



Waveney Tenants Magazine

Produced by tenants and officers for you

Spring 2018

COME DINE WITH ME?

see page 11

STILL LOOKING FOR YOU!

see pages 2 & 10



#waveneydc

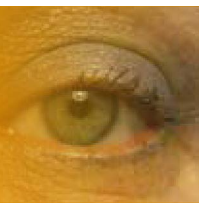


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The Editor's point of view



It was this time last year that I put myself on the cover. Well everybody, there I am again, why? I did threaten that if you guys didn't send me your snaps you'd have to suffer my tired old mug resplendent on the cover, yep you guessed it, no snaps! Please send them in, you really could win yourself a great prize (see page 10) happy snapping!

Some of you out there might have spotted that I have dropped some junk from my trunk. I've lost about four stone over the last year and feel so much better for it, point of fact I wish I'd done it years ago. My hips packed up and I got diabetes, I was housebound and that's no fun at all, so something had to give. If you are struggling with weight and health issues OneLife Suffolk may be just what you need, they can give you up to a whole year of one to one support tailored to you. It could be the boost needed to help you get fitter and make small positive changes that really could add up to a healthier and happier you (see page 15).

It's been a long, hard, wet and cold winter and I know many of you (too many) have been slogging it out the hard way, with little or no heat to keep up the spirits, and out the chill. If you are finding it crippling making ends meet, and especially if you are in danger of losing your home through debt, perhaps because of a shortfall in your rent, then you might be eligible for a Discretionary Housing Payment (see page 5) it may apply to you.

As ever we'd love to meet you at our Tenants Forum (see page 11). See you there perhaps?

Regards, Ali Smith, Editor

Meet the humans at the heart of housing

Introducing John Barber



“Describe yourself in three words, or thereabouts?”

“A caring, reliable, trustworthy, family man.”

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

“I enjoy the people, and challenges each day brings. Every day is different for me.”

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

“A Chef.”

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

“I like anything country or from the 60's.”

“Do you have any pets?”

“No, just three grandchildren!”

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

“Healing, to help the sick.”

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

“Those little sachets of sauce you can never open.”

“What's your favourite film?”

“Every Which Way But Loose, Clint Eastwood.”

“What was the last book you read?”

“Fifty Shades Of Grey, which Tracy Fitchett lent me, I didn't buy it honest!”

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

“I like DIY, gardening and spending as much time as I can with my grandchildren.”

Editor Ali Smith was talking to John Barber, Housing Officer

New Girls Making Good

It is really heartening to see young people doing well and getting a foot on life's ladder. Our two new apprentices Jemma Lethbridge and Phoebe Vokes are settling into their new roles and are a bright and sunny presence in the office. Both are enjoying the challenges each day brings and are learning fast. As these two enjoy a challenge, we asked them to write a small profile about themselves so you can get to know them a little better.

Ali Smith, Editor



Jemma

I joined the Tenant Services team in January having worked within the care sector since leaving school. Having worked in care for so many years I wanted a change of career, but with all my qualifications being care related I expected to have to start again by going back to college.

Whilst searching online I found an advert for an apprenticeship within the Tenant Services team. Even though I thought that I may be too old to do an apprenticeship I applied anyway and after an interview I was offered the position. So whilst I'm learning, I'm earning, which is much better for me, and it just goes to show that you're never too old to learn new things and change career.

I'm hoping that when my apprenticeship is finished I will be able to move to a full time position within the council, if not I will still have a recognised qualification in business administration to take elsewhere. I'm really enjoying my new job and learning about the council and housing services. I'm looking forward to learning much more within the Tenant Services department and am very excited at what the future holds for me.



Phoebe

I originally started off my apprenticeship within another team but as travel was proving difficult I switched to Tenant Services in January of this year. As soon as I was offered the opportunity to join this team I accepted with open arms - which has definitely been for the better!

How did I end up here? Well when I left school I was constantly looking for opportunities for an apprenticeship, so when I saw the position on the East Suffolk website it was too good not to try for. I applied and following an interview I was accepted and started in September 2017. I was based at the council office in Melton and after a few months of unreliable train journeys I was offered the option of joining the Tenant Services team. I was overwhelmed with how much there was to learn, and how much goes into providing the best service possible for our tenants.

Leaving school and going straight into the public sector has been a huge step forward for me and I am hoping to work my way up into a full time position. Even if I go down a different path at least I get to keep my business administration diploma and all the great experience provided by Waveney District Council to help me find a career!

The History of Social Housing

© Photographs courtesy of Russell Walker

This is the second chapter of a three part series on the history of social housing, I hope you enjoyed the first instalment in our last edition.

As it's a while since my first article, I will recap on the history that part one covered. We have already talked about social housing from the building of the first Almshouses to the outbreak of WWI. Many things happened during this period we looked at: the age of Philanthropy, the implementation of the 1848 Public Health Act and the introduction of Garden Cities through the Housing for Working Classes Act.

As the 20th Century began, the building of many new social housing projects started to grow significantly, spreading all over the country. Things were looking up and the future of social housing was looking promising until Great Britain declared war on Germany on the 4th August 1914.

Great Britain slowly became a war zone, making it impossible for any new social housing to be developed.

As WWI concluded there was an acute shortage of housing in Britain due to the lack of labourers and materials at Britain's disposal. A year after the Great War ended the Housing and Planning Act 1919 came into place,

meaning councils were thrown to the forefront as the providers of much needed housing. The Becontree estate was built for the soldiers and their families as a reward for their service to Britain.

Overtime the quality of social housing plummeted due

on slum clearance; each had to submit a programme of building and demolition aimed at eliminating slums from their district.

Lowestoft's slums were demolished and re-developed into new housing such as 'Lighthouse Score'.

Rents were set much lower following the implement of the 1930 Housing Act, in an effort to re-house some of the poorest people in society.

Things were looking more positive, but there was still much more to do to help house the nation.

More of this to come in part three.

Written by
Jack Mayers,
Housing Degree
Apprentice



Mariners Score

to how impoverished the country was after the war. Councils then began to try and save money by decreasing the size of properties. A three bedroom council house dropped from 1000 square feet to 620 square feet. The Wheatley Act 1924 had a principle objective in erecting houses that could be let at lower rents to meet the position of lower wage earners.

The Housing Act of 1930 encouraged mass slum clearance and councils set to work to demolish poor quality housing and replace it with new builds. By 1933 all authorities were required to concentrate efforts



Herring Fishery aka Christchurch Score



Lighthouse Score

HELP WITH HOUSING COSTS

Is the amount of help you get from Housing Benefit or the Housing Element of Universal Credit not enough to meet your rent?

You might be entitled to a Discretionary Housing Payment.

Did you know we can also make a Discretionary Housing Payment if you get help with your rent from Housing Benefit or Universal Credit, when;

- Rent arrears are preventing you from moving to a more affordable property
- You are at risk of losing your home because of rent arrears
- You want to move to a more suitable property but can't afford the rent in advance payments or deposit

For more information or to apply for Discretionary Housing Payment, please visit our website www.angliarevenues.gov.uk

Look for **DISCRETIONARY PAYMENTS** for information or **DO IT ONLINE** to apply.

Follow East Suffolk on Facebook, twitter and YouTube.

Links available on www.eastsuffolk.gov.uk



So You Think You Know About Housing?

OK, so here's a question..... What involvement does the Council have with housing? Well yes, we provide housing and have even been building some recently. That doesn't win any prizes though as I would think everyone knows that.

If you take a look at the new East Suffolk Housing Strategy it will reveal all, and I think you would be surprised by just how much we do. So, (intake of breath).... here goes:



We are trying to work with existing housing associations in our area as well as new ones to make sure that we can have the maximum number of social housing providers building the maximum number of homes.



We will be writing a new Homelessness Strategy next year and have changed the

way we deal with anyone that is, or will become, homeless within 3 months.



We are trying to get a policy to offer grants to people occupying poor quality housing to make it warm, dry and safe. This type of housing is usually privately owned.



We will be considering older peoples housing such as Retired Living Schemes to develop a new strategy to cope with the growth in the elderly population in the district in future years.



We want to pilot private sector Neighbourhood Renewal to improve our most deprived areas in East Suffolk, improving residents quality of life.



We want to tackle fuel poverty and reduce carbon emissions through improved



energy efficiency measures in all types of homes in the area

Think it stops there? Nope – there are many priorities we have identified that we want to work on until 2023 that will improve where our residents live in East Suffolk, regardless of what property they live in. So, why not read our Housing Strategy which can be found on the Council's website – it will be an eye opener. Coming soon by the way is the Housing Revenue Account Business Plan ("can't wait" I can hear you say).

Dave Howson,
Housing Strategy Manager

Accessible And Open For You

It was recently decided that customers will no longer be able to visit our Rotterdam Road Depot but should instead go to our Customer Service Station at The Marina, in Lowestoft Town Centre. This decision has been taken due to us not having customer facilities at The Depot, such as disabled access. The site is also very busy with traffic at certain times of the day, as it is also the Depot for Waveney Norse and all of their waste removal and ground maintenance vehicles travel in and out of the site throughout the day.

The Marina has been designed for Customers to visit, and all our Housing and Rent Officers will be more than willing to book an appointment to see you there or in your own home should you wish to speak to them. You can find contact details for all our Housing and Rent Officers on the back page of this magazine.

Thank you for your cooperation in this matter and we look forward to welcoming you to our Customer Service Station at The Marina.

Samantha Shimmon, Tenant Services Manager

Rogue Traders

Watch out they're about

We have unfortunately been advised that a resident has been the victim of a rogue trader recently. The trader failed to complete some very poor quality fencing work, and wouldn't return to finish the job properly. We have put some helpful tips together to help prevent you hiring a rogue trader.



Be very careful about taking on a builder who:

- offers very cheap quotes or estimates
- is unwilling to put a quote or estimate in writing
- is unwilling to offer references
- is too keen to start the job straight away
- is unwilling to offer you details about their business
- claims to be in a trade association when they are not
- claims to work for a company
- with a good reputation when they don't
- doesn't offer you a contract, or doesn't sign the one you give them
- asks for money up front
- gives a detailed quote and schedule of work but then does not follow it
- doesn't charge VAT when they should
- only accepts cash

And please remember that you do not have to let door to door salespeople into your home. If you don't want anybody cold calling at your door and putting you on the spot, you can print off signs from the Money Saving Expert website and display them on your door.

www.moneysavingexpert.com/phones/no-more-junk

Samantha Shimmon, Tenant Services Manager

**HELP MAKE
YOUR
COMMUNITY
A BIT MORE
BLOOMING
LOVELY!**

**WOULD YOU LIKE TO
ENRICH THE AREA
WHERE YOU LIVE?**

**THE COUNCILS
ENVIRONMENTAL GRANT
COULD HELP YOU TO
MAKE THAT HAPPEN!**

GOT A PROJECT IN MIND?

**FLOWERS, SHRUBS,
SEATING OR SOMETHING
MORE COMMUNITY BASED?**

ALL PROJECTS CONSIDERED!

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





Sarah's benefit update

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

There is a lot of information available on-line and, on our Facebook page and twitter. Visit www.eastsuffolk.gov.uk.

Waveney District Council has taken on board the need to help customers with the transition to Universal Credit. To this end there are regular updates in the In Touch magazine and other publications. We also man the Beccles Library and the staff there are fully trained in matters relating to Universal Credit. Also Citizens Advice in both Lowestoft and Beccles are on hand to assist with all matters from benefits to managing the transition to a monthly payment. However if a customer is still unsure the first port of call can always be The Marina Customer Services office or the Beccles Library. If we are unable to assist we can certainly signpost to other support networks or organisations. If a customer is struggling and daunted by having to make a claim online our advice is to get in touch, we are here to help. Personal Budgeting Support can help you apply for an Advance Payment, and Alternative Payment Arrangements, in some circumstances the monthly payment can be split and your Housing Element paid directly to your Landlord. A Personal Budgeting Support session can also help you understand what else is available, like Discretionary Housing Payments to help with the shortfall in your rent. Visit www.angliarevenues.gov.uk and look for Discretionary Payments for further information.

Sarah Hyman,
Benefits Liaison Officer

Support to make or manage your Universal Credit claim

We interviewed one of our Customer Service Officers about the support they can provide to help you make or manage your Universal Credit claim online.

1 Tell me a little bit about yourself?

My name is Connie Elvin and I am a Customer Services Officer who specialises in Revenues & Benefits. My role involves assisting customers at reception and over the telephone, specialising in those needing assistance with benefits, Council Tax and, since its roll out, I have been assisting where required with Universal Credit enquiries. As part of my liaison role I also link up with the DWP to try and resolve issues at first point of contact. We now have Customer Service "floorwalkers" who are always on hand to assist with making and maintaining the Universal Credit online claim form and journal, and where required they help with completing the online Local Council Tax Reduction form.

2 You mention help with making or maintaining a Universal Credit claim-what does this mean?

Our staff at The Marina Customer Service Office can assist with not only completing the online Universal Credit form but once Universal Credit is in place,

customers can visit the office and access their online journal and input up to date details where necessary. Staff again are on hand to assist and explain when required.

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

Since Universal Credit Full Service was introduced in Lowestoft, we have helped over 600 customers make or manage their online Universal Credit claim.

4 How long have you been doing this?

I have been helping people make and maintain their online Universal Credit claim, and working alongside the DWP since Universal Credit was first introduced in the Lowestoft area, this was in May 2016.

5 How do people access this support?

People can visit us at The Marina in Lowestoft or Beccles Library. More information and opening times can be found on our website www.eastsuffolk.gov.uk, under the 'contact us' section.

The Residents Network Annual Conference

7th December 2017

Getting to Lowestoft train station at 6am to find that your train is delayed and won't be arriving until 6:30am isn't the best start to a cold and windy morning. Especially when you only have a 10 minute window to catch the connecting train at Ipswich.

Needless to say no sooner were we on the train than the announcement was made that it would not be connecting with the London train and we would therefore be enjoying a 30 minute stay at Ipswich Station. Which on the plus side was enough time to get a 99p coffee and free banana from the platform branch of WH Smiths (other newsagents are available).

The 'we' in this instance were Charlotte Read - Tenant Involvement Officer, Martin Swan - Support Services team leader and Max Hutchings - Housing Degree Apprentice.

Our destination was the Residents Network Annual Conference at the Millennium Hotel in London.

We made it with 5 minutes to spare and after grabbing a quick coffee we found some seats and settled down. The venue was an impressive ballroom, no ball gowns and tuxedos today though, instead 200 people sat 6 to a table filling the dance floor. Half the audience were housing staff from various Housing Associations and Local Authorities from around the country, and the other half tenants from resident groups but these seemed mainly London based. A makeshift stage at the front of the room housed a lectern for guest speakers and a long table for the ever changing guest panel to sit.

Following an introductory speech by Rob Gershon, Chair of The Residents Network we were treated to speeches from Tony Lloyd MP (Shadow Minister for Housing) and Karen Buck MP who has a private members bill being read in parliament on 19th January. This bill aims to give tenants the right to take action against landlords for the condition of rental properties ensuring they are fit for human habitation, and she was

kept for us all to lobby our MP to give backing to this.

There were various other speakers from different organisations and resident groups over the course of the day. There was a heavy focus on seeking new ways of encouraging tenant involvement; it would seem that we at WDC are not alone in finding it difficult to attract new blood to our resident involvement programme. The word 'digital' was mentioned continuously throughout the day and the question pondered as to how landlords could use a digital platform to reach tenants in a different way. This isn't just for younger tenants, more and more people choose to use the internet for communicating with friends, family and service providers.

The general consensus, including that of the residents in attendance is that most tenants feel they should be represented and want a voice, but at the same time they feel that someone else should do it as they don't have the time or inclination to get involved. Is this how going digital will make a difference, if input is available 24/7 from a PC or mobile phone? There are some trials in place around the country and we will watch these with interest.



Enjoying their day at conference, Martin Swan and Charlotte Read.

The keynote address was by Lord Kerslake, a cross bench peer and former head of the civil service. He is also the Chair of Peabody, one of the oldest and largest housing associations in London. Following the merger with Family Mosaic in July 2017, the Peabody Group now owns and manages more than 55,000 homes across London and the South East, housing over 111,000 residents.

Lord Kerslake (or Bob as he prefers to be called) admitted that Brexit had been dominating the Lords recently as it has Parliament. However the awful events of Grenfell have brought housing back to the forefront of peoples thoughts and it is important that it stays there. He explained how he feels that a robust arrangement for scrutiny is key and at Peabody they are embracing a new model to capture this.

Bob's three main observations for tenant views were

- Tenants views NEED to be heard
- Complaints MUST be handled properly and landlords need to learn from these
- Qualitative communications are much more important than Quantitative communications.

The first two ideas are nothing new and should be adopted across the board, the idea of quality over quantity sounds simple but at its heart is the idea that there's no point seeking views unless you are going to listen and change things. Otherwise what's the point?

After Bob's speech we had the opportunity to pose questions to panels of housing experts from various organisations and to hear about the challenges our peers face around the country.

Was there a eureka moment, did a light bulb suddenly come on as the penny dropped? Not sure, but what I am sure about is the strap line of 'tenant Involvement, rip it up and start again' is spot on and we need to be thinking of new and innovative ways to get our tenants involved, and to hear as many diverse voices as possible.

Martin Swan,
Support Services Team Leader

WE WANT YOU!!



We currently have very traditional tenant involvement methods, we have several local Residents Associations, a Tenants Forum, and we are very lucky to have Ali Smith as Tenant Editor of this magazine. What we know is that many of you do not have the time to be part of these groups and we need to add in other ways for you to get involved.

We are currently exploring our options to go more digital and are looking into setting up our own Waveney Tenants Facebook page, where we can keep you updated on what's going on and you can ask questions and post comments to us.

We are hoping next year to launch our own self service portal that will allow you to report your own repairs, pay your rent and check balances on your account and hopefully much more.

We are also looking at our Customer Satisfaction Surveys, you will see a change this year in that the surveys sent out will initially be texted or emailed if we have your details. We can then look at what we do going forward, to expand on how often and when we try and collect customer satisfaction surveys from you. We would also like to have a 'you said we did' section in the magazine based on your comments on the surveys, so watch this space.

If you wish to become more involved with us or give us your views and ideas please contact Charlotte Read our Tenant Involvement Officer on 01502 523173 or Charlotte.Read@eastsoffolk.gov.uk

Samantha Shimmon,
Tenant Services Manager

EVEN MORE childhood memories

The war is over, well at least the war in Europe anyway. I am now a seven year old, but I don't know much about the Japanese conflict still raging. It's all about Union Jack flags, bunting, street parties, bonfires and fireworks.

Old Bert (the Warden) and Dad (a Home Guard) have now made peace and are good neighbours again. Bert arrives on Saturday morning with a large hand bell, two rattles, some assorted whistles and a large box of fireworks and declares: "To celebrate we are going to make as much noise as possible!" I bagged the hand bell and drove everyone barmy running up and down the street for a couple of hours, until threatened with a thick ear from Dad if I didn't stop my ringing.

I have reverted to my original school route and observe that the crater, which the V2 left (the one that came so close to ensuring my demise) has been filled in and the road and pavements replaced,



but the sorry state of the houses on either side bear witness to the awful devastation it caused. On the other hand there's still a big hole in the ground where the Sunday School was. I'm off the hook in that area for some time- whoopee! What's more the little shop next to it didn't get blown up, so I can still get a few pennies back on empty Tizer bottles I find.

It all seems unnaturally quiet, and I'm wondering what will happen now that the skies are clear of entangled contrails, rockets and doodle bugs are no longer raining down on us. I don't have too long to wait or wonder. As if by magic suddenly our adjacent large field, where the mushrooms grow, the cows graze, and the two strawberry-roan mares called "April" and "May" romp

in the sunshine, is marked out with poles painted black and red, shortly followed by earth-moving machinery. Roads are laid down and foundations for houses to be built, right on my "patch". Damn nerve!

Mum and Dad are not very happy about it, but I'm having a whale of a time with my mates climbing all over these excavations, bull dozer's and monster mechanical shovels each evening after the workmen have gone home, health and safety?..... Oops!

However, I am moved to tears to find that the pond where the great crested newts live has been filled in.

Things will never be the same any more.

Brian Parsons, Tenant Contributor

↑
THIS WAY UP!



DON'T WANT TO SEE THE EDITOR ON OUR AUTUMN COVER?

Then send us your great sunny fun snaps to cheer us all up! Selfies, landscapes, cute fluffy animals, friends and family, make us smile.

Snaps need to be shot in portrait bias, 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.

Get snapping!

12:34:56

012345 kwh



0123456789

Not so smart

More and more tenants are choosing to switch to smart meters for their utility supplies. A smart meter is a new kind of gas and electricity meter that can digitally send meter readings to your energy supplier for more accurate energy bills. Smart meters come with in-home displays, so you can better understand your energy usage.

All energy suppliers must aim to install smart meters in every home in England, Wales and Scotland by 2020. They will contact you to tell you when you can get one or you can contact them and request one.

Your supplier is responsible for installing any smart metering equipment. This includes a smart electricity and gas meter, an in-home display that will tell you about your energy usage in pounds and pence, and a communications hub that will send and receive information over a secure network (for example, to your in-home display

or to your supplier so they can bill you accurately).

Smart meters can work in prepayment or credit mode. If you're a prepayment customer, there are some particular benefits for you:

- Your energy supplier may be able to offer you new and more flexible ways of topping up your meter that mean you don't have to visit a shop.
- You'll be able to see your balance on your in-home display, so you won't unknowingly run out of credit.

But there can be a problem, we have received a number of calls where a meter engineer has installed a new gas smart meter for a tenant but has then been unable to turn the boiler back on as they are not 'Gas Safe'[®] registered. They have even been known to leave a warning notice saying the boiler is unsafe just because they are not registered and trained to check it. This has resulted in calls

to the repairs team to arrange for a Gasway engineer to visit the property and reset the boiler. This is classed as a no fault call out and will attract a charge of £44.10.

Please check with your energy supplier before agreeing to have a new smart gas meter installed that the engineer will be Gas Safe registered and won't be leaving you without heating and hot water when the job is finished.

Visit www.ofgem.gov.uk/ consumers for more information on smart meters and www.gassaferegister.co.uk/ to check if your meter installer is Gas Safe registered.

Martin Swan,
Support Services Team Leader

Hungry for change?

COME DINE WITH ME AT THE TENANTS FORUM!

There is a free and plentiful lunch waiting for you at the Tenants Forum so why not come along?

You also stand a good chance of winning £25 in shopping vouchers, there can be as few as seven of us there, so the odds are good (you do the maths). What's the catch? Well, you do need to sit through a meeting, and I won't lie

it's not all thrills and spills but it is about things that affect you, your home and the community on your doorstep. So why not make the time to come along and check it out, especially if the next one is near you. Your views matter and we really need some fresh blood and input swelling our ranks. Your opinions count, so add your voice, every one of us can help make a difference. The next Forum is on the 19th June at 1pm, Crick Court, Southwold, IP18 6DE. Why not come along? Look forward to meeting and eating with you!

Ali Smith, Editor

The Gunton Estate, Lowestoft and its place in local history

2018 is a year of anniversaries – some sad, some joyous. While remembering the centenary of the First World War and the seventy-fifth anniversary of the Focker-Wulf attack on the town in May 1943, 2018 also marks the seventieth anniversary of Lowestoft's first postwar traditional brick-built council houses, no mean feat in those days of rations and austerity. Following the D-Day landing in Normandy, plans were made in July 1944 for the first of the town's two council-built estates. Gunton was the first, initially laid out by German prisoners of war, and the first homes built were the fondly remembered 'prefabs', well-designed but made of aluminium and very cold during that first postwar winter.

The prefabs were built quickly, however the most important part of the new estate was to be its brick houses. Foundations were laid in early 1946 at the same time as the prefabs, regrettably shortages of men and materials – not to mention the Great Winter of February 1947 – meant that construction was extremely slow; it was almost two years before the first homes were ready for its tenants.



Houses in Hollingsworth Road, built by Lowestoft Corporation. Late 1947.

Although we know the names of the first family to move onto the estate in 1946, there appears to be no such ceremony for those first families moving into the estate's brick homes. It was important to house everyone as quickly as possible. Despite this, it was only in March 1948 that the first families eventually moved into their new homes. Those new houses were

in Hollingsworth Road, and in their haste to house as many as possible many of these new properties were still under construction while their tenants were moving in. Boundary walls, sheds and linen lines were being erected while prams, beds and furniture were being moved into their respective places.



The same houses in early April 1948. Curtains at the windows and linen on the line. Houses in Minos Road are under construction in the foreground. Myloden Road is to the right.

Make no mistake, Gunton, like its sister estate at Whitton, was never a 'working-class' community. With rents set at 15 shillings a week – approximately a quarter of the average gross wage of the time – living on the Gunton Estate was not for the impoverished. However, like the estate's prefabs, these new homes had items considered before the war as purely for the well-to-do – built-in cupboards, electric cookers, coal-burning Union stoves which also gave you hot water as and when needed. And the "copper" – a predecessor of the modern washing machine.

In 1948, the whole estate belonged to the Borough of Lowestoft; there was camaraderie – everyone was in the same boat and they all helped each other. It was a brand new life, full of expectancy and looking forward to a bright new future.

Ian **G Robb**, Tenant Contributor

Gunton Estate, 'From Tin to Brick Revisited' by local author and Gunton resident Ian G Robb, is available from Waterstones, Lowestoft, price 0.99. Ian regularly gives talks on local history and can be contacted via the Gunton Estate Community Association on 01502 564601.

Apprentice of the Year!

Joe Burgess an apprentice with our Roofing Team has recently won Eastern Roof Trainings Apprentice of the Year. Joe had worked in hospitality since leaving school and joined the roofing team as a labourer originally, but showed promise and a desire to better himself and had more to offer. When the opportunity arose for an apprentice in the team he jumped at the chance, and commenced on a Flat Roofing Apprenticeship that would provide the ability to earn as he learnt his trade, valuable work experience as well as an NVQ Level 3 qualification.

I asked Joe what he thought about his job he said "I love it, every job is different and requires me to solve the different challenges presented." Joe's tutor put him forward for the award in recognition of his hard work and excellent work ethic and he was successful in winning, beating 39 other nominees to take the national award. We are extremely proud of Joe for this achievement, and he is already talking about a future career with us and wishing to get into a managerial role in the future.

Samantha Shimmon, Tenant Services Manager



Prize apprentice Joe centre left, with Sarah Barber Mayor of Ipswich, Sandy Martin MP for Ipswich and Joe's tutor, Olivia Gilbert.



What a difference a year makes...

On the 12 January 2018 our 'new' telephony system celebrated its first birthday. There have been a few changes over those twelve months as you are now able to make rent enquiries, rent payments and order statements along with reporting repairs of course.

You are able to queue to ensure your call is answered and in exceptionally busy times you will be offered the option of leaving a voice mail so we can call you back.

Over those twelve months we received a total of 33,426 phone calls of which I am proud to say we managed to answer 91% which is a whopping

30,417 calls but that still means that over 3,000 callers decided to hang up before their call was answered.

There are no prizes for guessing that Monday was by far the busiest day and January the busiest month. We still take almost half of the days calls before 11am and are quietest after 3pm. Something to think about if you don't like waiting in a call queue.

During the 'Beast from the East' we were receiving more calls in a day than we normally would have in a week so next years figures for the busiest days and month may be somewhat different.

Of course you can always beat the queue by reporting a repair request online via the www.eastsuffolk.gov.uk website or if it's easier just email us at repairs@eastsuffolk.gov.uk. And if it's a rent payment you want to make then you can either pay online at: www.angliarevenues.gov.uk/waveney or call the 24hr automated payment line on 0845 8350137.

And finally, when we are closed there is a recorded message advising you to call our out of hours service on 01502 515435 and during the last 12 months we received 1,262 calls for out of hours emergencies.

Martin Swan, Support Services Team Leader

WHY WAIT IN A QUEUE? WHY NOT TRY REPORTING YOUR REPAIR ONLINE? IT'S QUICK AND CONVENIENT!



Allotment WORD SEARCH

Enjoy weeding out the words hidden in our allotment inspired word search.

Good luck!

WIN £50 Jewsons Voucher

Kindly donated by Jewsons

- | | |
|--------------|--------------|
| APPLES | LOPPERS |
| ARTICHOKE | MARROW |
| BETROOT | MICE |
| CARROTS | NETTING |
| COMPOSTER | ONIONS |
| CUCUMBER | PARSNIPS |
| DIBBER | PEARS |
| ELDERBERRIES | QUINCE |
| FORK | RASPBERRIES |
| GOARDS | SPADE |
| GOOSEBERRIES | STRAWBERRIES |
| GREENHOUSE | TOMATOES |
| HOE | TURNIPS |
| HORSERADISH | WELLIES |
| KALE | WHEELBARROW |

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



Winter Word Search Competition Winner

Winner of the Winter Word Search competition is
Mrs Crickmore, Lowestoft. She wins a £50 Jewsons voucher.



Your Letters

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

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Please send your submissions to:

Charlotte Read, Tenant Support Officer, Waveney District Council,
 The Depot, Rotterdam Road, Lowestoft NR32 2EF
 or email: Charlotte.Read@eastssuffolk.gov.uk

One Life Suffolk



OneLife Suffolk is commissioned by Suffolk County Council and is the integrated healthy lifestyle service offering a number of FREE services across the county including:

Adult Weight Management Courses across the Waveney area, new groups are starting in April.

Children & Family Weight Management Courses across Waveney

Stop Smoking Service in community settings including Boston Lodge and Water Lane Leisure Centre.

Get Help to Get Active for people with long term health conditions (currently covering cardiac conditions including stroke, cancer or being treated for cancer and Type 2 diabetes.)

Health Walks across the Waveney area

Outreach NHS Health Checks in some workplaces, Gunton Baptist Church and Boston Lodge.

Making Every Contact Count Training
School Holiday Camps

Our aim is to help people in Suffolk to live healthier lives and improve their quality of life. If you would like any more information or want to access any of our services please call OneLife Suffolk on 01473 718193 or visit our website www.onelifesuffolk.co.uk

www.onelifesuffolk.co.uk/connecmndshar



TENANTS' SERVICES CONTACTS

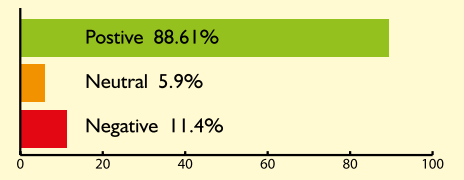
An update of useful names and contact numbers

Satisfaction Survey 31st December 2017 to 31st March 2018

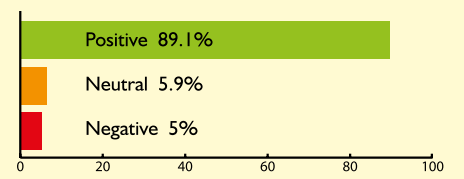
These figures are the outcome of the monthly random survey carried out by an independent company on our behalf. The data in green is the percentage of tenants satisfied and the data in the red box is the percentage of tenants dissatisfied.

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:

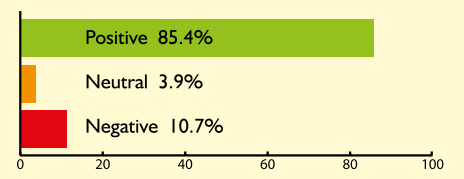
Taking everything into account, how satisfied or dissatisfied are you with the service provided by Waveney?



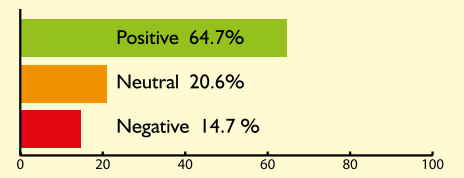
How satisfied or dissatisfied are you that your rent provides value for money?



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

Housing Management

Senior Housing Officer

Email	Phone
Peter.Fitzpatrick@eastsuffolk.gov.uk	(01502) 523424

Housing Officers

Angie Woodrow	Angie.Woodrow@eastsuffolk.gov.uk	(01502) 523121
John Barber	John.Barber@eastsuffolk.gov.uk	(01502) 523128
Angela Bruce	Angela.Bruce@eastsuffolk.gov.uk	(01502) 523125
Gary Mortishire	Gary.Mortishire@eastsuffolk.gov.uk	(01502) 523166

Rent Officers

Tracy Fitchett	Tracey.Fitchett@eastsuffolk.gov.uk	(01502) 523122
Leah Anderson	Leah.Anderson@eastsuffolk.gov.uk	(01502) 523165
Myles O'Connor	Myles.OConnor@eastsuffolk.gov.uk	(01502) 523126
Elizabeth Allen	Elizabeth.Allen@eastsuffolk.gov.uk	(01502) 523120

Universal Credit Officer

Tracey Pike	Tracey.Pike@eastsuffolk.gov.uk	(01502) 523578
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Nuisance Enforcement

Mike Hill	Michael.Hill@eastsuffolk.gov.uk	(01502) 523127
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Report a Repair

Tenant Services	Repairs@eastsuffolk.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**