



Waveney Tenants Magazine

Produced by tenants for tenants

Summer 2016



**Residents
feeling blue**

Page 5

**Befriending
project**

Page 12

**Word Search
Competition**

Page 14

The Editor's point of view



Wow! Don't know about you guys but Brexit has made me feel we're all in a worrying free fall. A new Prime Minister and a protracted period of chaos and uncertainty as far as the imagination can stretch. Good old normal life will plod on and there will still be a roof over my head and running water on tap. So, in relative terms, looking at the hand many are dealt on this odd little rock called Earth, I'm sitting pretty and no one is dropping bombs on my head. So all is OK in Ali world, how about you? Drop me a line to the letters page and share your thoughts, you might win a prize, or you could send in a happy photo for the Christmas cover to cheer us all up.

Talking of water, Essex And Suffolk Water are offering a free home efficiency check that could help you to save some pennies (see page 3). Those of you out there in single or small households could save a lot of money by getting a water metre installed. I save over £100 a year, so it works for me.

Do you like the new squeaky clean paint job on St Peters Court our Lowestoft landmark? Two off shades of white, I think it looks classy, although I can't help but think it will show up the muck. I never wear a white shirt when I go for a curry, do you?

Talking of paint, thanks go to Officer Kevin Barrett who organized the successful paint amnesty many of you took advantage of recently, with the support of Crown Paints. A good few of you are doing decorating projects of your own with discounted paint you picked up, so well done Kev.

The cover shot was taken on a rainy July day, they don't make summers like they used too! Hope you all enjoy what's left of the sunshine.

Regards Ali Smith, Editor

Justin's View



I have been asked by your editor to contribute a short article on my view of what is happening in the housing field in Waveney (and beyond) and who knows, it may even be a regular feature.

When I joined the East Suffolk partnership of Waveney and Suffolk Coastal council's I was asked to give some priority to getting more houses on the ground. We need more homes for our community but are almighty slow at doing it if I am honest. Did you know that between 2011 – 2015 an average of 126 new homes were built each year in Waveney though projections show a need for between 308 to 381 every year to 2036. That's a shortfall of over 5,000 homes just in the Waveney community in the next 20 years!

So, my role is to get more homes one way or another. You already know that the first council owned properties should be available this autumn (there is an article about it in this edition of the magazine). This is a major achievement and I want to do more to ensure that good quality council housing is still provided. We are hoping there will be more developments in Southwold, Bungay and Beccles.

However, my wider role goes beyond council housing and I am working to help developments across both councils by removing obstacles or providing help to try and get more homes built to meet a serious need. Everyone knows that owning or renting a home is expensive – sometimes way beyond what most of us can afford. By helping get more homes built we can try to make it more accessible and affordable to people as having a roof over your head really is important, I think.

Justin Hunt, Head of Housing Services

WIN A £40 FRAMED PRINT

We're looking for great photos submitted by our readers' to use on the cover of our magazine. To enter, simply send us a great Winter/Christmas themed photo that we could use on the next cover to charlotte.read@east Suffolk.gov.uk. The Editor and Editorial Board will choose the winner who will receive a framed photo print (worth £40) of their winning photo to hang on their wall. Framed photo print prize is kindly sponsored by Red Hot Media Ltd - www.redhotmedia.co.uk



Waveney District Council and Essex & Suffolk Water working together to help you reduce your water and energy bills

Waveney District Council and Essex & Suffolk Water are working together to help families, businesses and the community of Lowestoft save water through our Every Drop Counts project. We have already sent tenants in the Lowestoft area a letter to offer you the unique opportunity to receive a FREE 45 minute water and energy saving visit worth over £130 that will not only help you save water, but energy and money too. The key benefits of taking part are shown below.

What's in it for me?

- A whole range of FREE water and energy saving products including regulated showerheads, single flush toilet conversions, tap inserts and a water butt.
- FREE installation by a qualified plumber
- FREE leaking tap and toilet solutions
- Bespoke advice on how you can further reduce your household bills
- Reduced water bills on average by £32 a year
- Reduced energy bills by using less hot water
- It takes less than one hour and we can fit it around your busy schedule.

So please do contact Essex & Suffolk Water and get involved today on 0800 369 9933.



Meet the humans at the heart of housing Introducing Derek Fairhead



“Describe yourself in three words, or thereabouts?”

“Caring, non-judgemental and a good listener.”

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

“I am very passionate about my job and enjoy being able to help such a large amount of people.”

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

“A bus driver!”

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

“I like all types of music, I don’t have any favourites.”

“Do you have any pets?”

“I’ve a seven year old brown Boxer dog called Roxy.”

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

“I’d like to be able to see into the future and stop disasters happening.”

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

“Meerkat adverts, I can’t stand them”

“What’s your favourite film?”

“Mamma Mia!” I really like musicals, they’re uplifting, Titanic is a great film too.”

“What was the last book you read?”

“I’m not a reader, I haven’t really read a book since I was at school.”

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

“I like getting out for walks with my dog and chilling out.”

Editor Ali Smith was talking to

Derek Fairhead Plumbing/Disabled Adaptations Officer



All change for Britten

Britten House on Grove Road in Beccles is currently undergoing an extensive refurbishment. The block of flats originally housed 12 bed-sits that over time have become difficult to let.

All new flats will now have 1 bedroom, a new kitchen / through lounge, gas central heating, new entrance and internal doors, new PVCU windows, and all will be completely redecorated throughout. Pretty comprehensive really we think.

The first and second floor flats have been extended by knocking the existing bathrooms at the rear through and onto the old communal bin chute area. These first and second floor flats have benefited by having new bathrooms including over bath mixer showers.

The ground floor flats will have an extension at the front making the lounge and bedroom larger. They will also benefit from having new low level



access wet-rooms installed. On top of that we will be changing the front of the block to really transform the place. The finished photos will appear in the next edition.

Dave Howson,
Principal Service Manager for Housing

Universal Credit - Update

Universal Credit Full Service is now live in Lowestoft, this means if you live in post code areas NR32, NR33, NR34 4 or IP19 1, and you need to make a new claim for any of the "legacy" benefits you will need to now claim Universal Credit. These legacy benefits are Income Support, Jobseekers Allowance, Employment and Support Allowance, Housing Benefit, Working and Child Tax Credit.

To apply for Universal Credit

you will need a bank account or Credit Union account and you will need an email address. All high-street banks now offer basic bank accounts. Information regarding opening a bank account is available on the money advice service website - <https://www.moneyadvice.org.uk/en/articles/basic-bank-accounts>. Further information regarding Universal Credit and help opening an email account are available on the Anglia Revenues Partnership website - <http://angliarevenues.gov.uk/services/universalcredit/index.cfm>.

<http://angliarevenues.gov.uk/services/universalcredit/index.cfm>

A new video demonstrating the new Universal Credit online claim and account details is now available on Youtube www.youtube.com/channel/UC7Km4IXfVJBIn8SQUmKjD0Q. It is very good having a collaboration with Lowestoft College. We recommend that you give it a try.

Sarah Hyman,
Benefits Liaison Officer



Residents feeling blue as Peacocks come home to roost

This one is a new one on me after nearly 30 years in housing management! How many places in Britain can there be where tenants are complaining about a rogue Ostentation of peacocks? And you have read that correctly as a gathering of peacocks is indeed called an Ostentation. Didn't know that did you? Great for a pub quiz.

At St Mary's Green in Beccles our tenants were being plagued by 7 peacocks and peahens who would screech in the early hours (they may look lovely but they don't sound particularly nice it has to be said). They also caused damage to vehicles by jumping on them and scratching the paintwork.

The problem has in fact been around the whole town and made it on to Anglia News. John Barber, the housing officer for Beccles, dealt with the residents and managed to get a specialist willing to take the said offenders and relocate them to more suitable (and probably grander) surroundings. Trouble is, they keep moving and are never where they should be to collect. To date they are still escaping capture with grumbles



across the whole of Beccles.

Dave Howson, Principal Service Manager for Housing

Welcome to Gary – new housing officer



We welcome Gary Mortishire as the latest member of the Housing Team. He has a unique role in the department as he works part of the time as a Housing Officer and part of the time as the person responsible for managing several private properties on behalf of the Council's Housing Options Team.

Gary comes from a housing support background and has a great broad knowledge of housing. He also knows the locality which is always good.

He has written to all his tenants to let them know that he is in the Housing Team and has settled in well over the last three months.

Dave Howson, Principal Service Manager for Housing

Time to spare?

In just about every edition of this magazine we make an appeal to you all out there to come along and become an active tenant. Perhaps you've thought about it or put it on your list of things to do but not gotten around to it yet.

We would love to meet you and would benefit from your help and fresh input. Do you want to find out more about tenant participation and see where you could make a difference? Then why not give me a call for a friendly chat and see if you would like to join us. Just call 01 502 574802 (at a reasonable time of course).

Ali Smith, Editor



Use Up Your Bits!

Bread & Cheese Bake

Put $\frac{1}{2}$ a loaf of bread broken into pieces into a dish,

Add 1 pint of milk and mash together till blended

Add 4 to 6oz of cheese, $\frac{1}{2}$ a finely chopped onion, $\frac{1}{2}$ desert spoon of tomato puree or tom sauce & $\frac{1}{4}$ of strong english mustard, 2 oz of melted butter or marg and mix well with 2 whipped large eggs.

You can use a mix of cheese and top with sliced tomato

Salt and paprika pepper to taste.

Pour into an oven dish and bake mid heat till almost dry.

Lettuce & Onion Soup

2 oz Butter

1 Large Onion Finely chopped

1 Large lettuce shredded

2 pints chicken stock or veg stock

Salt & pepper

2 $\frac{1}{2}$ Cups double cream

Heat the butter in saucepan,

Add onion & fry gently until soft - do not let colour.

Add the lettuce and cook in the butter 2 - 3 minutes

Add the stock & seasoning bring to the boil, cover & sir for 5 minutes.

Place half the mixture in to a blender & puree Turn into the remaining mix & return to the saucepan bring to the boil, remove from the heat & slowly add cream till mixed in.



Recipes supplied by **Kay Miller**, tenant contributor

Landscape Transformation



The Council is progressing with its improvements to our Retired Living Scheme for residents of retirement age. At Manor Court in Lowestoft, which is located in the centre of the town, we have ripped up most of the old gardens that were planted at the time the court was built.

During February we used a landscape company based in St Olaves to completely revamp the surroundings to the scheme

and provide lovely grassed and paved areas for residents and visitors, not only to admire as they walk into the building but also sit outside.

A lovely wooden pagoda is the centre-piece which residents can sit under to chat and generally socialise. There is even a brick Barbeque so residents can have meals together and have social activities.

There are raised flower beds for the residents to plant out themselves and our experience shows in other retired living schemes that small gardening clubs 'blossom' (groan) with the use of the raised beds

Needless to say that it has all been very well received by residents who hope to make the maximum use of it this Summer.

Dave Howson, Principal Service Manager for Housing



Gunton Estate *Joint Celebration*

The Gunton Estate Community Hall and the Jack Rose Old Lowestoft Society held a unique joint celebration at the Gunton Estate Community Hall on Saturday 9 April. An informal evening marked both the 60th anniversary of the opening of the Community Hall in March 1956 and the 25th season of the Jack Rose Old Lowestoft Society. Hosts for the night were Councillor Malcolm Cherry for the Community Hall and Jack Rose Old Lowestoft Society secretary and Gunton resident, local historian Ian Robb. Gunton residents from all walks of life were there as were invited guests

including councillor Keith Patience. Three slideshows celebrated Jack Rose himself and the work the Society has been involved in since his death sixteen years ago. Mr Robb's second show covered the inception of the Gunton Estate in 1944 to the opening of the Community Hall in 1956. In keeping with the informal evening, the final slideshow was a quick "where was it?" quiz. An exhibition featured both the Gunton Estate in its earlier days. The Old Lowestoft Society's contribution was part of their exhibition marking the town's Great War centenary in 2014. At the end of the evening both Ian Robb and

councillor Cherry on behalf of both the Community Hall and the Jack Rose Old Lowestoft Society thanked Ann Hubbard and her team in the kitchen for the buffet.

Originally known as the Gunton Estate Tenants Hall, the Community Hall was officially opened in March 1956, remaining at the centre of the Gunton Estate ever since. The Jack Rose Old Lowestoft society was founded in September 1990 and named after local historian Jack Rose.

Kevin Barrett,
Service Manager Housing

Mobility Scooters

Over the last few years the use of mobility scooters has really grown. Although they can give back the independence that many people have lost due to illness or mobility issues you should think before getting one where it will be stored. The council has only limited funds to provide facilities such as ramps, hardstanding, storage, pathways and electric sockets for charging the scooters. To carry out any of these works we would need a referral from

your doctor or social services (0808 800 4005). We would ask that you please think carefully before getting a scooter as we will only consider providing these facilities if the scooter is deemed necessary by a medical professional, and only then if we have funds available.

Residents in sheltered schemes should note that the scooters must not be parked in corridors,



doorways, or anywhere blocking fire escapes. Please think of others living in the complex with you. We have tried to help by providing Buggy Parks in most of our sheltered accommodation which should be used at all times for parking, charging and storage.

Derek Fairhead – Plumbing and Disabled Adaptations Supervisor



Want to contact the Housing Team?

With the Council having about 4,500 homes to look after it is inevitable that there is a high volume of tenants wanting to talk to us about repairs, rent, complaints, housing, etc.etc. Last year we took over 20,000 phone calls alone, ignoring the other means of contact such as emails, letters and visits to the office. All this can make contacting the Housing Team difficult at times and we apologise if sometimes you cannot get through or you have to leave a message.

There are tips however that we can offer that could make your life easier as well as ours and we thought it would be useful to share them with you:

- Most tenants contact us to report a repair by telephone and most try to contact us between 8.30 and 11.00 each morning. It certainly gets quieter in an afternoon. If you could try to phone after 2pm there is more chance that you will be able to talk to a staff member.
- Just to complicate things though, if you want to talk to us about rent or non-repair issues it is best to do this before 10am as staff are out of the office visiting during the day and will only be able to get your message at the end of the day.
- Did you know though that for anything that is not urgent there are better ways to contact us? We want more tenants to 'go digital' (use the computer in other words). We have dedicated email addresses that are regularly checked and responded to everyday. For a repair just email repairs@eastsoffolk.gov.uk, for a rent or housing management enquiry just email estates@eastsoffolk.gov.uk, and for an enquiry about house exchange or Homechoice just email housing@eastsoffolk.gov.uk.
- We are working with our ICT team and IT provider as well to have something on the Council's website that will enable you to login and check your rent account details... just not there yet I am afraid.
- You are able to write to us as well of course, but this is the slowest method and we only really like that when we need written documentary evidence for something.

It would be great if you could try either different times or different methods which will help us to help you.

Dave Howson, Principal Service Manager for Housing

Want to Share your Home?

So, how's this for an idea? The Council wants to know if you have any views on a scheme it is 'mulling over' to introduce the shared ownership of your home with the Council to help you get your feet on the rungs of the home ownership ladder.

The idea is that you could buy between 25% - 70% of your home with the Council owning the other share. You could start by owning as little as a quarter and gradually increase your share over time, but only if you want to. You would get discount on the market value as you would with Right to Buy.

The idea is that you could sell up and move whenever you want and keep the profit from the sale, but the Council will always keep at least a 30% share in the property. You would however be responsible for maintenance and improvements to the property.

There would be an 'affordability check' to make sure that someone who wants to buy can afford it, so it will not be open to everyone. Details have not been drawn up yet as we want to know what you think and whether you would be interested before taking it any further

If you think that you would be interested please email housing@eastsoffolk.gov.uk and responses will be considered before the idea is developed any further.

Dave Howson, Principal Service Manager for Housing



CLUTTER

a life-threatening habit

Please excuse my somewhat scorched appearance, but while I'm here waiting for my maker to collect me and deliver me to heaven knows where, have you ever thought about safety in the home and what could happen if you have a habit of cluttering the same? Granted, there is such a thing as a busy home, especially if you have children there are toys everywhere. But you train the little ones to be tidy.

However, what if you don't practice what you preach? What if you tend to drop that little something in the corner saying, "I'll take it upstairs and put it away later," and don't? It is simply amazing just how fast such clutter builds up in the home especially if you also believe that that certain something will come in useful one day. If you were like me hiding the backdoor with, say, the clothes airer, and forgetting, of course, that most accidents happen in the kitchen and say, just for a moment, the grill or chip-pan is left unattended and the contents catch fire? It's amazing just how quickly items nearby burst into flame.

With no fire blanket or fire extinguisher at hand, you've no way of putting out the flames, and by the time you realize your exit's blocked, it has really



taken hold. With your rear exit now blocked, it's only a matter of moments before your flight to the safety of the front door is also hindered by burning clothes and papers; and before you know it - Poof!! - that tall hooded gentleman appears with his scythe and his hourglass, waiting for you to arrive somewhat singed or burnt to a crisp.

Just thought I'd mention it.

Ian Robb, Tenant contributor

The Gas Man's Gone

Well, retired actually. John Walchester has retired from the Council in May after many years service. Many residents will know John, especially if you have gas heating, as he may well have called at your house to check on the gas safety of your boiler etc. He was also an expert on energy efficiency and had very proud green credentials.

He is still being active in many areas but the Housing Team and I am sure many tenants wish him all the best for the future. He was certainly popular and will be missed in the department.

Dave Howson, Principal Service Manager for Housing



Halesworth & Holton A.G.M.

The first Annual General meeting of the group took place on 17.5.16 and we had a good turnout which was encouraging.

The chair, Lady Athena, stepped down after a long term with the group. She was thanked by the members for her commitment and hard work. She will still be attending meetings and keeping up with progress.

It was emphasised during the meeting that the meetings are not a surgery for complaints and sharing personal grievances, these can be dealt with by a housing officer privately after the meeting. Repairs need to be phoned through to the Repairs line (01502 523593) or Out of Hours Repairs (01502 515435).

If complaints need the backing of the group, the Chair can speak on their behalf as some information may be lost and not given over to a housing officer (but only in private and not over the table).

Now the meetings can concentrate on the issues that concern the community as a whole.

A new chair was appointed after two names were put forward for election. Unfortunately, one candidate had to pull out for health reasons which was a shame as he was a good and worthy candidate. Perhaps he may stand the next time!

The new chair for Halesworth and Holton Tenants and Residents Association is Mrs Kay Miller. She

is looking forward to her term with the committee and would welcome any new faces. She has already committed to arranging a Family and Tenants' day for next summer with the help of the committee and is looking forward to bringing new ideas forward, networking with other groups and allowing the voice of the community to be heard.

This is a small and friendly group that meets five times a year. If you would like to attend please come along, all new members welcome! **The next meeting will take place on Tuesday 5 July 2016 at 11.00 at the Halesworth Library.**

If you would like more information please contact the Chair: Mrs Kay Miller 01986 835970.

Charlotte Read,
Tenant Involvement & Support Officer

Are you registered to vote?

Were you able to take part in the elections on 5th May or the EU Referendum on 23rd June? Or did you find that you weren't registered and couldn't have your say? Did you know that not being registered can affect other things, such as your credit rating . . . ?

It's important for each individual to be shown on the voters list, also known as the 'Register of Electors', so that they can take part in elections. The Register is also used for credit reference checks, meaning your credit rating can be affected if you're not registered to vote.

Each year the Elections Team at Waveney District Council send every household in the area a form to update the details for the voters list. It is a requirement for a form to be returned from each property so that the team can produce an up-to-date version of the Register of Electors for the coming year.

'Household Enquiry Forms' were sent to every property in Waveney on 8th August. Each form lists the current registered voters for the address, and a response is required either to confirm the information is still correct, or to make changes. If no return is received then a

YOUR VOTE MATTERS

MAKE SURE YOU'RE IN



reminder form will be sent followed by a personal canvasser visit. Returns need to be made as soon as possible so that a new Register of Electors can be produced by 1st December.

If you have yet to make a return for your form, please do so urgently. If the information shown on the form is correct, a member of the household can confirm this using one of the simple automated systems (telephone or online), or by post. If there are changes to make to the information on the form then amendments can be made online, or on the form itself.

Residents are urged wherever possible to make use of the automated and online systems to save time and increase efficiency, and to respond as quickly as possible to the form to avoid extra reminders having to be sent.

Look out for your form and respond as soon as possible to make sure you're registered to vote!





Your Letters

Our Star letter or photo will win a £10 love2shop Voucher

Dear Editor

I'm not at all fooled by the government's order to lower our rents. One per cent will make little difference to our finances, far less than the repeated tax cuts for themselves and the other rich.

It's nothing more, in my opinion, than an attempt to cadge votes from those with a low income without having to do anything for them.

Mick Grant
Brampton

Dear Editor

I wanted to share a recent find with your readers.

As we have all been contacted and plagued PPI by phone or even in the middle of a favorite tv programme.

You may not be aware that if you have a packaged account that you are paying for and not claimed on so far you may be entitled to your money being refunded!

I myself complained and discovered to my delight that I was entitled to a nice lump sum and I did not have to share it with another company just to make a phone call for me.

Happy me
Halesworth.



Dear Editor,

I was highly sceptical about Universal Credit. At first I thought it was very confusing and thought I was being messed about and not better off working. A few months on I now think it is quite a good thing. It makes it easier for me to move in and out of work, including part time hours and I am 30 quid or so better off each week. I still find some elements of it confusing, but I think the sense of independence it gives me is a good thing and has made me more focused and work ready. It does make things easier and I feel more positive. It's not perfect but it is early days yet, so I hope the system gets a tweak and that over time things improve.

I'd like to say to your readers, don't be afraid of change because it may well be a change for the better.

Brian
Beeches Estate, Lowestoft

Please send your submissions to:
Charlotte Read, Tenant Support Officer,
Waveney District Council, The Depot,
Rotterdam Road, Lowestoft, NR32 2EF or
email: Charlotte.Read@eastsoffolk.gov.uk



Living with your neighbours



What were once known as council estates no longer exist. We speak now of council-built estates.

Where there was once an estate with naught but council tenants, any problems such as antisocial behaviour and harassment were easily dealt with by a visit from a housing officer followed by a stiff letter from the council. Now, with council houses being bought by their tenants, a once-council estate like Gunton has a mixture of homeowners as well as landlords ranging from private to housing associations and council properties.

What can council tenants do to safeguard their home and their families if they have problems with their neighbours and in particular, those living in absentee landlord-owned properties?

If you're a council tenant living next to a private rented property, especially one owned by a landlord who cares little as long as their rent is paid, or a landlord who is absent, councils can lean on the private landlord's agent. There is also the problem of antisocial animosity between council and private tenants.

How should the council tenant deal with this?

For noise issues like barking dogs, loud music etc call Environmental Protection on 01502 562111. For loud parties out of hours call 01502 515435. For more serious issues like harassment, damage to property etc call the Police on 101, for advice and support. You may also contact Rachel Tucker at WDC for advice on 01502 523129.

Ian Robb – Tenant contributor

Friend of the Family

Friend of the Family is a befriending project that is run by Lowestoft Community Church. It has been running for nearly ten years now. Our team of friendly volunteers visit people in their own homes for one hour every week or fortnight. They can help with getting to appointments, small jobs around the house or having a really good chat and a cuppa together.

We support anyone who is feeling isolated, for whatever reason, and in need of a befriender. The project was originally set up when Sure Start were only working in North Lowestoft and there was little or no support

apart from Social Care for families living in South Lowestoft. Friend of the Family was set up to fill that gap for young families.

We now support people of all ages living anywhere in Lowestoft who feel isolated for whatever reason, this includes single people, lone parents, those with long term medical conditions and the elderly.

We also run All Stars which is a drop in group for families with a child or children with any additional need. This meets at Uplands Children's Centre on the third Wednesday of each month in term time between 9.15am and 11am. This group is FREE and any parents are welcome to go along for mutual support, this can be especially helpful during the diagnosis period.

We also run Friendship Club which is a group for the over

50's. This happens on the first Wednesday of each month. We normally meet from 2.15pm. We run a varied programme including; Harvest and Christmas Lunches, concerts by Kevin Barry, Quiz afternoons and afternoon teas. We meet each month apart from January and August. Transport can be arranged if this is an issue for people.

If you are interested and would like more information on any of the above services, please contact Bev Jenkins on 01502 537527 or 07920 722666. Or go to - www.lowestoftcommunitychurch.co.uk

Bev Jenkins, Friend of the Family Co-ordinator



Bev Jenkins





GREAT NEWS... New Homes

Almost as momentous as Brexit – the Council's first new properties in Bungay in well over a generation are nearly ready to hand over to us. The very first ones in Manor Road will be handed over in mid-August with the others in Gardens Close and Princes Road following closely.

They look fantastic and whoever bids for them and is successful are very lucky. We have built 2 and 3 bedroomed houses to meet the need of families but we have planned one and two bed properties across the district to try and meet the range of demands we have at the moment. Here are some pictures taken recently to show what is coming, hopefully to a town near you!



Dave Howson,
Principal Service
Manager for Housing





Word Search Competition

This time our word search is relating to names of local North Suffolk villages

WIN £50 Jewsons Voucher

Kindly donated by Jewsons

- | | |
|-------------|--------------|
| ASHBY | REYDON |
| BARNBY | RUMBURGH |
| BARSHAM | SHADINGFIELD |
| BENACRE | SHIPMEADOW |
| BLUNDESTON | SOMERLEYTON |
| BLYFORD | SOTTERLY |
| BLYTHBURGH | SPEXHALL |
| CHEDISTON | UGGLESHELL |
| CORTON | WALPOLE |
| COVEHITHE | WANGFORD |
| DARSHAM | WENHASTON |
| EARSHAM | WESTHALL |
| HOLTON | WISSETT |
| KESSINGLAND | WORLINGHAM |
| LOUND | WRENTHAM |
| MELLS | YOXFORD |
| MUTFORD | |

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

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 30th September 2016.

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: _____

Spring Word Search Competition Winner

The winter edition of the Tenants Magazine Word Search Competition was won by Ms J A Cutting, 23 Colman Road, Corton, Suffolk NR32 5HH who wins a £50 Voucher sponsored by Jewsons.



Environmental Grant Stuff

From time to time you will have read articles in the magazine regarding the Environmental Grant, what it is, what it's for, how it can be used, how to apply for it, and the difference it can make to where you live.

A substantial sum of money is set aside and ring fenced by WDC every year for the express use by the Tenants to improve or enhance their immediate environment. The number of ways in which it can be used are many and varied, from the purchase of stuff for your garden surrounds or tools to do the work, to larger more ambitious projects involving careful planning such as car parking, paving and play equipment.

Applying for a grant has been simplified to some extent, however, there are certain criteria which must be observed fairly strictly if your application is to be processed without a hitch and ultimately endorsed by the grant examination panel. Also you should bare in mind that the panel meets only four times per year to assess applications for approval, so if your project is seasonally critical in any way you need to take this into account in your forward planning.

What is vitally important is the necessity of involving your neighbours in the project. It is essential that the benefit from what you propose affects at least some part of your immediate neighbourhood and can be clearly seen to be advantageous

to everyone. What you may think is a smashing idea may not necessarily appeal to everyone. Make sure that those who will ultimately benefit or be affected by it clearly understand what you propose and are in agreement then solicit a list of tenant names you can include and obtain signatures which you can provide in your presentation.

So go ahead! Use it or lose it.

Brian Parson, tenant contributor



Ready to move home?

They see a jungle.

You see a playground.



There could be any number of reasons why you're ready to move. House Exchange can help you find your perfect place.

House Exchange is a national website with thousands of opportunities for you to find your ideal home swap. It is also completely free for you to register because your landlord is a partner.

To match and move, visit www.houseexchange.org.uk today and find the very latest homes available to swap.



House Exchange
Match and move



TENANTS' SERVICES CONTACTS

An update of useful names and contact numbers

Housing Management

Principal Services Manager	David Howson	01502 523146
Senior Housing Officer	Peter Fitzpatrick	01502 523424
Housing Officers	Gary Mortishire	01502 523166
	John Barber	01502 523128
	Angie Woodrow	01502 523121
	Angela Bruce	01502 523125
Rent Arrears Officers	Elizabeth Allen	01502 523120
	Leah Anderson	01502 523165
	Kirsty Ayers	01502 523169
	Tracey Fitchett	01502 523122
	Myles O'Connor	01502 523126
Nuisance Enforcement Officer	Mike Hill	01502 523127
Sheltered Housing & Allocations Officer	Jayne Sissen	01502 523480
Tenant Involvement & Support Officer	Charlotte Read	01502 523173

Housing Repairs

Repairs Call Centre / Enquiries		01502 523593
Out of Hours Repairs		01502 515435
Principal Services Manager	John Brown	01502 523592
Service Manager (Housing)	Kevin Barrett	01502 523584
Operations Manager Building	Graham Critoph	01502 523455
Projects Officer	Graham Turner	01502 523463
Stock Condition Surveyor	Danny Rushmere	01502 523586
Housing Maintenance Inspectors	Michael Knights	01502 523587
	Darren Smith	01502 523456
	Mark Osborne	01502 523486
Support Services Supervisor	Rosie Lambert	01502 523577
Technical Assistant	Kevin Newson	01502 523464
Supervisors		
(Electrical)	Mark Thurston	01502 523479
(Plumbing and Disabled Adaptations)	Derek Fairhead	01502 523495
(Voids/Brick & Path Laying)	Adrian George	01502 523588
(Kitchens & Painting) service team	Ian Ellwood	01502 523581
Quality Monitoring Officer	Barry Varden	01502 523489
Estates Caretaker	Adrian Brown	07788 958680

Useful Numbers

Police - Non Emergency	101
Marina Centre	01502 562111
Waveney Norse	01502 527100

Tenant and Residents Associations

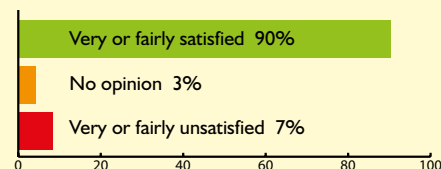
Beeches Estate Tenants & Residents Association	01502 574802
Gunton Estate Tenants & Residents Association	01502 564601
Halesworth & Holton Tenants & Residents Association	01986 835970
Beccles Tenants & Residents Association	01502 219100
Whitton Tenants & Residents Association	01502 584973
Shadingfield & Willingham Tenants Representative	01502 575259

Satisfaction Survey June 2015 to June 2016

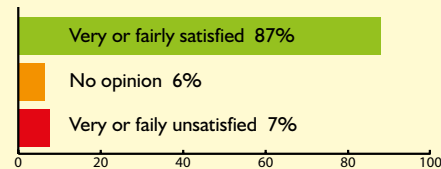
These figures are the outcome of the monthly random survey carried out by an independent company on our behalf. The data in green is the percentage of tenants satisfied and the data in the red box is the percentage of tenants dissatisfied. The figure does not add up to 100% as some people did not express a view either way.

A monthly survey of 100 tenants takes place by an independent company to find out what you think. You were asked:

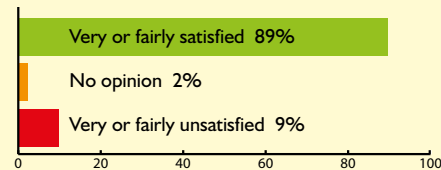
How satisfied were you with the service provided by the Housing Team?



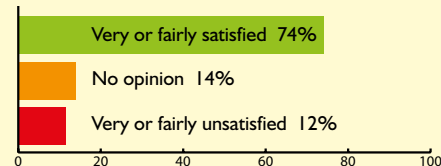
How satisfied are you that the rent you pay for your home provides value for money?



How satisfied were you with the maintenance to your home?



How satisfied were you that your views were acted upon?



Waveney District Council
Serving the Community

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Tel: 01502 523593 Website: www.waveney.gov.uk