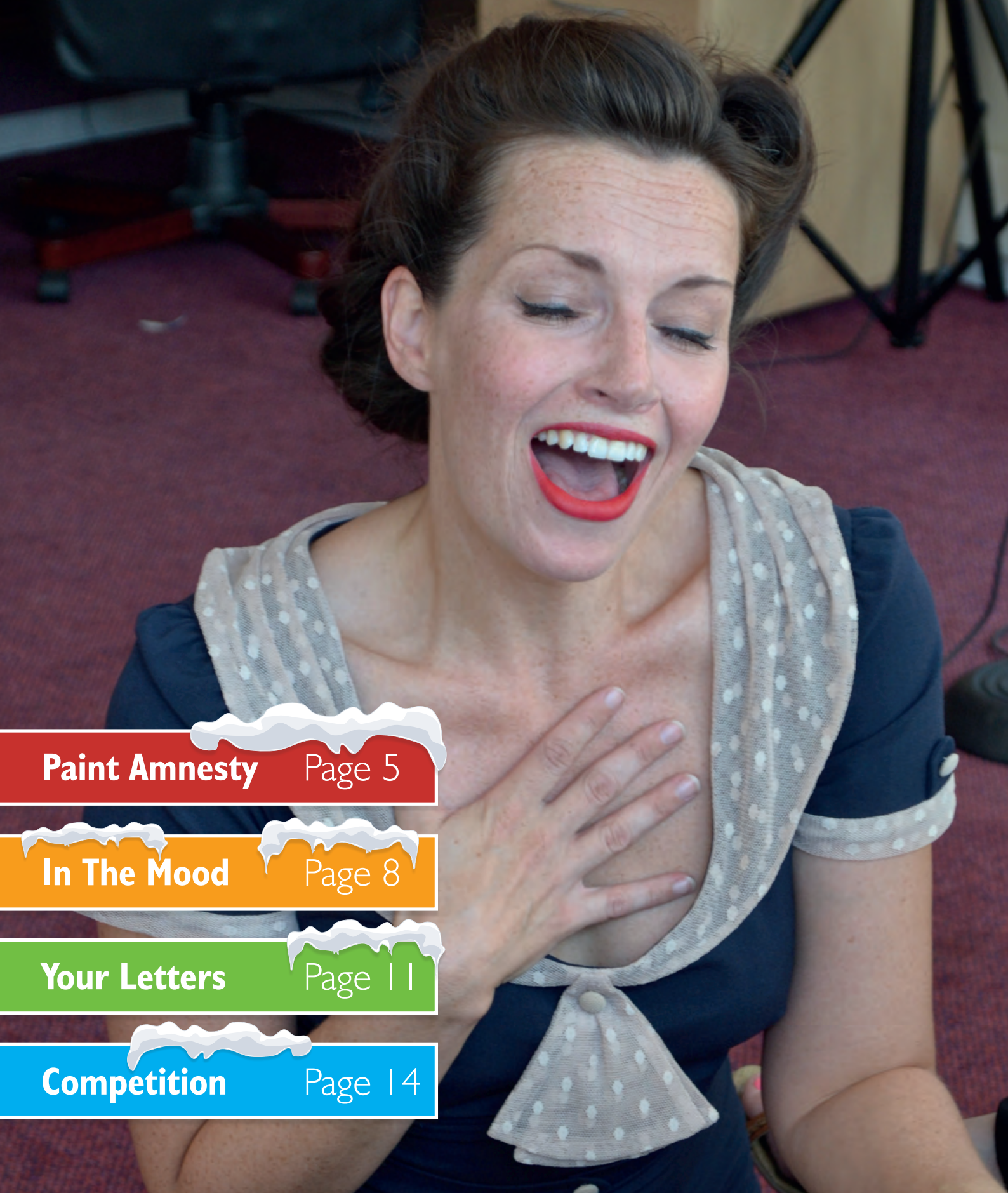




# Waveney Tenants Magazine

Produced by tenants for tenants

Winter 2015/16



**Paint Amnesty** Page 5

**In The Mood** Page 8

**Your Letters** Page 11

**Competition** Page 14



## The Editor's point of view

Dear All,

Here we are again, another year over and looking forward to the next one. Does time really go faster as you get older? I'm starting to wonder as it seems to. Some of the cold grey days seem to go on forever, but the years just wizz by.

The magazine still has shades of summer in it see page 9, Martin Jones' outstanding floral displays at Whitton Court are a riot of colour and a good reminder that the warm sunny days will be back.

Any of you out there wanting to try something different should check out the Tenants Forum promotion on page 4. We'd all love to meet you and you can add your voice and vote. Austerity isn't going anywhere so we the little people need to band together to make sure our needs are met. You really can make a difference and help us get the best out of the housing budget, so please give it some thought.

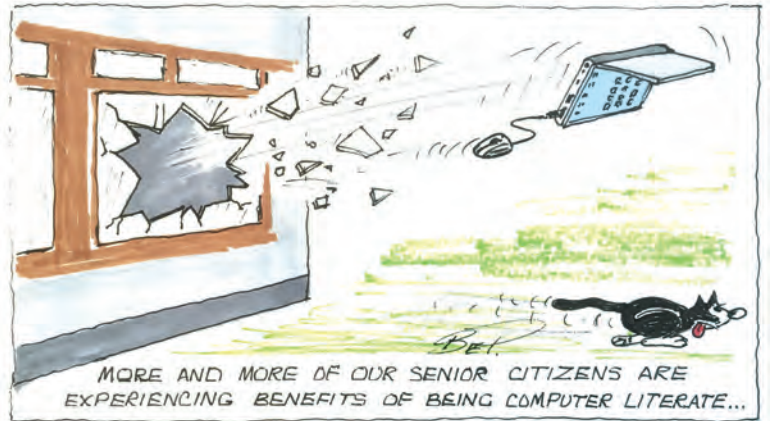
In our 'Meet the Humans' article on page 3, Kev Barrett would like to put Austerity into Room 101, he'd also like the super power of generating peace and I couldn't agree more! With diabolical acts of terrorism and people fleeing war and seeking safety, perhaps we should all count our blessings and wish for global peace this Christmas.

Keep warm, keep well.

Ali Smith, Editor



# Never too old to learn



In this day and age most people have had some involvement with computers, and an awful lot of stuff can only be done on the internet. With this in mind the Council has started rolling out the provision of free internet to the residents in our sheltered housing schemes to help get them 'on line' and enjoy the benefits of the World Wide Web.

Residents at Jubilee Court in Halesworth and Crick Court in Southwold are the first to have WiFi installed and had free training funded by the Housing Department to help them understand how it works and start using emails and browsing the internet.

The training and the introduction of WiFi has been extremely popular and we have had several of the residents now buying their own tablets and computers and becoming real Silver Surfers! The next step is to provide more training to encourage residents to Skype with their families around the world as well as using online shopping and hopefully save themselves some money.

This is a great example of the changes we are making to our Sheltered (or Retired Living) schemes and the benefits of living in a shared communal environment.

Jayne Sissen, Sheltered Housing Manger

We're looking for a great Spring themed photo submitted by a reader to use on the cover of our next magazine. Simply send us your photo to [charlotte.read@eastsoffolk.gov.uk](mailto:charlotte.read@eastsoffolk.gov.uk). The Editor and Editorial Board will choose the winner who will receive a 12" x 16" canvas print of their photo (worth £45). Canvas Print prize is kindly sponsored by Red Hot Media Ltd.





## What can your Local Councillor do for you!

Your Waveney District Councillors are here to help and they can assist you in a number of ways. For example if you have problems with your housing such as poor maintenance of council properties, they can assist by liaising with your maintenance officers to try to get this sorted. If you have issues with noise from neighbours they can work with nuisance officers to try to get these resolved. In turn your Councillors are a great way of getting the best from the facilities and services provided by your council as they can work with you and the council to help you make the most of these. They can arrange for fly-tipping and rubbish to be cleared and they can help you address problems with overgrown verges or hedges on public land, to name but a few. They can also help you access other non-Council support and services through directing you to other appropriate organisations such as various local charities or social care services, to help with a wider range of issues. To contact your local Councillor either go on the website [www.waveney.gov.uk](http://www.waveney.gov.uk) 'Your Councillor' and put your postcode in to the search engine to find your relevant ward (local area) councillor or call 01502 562111, which will put you through to customer services and they will be able to give you the details of your ward councillor. In most instances both a mobile and home number, and email address, will be provided on which your Councillor can be contacted. Most wards have two or three councillors providing a wider basis of support for you to use. Explain to your Councillor your concerns, and issues and they will try to assist you to the best of their abilities and in a timely manner.

Cllr Tess Gandy,  
Normanston Ward Councillor.

## Meet the humans at the heart of housing



Introducing  
Kevin Barrett

**“Describe yourself in three words?”**

*“Committed, friendly and hard working.”*

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

*“I like to be able to help such a large amount of people.”*

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

*“A fireman, I followed them about when I was a kid.”*

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

*“Eagles, Hell Freezes Over, an oldie but a goodie.”*

**“Do you have any pets?”**

*“My beloved Bruno, he’s a 2 ½ year old Labrador.”*

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

*“I’d like to be able to generate peace and tranquillity.”*

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

*“Austerity!”*

**“What’s your favourite film?”**

*“Shawshank Redemption and The Green Mile, Tom Hanks is a big favourite of mine.”*

**“What was the last book you read?”**

*“I’m too busy to find time to read.”*

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

*“I love to play in my band Even Keel. They’re such a great bunch of blokes. I really am lucky.”*

Editor **Ali Smith** was talking to **Kevin Barrett**,  
Service Manager (Housing)





# Homeless Families Taking a Pride in Coppice Court

The Council was recently able to give the go ahead for a garden to be developed at Coppice Court in Lowestoft. Coppice Court is supported housing accommodation working with 24 homeless families. The building is owned by Waveney and the support is delivered by Flagship Housing (Care and Support). The support on offer to the families is a wide range of housing related support to help all families to gain the skills to live independently in the community.

Flagship Housing each year fund raise for a chosen charity and for 2014/15 the charity they chose was the Care and Support projects – the staff team at Flagship Housing and RFT raised £500 for the project.

Organising and managing the ideas was led by Resident Representatives and the staff team. The vision was explained to excited residents who saw an opportunity to provide a lasting meaningful addition at Coppice Court

Volunteers were organised into work parties and given instructions. The day was led by 2 members of the team and 2 residents living at Coppice Court. We had many volunteers to help on the day which were Coppice Court residents and their children, Flagship Housing and RFT staff. Flagship Housing and RFT staff volunteered a day of their time to help with the project.

Building up to the day much thought was given to choosing the plants. One resident chose Celosia because; she said "it reminded me of my Grandad" and many chose for similar reasons.

A massive thanks to all who donated to the Garden Project and took part to make a lovely outside space for our families here at Coppice Court to enjoy.

**Steve**, Flagship Housing Support Worker



## Care to join us?

Can you spare a few hours once every few months?

**Do you care about your home and community?**

Would you like to influence decisions that affect you and your home? Would you like to meet new people and make new friends? If your answer is yes then why not join the Waveney Tenants Forum? Travel expenses are met, there is a buffet lunch provided and you could win a £25 Marks & Spencer's Voucher in our raffle. So why not come and join us!

For more information contact Charlotte Read on 01502 523173.



**"I enjoy the forum because..."**

I really enjoy meeting other tenants and making new friends. I get to have a say and a vote on new policies that affect me and others. It's very interesting to see where all our rent money goes."

**Carol Crane**,  
Tenant Rep Beccles.



**"I enjoy the forum because..."**

It gives a great opportunity to build good relationships with our tenants and really moves the housing service forward. It's a bit of a laugh really, but with a serious purpose."

**Dave Howson**, Principal Service Manager for Housing.





# PAINT AMNESTY } Recycling & Sustainability

Waveney's Housing Maintenance Team are joining forces with Crown Paints and Brewers to provide a bespoke paint amnesty for a 2 week period in the spring, dates will be confirmed in the next edition.

This offer will be purely for all our tenants who have old paint to dispose of, as recycle/refuge sites will not accept any part filled paint containers, and hopefully prevent unnecessary recharges when the property becomes empty or disposal cost to the Authority from fly tipping.

The paint amnesty will cover all brands of oil based products, water based emulsions, acrylics

and stain preservatives, and not just Crown products.

All products collected will be transferred to Crown paints recycling plant that was set up employing people with learning disabilities and long term unemployed.

This is a very generous offer by both Crown and Brewers and we are very keen not only to take part, but promote this as we have never been offered this opportunity before by any other companies.

### HOW DOES IT WORK?

Crown will supply Brewers with storage crates at their branch in Whapload Road Lowestoft,

tenants will take their unwanted paint to Brewers who will not only dispose of it but will give a free roller pack on receipt and Crown will offer a £10.00 off voucher paint when spending £40.00 or more on their products for people who wish to purchase more paint, although this branch is sited in Lowestoft this offer is open to all our tenants in Waveney.

Because this offer is exclusive to our tenants proof will be needed via your tenancy agreement!

**Kevin Barrett,**  
Service Manager Housing



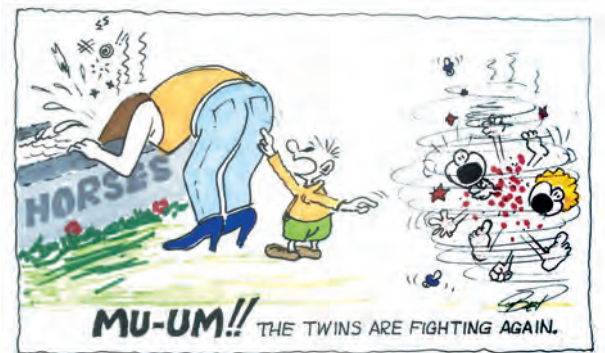
# Stress!

It's nine o'clock in the evening, I'm sitting on a bench seat in the garden at John Lang Court. It is unbelievably calm and so quiet. No traffic. Not a breath of wind. The last of the sun's rays are painting a delicate pink on that funny little bell-tower across the road at St.Mark's, and I sit under a pink fluffy marshmallow sky.

The last solitary Herring gulls are winging their way to the coast to roost – somewhere, (Marks and Spencer's roof maybe...). Quite suddenly it occurs to me that this is the closest I ever come to being at peace with myself – and the world

at large. But it shouldn't be like this, should it?

Life can be stressful, but our bodies are not designed to cope with continuous large amounts of stress, in whatever form. Peek stress periods it can cope with (Ask any mother with three small children). But consistently lengthy periods of high stress levels can cause ongoing suffering, sometimes requiring more than a dose of T.L.C. to repair, (Ask the same mother juggling three part time jobs, no husband any more to share the workload and the school holidays imminent). Stress is with us all the time, and it doesn't disappear suddenly when you retire! – Sorry!



However, in some respects I am more fortunate in that although easily stressed I'm blessed with the ability to find solace quite readily in the world around me. I see beauty in everything and anything: a piece of driftwood, swans in full flight, a leaf, ripples on the water, a gently flickering candle flame...but then, I'm an incurable romantic.

Perhaps I should get out more!

**Brian Parsons,** Tenant contributor





## New Beginnings for Evelyn

Here is a lovely little life story that shows that there is always a personal element to the Housing Service. It involves Mrs Evelyn McArthur (95 years young) who, following a brief stay in hospital, wanted with her family some assistance from her housing officer to relocate into more suitable accommodation. A meeting with Evelyn and her family was held in her flat to talk about how Waveney District Council could offer help.

Evelyn moved into her current second floor flat in August 1978 along with her husband who sadly passed away fifteen years ago and

although she really loves her home, she realises that she needs extra support.

Evelyn's main problem is the stairs to her flat which she cannot manage and she feels lonely even though she has a caring family of one son, two grandchildren and six great grandchildren, she finds going out of the flat impossible without someone being present.

Evelyn's granddaughter registered her onto Gateway to home choice and she was soon able to bid and view a Council sheltered scheme flat which was located on



*Pictured above is Evelyn receiving her new flat keys from Housing Officers John Barber and Angela Bruce.*

the ground floor. Ideal as it deals with the stairs problem and will help with her not feeling quite so isolated. Evelyn now has a view of the courtyard where she will be able to enjoy a walk and join in with other group activities. All very easy and it seems a great success. Enjoy your new home Evelyn

**John Barber**, Housing Officer

## new girl in town \* \* \* \* \*



Earlier this year Nichole Rickard took up the newly created position of Head of Communities. Nichole who is originally from Lincolnshire is familiar with the area as she has spent time here on holiday on many occasions. Nichole has a long background of working in the field, having spent time trying to save

and maximise rural community services and building community bonds through previous roles. She's looking forward to "getting her teeth into the role" and "helping to improve and strengthen communities throughout the district". A big part of this new position is to help communities to help themselves with a strong emphasis on improving and encouraging better health. In these times of increasing cuts to services and on going austerity she hopes to maximise and unlock the potential of individuals and their communities. Part

of her focus is to help raise awareness of mental health and dementia issues and the increasingly important role that carers play in underpinning health and wellbeing. With the average age of carers increasing there is a need to look at the health issues that affect us all by using 'community lead planning'. She will be helping to tackle issues at a local level, trying to pre-empt future areas for support, spending money on the things that matter most to the local people. In these times of austerity she is trying to maximise the potential of every pound that is available, by working out the needs of each area and how to meet them. Nichole is trying to work out ways that communities can help to look after themselves as budgets are increasingly pinched and squeezed. Part of the message is that we can all help ourselves by doing our best to stay fit and healthy. And if we spare a little time to support others, it will help enormously. I wish you well Nichole there are challenging times ahead.

**Ali Smith**, Editor

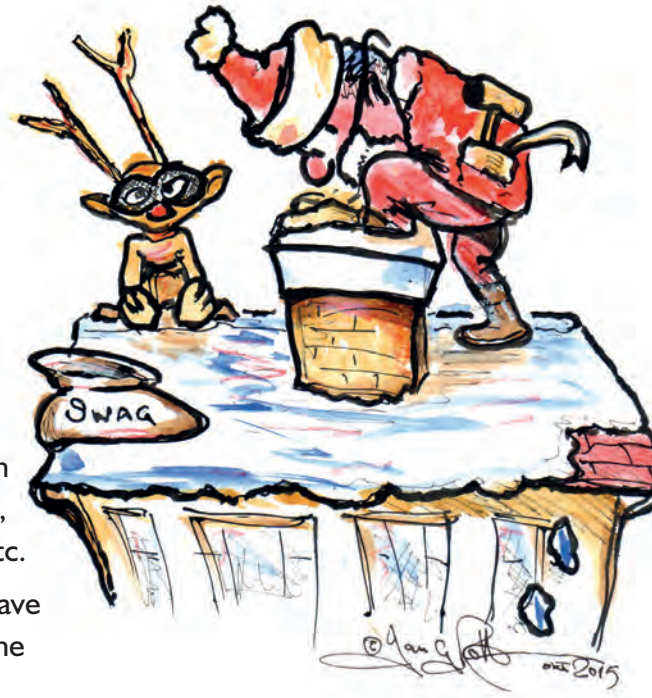




# Keep Those Presents Safe for Christmas

Christmas coming up which means presents under the tree wrapped and ready to be opened... Let's hope though not by some uninvited guest ready to steal or damage and wreck your Christmas. It isn't just the time for giving, some people think it is the time for taking too! There are some simple tips that will help you protect your home and presents from the thieves.

- Don't keep house or car keys in obvious locations or anywhere near the front doors.
- Never leave a door key in a convenient hiding place, like under a flower pot etc.
- Use a door chain if you have one before you answer the door.
- Be aware of uninvited callers – always check identities and if in doubt don't let them in. If they are genuine they will not mind at all as all companies and this Council require an identity badge to be shown.
- Don't advertise that your home is empty - if you are going away, be careful who you tell. Consider who may have access to messages that you put on social media.
- Arrange for parcels to be delivered with neighbours if you're going to be out. Don't have them left by doorways or open shed doors.
- Make sure presents and valuables aren't visible through windows.
- Secure all doors and windows before you leave home - even if you're only away for a short while.



It is always a great idea to have household contents insurance to cover yourself against terrible events like a break-in. The Council does partner a specialist tenant insurance provider (RSA) who offers an affordable way for you to protect your possessions. If you would like information on this please contact us or look on the Council's website.

**Dave Howson**, Principal Service Manager for Housing.

## Community Project that hangs others out to dry

And even more community action at Park Road with residents and the Access Community Trust making an unbelievable difference to the drying area that actually will encourage residents to hang out their washing to dry and air. It just shows that it's the residents themselves rather than the authorities that can improve the areas where people live.

**Angela Bruce**, Housing Officer





# WHITTON COURT LOWESTOFT WERE ALL "IN THE MOOD" AT THEIR 40'S BASH



Lisa, Lula May, Leslie and Martin

The residents and families were treated to a fantastic 40's day on the 7th August 2015.

The event was organised by tenant Martin Jones and funded by the Residents Committee.

Whitton Courts very own Nigella Lawson (The Lovely Leslie) created a fantastic 40's lunch which consisted of corned beef hash, spam fritters and seasonal vegetables followed by Leslie's special trifle, which went down very well with the troops, and especially served up by our very own Manuel (Lisa Scheme Manager) who must have worn out 2 pairs of shoes on the day.

Following the fantastic meal everyone was treated to an amazing journey back to the 40's, being serenaded by the one and only Lula May with her renditions of all the popular songs from that era.

Coventry based Lula May has made several television appearances including Land Girls and the One Show.

From the very start of her performance Lula May had everyone singing along to all the favourites and residents were dancing to the big band medley, and the show lasted for around an hour and a quarter and after the event Martin confirmed he had already booked Lula May for another 40's show just before Christmas and also planning a 60's afternoon between then where Lisa will make a guest appearance with the band!!!!.

On behalf of all the residents I would like to take this opportunity to thank Martin, Leslie and Lisa for all their hard work in making this event very special.

**Kevin Barrett**, Service Manager Housing







# Blooming Fabulous



In the summer it was my pleasure, as a member of Lowestoft in Bloom, to judge community projects in the town. There were quite a few entries including Whitton Court. The standard of entries this year was high, so I had my fingers crossed for my fellow tenants and they didn't disappoint. Martin Jones, with the support of his wife Lesley had done a truly incredible job. Martin, who is studying for his level two certificate with the Royal Horticultural Society, had cultivated many of the plants from scratch. He had created an impressive riot of form and colour in the gardens. His selfless creativity and drive has given residents a first rate outside space to enjoy. The quirky addition of Donald, Daisy and baby Donna the flower pot family is truly inspired. They sit on one of the benches out the front greeting visitors and watching over the garden.



Martin's efforts were rewarded when he was the first person to win the Roger Bellham Special Achievement Shield at the Lowestoft in Bloom award ceremony, for his first rate entry. So a big well done to Martin, who through his efforts has enriched Whitton Court for all to enjoy.

Ali Smith, Editor





# Christmas... A Christian Perspective

*Frustration!* I want to put so much on paper, stuff I think people might be interested to read. Trouble is that being a product of wartime/post war education there wasn't much opportunity for a grounding in the literary arts – The tutors just weren't available. So I do the best I can. But I'll never be a writer!

Christmas is about to descend upon us once more even though I'm writing this in mid August. As we, a largely Christian nation gear up to cope with the rough and tumble my thoughts turn to wondering what God might be

thinking about it all.

Maybe you are not a believer in the almighty, and who could blame you for making that decision whilst you observe the mess, the corruption, the devastation, ill will, injustice and hate in the world at large.

However, I believe I may be forgiven for pointing out that all of the above are man-made, except to some extent distress caused by natural disaster. But we should never fall into the trap of thinking that what's happening now is new. If you care to read through the first 17 books of the Old Testament

you will find that ethnic cleansing, whole sale slaughter, general carnage and death were the order of the day as God endeavoured to consolidate his chosen people in lands already occupied.

So maybe it's good to celebrate our Christian Christmas season – Even if it's tarnished by commercial bonkers and drives us potty, because we are celebrating the arrival of the one being who, given the opportunity will put an end to all that for us, for all, for ever. Amen.

**Brian Parsons**, Tenant Contributor

## Mucking In Together

### Joint Community project Jacobs Court

On a sunny July day residents of Jacobs Court and volunteers from Access Community Trust in Lowestoft as well as a Housing Officer joined forces to tackle the weeds and overgrown shrubbery in the communal area at the rear of their building.

Rob Fawcett, Healthy Heart Advisor from Access Community Trust and Housing Officer Angela Bruce got together to offer support to the tenants at three communal sites in Lowestoft, assisted by the Regeneration Project at Access Community Trust.

The project has given the residents the opportunity to share a safer, tidier communal space where a planting area and social space has been created.

I would like to offer my grateful thanks to all volunteers and residents who turned up to support the project especially Access Community Trust for all their help.

**Angela Bruce**, Housing Officer





# Your Letters

## Our Star letter or photo will win a £10 cheque

Dear Editor

All thanks to the Environmental Grant awarded to me, Pete Bishop, a resident of Brampton.

After reading the magazine, I put my plan into action. It's open to any tenant and not just a story put up by the Council. If you have a plan that could improve your local area and benefit everyone then this is for you. Believe me, the Council will back you if you can prove it's needed and will be supported.

So a lot of ground work has to be done by you but the results are fruitful. So go on, contact your Housing Officer and they will help you to start it off and tell you what you need to do. The kids of Woodside Brampton have never had a play park before and on their behalf I thank Waveney District Council for making a dream come true.

Pete Bishop, Brampton



Are you behind with your rent? Particularly, are you behind with your Council Tax? Does the threat of court action loom high in your direction?

What if, through means you cannot control - you receive that dreaded summons for unpaid council tax? Even if you are out of work, a single parent on a low income, the elderly scrimping hard to make ends meet? All have to pay council tax in one form or another. But what if you can't? Even if the debt is small - say £50 for argument's sake, or even less? What if you are unable to pay, through no fault of your own?

What many do not realise and what concerns those of us working in the community, is that once upon a time your court fine included a one-off court cost. Today, it

seems not only do you pay the fine and court costs per se, but also additional fees implemented without mercy on the day ("administration" charges, et al) pushing that £50 non-payment higher, say up to £150 if not more, for example, which for those in dire financial straits pushes them into an even worse situation.

Today, it becomes the choice whether to feed the children, pay the rent or pay the council tax; a frightening position to be forced into. The additional threat of bailiffs turning up on the doorstep because of the court's slowness even if the debt is paid, adds considerably to an already stressful situation.

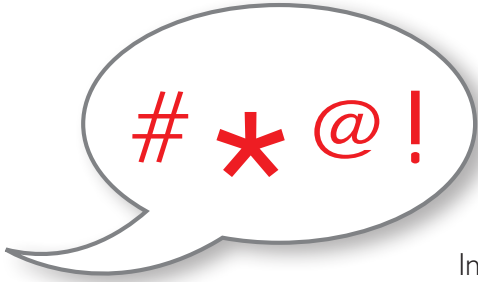
Ian & Robb

**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](mailto:Charlotte.Read@eastsoffolk.gov.uk)





# General Antisocial Behaviour



and also have the power to put pressure on private landlords of unruly tenants. The question is – how often do they use them?

In these days of estates with a mixture of council tenants, housing association tenants and tenants of private landlords; how safe are we when harassed by those who are tenants of private landlords? Especially those of us living next to private tenants whose landlords don't care as long as the rent is paid, or those of us who live next to properties owned by absentee landlords?

What if we, as council tenants, are threatened with physical abuse or harassment? The first action,

of course, is to contact the Police. Next is to contact your housing officer as soon as possible. The only problem at this point is that in the past council tenants have had the impression, albeit misleading, that the council tended to shy away from problems caused by private tenants.

All landlords, social and private, are governed by the same laws regarding antisocial behaviour and harassment, especially if it is racial. Councils and housing associations have powers to control the matter

In the meantime, what can you do? Firstly, if the police are needed quickly, dial 999. The problem has to be reported and where the police are involved, always get a crime number. This will act as a reference both to the police and the council, and will also prove useful when you contact your housing officer. Contact both your tenant rep and your local ward councillor if you need further help. If noise is a particular issue, you can also contact Waveney District Council's Environmental Services Noise Enforcement Officer, Mike Hill (contact number on the back page of this issue).

**Ian G Robb**, Tenant Representative

## Witches and Warlocks descend on Crick Court

After a major decorative facelift to the communal lounge at Crick Court in Southwold residents enjoyed it with their first event, a fancy dress Halloween party. Everyone loves the new design which was chosen by the residents of the Retired Living scheme themselves – and they all took care not to spill the magic brew and bats blood on the new carpet.

**Dave Howson**,  
Principal Service Manager for Housing.





# STAFF CHANGES

## Housing Maintenance Team

Waveney's Housing Maintenance Team have recruited new members of staff including a Projects Supervisor, Technical Assistant, Support Services Team and 3 Apprentices, and would like to take this opportunity to introduce them. **Kevin Barrett**, Service Manager Housing

### Projects Supervisor Martin Dilworth



Martin has joined the Building Maintenance Team responsible for delivering all our projects from Extensions to Major Refurbishment Projects.



### Admin Apprentice Millie Dilworth

Millie will join the Support Services Team as the new Admin Apprentice striving to obtain N.V.Q level 2



### Support Services Kirsty Jackson

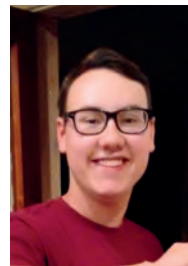
Kirsty has joined the Support Services Team on a temporary contract to cover Maternity leave.



### Technical Assistant Kevin Newson

Kevin will work assisting the Projects Manager creating Planned Maintenance Works Programmes for Kitchen Design, Bathroom Refurbishments, Path

works, Chimney Demolition and validating Asset Management Data.



### Apprentice Electrician Kieron Brown

Kieron has joined the Building Maintenance Team as an Apprentice Electrician.

The apprenticeship duration is 5 years and will obtain N.V.Q level 3 and City & Guilds 17th Edition.

## Rent Free Weeks Coming Up

That time of year again if you pay your rent weekly rather than monthly, with two rent free weeks over Christmas (week commencing 21st December & 28th December). This is a welcome relief for many of us as it enables us to have the extra money to pay for what is probably the most expensive week of the year. The Housing Team though want to highlight that if you have debt it is also the right time to use the rent money to pay off what you owe, especially if you have rent arrears. If you have an agreement to pay off your arrears every week it is very important that you keep to it.

**Dave Howson**,  
Principal Service Manager for Housing.



### Christmas Opening Times for Council customer centres

Thu 24 Dec (Christmas Eve)	9.30am - 3pm
Fri 25 Dec (Christmas Day)	Closed
Mon 28 Dec (Bank Holiday)	Closed
Tue 29 Dec	8.45am - 5.00pm
Wed 30 Dec	8.45am - 5.00pm
Thu 31 Dec (New Year's Eve)	9.30am - 3pm
Fri 1 Jan 2106 (New Year's Day)	Closed
Mon 4 Jan	8.45am - 5.00pm





# Festive Word Search Competition

## WIN £50 Jewsons Voucher

Kindly donated by Jewsons

- |                       |                     |
|-----------------------|---------------------|
| <b>ACTION MAN</b>     | <b>FOOTBALL</b>     |
| <b>AFTERSHAVE</b>     | <b>FOOTBALL KIT</b> |
| <b>BARBIE DOLL</b>    | <b>GUITAR</b>       |
| <b>BICYCLE</b>        | <b>HAMPER</b>       |
| <b>BOARD GAMES</b>    | <b>HANDBAG</b>      |
| <b>BOOKS</b>          | <b>IPAD</b>         |
| <b>CAMERA</b>         | <b>JEWELLRY</b>     |
| <b>CHAMPAGNE</b>      | <b>JUMPER</b>       |
| <b>CHOCOLATES</b>     | <b>LEGO</b>         |
| <b>COAT</b>           | <b>MOBILE PHONE</b> |
| <b>COMPUTER</b>       | <b>MUSIC CD</b>     |
| <b>COMPUTER GAMES</b> | <b>PERFUME</b>      |
| <b>COSMETICS</b>      | <b>PYJAMAS</b>      |
| <b>DESIGNER WARE</b>  | <b>SCOOTER</b>      |
| <b>DIARY</b>          | <b>SKATEBOARD</b>   |
| <b>DOLLS HOUSE</b>    | <b>SLIPPERS</b>     |
| <b>DVD</b>            | <b>WATCH</b>        |

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

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  
31<sup>st</sup> January 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: \_\_\_\_\_

## Our Word Search Competition Winner was...

The Summer Edition 2015 wordsearch winner was  
Mr Walter Crowther, Bourne Road, Lowestoft who  
received a £50 voucher sponsored by Jewsons.





# Gunton Baptist Church

Lowestoft's older Gunton Estate is one of those estates that have that rarity – a real community hub. The shops in Hollingsworth Road, the Community Hall nearby on the corner with Montgomery Avenue and opposite, Gunton Baptist Church, a building which marks seventy years of a movement on the estate which began in 1946 in a prefab living room in Spashett Road. Its first purpose-built structure, the Baptist Hall, was consecrated in 1951. The church itself was built in the early 1960s.

The arrival of its long-serving minister, Colin Napper and his wife Jan saw the start of a closer involvement with the community culminating with the eventual founding of the Gunton Community Partnership with Tenant and Resident Association chair, Ann Hubbard, as well as the establishment of the Gunton Community Park. The latter years of Colin's incumbency also saw the creation of a number of community projects, notably the Signpost Dreamworx project.

The reverend Napper retired in September 2010 after thirty-one years at Gunton. The present minister, the reverend June Love arrived in 2011, soon placing her own mark on the church, founding the Hub Café in 2013, continuing the Dreamworx project, and setting up the East Suffolk Food Bank. Today the church is also its busiest donation and collection point.

Although she has been at Gunton for only four years, the reverend Love has been very active. The latest project is for an extension and to make the whole building disabled friendly. Up until now the church and its community area have been on two levels. Fundraising for the new extension has been on-going since 2013 and has included a variety of special events, including a 25 mile sponsored walk from Norwich to Lowestoft and an auction which raised approximately £800. Building the extension started this summer and once finished will include an expanded Hub Café and Clothes swap-shop, as well as easier access to the church.

**Ian G Robb**, Tenant Representative



*Gunton Baptist Church minister, the reverend June Love breaking the turf at the start of the church's extension in August this year.*



*Members of both the community and Gunton Baptist Church at the launch of the Hub Café. Community reps Ian Robb and Ann Hubbard nearest to the camera.*



*Community event at the Gunton Baptist Church seen from Hollingsworth Road.*



# TENANTS' SERVICES CONTACTS

An update of useful names and contact numbers

## Housing Management

Principal Services Manager	David Howson	01 502 523 146
Senior Housing Officer	Peter Fitzpatrick	01 502 523 424
Housing Officers	Val Richardson	01 502 523 166
	John Barber	01 502 523 128
	Angie Woodrow	01 502 523 121
Rent Arrears Officers	Angela Bruce	01 502 523 125
	Elizabeth Allen	01 502 523 120
	Leah Anderson	01 502 523 165
	Kirsty Ayers	01 502 523 169
	Tracey Fitchett	01 502 523 122
Nuisance Enforcement Officer	Myles O'Connor	01 502 523 126
	Mike Hill	01 502 523 127
Sheltered Housing & Allocations Officer	Jayne Sissen	01 502 523 480
Tenant Involvement & Support Officer	Charlotte Read	01 502 523 173

## Housing Repairs

Principal Services Manager	John Brown	01 502 523 592
Service Manager (Housing)	Kevin Barrett	01 502 523 584
Operations Manager Building	Graham Critoph	01 502 523 455
Projects Officer	Graham Turner	01 502 523 463
Gas Co-ordinator	John Walchester	01 502 523 589
Stock Condition Surveyor	Danny Rushmere	01 502 523 586
Housing Maintenance Inspectors	Michael Knights	01 502 523 587
	Darren Smith	01 502 523 456
	Mark Osborne	01 502 523 486
Support Services Supervisor	Rosie Lambert	01 502 523 577
The Call Centre Team/Enquiries Call Centre		01 502 523 593
Technical Assistant	Kevin Newson	01 502 523 457
Project Supervisor (Building)	Martin Dilworth	01 502 523 464

## Out of Hours Repairs **01 502 51 5435**

Supervisors		
(Electrical)	Mark Thurston	01 502 523 479
(Plumbing)	Derek Fairhead	01 502 523 495
(Voids/Brick & Path Laying)	Les Blowers	01 502 523 588
(Kitchens & Painting) service team	Ian Ellwood	01 502 523 581
Quality Monitoring Officer	Barry Varden	01 502 523 489
Estates Caretaker	Adrian Brown	07 788 958 680

## Useful Numbers

Police - Non Emergency	101
Marina Centre	01 502 562 111
Waveney Norse	01 502 527 100

## Tenant and Residents Associations

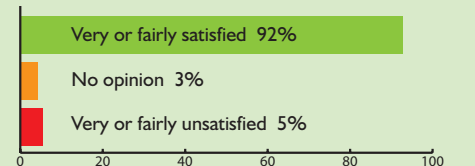
Beeches Estate Tenants & Residents Association	01 502 574 802
Gunton Estate Tenants & Residents Association	01 502 564 601
Halesworth & Holton Tenants & Residents Association	07 785 798 592
Beccles Tenants & Residents Association	01 502 219 100
Whitton Tenants & Residents Association	01 502 584 973
Shadingfield & Willingham Tenants Representative	01 502 575 259

## Satisfaction Survey June 2015 to September 2015

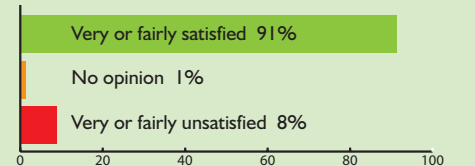
These figures are the outcome of the monthly random survey carried out by an independent company on our behalf. The data in green is the percentage of tenants satisfied and the data in the red box is the percentage of tenants dissatisfied. The figure does not add up to 100% as some people did not express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

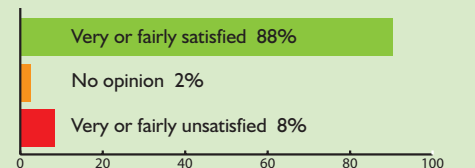
### How Satisfied were you with the service provided by the Housing Team?



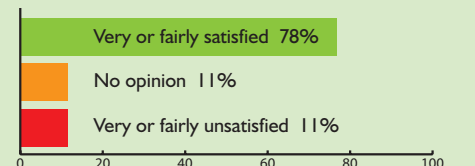
### How Satisfied were you with the quality of your home?



### 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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