



THE ELDER



Winter Newsletter 2018/19



Issue 18

Happy new year everyone! 2018 was a busy year for the Society.....

The Society's website was revamped.

During 2018 the Society let 51 properties, 20 of which were at our new development, Leander Court. 18 were ready to let straight away and 13 needed major works to bring our properties up to a satisfactory standard.

Joanna Oakley returned from Maternity Leave in May to a new role of Administrator, providing admin support to Mike Allen, Chief Executive.

Sarah Batchelor was promoted to Senior Scheme Manager

Following the AGM in March the Management Board gained three new members, Gavin Sargent, Chris Haystead and Glyn Davies. This brings the total number of Board members to 10.

The Society recruited Alison Hill and Heather Wright, to Scheme Manager roles.

On the front desk, Emily left the Society and was replaced by Amy. Victoria covers for Sarah Tiffen's Maternity Leave.

CCTV was installed at St Barnabas Court to deal with unauthorised parking.

Eleanor Road tenants were gifted with a new common room.

The Scheme Managers have been on various courses relating to issues on Hoarding, Safeguarding and Scamming.

Tenant meetings are now held 9 monthly instead of 6 monthly

Four flats at St Barnabas Court have been entirely refurbished. Another four are due to be completed this year.

137 new tenant application forms were sent out, 73 were returned, 14 were declined meaning 59 were added onto the tenant waiting list.

Sarah Tiffen gave birth to a baby girl named Esme.

The Risks of Hoarding

Hoarding is the persistent difficulty with discarding or parting with possessions, regardless of their actual value. This behaviour usually has harmful effects emotionally, physically, socially and financially.

Hoarding can be related to compulsive buying, such as never passing up on a bargain, the compulsive acquisition of free items, such as collecting flyers, or the compulsive search for perfect or unique items.

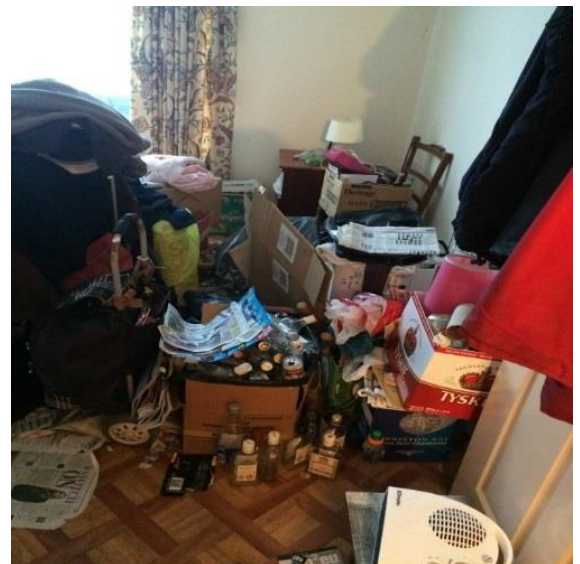
People hoard because they believe that an item will be useful or valuable in the future. Or they feel it has sentimental value, is unique and irreplaceable, or too big a bargain to throw away. They may also consider an item as a reminder that will jog their memory, thinking that without it they won't remember an important person or event. Or because they can't decide where something belongs, it's better just to keep it.

The Society has a Hoarding Policy so that we can identify and support tenants that are hoarding in our properties. We will work with other agencies to help develop strategies in responding to the needs of our tenants with hoarding tendencies.

Clutter and hoarding issues can cause health and safety issues like trips and falls. It is also a fire hazard, responding fire fighters can be at risk due to obstructing exits, falling objects and excessive fire loading that can lead to collapse. We want all our tenants to be able to live safely in their homes that's why it's important to be aware of the dangers of hoarding for you and your neighbours.

The Society continues to support tenants with our staff regularly attending training courses so that we can identify issues early and put the necessary action plans in place.

Please do not let your home get into this state. If you think you or your neighbours may have hoarding tendencies please talk to the office or your Scheme Manager.



The Society has been working alongside Norfolk Trading Standards to make all our schemes No Cold Calling Zones (NCCZ). A NCCZ is a designated area where the resident community declare they no longer wish to accept traders calling at their homes without an appointment. NCCZ are a deterrent to unscrupulous traders. The last thing a doorstep rogue trader wants is to be identified. If a trader knows that a specific area will be particularly unwelcoming and potentially their description and vehicle details may be recorded, they are more likely to avoid it. The scheme gives householders the confidence to say 'no' if cold callers do show up and makes it clear to rogue traders that they are not welcome and are likely to be reported to Trading Standards if they do call at homes in the zone.

A celebration on Thursday 6th December marked the launch of Norfolk's 200th NCCZ. This event was held at Lanchester Court, in attendance were reporters from Radio Norfolk and That's Norfolk TV. There was a great vibe on the day and the event was featured on both the radio and television shortly afterwards. The recording from the day features on That's Norfolk's YouTube page. We've uploaded the clip onto our website for you to see.

Cllr Margaret Dewsbury, Chairman of Norfolk County Council's Communities Committee, said: "This is the largest single addition ever to Norfolk's No Cold Calling Zones and means the number of homes now within a NCCZ in Norfolk is approaching 10,000. This is something I'm very pleased to see as these zones are a great practical way for residents to take a stand against doorstep scams and unscrupulous traders."



L-R Sarah Batchelor, Senior Scheme Manager, Norwich Housing Society, Cllr Margaret Dewsbury, Joanna Oakley, Administrator, Norwich Housing Society

Sarah Batchelor, Senior Scheme Manager, said: "This is a great day for the residents of Lanchester Court, and all our other residents who live with Norwich Housing Society around the city, as all of our schemes now have signs installed declaring them to be No Cold Calling Zones. "I got involved with Friends Against Scams some time ago, I was moved and appalled to hear about the damage it does to people that have been scammed. I trained as a Scamchampion with Trading Standards and delivered their information about being scam aware to our residents at events

around the city, along with training all our staff so they know what to look out for when visiting our residents. We then signed up to the No Cold Calling Zones scheme to help further protect our residents.

"Norwich Housing Society is also excited to be able join Norfolk County Council Trading Standards with their Charter initiative Norfolk Against Scams Partnership (NASP), we are proud to be working alongside such dedicated people, to help stamp out these criminals from Norfolk."

Being a good neighbour.....

Whether you like it or not, neighbours have to interact with each other a lot. Even though you may not see each other every day, you hear and notice each other. If you value living comfortably, a good relationship with your neighbours is very useful. When everyone thinks about others and keeps in touch with each other, the environment in which we live becomes a small paradise, a place where we feel comfortable and safe. Everyone likes that!

My Good Neighbour Recipe

Ingredients

- a sprinkling of happiness
- a pinch of kindness
- a teaspoonful of understanding
- 2 spoonfuls of sharing
- 50g of smiles
- 1 handful of helpfulness
- 3 heaped tablespoons of love
- 1 litre of cheerfulness
- 100g of respect
- a dusting of good listening

Method

- Mix all of the ingredients together and you will have a good neighbour.



Please note.....

Pull cord checks will now be carried out every 4 months instead of every 3 months



How does it work?

In the event of an accident or incident at home, the first emergency service responder on the scene will be alerted to the bottle by the label on your door. The bottle can then be located by the attending service. Inside the bottle is a form for you to complete detailing your medical needs.

Who will benefit from message in a bottle?

- People having life threatening conditions or allergies
- People who have disabilities
- People not in good health
- People living alone
- Older people
- Paramedics
- Police
- Fire Fighters
- Hospital A&E
- Social Services

What does it do?

It saves the emergency services valuable time if they need to enter a property in an emergency. Not only does it help to identify who you are, it also identifies if you have special medical needs, allergies and medicines. It is not only a potential lifesaver, but it also provides peace of mind for you, your family and friends by knowing that prompt treatment is provided and that the next of kin and emergency contacts are notified.

Having worked for the emergency services for over 12 years in Sussex we found this system helped us deliver the best care for our patients, it speeded up treatment so helped a better recovery. So I recommend this scheme to all our residents



- Sarah Batchelor, Senior Scheme Manager

The Society will supply each flat with a bottle should you wish to use this service. Couples will need to complete a form each, we will provide additional forms.

Following a flushing period of drain blockages, over the past few months, we'd like to take the opportunity to remind you of a few things you can do to look after your drains

Blocked drains are a serious problem. They can cause:

- Expensive repairs
- Properties flooding with sewage
- Public health risks
- Infestation of rats and insects

Do not pour oils and fats down your sink

To keep up good drain maintenance, just be careful about what you put down there in the first place. When you've finished cooking, don't pour grease from the pan into your sink – collect it in a bottle, and put the bottle in the bin. Hopefully, these simple tips can help you keep your drains in the best possible condition.

Foods to avoid putting down the kitchen sink:

- Raw meat
- Rice and Pasta
- Flour
- Potatoes and potato peel
- Tea-leaves



One of the easiest ways to practise good drain maintenance is to simply pour boiling water down your drains (sink/shower/bath) on a regular basis. A little hot water straight from the kettle every week can help to reduce the build-up of fats, grease and oil that can cause problems later on.

If you think your drain cleaning needs something a bit more powerful, you don't need to turn to harsh chemicals to get the job done. Pour a small amount of baking soda down your drain, followed by a cup of white vinegar.

You should be able to see or hear some fizzing as the vinegar and baking soda react together. But don't worry: that reaction is helping to remove any stubborn dirt and grime. After leaving the mixture in the drain for about ten minutes, just rinse it through with some hot water from the kettle.

Medical Conditions (Double flush required!)

Without being too graphic and not wishing to meaningfully cause any embarrassment to any of you, please be mindful that those of you with certain medical issues, who perhaps use more toilet tissue than under normal circumstances

may cause a 'paper pile up' in the drainage system. The best advised would be to double flush, just to ensure that a good volume of water is used to flush things through. (One or two sheets, not a roll at a time!!)

Can I flush it?

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 caused by residents attempting to flush things down the toilet that should be disposed of in the bin.

Items you & your visitors should NEVER flush

- Baby/make-up wipes
- Sanitary towels
- Nappies
- Tampons
- Paper towels
- Cotton wool & buds
- Paper
- Rags & towels
- Plastic bags & wrappers
- Items of clothing
- Waste food
- Balls of fabric/wool

If the result of a blocked drain, whether it is from your sink or toilet, transpires to have been caused by tenant carelessness, and for whatever reason we can't pin it down to a particular tenant, then all tenants on the drain run before the blockage will be recharged a percentage of the call-out fee.

Showers

A blocked shower or water running away slowly is generally down to a build-up of hair debris, which routinely needs to be removed to ensure a free flowing waste. In most cases the only practical way to remove the blockage, is to remove the top cover (some tops unscrew "lefty loosey", some need to be unscrewed by taking out the opposing screws, if you're unsure ask), then carefully take out the central trap to expose the bottom and sides of the shower trap, where the debris and hair gets lodged/stuck.

Remove the blockage and flush with clean water, then re-assemble the waste ready for your next shower. Please be careful that you don't mistakenly unscrew the outer locking ring to the shower trap below, as that will cause the shower to leak and potentially damage your flat and any flat below! Again if you're unsure, ask or get a competent person to check before you use the shower again.

- **Andy Broom, Property Services Manager**



Lanchester Court celebrated the Royal Wedding of Prince Andrew's daughter, Princess Eugenie. A superb buffet organised by Maureen included an additional very tasty cake baked by Antoinette.

December 3rd was our excellent Christmas lunch at Park Farm with our numbers being swelled by a very welcome number of tenants from St Barnabas Court and Eleanor Road.



We culminated a very successful year with our festive Christmas party. An incredible 34 people attended the party with only eight of that number being non-resident invited guests.

- Roy Westgate, tenant at Lanchester Court

Pull cords, what are they for?

Tucked into this newsletter, you will find an updated Emergency Repair Contact Details sheet. As you are aware Welbeing, our emergency and out of hours service, replaced NCAS last year. We believe some of you have this information sheet pinned onto a wall or stuck on your fridge, therefore, we are issuing you with a new sheet with Welbeing's telephone number so that you can replace your old sheet. If you have an emergency repair to report during out of hours, e.g. loss of heating (October to May), flood, blocked drains, total loss of electricity (check your trip switch first), you can activate your pull cord. This will go straight through to Welbeing who will assist you. Further details can be found on your new information sheet. You can also activate your pull cord if you need medical assistance. Welbeing hold your next of kin details so please ensure you keep us updated of any changes.

Choices

During 2018 I was fortunate enough to join in with many group activities at the various schemes, and I came to value just how helpful it is for some people to come together to share meetings and social events. I was also heartened to speak to others, on a one-to-one basis, who did not want to join in with group activities, but who were pleased to be living on the scheme in question and valued the way the Society responded to their requests or problems.

It is extremely important for us all to acknowledge that while some people love to be in a group situation others are happier not to be. It is my belief that all of us draw different types of support from the places in which we live, the interactions we become involved in each day and the freedom to please ourselves about the level of our involvement.

Healthy communities are those where people accept the privacy of others while being sensitive when it becomes apparent that someone else needs help or assistance. It is for this reason I am writing to you all in this edition of 'The Elder' as I would be grateful if you would all promote Norwich Housing Society or Stuart Court Memorial Charity when you learn of others seeking homes within such schemes.

As we review each and every application we receive, we are heartened when the applicant states that they came to hear about us from a current tenant or one of their relatives. The Staff and the Board are all motivated by making our homes and services the best we can provide, and if you are willing to assist us in this we will value your help. I for one, value meeting tenants and talking about their experiences, and I hope that 2019 will provide me with even more opportunities to do so.

- **Carol Sangster, Chairman of the Board**

ST BARNABAS COURT TENANTS– Please may we remind you that you need to update National Parking Enforcement directly on **01603 759481** or **process@parkingprotection.co.uk** with any new or amended registration details for those vehicles that park on the scheme. This is an automated service and your messages will be actioned accordingly. We advise you use the phonetic alphabet.

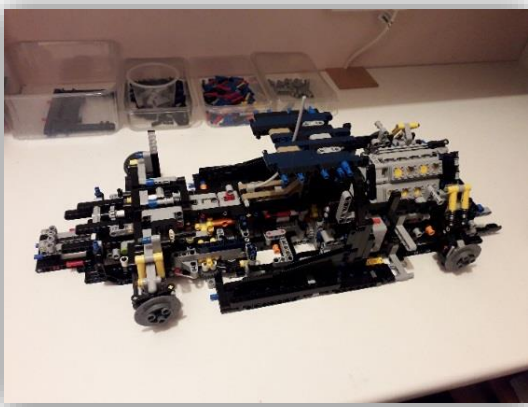
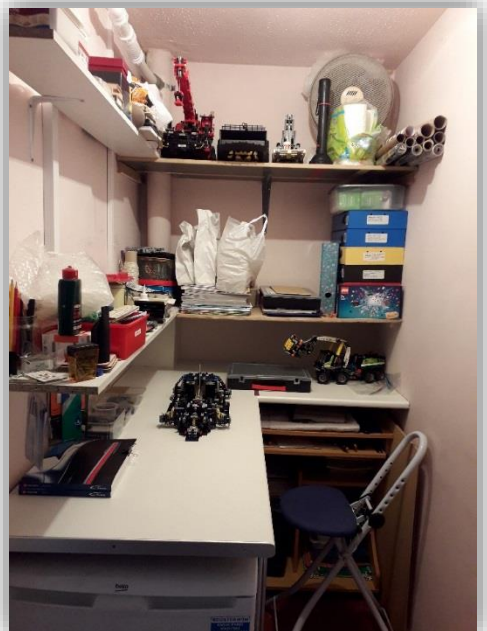
Tenant tries his hand at LEGO Technic

I am David and I live at Rotary Court. I am a retired carpenter and joiner and I am 84 years young. I was a keen vegetable gardener when I lived in Stafford. I moved to Norwich almost three years ago to be near my daughter, Michelle. As I don't have a garden now I tend to Michelle's allotment in the growing season, but come winter I find myself very bored. I decided I needed a winter hobby and so I choose LEGO to fill my time. I work with the top of the range LEGO Technic from the heavy transport section. I turned a cupboard into a work area so I could carry out my hobby.

I've now made four models and I am half way through constructing a BUGATTI car, this is proving a bit difficult, but I will get there. The large Crane took 150 hours, it is operated by batteries. The tree cutter took about 120 hours and is also operated by batteries. The fork lift truck took 50 hours and the heavy duty bucket took 90 hours.

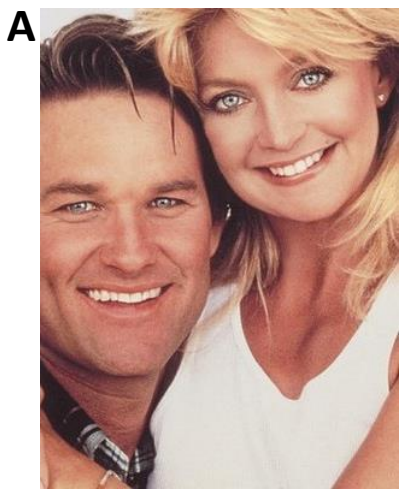
It's a great hobby, the problem now is what do I do with them?

- Tenant from Rotary Court



Competition Time

A £15.00 Jarrold voucher is up for grabs here if you can tell us who these famous couples are. We will require both the full names of each person. Closing date is Friday 15th March. Good luck!



Just for laughs.

Signs found around the world.

Tokyo:

In case of earthquake, use the torch to pass yourself out.

Nairobi, Kenya:

Customers that find our waitresses rude ought to see the manager.

Acapulco, Mexico:

The manager has personally passed all the water here.

Seoul:

Measles not included in room charge

Notice on sleeping carriage on Indian train:

Please do not invite thieves to sleep in the floor.

On a ferry in San Juan Puerto Rico:

In case of emergency, the lifeguards are under the seat in the center of the vessel.

Leh, India:

The Old Ladakh Guest House
(hospitalizing since 1974)

Madrid:

Our wine lists leaves you nothing to hope for.

Answers to the Autumn newsletter competition:

- | | | |
|-----------------------|--------------|----------------|
| 1. Key | 5. Case | 9. Racket |
| 2. Deck | 6. Bank/Flow | 10. Pipe |
| 3. Ring | 7. Sheet | 11. Nail/Thumb |
| 4. Pupil/Exam/Private | 8. Tank | 12. Scales |

Thank you to everyone who entered the competition. Well done to Susan Wright of Nelson Street whose name was picked at random, we hope you enjoy spending your John Lewis voucher.

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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