



Waveney Tenants' Magazine

Produced by tenants and officers for you

Winter 2018/19



MAKE A STAND

Page 12

£50 PRIZE WORD SEARCH

Page 14



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The Editor's point of view



Hello All, this is the last edition of the Waveney Tenants' Magazine (oh no, I hear you all cry!) Fear not, we will be back in the spring with a new name and a bit of a rebranding. This is because good old Waveney District Council will have formerly unified with Suffolk Coastal and will be the biggest super district council in the country: see article page 4. We and our 487 square miles worth of new territory are a national first and big news; although with Brexit happening at the same time we will pail into insignificance! Spring really will bring new and fresh beginnings for us all this year.

As tenants we will notice very little difference and importantly, we will receive the same level of service we have come to expect and trust.

I can't help but feel that now is an important time to concentrate on strengthening the friendships and communities on our doorsteps. People are finding things hard; I've friends visiting the food bank and waiting for the next contract to start. Brexit, think of it what you will, seems to be promising more hardship. So keep your family and friends close and support your community and neighbours, when you can.

On the subject of new friends and community: please see are article on page 6. We would really like to meet you at any of our tenant groups that take part across the district throughout the year.

We need to hear what you think and how you feel about your home and the community in which you live.

We are at the start of a new beginning and we do each of us have a chance to help shape that! So see you for lunch at the next Tenants Forum perhaps?

Regards, Ali Smith, Editor

Meet the humans at the heart of housing Introducing Gary Mortishire



“Describe yourself in three words, or thereabouts?”

“Approachable, pragmatic and creative! I've always enjoyed drawing.”

“What do you find most rewarding about your job?”

“Every day is different and varied, I like getting out and about meeting a real mix of people.”

“What did you want to be when you grew up?”

“A footballer, I'd have loved to play for Spurs!”

“What's your favourite album or tune at the moment?”

“Linkin Park and Tom Grennan, but I like a broad mix of music, Noel Gallagher's new stuff is good.”

“Do you have any pets?”

“No!”

“If you could have a super power what would it be and why?”

“Teleportation! Imagine if you could just go where you wanted, no more planes or traffic jams.”

“If you could put one thing into room 101 what would it be?”

“Brussel sprouts, I tried some last year and they're still horrible!”

“What's your favourite film?”

“Lock Stock and Snatch, I saw them with my mates years ago and we still quote them.”

“What was the last book you read?”

“I read The Dinosaur That Pooped The Bed to my son last night!”

“I know you work hard Gary, but what do you like to do in your spare time?”

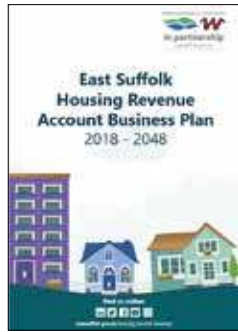
“I play football and have just run a half marathon; I hope to do the London marathon one day.”

Editor Ali Smith was talking to Gary Mortishire, Housing Officer



What's the Plan for Housing? Until 2048!

On the face of it, what a mad question! Who knows what will be happening in 2048 (and possibly who cares?). Will we have left the European Union and re-joined again? Will Sizewell C be built generating hundreds of jobs? Will Lowestoft be a European centre for sustainable energy with the building of the world's largest wind farm off our coast? Will Norwich City and Ipswich Town meet in the Champions League Final? OK – that one is far fetched.



Some questions do have to be asked though to make sure we plan for our future. That is why the Council has written a 30 year business plan. We have looked at how our money stacks up over the coming years and what we can afford to do to meet the aspirations of our tenants and the community, as well as ensure our housing stock is properly maintained.

So, some interesting facts that come out of the Business Plan:

- We project that we will be building an additional 1,757 new council homes over the next 30 years spending £227m
- We will be funding major works to our current housing stock to the tune of nearly £84m
- We project to spend £56m on redevelopment of some of our existing stock by 2048
- We think we will lose about 30 properties a year through Right to Buy but hope to build 50 properties a year, giving a net gain of 20 homes annually.

Big money and big numbers aren't they? Which is why planning is crucial to take the Housing Service forward, not least with the big change coming of the new East Suffolk Council and our area extending down to Felixstowe. All the facts, projections and finances can be viewed and scrutinised in the Business Plan, which can be found online on the Council's website at: www.eastsuffolk.gov.uk/housing/housing-strategies. I hope you find it an informative read.

David Howson, Housing Strategy Manager

Rosie is hanging up the phone...

Many of our tenants will at some time or other have come into contact with Rosie Lambert who after 29 loyal years' service with Waveney retired on 8th November.

Following a brief career with Barclays Bank and then a break to have children, Rosie started working with Waveney Contract Services as a cashier at the Lowestoft Sports Centre. She then started spending one day a week at the Rotterdam Road (building maintenance) Depot to assist with the wages for the operatives.

In 1994 Waveney opened a windows factory at the Depot site and Rosie was the natural choice to assist with the admin and initially worked part time Monday to Friday, which was far preferable to the sports centre that had included weekend working.

In 1995 Rosie went full time and stayed at the windows factory for a total of 12 years. When the windows factory closed Rosie was the natural choice

to move across and became the supervisor for the administrative team in the building maintenance section which had moved into the windows factory building, a role she kept for the next 10 years before deciding to wind down towards retirement.

Alongside supervising the admin team Rosie also took the lead on gas administration and anyone with gas central heating will at some point or another have benefitted from Rosie's expertise and knowledge.

Rosie's cheerful demeanour and immense knowledge will be missed at the Depot but we all wish her well as she embarks on what will hopefully be a long and happy retirement.

Martin Swan, Support Services Manager



Business As Usual

In April 2019, Waveney District Council will be replaced with a new council for the whole of east Suffolk. But don't worry, it will be business as usual for the housing team and – just as importantly – our tenants.

Waveney has been working together with our neighbours Suffolk Coastal for over 10 years now and this partnership saw the staff of both councils come together to create one joint workforce many years ago. So a full merger of the two councils to create what will now be called East Suffolk Council is a very logical final step.

Financial pressures have led councils up and down the country to find new ways to keep costs down while still delivering the services that our communities want and need. The partnership between the two councils has actually led to £22 million in efficiency savings already and this final step will help the new council even more.

There will be a further reduction in costs which were the result of operating as separate organisations and this will help us to keep any council tax rises to an absolute

minimum. The financial challenges are not going away and the new council will always try to maintain and improve the services our communities expect and deserve.

This is not about making cuts but about preserving services and creating a more powerful and influential council better able to stand up for local people. Reductions in staff numbers were made when the two councils began working together and there are no plans for similar reductions, either in the housing team, or any other service.

With this in mind, it is important to reiterate that the services delivered by the two councils will not change as a result of creating a new single council as these services are already delivered by shared teams. Additionally, there will be no closure of council offices as part of this process and there will be no creation of a single 'headquarters'. Customers and residents will continue to access local services in convenient locations to them.

The new single council will still operate from the existing offices



in Lowestoft and Melton, with council meetings taking place at both sites and, occasionally, in other locations. Meanwhile our Customer Services centres will still operate at the Marina Centre in Lowestoft town centre and at the libraries in Beccles, Felixstowe and Woodbridge.

As for the Housing Team itself, the name and the logo might change but the people you know and meet will still be the same! Currently all Waveney council housing will simply become East Suffolk council housing and we may even see the Suffolk Coastal area introduce its own social housing stock, having previously not managed any properties. But again, this will not affect YOU our Waveney tenants.

So, a bright new future, but also business as usual!

Phil Harris,
Communications Manager

Want to know more?

To learn more about why we are creating a new council and how it will benefit you, take a look at the East Suffolk Prospectus, available now on our website:

www.eastsuffolk.gov.uk/new-council/prospectus

Close Encounter

The rural countryside never fails to surprise and intrigue me. I spend quite a generous amount of time walking the marshes in the Carlton Colville area and usually find something new on each occasion that I venture forth, and am seldom disappointed.

I had convinced myself that this year would be a disaster for blackberries because the weather had been too hot and sunny earlier, drying everything and stunting growth. Then the damp stuff arrived later in the year. In every way, weather wise back-to-front for what is needed to fill the hedgerows with juicy berries. I couldn't have been more wrong. This year was just as good as last year in every way. Nature's free gift.

There simply cannot be anything much better in life than apple and blackberry crumble with a dollop of ice cream on top!

Beyond blackberries lie the marshes. Locally my favourite haunt! Full of muntjac, water deer, swans, geese, ducks, coots, moorhens, marsh harriers, dragonflies etc... And a few little fellas that you hear but never catch a glimpse of.

One resident not seen very often is a heron, although the place is full of them. The reason is two-fold, firstly they blend with the background very well and are expert at standing still, and also you would be extremely fortunate to get within 100 yards of one before it takes to the air. Unlike the swan which is a true heavyweight and relatively fast open-plain flyer (you can hear the howl of the wind from those wingtip pinions half a mile away on a calm day). The Heron knows he is not built for speed and ambles along at 20 knots, those big wide chord wings leisurely seemingly

flapping just enough to keep him airborne.

Quite recently I was privy to observe at very close quarters a heron a mere twenty feet from me. He (or she) perched beside a dyke.

The wily old bird knew he was safe with ten feet of water between us. Motionless he stood looking, that sharply pointed six inch beak aimed straight at me. I enjoyed the moment. He was magnificent. That beak would be the last thing a fish would see! Then in a leisurely fashion he turned into the wind extended his four feet of wing spread, and rising gently, he was gone.

Ghost of the marsh.

Brian Parsons,
Tenant Contributor



Cover Story

Sadly there were no entries for our cover shot competition, so there I am again as promised, with Ray Perry of Beccles. We are seated in the wonderful community garden Ray has been crafting for himself and fellow tenants to enjoy, which is visited daily by Percy the peacock. Ray won a lovely framed print of Percy worth £65, after he took pride of place on our last edition. I was lucky and briefly met the bird himself, he was of course quite the stunner and so polite, going about the business of finding his brunch. Ray has been very kind and is helping us promote our competition (we don't stalk all our winners; most people get given their prize without ending up on our cover!)

Please send us your snaps for our spring edition: Happy faces, family portraits, local views, a selfie of you with a little slice of your home sweet home or garden in the background perhaps?

Our winner gets a print of their cover shot or can choose a favourite to be printed from their own archive.

Please send your entries to: charlotte.read@eastsoffolk.gov.uk

Ali Smith, Editor (our 50cm by 50cm sized print is kindly sponsored by Red Hot Media of Lowestoft.)



Getting involved with your tenant community!

Do you feel like you would like to make a difference in your community and have a few hours to spare? Then why not look at joining one of our tenant groups, we want to meet you! We have Tenant Associations at Whitton, Beccles and Halesworth and our Tenant Forum takes place quarterly.

You can choose how much commitment you are prepared to give, it's your choice. Many of our tenants find they enjoy learning where their rent money goes and their views help shape future budgets. They enjoy being involved in decision making and many have gone on to join other groups which they are interested in. At the same time helping their community and making new friends.

Alternatively if you are interested in setting up a group in your area please let us know so that we can help facilitate this.

Our meetings are usually chaired by experienced Tenant Representatives, Shirley Jenkins, our current



Forum Chair has been involved for many years in her community. Tenant Representatives are council tenants that get involved in the areas in which they live, their communities and with the housing department. As a result they may end up getting involved with wider issues. They are a voice for the council tenants in their area. The council can provide relevant training which also looks good on your CV!

The Forum is attended by our Tenant Chairs and other interested tenants. The atmosphere at the Forum is friendly and informal. It gives Waveney tenants a chance to address issues of importance to them and to be informed of changes to housing policies and help influence them. It is your chance to be involved in important decisions that may affect you and the tenant community. Food is provided and travel expenses are met. As an incentive for attending we also offer a £25 M&S voucher as a raffle prize.

We would welcome some new faces and want to hear the views from a diverse demographic, everyone's views are important. Come along and have your say! It's not only a way to support your local community but also meet new people, learn new skills and build your confidence.

If you are interested or would like more information please contact: Charlotte Read Tenant Involvement and Support Officer on 01502 523173 or email at Charlotte.Read@eastsoffolk.gov.uk. Or alternatively contact the Tenant Chair for your area. The Whitton Tenants' Association Chair is: Shirley Jenkins 07821 805664. Our Beccles Tenants' Association Chair is: Carole Crane 07867 695882 and the Chair for the Halesworth Tenants' Association is: Kay Miller 07526 274776.

Charlotte Read,
Tenant Involvement and Support Officer

WANTED

**YOUR NEWS, VIEWS, STORIES, POEMS,
PRAISE, CRITICISM AND FEEDBACK:
DROP A LINE TO THE EDITOR:
IF IT'S IMPORTANT TO YOU,
IT'S IMPORTANT TO US.**

REWARD

**THE SATISFACTION OF SEEING A JOB
WELL DONE AND YOUR NAME IN PRINT!**

**OUR STAR LETTER WINS
A £10 LOVE2SHOP VOUCHER,
SO SEND US YOUR NEWS AND VIEWS**

Send your submissions to: Charlotte.Read@eastsoffolk.gov.uk or post them to:
The Editor c/o Charlotte Read, Tenant Support Officer, Waveney District Council,
The Depot, Rotterdam Road, Lowestoft, NR32 2EF.

Discretionary Housing Payment There To Help



If you are in receipt of Housing Benefit or the Housing Element of Universal Credit, you might be entitled to a Discretionary Housing Payment (DHP). DHP is a one-off or short-term financial assistance to help with housing costs. Housing costs can be anything from rent arrears that are resulting in threat of eviction, to a shortfall between your rent and the benefit you receive.

Here is an example of how DHP can be used –

Peter moved into an adequately sized three bedroom Waveney Council house six years ago when his two children were 17 and 16. Since this date his children have left the property. Peter had also lost his job and applied for Job Seekers Allowance and Housing Benefit. Prior to April 2013, Peter had his full rent met by Housing Benefit however from this date he has been subject to the 25% Removal of the Spare Room Subsidy (RSRS), also referred to by the media as ‘Bedroom Tax’. RSRS was brought into force on 1st April 2013, meaning that tenants in Housing Association and Council owned properties had their eligible rent reduced by 14% for one unoccupied bedroom and 25% for two or more unoccupied bedrooms in their calculation of Housing Benefit.

Unable to meet this 25% shortfall between his Housing Benefit and rent, Peter registered with Gateway to Homechoice via the Housing Needs department at Waveney District Council to find a smaller and more affordable property, however he had already fallen into high arrears, which resulted in him receiving notice of eviction from his Housing Officer. The Housing Needs department advised him of DHP available from the Benefit department. After a financial statement of income and expenditure had been completed and proof of the eviction notice he had been served was provided to the Benefits team, the DHP was considered.

The Benefits Officer was able to identify that Peter had made steps to find suitable alternative accommodation, but in the meantime was being threatened with homelessness and his rent arrears continued to increase. DHP was paid in one lump-sum to cover the arrears of £910.80 to take his rent account to £0.00, and also awarded at £25.30 per week for 13 weeks to cover the shortfall between his Housing Benefit of £75.90 and rent of £101.20. Upon this award, the Benefits Officer advised that they could consider extending this award so long as Peter continued to actively seek affordable accommodation. The Benefits Officer also signposted Peter to other help that was available to tackle and ease his other outstanding debts, including with his electricity supplier.

Within the 13 weeks of the short-term DHP award, Peter successfully bid on a one bedroom Waveney Council house and therefore the award of weekly DHP ceased from his move date. Peter put in a new DHP application for removal costs along with reasonable quotes from local removal businesses for consideration. As his change of address was to downsize to a more affordable property, where he would no longer require further financial assistance, the DHP for removal costs was granted. Peter is now in an appropriate sized property, with no housing related debt and has found employment.

To find out more about DHP and how to claim, please visit www.angliarevenues.gov.uk and search for ‘Discretionary Payments’.

Chloe Jacobs, Benefits Liaison Officer

Activities at the Retired Living Schemes

Music to their ears

Well, it's all been happening at the Retired Living Schemes with a feast of activities, from musical theme days to raves and hip hop accompanied by the oldest boy band in Lowestoft, Even Keel, with a combined age of nearly 280 years (and that's just the drummer).

Working closely with Jayne Sissen and the Scheme Managers we decided it would be really good to have activities across all the Schemes including musical afternoons.



Following that discussion I thought it would be a good idea to mention it to the other band members about playing one afternoon at one of the Schemes, and was delighted at the response. Straight away Graham a member of the band said his mother had lived in Whitton Court and thought it would be a nice gesture to give something back in return and both Davey the Drummer and Buzz our lead guitarist said "count us in!"

As this was near Christmas time Lisa, Scheme Manager of Whitton Court, spoke with her residents about some live entertainment at their Christmas Lunch which was welcomed and greatly enjoyed by all. Following a fantastic lunch we had some Christmas sing-a-longs and some dancing to shake off the calories.

Following the success of that Christmas party we had several music afternoons from BBQs to Birthday celebrations, Easter and summer parties etc. Well, any excuse for a knees up really, and I must say it was not only the residents that thoroughly enjoyed themselves, the band did too.

From the success of Whitton Court the band has regularly played at several schemes, like Plaisir Place,



Jeannie Mann Court, Harry Chamberlain Court, Crick Court, Southwold and Jubilee Court, Halesworth. It was not only a musical afternoon as the social committees at all the Schemes provide a buffet for everyone who attended.



This year the band was invited to play at the Halloween party at Plaisir Place and what a fantastic time we had, residents actually took the trouble of dressing up to make a perfect spooky afternoon (not as scary as the band, though!!!)

Whilst playing at Jubilee Court the residents from Olland Court and Crick Court attended to give their support and when playing at Plaisir Place residents from Wesley House and Manor Court and other schemes attend, just as they do at Jeannie Mann Court and Harry Chamberlain Court and it's a perfect opportunity for the residents to meet and forge valuable friendships.

I can honestly say what makes these afternoons such a roaring success is the residents who support the music afternoons and travel from other Schemes to support the events and the commitment of Jayne Sissen and all the Scheme Managers who make it all possible. So on behalf of all the residents and Even Keel, I would like to take this opportunity to thank them all very much, they are so appreciated.

Kevin Barrett,
Housing Asset Manager and Band Member



Mobysoft RentSense

The Council has recently invested in a new piece of software to assist with how we manage our rent arrears. Traditionally our arrears have been managed using our Housing Management system Orchard Housing, which looks at all accounts on a weekly basis, does some basic maths and gives the Rent Officers recommended accounts to look at. They typically receive recommendations on 300-400 accounts per week!

This new software will run predictive analytics over the rent accounts, flagging up the accounts most likely to fall into arrears. This will save us a significant amount of working hours and be more cost effective.

The predictive part of the software works by studying the payment patterns of each tenant, the software will know for example the way a particular tenant always pays, e.g. between a three day window, so during that window it won't recommend the Rent Officer looks at the account as it knows the tenant will pay.

These are really exciting times, and this is the first 'predictive analytics' software the Council has invested in. It is of course GDPR compliant, so there will be no concerns for tenants that their data is not being handled in the correct way. It will allow Rent Officers to find out and offer support to tenants who are in rent arrears at a much earlier stage and hopefully help the tenant not get into further debt. By ensuring we collect as much of our rent as possible it allows the Council to build new properties for those on the housing register, and invest in a large ongoing maintenance program, which includes providing new kitchens and bathrooms to our existing homes.

Samantha Shimmon, Tenant Services Manager

Call outs

As you are probably aware the council offers an emergency service outside of office hours.

This service is for emergency repairs only, such as loss of electrical supply, blocked toilet, drains and sewers, severe water leaks, insecure properties and loss of heat or hot water.

With ever increasing pressures placed upon us to manage our budgets, we need to ensure that when you call us outside of office hours that the call is a genuine emergency and not a repair which could have waited.

We now offer morning and afternoon appointments and we ask that whenever possible, you contact the office and try to make an appointment, so we can carry out your repair at a time and date that suits you.

You could be charged for a non-emergency callout, if it could have waited until normal working hours.

A common call we receive is where people have no electricity and on occasions we have attended to find that tenants have run out of credit on their electricity meter! On other occasions we have called to find that a trip switch has tripped and just needs resetting.

Obviously the above examples could have been easily avoided had the tenants carried out basic checks to ensure they had credit on their meter or had checked their fuse board and reset any switches.

We are often called out because tenants have lost their keys. If we are called out to break in and change your locks you will be charged for this. A simpler solution and a far cheaper option for you is to have a spare key cut and leave it with a family member or trusted friend.

Please don't be afraid to call our out of hours service if you have a genuine emergency, but please carry out basic checks to determine whether it is an emergency or can indeed wait until the office reopens.

Michael Knights, Building Surveyor

WHO IS OUT THERE TO HELP YOU?

As council tenants we are lucky to have a first-rate call centre, which can deal with enquiries and is a one stop shop for our general repairs. We have Housing Officers and an Anti-Social Behaviour Officer that can help address many issues. If you haven't met them yourself, chances are you may have watched them on numerous telly programmes sorting out their neighbourhoods and have a good idea about what they get up

to. Waveney's own officers starred alongside Matthew Albright on BBC One the other year, perhaps you saw them?

So what about all that other annoying stuff, pot holes, dog fouling, street lights on the blink and such. These things need to be reported to other organisations and if they go unaddressed then you may want to get the support of your District



or County Councillor to help get them sorted.

It can be confusing knowing where to go for help; so below is a list which may shed a little light and point you in the right direction.

Everything you need to know about reporting dog fouling can be found on page 15.

The County Council is responsible for many of life's woes such as pot holes, street lighting, education, fire safety, social care, highways, grass cutting, verge management and our bus services too name but a few, so they may be the ones to help. You can report your issue online via: Customer Services Direct: www.suffolk.gov.uk or by phoning enquiries on: 08456 066 067 Mon-Fri 8:30-6pm and 9-1pm on a Saturday.

Some of our towns have their own Town Councils which play a major role acting as a watch dog for their town, they are consulted on planning issues, highway matters and services, and they are heavily involved with their communities and can help to get both the District and County Council to take action. So they can be worth contacting if you feel your request is being ignored; or if you'd like to become more involved in your community.

Your local Ward Councillors and County Councillors are there to support you and will do their best to help with your issues, when perhaps you're not sure who to ask or you feel you are getting nowhere on your own. They are dedicated people who often live in the area they represent and are passionate about making our towns and communities better places to live.

Their contact details can be found on the East Suffolk website under: 'Your Council' and then by following the links, or by calling: 01502 562111.

Sometimes in life there can be bigger and far more personal issues to try and triumph over and it may be Central Government policy which is negatively impacting on you and your life. Waveney MP Peter Aldous holds regular surgeries in his constituency, to make an appointment call: 01502 586568 and Suffolk Coastal MP Therese Coffey's surgeries can be booked by calling: 0207 219 7164.

We would like to help you get to the bottom of some of the more obscure and annoying problems that you can't find a solution to, so if you have a problem that you just can't sort and still don't know where to turn, why not contact us at the magazine? We can all see if we can hunt out an answer together: contact details on page 6. We can't promise to find a solution but we will try our best.

Ali Smith, Editor

SEND YOUR QUESTIONS TO CHARLOTTE READ VIA THE ADDRESS ON PAGE SIX



CIH EASTERN REGION CONFERENCE

In late October five members of the Housing Management team, Bridget Law, Lynne Thomas-Mead, John Brown, Martin Clarke and I travelled to Cambridge for the Chartered Institute of Housing's (CIH) Eastern Region Conference. This was a great opportunity for us to learn what other Council's and Housing Associations are doing. This year's conference had the theme of 'The Tenant's Voice'. The conference was split into several different sessions, some that everyone attended and others that you could choose to attend depending on your particular specialist interest or knowledge gap.

On the first day we heard from the Deputy Chief Executive of the CIH, who spoke about all the latest policy changes and announcements made in the budget, which I'm sure you don't want me to recount, but it was interesting to hear. Next was the Director of Policy and Public Affairs from Crisis, one of the largest homelessness charities in the country. He spoke of the need to end homelessness for good and their push for Local Authorities to use solutions such as Housing First to achieve it. Housing First uses the basis that you provide a home first, and then put in a high levels of support to ensure the person is successful in sustaining their tenancy and not returning to being homeless. This is an interesting solution and something to pass onto our colleagues in Housing Options.

Some of the sessions were more relevant than others; I attended one from Wellingborough Homes about strengthening links of involvement and the customer voice. However, this focused on how they had encouraged more participants onto their board as customer board members and the recruitment and training programme that had been delivered to prepare tenants for the process. As a Housing Association their main decisions are made by a board, however, as a Council our decisions are made by our Cabinet made up of elected Councillors.

Some of the sessions were great fun, for example we learnt about how to tell if your organisation is a dolphin or a dinosaur. Dolphin organisations are those that thrive, adapt to change and embrace new technologies, the opposite are dinosaurs who don't adapt to change and get left behind.

The most inspiring two sessions were delivered by Linda Moir who has worked for British Airways, Virgin Atlantic and was part of the team that won the bid and delivered the Olympics in the country in 2012.

She was an amazing speaker and is all about delivering outstanding customer service.

She spoke a lot about how they recruited the games makers, which were the volunteers that were essential to delivering the games and did such a fantastic job. I attended the Olympics myself and still remember one of the games makers and what a fantastic job they did to add to the magic of the event and make it even more memorable. We will all definitely be giving that idea some thought.

The conference concluded with the incoming Chairman of the CIH who spoke at length about the challenges in Glasgow where he works. In one area the life expectancy for men is only forty eight, a very sobering thought for us all. It is great to know that someone so passionate is working to raise awareness of important issues and trying to find workable solutions to solve them.

Samantha Shimmon, Tenant Services Manager



"IT WAS GREAT DISCOVERING FRESH NEW IDEAS TO BRING BACK TO WAVENEY!"

Waveney District Council

'Make a Stand' against Domestic Abuse

Domestic Abuse has some horrifying statistics:

- 1 in 4 women and 1 in 6 men will be affected in their lifetime
- It results in 2 women per week and 30 men a year being murdered
- It accounts for 16% of all violent crimes committed
- It is estimated a victim will be assaulted 35 times before calling the police
- It has more repeat victims than any other type of crime
- It is the single most quoted reason given for being homeless
- 400 people commit suicide who have been admitted to hospital for domestic abuse in the 6 months prior to taking their life

Domestic Abuse can take many forms, the most widely known is physical abuse towards a partner, child or relative, but it can also be emotional, financial, sexual abuse, or anything else that makes a person's behaviour at home cause their partner or child to feel afraid.

Waveney District Council both as a landlord and an employer has a responsibility to ensure it supports victims of domestic abuse and where possible pursue legal actions against perpetrators. As part of this responsibility we are proud to tell you we have signed up to the Chartered Institute of Housing's 'Make a Stand' campaign against domestic abuse.

By signing up to this campaign we make four pledges as an organisation:

- To put in place and embed a policy to support residents who are affected by domestic abuse
- To make information about national and local

domestic abuse support agencies available on our website and other accessible places to ensure the information is readily available to residents and staff

- To put in place a HR policy or amend an existing policy to support members of staff who may be experiencing domestic abuse
- Appoint a champion at a senior level in our organisation to oversee the initiative and support residents and staff experiencing domestic abuse

We have to ensure all four of these pledges are in place by September 2019 and we are making excellent progress towards this and aim to have them completed much earlier than the deadline set.

If you or anyone you know is experiencing domestic abuse you can call the national domestic abuse helpline on 0808 2000 247, or for local support call Lighthouse Women's Aid on 01473 745111. In the event of any emergency dial 999.

Samantha Shimmon, Tenant Services Manager

HELP MAKE YOUR COMMUNITY A BIT MORE BLOOMING LOVELY!

WOULD YOU LIKE TO ENRICH THE AREA WHERE YOU LIVE?

THE COUNCIL'S ENVIRONMENTAL GRANT COULD HELP YOU TO MAKE THAT HAPPEN!

GOT A PROJECT IN MIND?
FLOWERS, SHRUBS, SEATING OR SOMTHING MORE COMMUNITY BASED?
ALL PROJECTS CONSIDERED!

FOR MORE INFORMATION CONTACT YOUR HOUSING OFFICER
(PLEASE SEE BACK PAGE FOR THEIR DETAILS).



Poets Corner

Changes

A new dawn comes,
it is a new day!

Letting time be yours.
Been a very long journey.

Yet things came together
So be kind to yourself.

One must not only exist.
But to really live.

Tony Oxbourgh,
Tenant Contributor

Forum Goes Out And Takes Stock!

In November last year, six Tenant Forum members and three officers went on a whistle stop tour of some of Waveney's new build properties. Forum members thought it would be interesting to check out the quality of the new stock and get a clearer idea as to where our new units are located.



Unfortunately we didn't have time to visit our two larger sites currently under construction, Southwold with its twenty new units and a further

sixteen homes being built on the old prison site in Blundeston.

We could only view the new properties externally as they all had their new tenants happily settled and living in them. I had been able to go inside the family two bed units in Bungay previously and recall being both impressed and a little envious of quite how nice they are. Made my old two bed look like the Ark! Loads of electrical sockets, dual aspect and French windows, high finish in the bathrooms complete with all fixtures and fittings including a lockable cupboard, all very nice. A young family need only to



walk in and start nesting, with an uninterrupted marsh view, parking and a play area on the doorstep who could ask for more.



One development of two, two bedroomed flats that we visited had been built on an old oversized corner plot garden, which the tenant of the property had found unnecessarily large and hard to maintain. Some of the old corner plots are really big and great if you fancy keeping livestock perhaps, but can be a chore

and could make a possible site for much needed new homes. If you are on a corner plot and fancy exploring the option of donating some unwanted space to the new build programme, then please contact the office.



All the properties we visited had been designed and built by Wellington Construction who have a local office in Lowestoft, their considered designs have a real liveability and are much better looking than the stock of old we are all so used to seeing.

The new build programme is slowly spreading and we hope to be able to build twenty more units than we lose per year due to the 'Right to Buy', which in an average year sees about thirty units bought by their occupants.

Generating capital, securing land, the minefield of planning regulations, to mention just a few obstacles can make for slow progress, but we are building.

There is no quick fix to putting up the bricks and making new homes, but keep your eyes peeled they are popping up, mounting up, and slowly spreading.

Ali Smith, Editor



WHY NOT BECOME A FORUM MEMBER? CALL CHARLOTTE MON-WED ON: 01502 523173



CASTLE WORD SEARCH

We hope you enjoy hunting out the castle related hidden words. Happy hunting!

**WIN £50
Jewsons Voucher**

Kindly donated by Jewsons

B	N	A	R	S	N	E	N	G	D	S	H	F	L	A	O	T	F	T	P	D	T	H
U	A	Y	R	K	H	O	E	R	M	O	E	O	E	M	U	V	S	L	A	N	W	M
S	Y	T	P	M	R	E	A	V	H	L	R	O	M	M	K	U	W	E	A	O	V	K
P	W	A	T	A	O	W	E	T	Q	D	M	L	E	U	Q	A	J	S	I	S	M	M
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| AMMUNITION | KNIGHT |
| ARMOUR | LICE |
| BARON | LONGBOW |
| BATTLEMENTS | MANGONEL |
| CROSSBOW | MOAT |
| DRAWBRIDGE | PEASANT |
| DUNGEONS | PRIEST |
| FOOL | RUBBISH |
| GALLOWS | SHEEP |
| GATEHOUSE | SOLDIERS |
| GUARD | SQUIRE |
| HERMIT | TREASURY |
| JESTER | WATCHMEN |
| JOUSTING | WINE |

Find the words and when you have completed it send to:

Waveney Tenants Magazine,
c/o Charlotte Read, Waveney District Council,
Rotterdam Road, Lowestoft, NR32 2EF.

**Entries should arrive no later than
28th February 2019.**

The winner, who will be picked at random,
will receive a £50 Jewsons Voucher

Employees of the Council and members of the
Editorial Board are not eligible to enter.

Name: _____

Address: _____

Postcode: _____



Summer Word Search Competition Winner

Winner of the Summer Word Search competition is
Mrs Atherton from Lowestoft. She wins a £50 Jewsons voucher.

DOG WASTE, DOGS MESS, DOG FOULING, DOGS MUCK!



As Waste Management Officers we have heard it get called all of these, and worse! We do know that it is not the fault of the dog that their fouling is not cleared up (they don't have many pockets to put the poop bags in...) and we also know that *Toxocara Canis* (the parasite found in dog faeces) can cause blindness.

Inconsiderate dog owners could face a fixed penalty fine of £80 or a fine of up to £1000 if there is a conviction in the courts if they do not clear up after their dog. The Public Space Protection Order in place across East Suffolk makes it an offence to fail to clear up after a dog if it fouls any land that is open to the air and to which the public have access.

Knowing the dog in question is "a small dog, possibly a terrier" is not going to get a successful fine sent to the irresponsible dog owner.

As there are a limited number of officers out and about looking at littering, fly-tipping, abandoned cars and waste, we do rely on members of the public to report incidents of dog fouling to us. We hope to get as much information from a person reporting the fouling as possible.

To successfully fine an irresponsible dog owner, we need to know the address of the owner, a date for the incident(s) occurring, the time, some details of the dog and a description of the owner, to ensure that we apply the fine to the appropriate dog walker. This may seem like a lot of faff but ultimately, without this we cannot send them a penalty notice. The more details we are given, the more chance we have of making a successful prosecution if someone doesn't pay.

Waste Management Officers have the authority to approach dog walkers who have committed the offence in person to get this information. If you see a

person ignore their toileting dog, don't approach the person committing the offence. Don't follow them to their car or home. **Do not put yourself at risk.** Report the information that you have and we will do the rest. Depending on the quality of information that we have been passed, it may just end up with the Street Cleansing team coming along to clear up and no fine being issued, but it still helps keep the streets clear of muck.

From the reports we receive, we keep a record of all the locations and information in order to contribute to a bigger picture of fouling "Hot Spots". Where there is a persistent problem we can patrol at times and on days that people fail to do their dog doo duty and try to identify the irresponsible dog owners ourselves.

We know and understand that responsible dog owners do clear up after their animal. They don't ignore their pets mess, they don't pick it up in a bag then hang the bag from a local tree or bush. They find the nearest litter bin or dedicated dog fouling bin and dispose of it correctly. Or where there is not a bin they take it home and dispose of it there. Think of it as something to keep your hands warm in the winter if you forget your gloves... Keep it in the bag though – obviously...

Report dog fouling to the Council using the details available on the East Suffolk Council website or by calling 01502 562111 or 01394 383789.

Ben Ablett,
Waste Management Officer, Waveney Norse

TENANTS' SERVICES CONTACTS

An update of useful names and contact numbers

Housing Management	Email	Phone
Senior Housing Officer		
Peter Fitzpatrick	Peter.Fitzpatrick@eastsoffolk.gov.uk	(01502) 523424
Housing Officers		
Angie Woodrow	Angie.Woodrow@eastsoffolk.gov.uk	(01502) 523121
John Barber	John.Barber@eastsoffolk.gov.uk	(01502) 523128
Kirsty Ayers	Kirsty.Ayers@eastsoffolk.gov.uk	(01502) 523169
Gary Mortishire	Gary.Mortishire@eastsoffolk.gov.uk	(01502) 523166
Tenant Involvement & Support Officer		
Charlotte Read	Charlotte.Read@eastsoffolk.gov.uk	(01502) 523173
Rent Officers		
Tracy Fitchett	Tracey.Fitchett@eastsoffolk.gov.uk	(01502) 523122
Myles O'Connor	Myles.OConnor@eastsoffolk.gov.uk	(01502) 523126
Elizabeth Allen	Elizabeth.Allen@eastsoffolk.gov.uk	(01502) 523120
Financial Inclusion Officer		
Tracey Pike	Tracey.Pike@eastsoffolk.gov.uk	(01502) 523578
Nuisance Enforcement		
Mike Hill	Michael.Hill@eastsoffolk.gov.uk	(01502) 523127
Report a Repair		
Tenant Services	Repairs@eastsoffolk.gov.uk	(01502) 523593
Out of Hours Emergencies		(01502) 515435
Useful Numbers		
24hr Rent/ Council Tax Payments	www.angliarevenues.gov.uk/waveney	0845 8350137
Police – non emergency		101
Marina Customer Service Centre		(01502) 562111
Waveney Norse		(01502) 527100
Tenant & Residents Associations		
Waveney Tenants Forum Chair		(01502) 451466
Editor , Beeches Estate		(01502) 574802
Gunton Estate		(01502) 564601
Beccles		(01502) 219100
Whitton Estate		(01502) 584973
Shadingfield & Willingham Tenants Representative		(01502) 575259
Halesworth & Holton Tenants Representative		07526 274776

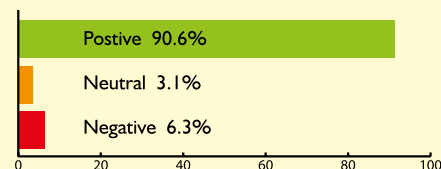
**THINK YOU SMELL GAS?
GAS EMERGENCY 0800 111 999**

Satisfaction Survey 27th October 2018 to 27th November 2018

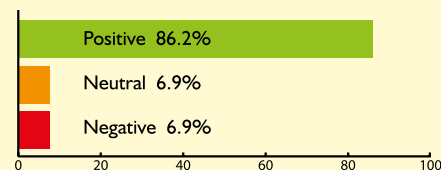
As an ongoing commitment to ensure we provide a quality service to you our customers, we employ an independent company to carry out a monthly survey on our behalf.

If you receive our postal survey, please fill it in and return it to us, we value your feedback and your views are important. 100 households were asked:

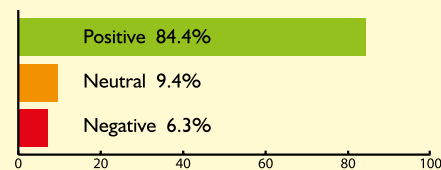
Taking everything into account how satisfied or dissatisfied are you with the service provided by WDC?



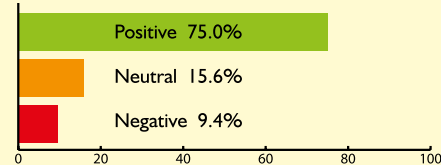
How satisfied or dissatisfied are you that your rent provides value for money?



Generally how satisfied or dissatisfied are you with the way Waveney deals with repairs and maintenance?



How satisfied or dissatisfied are you that Waveney listens to your views and acts upon them?



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