed and posted their suggestions to us.

## 90 Years Young

Audrey from Leander Court recently celebrated her 90<sup>th</sup> birthday. She had many exciting things planned to mark the occasion including a special lunch at the George Hotel on Newmarket Road. She was joined by friends and family from near and far, including family that flew all the way over from Australia! Audrey and her family would like to thank everyone that attended the gathering, all the cards, gifts, flowers, plants and for the donations to the Sepsis Charity, a charity close to their hearts, where over £600 was raised. Audrey's moto in life is to stay positive, always smile, have a laugh and as long as you're looking down at the daisies and not up, all is well with the world!

Many happy returns Audrey!



Post box's have been erected on the schemes where there is no office. This is to enhance communications between the tenants and the Society. The contents of the box are confidential and tenants can place notes anonymously.

## National Volunteer Week

It was National Volunteer week June 1 - June 7 and at Norwich Housing Society we have one of our own. Nataliya, who works in the Finance Department and originally from Ukraine has joined Millennium Library as a Ukrainian interpreter helping with community sessions for Ukrainian Refugees.

When we asked Nataliya why she decided to volunteer, she said:

"Russia's invasion of Ukraine has caused devastation. Like a lot of others, I had a real urge to help Ukrainian people suffering such difficult fate. One day in early March, I was visiting Millennium Library with my children and came across an advertisement for Ukrainian speaking volunteers. I decided to help, realising that for a lot of Ukrainians joining local communities, not speaking the

language is a big barrier to communication and to accessing help even when it is available.

The time has flown since then but the sessions are still needed and attended by many. During these community sessions Ukrainian people, who have often fled the war with few possessions, can get help with various applications, information and health and wellbeing advice.

I enjoy interpreting. It is very satisfying to know you helped someone as well as it gives people a voice and helps staff at the Millennium Library.

I would also like to say a massive thank you to all our tenants for their donations, support and care. It is amazing to see people come together to help others in their time of need. Thank you to everyone who is doing what they can."



## Spring Quiz Answers

1. C – A sett
2. B – In trees
3. C – On their own
4. B – 4 months old
5. C – Hammer Bee
6. A – A kitten
7. C – Up to 3,000
8. C – 600g
9. A – Blackbird
10. B – Egg, larva, chrysalis, butterfly

Well done to Sonia Brown from Lanchester Court, who has now won The Elder quiz twice!

## Changes to the Board

There have recently been some changes to our Management Board. Two new members have been co-opted and will be nominated for election at the AGM next year. David Driscoll, a Chartered Surveyor and Kayleigh Lucas, an Executive Assistant, will bring a wealth of knowledge to the Board and we look forward to working with them.

Please may we remind you of the clause in your Tenancy Agreement that states:

“You must pay your total weekly charge, in full and on time, every week in advance. Where we agree to accept payments other than weekly you must always pay in advance of this payment period. Tenants on monthly tenancies must pay in advance on the 1<sup>st</sup> day of each calendar month”.

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**