



Waveney Tenants' Magazine

Produced by tenants and officers for you

Summer 2018

MEET UP MONDAYS

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MEET THE MINI 'DONKS'!

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The Editor's point of view



Dear All, I hope that our long dry summer was kind to you? It was beyond hot at times, I got the fan out and my poor garden was gagging for a drink. I did see one field fire with three wagons in attendance over near Halesworth. Apparently tractors have only to catch a bit of flint and up it goes.

Still, using the rest of the globe and its increasingly odd extremes of weather as a benchmark, I'd have to say I think we are getting off lightly.

I would like to take this opportunity to express how shocked and saddened Tenants Forum members and staff were at the sudden death of Cllr Sue Allen back in the spring. Many of us had known and worked with Sue for a long time, she was a very fine, dedicated and fun lady. Sue had always been very supportive, and when I first joined up had encouraged me to find my voice and say my piece, just like she did! On (page 5) we have an article in remembrance of Sue, kindly written by her friend Cllr Michael Ladd.

Our own much cherished cartoonist and loveable dusty historian Ian G Robb, has been in the wars.

He has just successfully undergone treatment for stage one colon cancer. We are all very relieved and pleased to say he has beaten the bugger and is on the road to recovery. The old trooper even soldiered on and crafted you all a couple of cartoons to enjoy in this edition. What a star!

In the spirit of getting out and seizing the day, having more fun and making new friends etc, check out our Meet Up Mondays article on (page 11), it could be just what you're looking for.

Enjoy!

Regards, Ali Smith, Editor

Meet the humans at the heart of housing Introducing Charlotte Read



“Describe yourself in three words, or thereabouts?”

“Short, fat and sincere.”

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

“Meeting people and finding out about their lives, is always interesting.”

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

“A ballerina.”

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

“The Killers Human album and The Script Greatest Hits, I recently saw them at Thetford Forest,”

“Do you have any pets?”

“I have a long haired tabby cat who adopted us, called Tululabelle!”

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

“Flying, it would be such fun!”

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

“Early mornings, I could do without them!”

“What’s your favourite film?”

“Breakfast At Tiffany’s! Audrey Hepburn really reminds me of my Mum when she was that age, stylish, young and lovely.”

“What was the last book you read?”

“Breaking Mad by Anna Williamson.”

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

“I try and go to the gym most days and have practiced yoga for years. I recently started swimming again. I also socialise a lot, eating is my favourite hobby though, hence I have to burn some calories!”

Editor Ali Smith was talking to Charlotte Read, Tenant Support Officer



angela's off to spruce-up her garden

After four years of service as a Housing Officer at WDC, Angela Bruce has retired.

Angela had worked in the housing sector in various roles for numerous housing providers, enjoying a job she loved, spanning a twenty year career. She was very passionate about her work and believed the stability a home can give a person is invaluable, in part perhaps, because she had spent many years working with the areas homeless.

She told me housing had been her great passion, but due to ill health it was now time to slow down and say a very fond farewell to you all and retire. She intends to spend her time sorting out her garden, advice she admits to have metered out to many over

the years! She also intends to get out for walks with Labrador Hector and enjoy the sun in-between resting up, and taking things easy.

She said "I can say it has been a privilege to serve as an Officer for Waveney, and I will miss all of the staff and tenants'!"



We all wish Angela well, and hope she enjoys pottering her way through a long and happy retirement.

Ali Smith, Editor

COVER STORY



We hope you like the winning picture on our cover? Ray Perry resident of Beccles took the snap of Percy the peacock who adds a bit of glamour and colour to Ray's day. Ray informs me he is lucky as Percy unlike many a Beccles peacock, doesn't like to climb on the local cars, and is or so Ray thinks, a welcome addition to the neighbourhood. He is 'proper soft' and Ray is enjoying building up trust with him and almost has him eating out of his hand. Not all Beccles peacocks are quite so laid-back and as you can see from the photo taken by Housing Officer John Barber they are more than happy to scratch up the paintwork on some unlucky residents cars. Love them or hate them, they do look majestic.

For details of how you can enter our cover shot competition, please see page 12.

Ali Smith, Editor

Tenant Information Census

I am sure you have all heard of the GDPR regulations that came into force in May this year enhancing the existing Data Protection legislation. Under these regulations we are entitled to hold your personal data under the contractual relationship of the Tenancy Agreement. However, we need to ensure that the information we hold is up to date. You will have received a census with this edition of your Tenants' Magazine. Please fill it in and return the Tenant Information Census, so you can ensure we have your up to date contact numbers, household members and email addresses etc. Please rest assured this will be kept safely and securely in our computer systems which are GDPR compliant. Please complete your census and return it in the enclosed envelope as soon as possible.

All completed census' received back by 16th November 2018 will be entered into a prize draw, a winner will be selected at random and receive a £25 'love to shop' voucher.

Samantha Shimmon, Tenant Services Manager



LOVE TO SHOP? FILL IN YOUR CENSUS AND RETURN IT FOR YOUR CHANCE TO WIN!

Going To The Birds

I have always enjoyed birdwatching, ever since I was a child and had a wood at the bottom of my garden and a lake to sit beside. I'd always loved the dawn chorus, birdsong starting the day the gentle way!

Not so these days, wow what a racket, and Alfred Hitchcock eat your heart out! For the last couple of years a really tatty and washed out blue tit has taken to pecking at my window, whilst vertically flying up and down, inverting himself and trying to pull his own leg off! I kid you not, apparently they are getting a virus which is sending them mad. Sadly this lovely little British garden favourite has gone tits up, literally! Not nice at all, I found it progressively depressing, it went on all day long for weeks.

Then my gulls came back, oh the joy! So beyond noisy and when



TUG OF LOVE OR WAR? I COULDN'T DECIDE?

the chicks arrive sounding like squeaky dog toys constantly being trodden on, a person could so easily lose the plot! Many told me of missed nights sleep (they're at it 24-7), pillows over the ears and a growing hatred of the entire species. I started to find the noise quite reassuring, I got used to it, after all it is natural and I do live by the sea. I figured they were here first, more closely related to the dinosaurs than I, gliding on the thermals I romanticized them like a flock of pterodactyls. It took me about three days of wondering

what that sound was? Before I realised they'd finally gone, and that sound was silence, well almost!

It was I think their fourth year on my roof, and year on year the noise and colony are growing, will there need to be a gull cull? They do produce a lot of poop, and the washing and garden are getting well and truly Jackson Pollocked!

One things for sure, they will be back same time next year, earplugs anyone!

Ali Smith, Editor

Don't Push Your Luck



With storage space at a premium it's always tempting to fill all available spaces as much as possible with the 'as long as the cupboard door shuts its OK' way of thinking.

However this could prove costly. If you decide to store things in your boiler cupboard you must ensure that the pipework is not obstructed or knocked. Some pipework such as the boilers' condensing pipe can be dislodged easily and this can lead to flooding which will not only damage your cupboard contents, but could also damage the cupboard

floor and ceiling below.

We often find that boiler cupboards are used for the storage of linen and clothes which are easy to force in with a closed door but this is when the pressure is transferred to the pipework and damage occurs.

Although this type of damage would be classed as accidental; it would be chargeable to the tenant. This could well run into hundreds of pounds so please be careful what and where you store your bits and pieces.

Martin Swan, Team Leader – Support Services

In Remembrance Of Sue Allen



I still cannot quite get my head round why I don't see Sue on a regular basis as she was involved in so much, it is very hard to do her justice in a few paragraphs.

Sue was elected to Southwold Town Council in 1998, eight years after me and for the last few years we had both worn the Alderman's robes which signifies the two longest serving councillors.

Sue was Town Mayor in 2003 and again in 2010 which I seem to remember was rather eventful. She was in the Council Chamber on the Friday morning arranging things for her Civic Service on the following Sunday. Having just closed the door and walking down the stairs there was a very loud crash. When Sue went back and opened the door she found that the Chamber ceiling which had been there for hundreds of years had fallen down. Sue had one day to rearrange her civic reception, but in her usual unflappable and efficient way managed to pull it off and the day went off very smoothly. I used to tell her that she was the only Town Mayor in Southwold history who had actually brought the ceiling down!

Sue was elected to WDC in 2004 and became Chairman of the Council in 2005 and held that position for two years during some very difficult political times, where her calm and confident nature was fully stretched. I happened to be Southwold Town Mayor in 2006 and we would sometimes go to the chain gang events together during that year.

Sue was WDC Cabinet Member for Housing for eight years and this was one of her real passions and a role she fulfilled with drive, integrity, and compassion.

We both shared a vision for more affordable housing in Southwold and Sue was the main driver behind Duncan's Yard and the Green Lane development in Reydon and for many other housing schemes across the district. Both the local projects are now well underway and will be a legacy for future generations to come.

For the last year Sue has been undertaking the very important role of Waveney Scrutiny Chairman and although I know she was sorry to give up her beloved Housing Portfolio I believe she was starting to enjoy her new role.

Sue always took her Council responsibilities extremely seriously, particularly the Waveney Planning Committee and she also represented the district on the AONB, and the James Paget Hospital Trust and she was fully committed to them all.

Another real passion for Sue was the Harbour and River Blyth and I am very pleased to announce that at a recent meeting of the Suffolk Coast Forum they decided to have an annual award for outstanding contributions to the work on the Suffolk Coast and Estuaries and that this award will be called the Sue Allen Award in memory of Sue, who was the founder of the Blyth Estuary Group – the first

of the Suffolk Estuary Groups. This award will be presented for the first time at this year's Suffolk Coast and Estuaries annual conference on 12th October.

Sue was a very active Chairman of the Town Council Leisure and Environment Group and was involved in organising many community events as well as playing a key role in the management of the Marshes and of course the Common as a Trustee.

Sue had been a very hard-working Chairperson of the local Chamber of Trade and Commerce and successfully Chaired and raised funds for the Southwold Christmas Lights committee for many years.

A lot has been said about Sue during the last few months, caring, generous, committed and liked by fellow councillors and officers and by all those she encountered. However, she was also a good friend and I like many others will miss her humour, that little sense of mischief but above all her total dedication to improving things for all.

Cllr Michael Ladd

The Halesworth Dementia Support Project



I-2-I Dementia Support

The project is a partnership between Alzheimer's Society, Halesworth Dementia Carers Fund and Cutlers Hill Surgery. A Dementia Support Worker from Alzheimer's Society is able to provide emotional support, information and guidance to a person with a diagnosis of dementia and/or their family members and friends, in Halesworth and the surrounding area.

The Dementia Support Worker is able to meet people in the community, for example at their home or at Cutlers Hill Surgery.

Halesworth Dementia Café

The Halesworth Dementia Café provides a safe and supportive place for people to discuss their own diagnosis of dementia, or someone else's, and think about what it means for the future. An Alzheimer's Society Dementia Support Worker will be in attendance to offer information and advice about dementia. Attendees will also be able to meet and learn from other people in similar situations.

The Halesworth Dementia Café takes place at The Patrick Stead Hospital in The Garden Room between 10:30am – 12 noon on the first and third Tuesday of every month.

There is no need to book a place at the café and attendance is free.

Halesworth Peer Support Group

The peer support group provides a supportive environment to talk to other people who may be caring for a family member who has a diagnosis of dementia. Attendees can discuss issues that they might be facing and benefit from information and advice from others

who may be in a similar situation.

The group takes place on the second Tuesday of every month between 10:15am - 11:45am in The Garden Room at The Patrick Stead Hospital, Bungay Road, Halesworth.

There is no need to book a place at the group and attending is free.

Dementia Friends Sessions

Alzheimer's Society's Dementia Friends programme is the biggest ever initiative to change people's perceptions of dementia. It aims to transform the way the nation thinks, acts and talks about the condition. A Dementia Friend learns a little bit more about what it's like to live with dementia and then turns that understanding into action - anyone of any age can be a Dementia Friend. Sessions are between 45-60 minutes long and are available for businesses, community groups, health and social care professionals, councils, or any groups in the community. For more information about Dementia Friends, please visit www.dementiafriends.org.uk

To find out more information about the Halesworth Dementia Support Project, please contact Jonny Hawes on 07860912458 or via email jonathan.hawes@alzheimers.org.uk

For Information Points held throughout Waveney contact Alzheimer's Society Suffolk Tele: 01502 514712

Email: alicesparksman@alzheimers.org.uk or valerie.cadmore@alzheimers.org.uk

Jonny Hawes, Dementia Support Worker, Alzheimer's Society

Phone Scam Alert

Mr Gray of Southwold has asked us to alert you to a phone scam, he received supposedly from Her Majesty's Revenues and Customs office.

The scammer asked for Mr Gray's national insurance number, and informed him that he owed them £2,900.

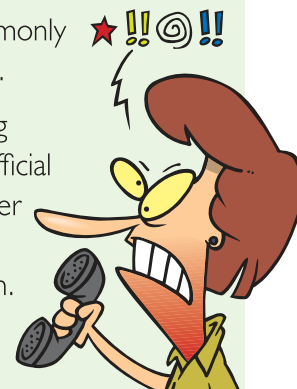
Luckily he didn't fall for it, and pointed out that if the caller was who they said they were, they would

know his NI number and hung up, con avoided.

The Police tell us this is now a commonly used scam, so don't fall victim too it.

Do not give out personal or banking details over the phone, genuinely official organisations still tend to send proper letters, or contact us via email addresses we've supplied them with.

Ali Smith, Editor



Mini 'Donks'

Retired Living residents from WDC's Schemes visited Jubilee Court on Thursday, the second of August to meet the Mini 'Donks' (Miniature Donkeys for Wellbeing). They were entertained by singer Ken Dalton, and enjoyed a delicious cream tea with fresh strawberries, provided by Scheme Manager Mel Snowden and her team of helpers.

Residents from Crick Court, Honeypot Meadow, Olland Court, Plaisir Place, Manor Court and Whitton Court made the trip to Jubilee Court in Halesworth, to meet with Steph and Pip and their mini donkeys (Alfie and Rubik). Everybody was looking forward to a very enjoyable and entertaining afternoon.

The Mini 'Donks' team take their gentle and friendly miniature donkeys to visit with community groups, voluntary organisations, dementia groups and special needs groups.



Alfie and Rubik with Steph, Pip and residents.

Having worked with family carers professionally and having been a family carer for two parents with dementia, the group's founder Sarah Mcpherson knows first hand how stress can be relieved by spending time with these beautiful animals.

Mel and her team of helpers worked tirelessly all afternoon to ensure that the residents were provided with delicious scones, fresh strawberries and cream, were kept entertained and of course, were able to meet and pet the mini donkeys.

Steph and Pip walked Alfie and Rubik (the extremely well behaved mini donkeys) around to meet and greet with the residents, allowing them to pet the donkeys and say hello.

Basically, the mini donkeys and their helpers visit anywhere where a mood boosting donkey visit can help people with their wellbeing, and brighten their day!

MINATURE DONKEYS VISIT OUR RETIRED LIVING RESIDENTS AT JUBILEE COURT, HALESWORTH



Steph explained that both donkeys were one year old male donkeys who had reached their full size.



Margaret and Sylvia with Rubik and Pip.

The comments received from residents below indicate how much they enjoyed themselves --

"Absolutely brilliant, the whole afternoon couldn't have been better. I thoroughly enjoy all the functions put on by the Managers." From Muriel and Bernie.

"I enjoyed the afternoon and would like to do it again." From Joan.

"Entertaining afternoon, the singer was very good and it was fun to see the donkeys." From Ann and Roy.

"I Really thoroughly enjoyed the whole afternoon and there were very good refreshments." From Jennie.

"A very relaxed and most enjoyable afternoon, with lovely refreshments." From Jan.

"Great afternoon I really enjoyed myself, it was all very good." From David.

Margaret and Sylvia on their return to Bungay told the other residents what a lovely afternoon they had at Jubilee Court, and Sheila said she really enjoyed it and loved the music as well.



Jean with Rubik and Steph.

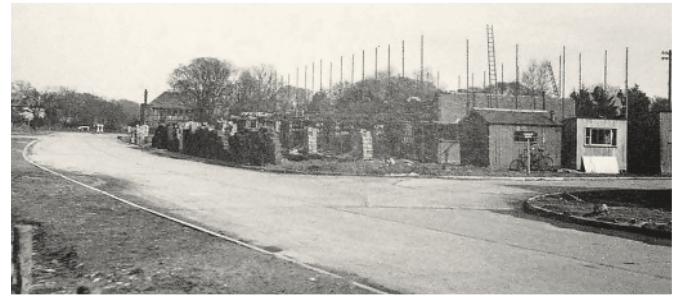
Jane Sissen, Sheltered and Lettings Manager

The History of Social Housing

© Photographs courtesy of Russell Walker

The final instalment of our history of social housing will bring us from the start of the Second World War all the way to the present day.

During World War II house building was effectively brought to a complete standstill. The country and its people all had to pull together and in this time of crisis the building of new housing could not take top priority. At the end of the war it was estimated that 750,000 new homes were required in England and Wales, bombing raids had taken their toll and the workforce had been decimated. Plans had to be quickly drawn up to stop a humanitarian crisis, and a major building programme was started in an effort to try and address the problem. Initially temporary "pre-fabs" were erected for example in Elough, and the Hollingsworth Road area of Lowestoft. Later a new form of construction was introduced, commonly called 'PRC' (Pre-Cast Reinforced Concrete), these houses were quick to assemble and less labour skills were required to erect them.



Hollingsworth Road 1946 looking at Yarmouth Road

in the 1980s with the Thatcher Governments 'Right to Buy' policy. This was huge news as it gave tenants the opportunity to own their own home by buying it from the government at a discount, under the 1980 Housing Act. Nationally one million homes were sold within the first ten years. Unfortunately Councils were not allowed to replace the stock that had been sold. Waveney currently lose approximately thirty units per year under the right to buy policy.

When looking at social and affordable housing in the present day one thing is clear, as a nation we are still in crisis, with many unable to access or afford a home of their own. In August Government announced an initiative to end street-sleeping by 2027, time will tell if this has the desired impact. But what housing history shows us is that this is a crisis that has been with us for a long time. The need for affordable quality rentable

homes is now as great as it was after the Second World War. Recently for the first time since the 1980s, Waveney has started to build new social housing again. There are many challenges ahead and sadly no easy answers, but we hope to help build a better future for the people of Waveney.

**Max Hutchings
and Jack Mayers,**
Degree Apprentices



Harris avenue looking towards the corner of Minos Road. Post WWII

As modern architecture and engineering became more focused in the 20th Century, it was suggested that social housing should be 'streets in the sky' and numerous Councils agreed that this would be the way forward. Many new tower blocks were constructed, including St Peters Court in Lowestoft. In the years since the high tower blocks were built, many Councils and Planners were heavily criticised due to the poor quality of some of the towers, and the negative environments some estates of these blocks created.

The bulk of the social housing stock owned by Waveney was built during the period of the 1950s to the 1970s. The aim was to provide good quality affordable housing. A seismic moment of social housing history happened



St Peters Court mid construction in 1968



Ohh Betty!

You may be unaware that the loft space in your property is not actually for your use as a tenant. It's technically a maintenance access area for things such as pipework, electrics, insulation etc.

Loft floors are not designed to be load-bearing and extra care is required when crawling around in the roof space, nobody wants to do an impromptu Michael Crawford impression by sticking their foot through the ceiling. Not only is this dangerous but could be costly too. If you were to have an 'Ohh Betty' moment you would be faced with the responsibility of paying for the repairs which could be very expensive.

Similar care is required as you

launch your Christmas tree from the access hatch into the loft space (which of course you shouldn't be doing in the first place)! This could easily end up in the bedroom below, but even if it does manage to land safely there's a good chance it will disturb the loft insulation. This can lead to cold spots which may result in condensation forming and the growth of mould on the ceiling below. This is far more common than you may imagine and not very pleasant.

If we need access to your loft area for routine maintenance or as a result of an emergency call out for a leaking roof and your loft is full of clutter, the work can not be carried out until you



have cleared the space, so it's in everybody's interests to keep lofts free of objects.

And for those tenants who don't understand the 'Some Mothers Do Ave Em' references, I suggest you look it up on YouTube, you won't be disappointed.

Martin Swan, Team Leader – Support Services

Tenant Handbook

For the past 12 months I have been conducting a review of the Tenants Handbook and have been seeking the opinions of tenants as to what content they would like to see included. Feedback was received at tenant meetings, the Forum and also via a survey published in this magazine.

The suggestions I have received so far are:

- Your rights and options as a tenant.**
- To have a separate booklet about repairs.**
- Information on the prevention of condensation and how to treat mould.**
- Information on local recycling centres.**
- How high conifers are allowed to grow.**
- Contents Insurance.**
- The history of Waveney.**
- Information regarding tenant involvement and how to get involved.**
- List of community groups and contacts.**
- What to do in the event of a small fire.**

Duties/responsibilities of a pet owner.

Useful contacts and phone numbers.

Tenant responsibility for repairs.

Recommendations for local handymen.

Many of the above ideas are already covered within the existing handbook but by nature of being suggested again I will be revisiting the information to ensure it is clear, concise and user friendly.

There will now be a period of time where all these ideas are considered alongside the existing handbook and a draught version of the new handbook is produced. Once this is done it will be reviewed and critiqued by a panel of existing tenants and any necessary tweaks will be made before finally going to press. I would expect this to coincide with the creation of the new East Suffolk Council early next year as this will avoid the need to reprint the handbook with the new council's details.

If you would like to be involved in the reviewing process please let me know. It would be great to have some new tenants involved giving their views.

Martin Swan, Team Leader – Support Services

PERSONAL BUDGETING SUPPORT INTERVIEW



Since the roll out of Universal Credit in Lowestoft during May 2016, Waveney District Council has been working in partnership with Citizens Advice North East Suffolk and the Department for Work and Pensions to provide Universal Support. Universal Support is the term used to describe two elements of support on offer to those claiming Universal Credit: Assisted Digital Support to help people with making and maintaining an online Universal Credit claim and Personal Budgeting Support to help people with the transition to a single monthly payment.

We recently caught up with Rachel Gowen from Citizens Advice to learn more about Personal Budgeting Support.

1. Tell me a little bit about yourself?

My name is Rachel and I am the Personal Budgeting Support Officer at Citizens Advice North East Suffolk (CANES). We work in partnership with Waveney District Council to provide Universal Support to Universal Credit claimants. My role involves helping those who have made a claim for Universal Credit move over to the single monthly payment, and I see clients on an appointment basis either at our CA office or at Lowestoft and Beccles Job-Centre Plus offices. Personal budgeting support is about helping claimants adapt to Universal Credit, which is basically a single household payment that is paid monthly which, for a lot of our clients is a

big change to how they may have previously received their income.

2. You mention help with managing the move over to Universal Credit - what does this mean?

Essentially this means looking through a clients income and expenditure with them, discussing priority and non-priority spending, talking about ways to deal with arrears of rent/mortgage and other household bills, and working out a monthly budget to help people manage their monthly income and expenditure and pay their bills on time. It also involves ensuring that clients have applied for an advance payment if needed, checking their UC award is correct, and that they are in receipt of all benefits that they are entitled to, and looking at other possible ways of maximising income.

3. This sounds really useful, how many people have taken up this offer of support?

From May 2016 to July 2018, CANES have helped 585 people in the Waveney area move over to Universal Credit through Personal Budgeting Support.

4. What sorts of cases have you helped with? Is it just for people in debt?

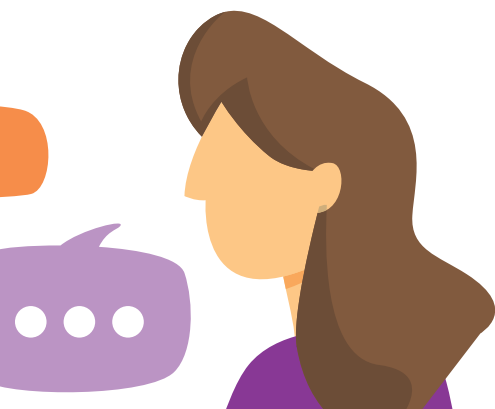
No not at all. The service can be accessed by anyone new to

Universal Credit, or by anyone who has claimed Universal Credit in the past three months. PBS is free to the service user and isn't about telling you what you can or cannot spend your money on.

You don't need to have debt or rent arrears to seek advice on how to make your monthly payment of Universal Credit go further. Equally however, if you did have debt or rent arrears we could help with this too; for example, we could look at applying for a Discretionary Housing Payment from Waveney District Council for further short-term assistance with your rent. Personal Budgeting Support is simply offering help that may mean you can save a bit of money. For example, we may be able to advise you on how to get a cheaper energy tariff for your utility bills (e.g. gas or electric).

5. How long have you been doing this?

CANES have provided Personal Budgeting Support for those living in the Waveney area since Full Service Universal Credit was introduced in May 2016. I became the Personal Budgeting Support Officer in April 2017. Prior to this date, Tina Winney was the Personal Budgeting Support Officer for CANES.



6. How do people access this support?

To access this service you can either speak to your Work Coach about Personal Budgeting Support, who will refer you to me at Citizens Advice, or you can drop-in to your nearest Citizens Advice North East Suffolk office. We are located at St Margaret's House, Gordon Road, Lowestoft, 12 New Market, Beccles and 8 Chaucer Street, Bungay. You can check our opening hours on our website www.nesuffolcab.org.uk under 'contact us'.

7. How can people find out more about the support you offer?

Those claiming Universal Credit can find out more about Universal Support by speaking to their Work Coach at the Jobcentre, or by speaking to us at Citizens Advice. They can also contact Waveney District Council Customer Service on 01502 562111 for advice on where they can access Universal Support, including digital assistance to manage their online Universal Credit claim. There is a lot of information available online at www.eastsuffolk.gov.uk.

Charlotte Read, Tenant Involvement And Support Officer

Have You Heard About Meet Up Mondays?

I think Meet Up Mondays (MUM) are a great idea, and they're spreading across Suffolk! Is there one near you? I stumbled across this excellent initiative on a visit to my local pub The Norman Warrior, situated on the corner of Fir Lane, nestling between both the Beeches and Gunton estates' in Lowestoft.



SHARING SOME WARMTH IN THE SUN!

Since January MUM events have been giving people the opportunity to meet new people, enjoy some gentle company, make new friends and strengthen community bonds. This scheme was started to help tackle loneliness and end social isolation. All MUM events are free, so there is no financial barrier to get in the way of attending and joining in the fun. They offer a warm and friendly space to enjoy a bit of company and are attracting a wide range of people.

I went along to one up my local pub and was received with a warm welcome, we enjoyed sitting outside in the sun having a chat over coffee and biscuits, one lady read out an amusing poem about her nose.... It was a nice gentle way to start my day, and I met people from nearby, on my doorstep and others from right up the other end of town. Friendships were obviously already forming and members were arranging outings to look forward to. It doesn't matter if you're outgoing, or more the quiet type, these groups will give you a friendly and supportive welcome.

Shaun Waters, owner of The Norman Warrior, strongly believes in playing his part and supporting the local community. His MUM events started in April and already have about thirty regular attendees, his MUM meet up's are held every Monday from 10.30 until 12 noon, why not pop along.

There is of course a website which is updated regularly as new venues join in and take part, but for those of you without web access here are the groups that I've found for you, active as we went to press.

The Butchers Arms, Beccles: 4am - 5.30pm

The Five Bells, Wrentham: 10.30am - 12.30pm

Sam's Coffee House, Marram Green, Kessingland: 9.30am - 11.30am

Why not try one out and perhaps send me a review, enjoy!

Ali Smith, Editor



WANT TO KNOW MORE ABOUT MUM? WWW.MEETUPMONDAYS.ORG.UK



Time shift

Well folks, I'm seriously floundering now! I've spent so much time and effort rattling on about my experiences covering my tender childhood years spent in wartime Britain that I am finding it difficult to re-set my mind to write about anything else. Those war years were so indelibly locked in my consciousness that I find it a bit of a challenge to move on.

Alison, our Ed. says to me "Try to imagine what your life would be like if your tender years were starting now, in 21st century Britain. Write about that."

What!? Well I tried that without any success. I've found that I am incapable of writing intelligently about anything I've not had experience of, or have a lasting interest in. I just don't have the necessary imagination.

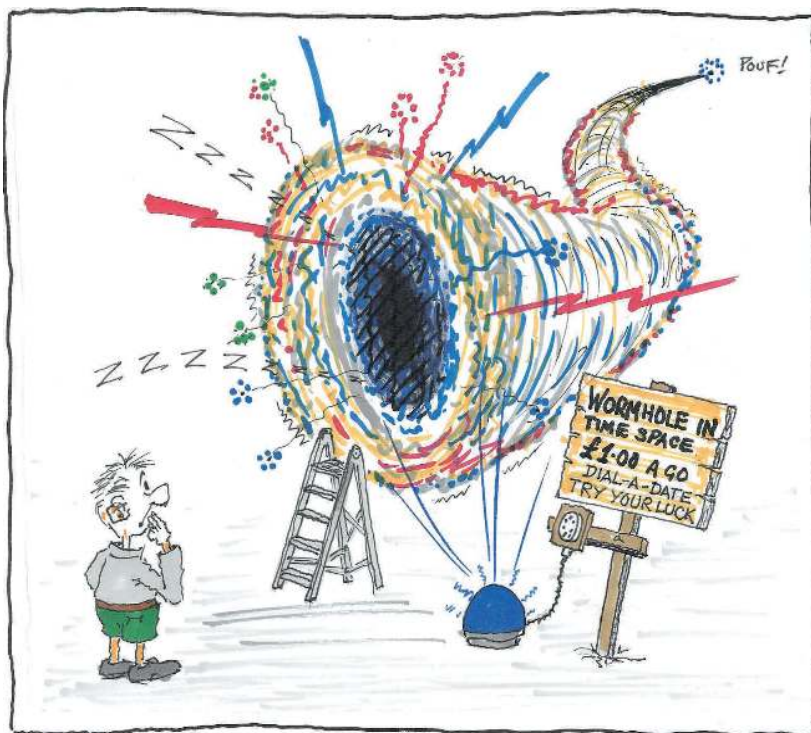
For instance, will Mum and Dad still be alive to look after me? Am I alone in this era or do I still have Pete and Jim and Jeff as best mates? Will I be allowed to climb trees – and occasionally fall out of one?

Is anyone of my peer group prepared to wade knee deep in muddy water to catch a newt or gather bull rushes with their brown velvet tops to take home to Mum? (Who secretly hates them because they "Bring Bad Luck").

Will anyone share my fascination for dragon flies or will my schoolmates think I'm weird?

Do I still have a sweetheart called Sandra whom I desperately adore even though we are both just 8, or would that be considered "unhealthy"?

Can I still build rockets and occasionally blow myself up? I doubt I would be allowed to do that now.



I'm sure that in 2018 if I went to my local pharmacy to ask for 4 ounces of potassium nitrate, 2 ounces of sulphur and some carbon powder I would set alarm bells ringing at our local constabulary and John Lang Court would be awash with armed police within the hour.

And another thing. How am I supposed to learn anything in class when those idiots at the back continually play the fool and disrupt the lesson? Why doesn't Miss sort them out and give them a whack across the knuckles with her hi-tech unbreakable polycarbonate plastics ruler? Better still nick their mobile phones off them! This lesson is a big enough mystery to me as it is.

No. I'm not happy. Take me back to the 40's, but please do not compel me to take the "eleven plus" again! – that disastrous fork in the road. I can do without that. In any case what the hell!. All too soon I'll be a teenager and discover girls.

Brian Parsons, Tenant Contributor

Have you got the winning cover shot?

Send us your winter themed photos of smiling faces, a snow covered local view or perhaps a frosty garden scene.

Snaps need to be shot in portrait format, and sent care of:
charlotte.read@eastsoffolk.gov.uk

Our winner not only gets to see their shot on the cover, but wins a fantastic prize of a 50cm x 50cm framed print (worth £65) of their winning picture, or a shot chosen from their own personal archive.

So get snapping!



WDC/SCDC Corporate Fraud Team

We need your help!

WDC have a zero tolerance to Fraud. The demand for social housing far exceeds the number of properties available, that's why it is important to ensure the right people are living in our properties.

Tenancy Fraud is now a criminal offence under The Prevention of Social Housing Fraud Act 2013.

BE AWARE

- Do you know your neighbours and who the tenant should be in their homes?
- Has single tenant been given a much larger house?
- Has there been a change of occupants at a neighbouring property?
- Do you notice any unusual activity from neighbouring properties?
- Have you overheard any mention of the property being sublet?
- Does the neighboring property appear not to be lived in?
- Are there a number of people coming and going from the property?
- Does the tenant only visit at night or weekends?

If so, the Fraud Team need to know.

So what is Tenancy Fraud?

It is:

- Sub-letting or parting with possession – when a tenant rents out all or part of their home without our permission
- Unlawful assignment – when a tenant doesn't use their home as their main residence and lets it out to a family member or friend
- Key Selling – when a tenant moves out and sells their key to someone else
- False application- when a tenant knowingly gives us false information when applying for a property
- Abandoning the property – when a tenant stops living at the property and leaves it, but does so without telling the Council
- Keeping a social rented home when you own another property

If you have any suspicions or think a Waveney District Council property is being used as above we would like to know:

Please contact us on fraud@eastsoffolk.gov.uk or 01394 444444

Seeing What We Can Do For You!

You might have noticed some changes in style, colour and font size in this edition?

After the last magazine landed on your mats I was contacted by Ken from Oulton Broad, who wanted us to see if we could make the articles and text clearer to read. He asked "can we please have the words in black so we can see them?".

Ken has a good point, plenty of us for one reason or another find it a strain to read text.

I hate the ASDA white in green, and as for feeble grey print on a grey background and microscopic print to boot: Well you'd swear they were conspiring to fill you full of calories, hidden sugar, rot your teeth and

send you to an early grave! It can be very frustrating, I notice more often as I get older.

So yes, we will be making a special effort to see if we can make life a little easier and take some of the strain and frustration away, by being bigger and bolder where possible. We are going to experiment over the next couple of editions, we don't want to lose all our colour and vibrancy, but we are going to see what we can do to make things nice and clear for more people (that includes me). Please feel free to get in touch and let me know what doesn't work for you. On a bad day I can't read any of it, so let's see, pun intended, what we can all do to help: 01502 574802.

Ali Smith, Editor



EDITOR'S Favourite Things WORD SEARCH

I blame The Sound Of Music for this, if the song sticks in your head for the rest of the day, I apologise! Happy hunting, Ali.

WIN £50 Jewsons Voucher

Kindly donated by Jewsons

- | | |
|---------------|-------------|
| AUTOMATA | ORNAMENTS |
| AUTONOMY | PEACE |
| BIRDS | PHOTOGRAPHS |
| CATS | QUIDDITY |
| EARTH | RAINBOWS |
| FAMILY | RAINDROPS |
| FRIENDS | SERENDIPITY |
| GOBBLEDYGOOK | SLEEPING |
| HOME | TREES |
| INDEPENDENCE | UNDERWEAR * |
| JEWELLERY | VOLES |
| KALEIDOSCOPES | WATERFALLS |
| LAUGHING | XYLOPHONES |
| MUSIC | YOURSELVES |
| NATURE | ZOETROPE |

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N	E	R	S	E	N	O	H	P	O	L	Y	X	U	J	B	X	N	G	L	S	S	L
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K	R	Q	A	Y	E	Y	U	R	X	F	X	W	D	B	O	N	F	V	K	B	U	T
Q	G	T	R	E	E	S	R	W	H	S	L	L	D	S	D	R	I	B	N	C	O	X

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
31st October 2018.

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: _____

**I'VE DRAWERS FULL OF DRAWS, I BLAME BRIDGET JONES! I'D RATHER GO COMFY THAN COMANDO!*

Spring Word Search Competition Winner

Winner of the Winter Word Search competition is Mrs Starbuck from Worlingham. She wins a £50 Jewsons voucher.





WANTED – DO YOU HAVE A SPARE ROOM TO RENT?

Could you benefit from some extra income?
Would you like some company at home?

Solo Housing are a registered charity based in Diss. We have been successfully finding housing solutions for people aged 18-65 since 1985. Through our lodgings scheme we help single people in need of assistance to find accommodation in the form of renting a room in someone's home.

We are looking for people who would like to rent out their spare room in their home or even if you have a studio flat/bedsit to let. We meet with all parties and match the requirements of both and take away some of the uncertainty of finding the right lodger for your circumstances.

This is a completely free service as we are funded by Waveney District Council. We are particularly searching for rooms to rent in Lowestoft/Waveney areas.

If you are interested in renting out your spare room or would like some more no obligation information, please call 07788 177020.

Charity number: 1068017
HCA Registered Provider number: 4696

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.

HELP MAKE YOUR COMMUNITY A BIT MORE BLOOMING LOVELY!

WOULD YOU LIKE TO ENRICH THE AREA WHERE YOU LIVE?

THE COUNCILS 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).



1st October 2018 to 30th November 2018

Key Amnesty

OWN UP, GIVE UP, AND AVOID PROSECUTION...

Are you a tenant who is not living in, or is illegally subletting, a Council home?

Own up during October and November 2018 and avoid prosecution.



What is illegal subletting?

A Waveney District Council Tenant moves out and lets the home to someone else, pocketing the rent they charge.

It is a **criminal offence** and many homes within Waveney District Councils area could be affected.

If you want to own up, or if you are one of the majority of honest tenants and you suspect that a property is not occupied or illegal subletting is going on, contact us in complete confidence using the contact details:

fraud@eastsoffolk.gov.uk or 01394 444444



Waveney
District Council

East Suffolk
Suffolk Coastal and Waveney Councils
In Partnership

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
Leah Anderson	Leah.Anderson@eastsoffolk.gov.uk	(01502) 523165
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

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

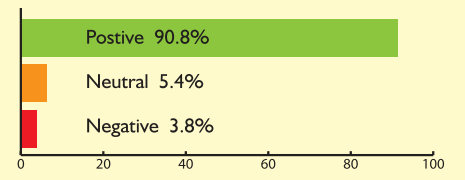
Satisfaction Survey

**31st March 2018
to 31st July 2018**

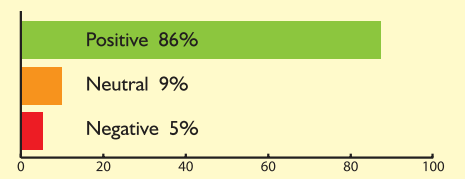
These figures are the outcome of the monthly random survey carried out by an independent company on our behalf. The data in green is the percentage of tenants satisfied and the data in the red box is the percentage of tenants dissatisfied.

The survey is carried out by an independent company to find out what you think and the results have been compiled from the 105 respondents. You were asked:

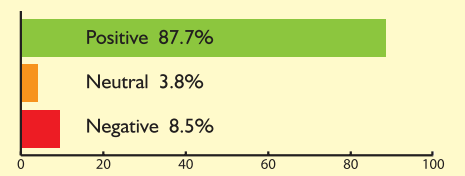
Taking everything into account how satisfied or dissatisfied are you with the service provided by WDC?



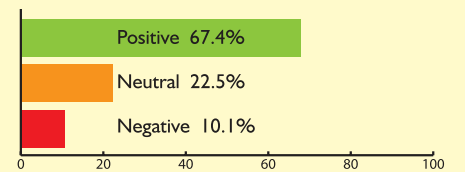
How satisfied or dissatisfied are you that your rent provides value for money?



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?



Published by Waveney District Council Housing on behalf of Waveney Tenants Forum.

Housing Services, WDC, Lowestoft, NR33 0EQ
Tel: 01502 523593 Website: www.eastsuffolk.gov.uk