



Waveney Tenants Magazine

Produced by tenants and officers for you

Summer 2017



#waveneydc

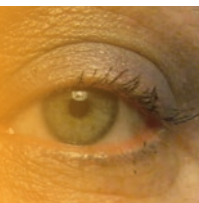


@waveneydc



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The Editor's point of view



Welcome to the summer edition, I hope you all got enough sun to lift your spirits, and enough rain to help your flowers grow. I know some odd weather days make you feel like you just stepped off the plane in a different continent and in a different season and you find yourself asking "should I dig me gloves out?" But we are fond of a good moan about the stuff, so it works for me!

There have been changes at the helm of the Housing Service since last edition (see article page 10). We say goodbye and thank you to Cllr Sue Allen after nine years of dedicated service, and welcome Cllr Chris Punt as our new department head. He joins us at an exciting time when we are building new homes, but also at time of serious reflection following the Grenfell fire. I asked Chris for a statement following the horrendous tragedy, it is as follows; "The awful tragedy of Grenfell Tower in London on 14th of June has prompted all social landlords to focus on their high rise buildings. We have too, and I know officers have been working and will continue to work with the fire service and other experts to ensure that our high rise block St Peters Court is safe, compliant and monitored."

If recent events have perhaps made you think that councils are run by faceless bureaucrats who neither hear about, or care about their tenants and their needs or they just don't want to listen, you would be wrong. Yours are waiting to hear from you. Please call Charlotte Read Tenant Involvement and Support Officer on 01502 523173 and get involved.

Regards, Ali Smith, Editor

Meet the humans at the heart of housing Introducing Martin Swan



"Describe yourself in three words, or thereabouts?"

"Sarcastic, loyal and laid back!"

"What do you find most rewarding about your job?"

"Changes... it's rewarding to have fresh ideas and see positive changes happen."

"What did you want to be when you grew up?"

"A Vet, but I'm too soft, or a Computer Analyst, but I've never worked out what one does, but it sounds impressive."

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

"Innocent Man by Billie Joel, It's a classic."

"Do you have any pets?"

"Sweet potatoes, we're on about our 5th all called Ben, they live for ages on the windowsill and grow whiskers but wither after about three years, then we humanely compost them."

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

"Invisibility... I could have great fun with that."

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

"Cheese I can't stand the stuff, even cheese cake, that's horrible too, but weirdly I love wotsits."

"What's your favourite film?"

"Rocky Horror, I love it, it's great fun."

"What was the last book you read?"

"Freud In The City, fascinating, it's about the banking crisis, best quid I ever spent in a charity shop."

"I know you work hard Martin, but what do you like to do in your spare time?"

"I love heavy rock, but like a good ale and catching many of the very talented local musicians, like The Jamos & Sir Matthew Band and Nathan Cochrane, he's excellent!"

Editor Ali Smith was talking to Martin Swan, Team Leader Tenant Services



RIGHT TO BUY FRAUD

A team of five full-time specialists now work across Ipswich, Suffolk Coastal and Waveney councils, investigating suspicious activity in, amongst other things, Right to Buy applications and housing benefits and council tax fraud.

After being formed in May 2015, the team stopped more than £3.2m of fraudulent activity in its first year across the three councils, and has now reported it has prevented £4.3m for the last 12 months.

Siobhan Martin, head of internal audit for the three authorities, said: "It's really making sure the money is there for the purpose it is there for, and providing value for money. We have a zero tolerance approach to fraud, and we do

really mean it because there are people losing out from this.

Among some of the issues identified were people using false identification, applying for Right to Buy discounts when they were unable to demonstrate how they could pay a mortgage or were otherwise ineligible as well as sub-letting council houses. In Waveney 21 were stopped saving £2m.

This does not mean that more fraud was happening but with a greater network of contacts (not



least from the Housing Team) more experience and the addition of another investigator, the team can prevent more fraud from happening. Mrs Martin added: "We will prosecute if necessary."

To report suspicious activity, confidentially call 01473 433999.

Sheila Mills, Corporate Fraud

The fate of Lowestoft's TWO ESTATE COMMUNITY HALLS

"No change at the present". That was the advice given by acting Town Clerk Shona Bendix to both Whitton Estate and Gunton Estate Community Halls following the transfer of community assets from Waveney District Council to Lowestoft's long awaited Town Council. This confirmation follows concerns raised over who is responsible for upkeep and maintenance budgets for the two halls following the official handover in May 2017.

Contacts at both Community Halls are also unchanged; Donna and Jackie remain at Whitton

and Ann Hubbard can still be contacted at Gunton. Unfortunately, concerns remain over the lack of information regarding the funding and repair of the two community halls under the new council, whether under Parks and Gardens, or in a similar scheme used during their tenure at Waveney District Council.

Shona Bendix can be contacted on 01473 833713. Email: ceo@salc.org.uk

Ian Robb, tenant contributor



From **Pit** to *Palace*...

The journey of an empty property

Here is the journey of a not so typical (but not so rare either) empty property – from walking through the door for the first time to it being ready to handover to a new tenant.

This flat cost us over £8000 to empty, repair, improve and decorate. It cost £667 just to clear it!

This is all funded from tenants' rents – so it is costing you for properties like this. If you are leaving a

property you must clear all possessions or we will recharge you – Be Warned!

Why not look at the movie! We have a 'before' and 'after' on YouTube for you to see. No Smell-o-vision but it will still shock.

Dave Howson,
Principal Service Manager for Housing



Green Bins & Fly Tipping

The Easy Green Bin Scheme was formerly launched in November 2015 via an article in WDC's In Touch magazine (that was sent to all residents) with online payments being accepted from early December 2015, ahead of the official 29 February 2016 scheme start date. The vast majority of customers signed up online (and still do) and during its first year, the Easy Green Bin Scheme attracted some 25,500 customers (52% of Waveney households).

Now in its second year, the Scheme has attracted a similar number of customers, which includes 1,000 new subscriptions. This suggests that some people were still not aware of or appreciated the value of the Scheme. For the benefit of those people, here is a summary of how the Scheme works:

The Easy Green Bin Scheme is a subscription service that runs from 1 March to 28/29 February each

year. Green bin collections are made every two weeks, including most bank holidays, except Christmas Day and Boxing Day.

Signing up for the Scheme is simple and the service costs only £42 for the whole year. You can sign-up for as many green bins as you like at £42 each. Simply go to:

<http://www.eastsuffolk.gov.uk/waste/waste-collections-and-disposal/garden-waste/wdc-garden-waste/>

You can still sign up for the 2017/18 collection year and you will need a debit or credit card to pay for the service online. If you don't have access to home composting facilities, the Scheme could easily save you the cost of many trips (and time) to



your nearest Household Waste Recycling Centre. Please also remember it is not permitted for garden waste to be placed in your black (general waste) bin. Importantly, if someone else is removing your garden waste for you, you should check that they are a Registered Waste Carrier; failure to do so could result in you being held liable and receiving a fine for up to £5,000 if your waste ends up being flytipped.

Ian Gregory, Waveney Norse

FANCY YOURSELF AS A PHOTOGRAPHER?

We're looking for great photos submitted by our readers' to use on the cover of our Winter magazine.

To enter, simply send us a winter themed photo, ideally containing people and in portrait format, that we could use on the next cover to charlotte.read@eastsuffolk.gov.uk.

The Editor and Editorial Board will choose the winner who will receive a 50cm x 70cm framed print (worth £65) of their winning photo to hang on their wall.

Framed print prize is kindly sponsored by Red Hot Media Ltd - www.redhotmedia.co.uk



GARY'S OUR MAN OUT IN THE FIELD...

Well, out in the gardens actually. Gary was appointed as a dedicated gardener for our retired living schemes with his own large mower and vehicle proudly proclaiming Horticultural Services to our schemes. Though it would be fair to say that there was a mixed reaction to having a dedicated gardener I think it has been very successful with a real change in the standards of the schemes.

Gary is scheduled to visit each scheme at least once a fortnight and the aim over time is to provide and maintain a pleasant environment for our tenants to enjoy.

Gary is keen to develop the job further by growing our own plants and planting bulbs to bring a wealth of colour to the schemes.

Kevin Barrett,
Housing Asset Manager



All Change At The Top

Following the sad passing of Waveney District Council Leader, Cllr Colin Law, Cllr Mark Bee has been elected as the new Leader of WDC. Cllr Bee has made some changes to his new Cabinet, including Cllr Craig Rivett who joins the team for the first time, taking the position of Head of Customer Services, and Graham Catchpole now fills the post of Head of Operational Services. Cllr Bee has appointed Cllr Chris Punt as the new Portfolio Holder for Housing replacing Cllr Sue Allen who had been in post since 2009. Sue is now Chairman of

Overview and Scrutiny. While we are all sad to lose Sue, who was very dedicated to her role and a truly warm and friendly lady, much liked by both staff and tenants, we extend a warm welcome to Chris, and are looking forward to working with him (see article page 10).

We all send our deepest sympathies to Cllr Law's wife Deanna and family and hope they can take some comfort from the fact that Colin has left his mark on the district, and was a well liked and respected member of the

Waveney community. Colin had given me help and encouragement when I first got involved with the council in 2009, and always gave my Mum his time, help and patience when she knocked him up with an issue or gripe, as she lived on his doorstep.

There is much hard work to be done building homes and a sound future for the people of Waveney, so we wish all involved much luck, as there are undoubtedly many challenges ahead.

Ali Smith, Editor



Electrical Safety



Maybe it is timely to remind everyone about electrical safety following the sad event in London. The Council must fulfil certain legal obligations to ensure your safety but you are advised to regularly perform basic electrical safety checks around your home. We suggest you look for things like:

- Light bulbs that don't work or blink frequently
- Power sockets that spark when you plug something in or don't work at all
- Dark yellow / brown marks around power outlets or light switches
- Tripped fuses in the fuse box
- Bare or exposed wires
- Appliances that don't work

Your own electrical appliances are of course your own responsibility. Your possessions must be repaired and maintained by yourself. It is worth noting that the Council's

insurance does not cover tenant possessions but only the building structure. Please make sure you have your own insurance which the Council can assist with by referring you to Simple Insurance which is aimed at tenants.

PLEASE DO NOT:

- Use electrical equipment against their intended purpose (for example, using a hair dryer to defrost a frozen refrigerator)
- Store flammable or hazardous materials near electrical outlets
- Clutter luggage near electrical outlets
- Allow water, damp or moisture near and around electrical outlets
- Dismantle electrical equipment
- Attempt repair of electrical equipment (except if you are a certified electrician)
- Modify electrical equipment
- Overload the electric grid with

too many plugged appliances

- Leave unmonitored working electrical appliances, like the oven, or iron

You are of course responsible for monitoring and reporting all issues in the property to the council and we rely on tenants to report as accurately as possible and promptly rather than wait for them to become a real problem. Remember too that it is easier to report a repair with an email at repairs@eastssuffolk.gov.uk or phone in our non-busy hours such as afternoons.

Dave Howson, Principal Service Manager for Housing

It's good to talk (but not for too long)

In the last edition I introduced you to the tenant services new telephony system designed to avoid tenants' phone calls going unanswered and introducing a call queuing system for busy times.

In the last 3 months we have received 5438 calls from tenants of which we have answered 5004.

This 92% answer rate represents a marked improvement on the old style phone system and if you're prepared to hold your call will be answered. On average callers wait 28 seconds before hanging up.

Not surprisingly the phones are busiest between 9am & 10am when we receive 20% of the entire day's calls but we still manage to answer 90% of them with just 10% of callers hanging up before their call is answered.

The quietest hour on the phones is between 3pm & 4pm when the answer rate increases to over 95%. And while it's good to talk, you'll have to excuse us if we can't chat for too long as our aim is to get to every caller as quickly as possible.

Martin Swan,
Tenancy Services Team Leader



Britten House Beccles

Britten House in Beccles has just undergone a complete refurbishment and transformation.

The building was constructed in the sixties and comprised 12 bedsit flats off an open communal staircase with the entire block showing its age and looking very tired and shabby. The new refurbishment has certainly brought the properties into the 21st century by providing 12 one bedroom flats with a much improved living area incorporating a new kitchen area and a much larger bathroom. A separate bedroom has been made possible by incorporating

the balcony areas and extending the front with a single storey extension.

The refurbishment also provided a new fire detection system and a new door intercom system.

We have received great comments about it from local residents and it has certainly improved the look of the area.

Kevin Barrett,
Housing Asset
Manager



Britten House before refurbishment works commenced.



Britten House on completion.

A clucking nuisance!

There are many things that tenants would like to do with their property that require authorisation from the council.

Some common requests we receive are:-

- The keeping of non domestic animals in the garden eg chickens
- Satellite dish installation
- Conservatories
- Sheds/Greenhouses larger than 8ft x 6ft
- Painting external walls of the property or outbuildings
- Removal of fences & garden walls
- Working from home

Whilst permission for the majority of requests is granted this cannot be guaranteed. This is why it is very important to seek permission before you go ahead with any of these, as if it's found that you haven't you may be in breach of your tenancy agreement.

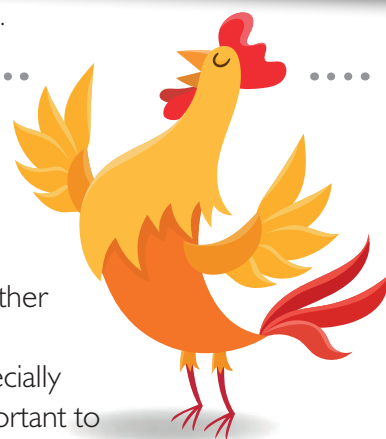
Likewise, even if permission is granted there may be conditions attached, for aerials/satellite dishes you may also need to obtain planning permission in addition to permission from the housing team.

If you are keeping animals in your garden you need to ensure that they do not pose a nuisance or danger to neighbours. In hot

weather it is especially important to make sure you are keeping the animal areas clean and tidy. Chicken droppings for example will attract flies and left over scattered food may attract rats. Not pleasant conditions to have to live beside.

The General Information section in the Tenant Handbook covers these issues – the current edition is always available in the Waveney Council Housing Tenants page of our website www.eastsuffolk.gov.uk

Martin Swan,
Tenancy Services Team Leader





Sarah's benefit update

The way you receive help with your rent is changing

In May last year Universal Credit Full Service was introduced to postcode areas NR 32, NR 33, NR 34 4 and IP19 1. From October this year the remaining postcodes in Waveney area will start taking Universal Credit Full Service claims.

This means, from October, if you need help with your rent, and you are working age, you will need to make a claim for Universal Credit and not Housing Benefit.

Are you worried about getting online to claim Universal Credit?

You will need to claim Universal Credit online and you will need to manage your claim online by checking your online journal

regularly. You can communicate with your Work Coach, report changes and respond to any questions regarding your claim online. Waveney District Council are happy to help you make and manage your Universal Credit claim online, Customer Service Staff are available at the Marina Customer Service Centre in Lowestoft and Beccles Library.

Are you happy to go online but don't have internet access?

If you are happy going online but do not have access to a computer, tablet or smart phone, we have computers with free internet access available at several locations across our district. Computers and free

internet access are available at your local Library, North East Suffolk Citizens Advice (Gordon Road, Lowestoft), and our Customer Service Centres at the Marina (Lowestoft) and Beccles Library.

The way you receive your benefit payment is changing

Your Universal Credit payment will be paid MONTHLY, directly to YOU.

Your Universal Credit will be paid to you like a monthly wage and you will be responsible for paying your rent yourself. If you haven't paid your rent directly to your Landlord before, and Housing Benefit has been paid to your Landlord in the past, you need to think about whether you can manage this payment yourself.

You can speak to your work coach about Personal Budgeting Support. An appointment will be arranged for you with Citizens Advice, who can offer impartial advice and support with managing your new monthly payment. You can also make an appointment yourself by speaking to Citizens Advice 01502 525850.

Could you receive extra help towards your rent?

The way we calculate the bedroom requirement in your Housing Benefit or Housing Element in Universal Credit has changed.

If you are unable to share a bedroom with your partner, and you are in receipt of a qualifying disability benefit, you may be able to receive extra help in your Housing Benefit or Universal Credit payment.

If a child or non dependant in your household is in receipt of qualifying

disability benefit, requires regular overnight care, that is provided by a carer that does not live with you, and a bedroom is set aside for this purpose, you may be able to receive extra help in your Housing Benefit or Universal Credit payment.

Qualifying disability benefits are Attendance Allowance, Disability Living Allowance at the middle or High rate, PIP Daily Living

Allowance or Armed Forces Independence payment.

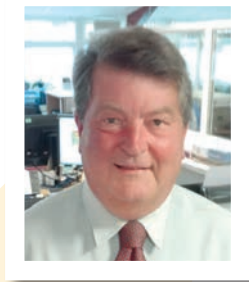
If you are in receipt of Housing Benefit, and you think you may be entitled to this extra help, please contact Waveney District Council Customer Services on 01502 562111 or email benefits@angliarevenues.gov.uk

Sarah Hyman,
Benefits Liaison Officer



New Portfolio Holder For Housing

Cllr Chris Punt recently took over the position as Portfolio Holder for Housing from Cllr Sue Allen following a Cabinet reshuffle. This is the second time Chris has held the position, having previously held the post in 2005-2006 before becoming Portfolio Holder for Finance and later Performance. He is looking forward to making an impact and seeing new council properties regenerate the area and provide much needed new homes.



Born at the Patrick Stead hospital in Halesworth he spent his childhood in Shadingfield growing up next to the farm where his father worked. Now living in Westhall he enjoys village life and is involved in the community. He tells me that he is sad at the loss of his local pub, but plenty still goes on at the village hall and it's a nice place to live, if a bit dull in winter.

Happily married to wife Julia he has three children and six grandchildren and in his spare time he enjoys indoor bowls, golfing and getting away for holidays in his caravan. He also enjoys getting out for walks with Henry his dog who he tells me is "too intelligent for his own good."

Chris has had a varied career having first worked as a sports journalist, then in finance for many happy years at Birdseye until he was made redundant. He then spent many years working for Shell as did his wife Julia, including a few years living and working in Aberdeen. He has a good head for figures which he attributes to playing darts as a lad. He describes himself as "a Waveney boy who is straightforward and down to earth."

First elected as a County Councillor in 2007 following encouragement from friends who had noticed he had a passion for putting the world to rights, he doesn't consider himself as a great activist but as a chap that likes to see things get done, and says he really enjoys working with the officers. Chris is passionate to see changes happen. He admits he gets frustrated by slow progress but is patient by nature. Chris would like to see Waveney build new homes on its own brownfield sites, regeneration of the Lowestoft harbour area and homes being provided above shops in Lowestoft's town centre, which he hopes would revitalise the town and bring back a sense of community.

He is very much looking forward to getting stuck in and helping to safeguard and shape the future of the housing stock in Waveney. We all wish him well and welcome him to the team.

Ali Smith, Editor



This year's great music event celebration is an album that was recorded by The Beatles known as Sgt. Pepper's Lonely Hearts Club Band. Recorded at a time after which popular music would change for ever, it was massively influential. With the band embracing a new-found freedom from touring, they could now focus on releasing an album and truly experiment in a creative sense. America had its own cultural revolution in 1966, from the States counter-culture movement, so when our band went into the studio they wanted their way of working to be very different. The resulting album was a masterpiece, breaking the rules of what could be done in the studio. A new musical style was created, it was described as being 'psychedelic' due to its experimental nature and drug inspired lyrics, which also inspired many artworks during that period. Times were changing and Britain was to have its own cultural revolution.

London and Carnaby Street became hip for clothes and fashion and music was interwoven with youth culture. Although the younger generation of today may not be familiar with the album as such, they will know many of the album tracks.

1967 was termed the "Summer of Love" for all time. The track from Sgt. Pepper called 'All You Need Is Love' was taken as the anthem for the 'flower power' and 'hippy' movement.

Tony Oxborough, Tenant Contributor





Your Letters



Dear Editor,

A subject for your next issue. Is it fair for a company contracted to do work for the council to expect tenants to give up half a day waiting in? The reason I'm asking is simple; a letter from Gasway giving a date for them to check heating and a time 12pm-5.30. I feel this is taking the 'Michael'. Why should Gasway expect me to give up so much time waiting and hoping the engineer turns up. I contacted them but they were unhappy to give a more accurate time, I did manage to get a time of 3-5PM freeing up part of my afternoon.

Is it fair for Gasway or any other contractor to give such wide arrival times and expect people to give up so much time waiting?

Brian Baldry

The Council offers an am/pm appointments for works to be undertaken, this also extends to our contractors such as Gasway. As much as we would like to be able to offer time specific appointments for all works, this is considered unrealistic and would be cost prohibitive. Tenants will recognise that the costs of services provided are through rental income, any increased service costs for such a level of service would affect our ability to afford current programmes. For tenants who do have specific time requirements they may like to note that Gasway do provide an appointment between 5.00pm and 8.30pm 1 day per week, and also a 8.30am-5.00pm slot one Saturday per month.

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

Dear Editor,
I recently had a rewire and the new air sourced heating installed. I would like to thank both sets of Engineers, Electricians and Gasway. They were both excellent and I was very happy to have them in my home. They were friendly, courteous and cleaned up behind themselves very well.
Many thanks
Mrs J Kent

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



Ways to Pay



The Housing Team are always trying to find ways to make it easier for you to pay your rent and charges to us. We know that time is short and you have so many other things to do...but as we have highlighted in the past, your rent payment is right up there as being the most important.

Did you know that we have now doubled the number of days that you can choose to pay your rent

by Direct Debit? We now offer payment dates of 1st / 8th / 15th / 22nd of each month. Direct Debit makes your life so much easier as once it is set up we deal with the rest and keep you updated on any change well before the due date. You can even download the DD form off the Council's website.

You can also pay by card over the phone by contacting 0845 835 0137. This is an automated

phoneline and you will need to quote your tenancy reference number (the long one) to make sure the payment goes to your rent account.

You can pay online through the council's website by visiting www.angliarevenues.gov.uk/waveney

You can also pay at any Post Office or Paypoint in the country using your payment card that we provided. If you need one of these please let us know on 01502 523593.

Dave Howson, Principal Service Manager for Housing

New Housing Strategy

We need your views as part of the consultation



The Council is currently adopting a new strategy for housing and have been consulting with a very wide range of people. Having a plan of what we want to do over the next 5 years is really important. We need to know what you want as a community and what is needed in housing. What you want and need for the young people that struggle to get housing or get their feet on the first rung of the housing ladder? What you want and need for the older generation that may be occupying 3 or 4 bed properties needed by families? What you want and need for individuals or groups that cannot live independently and need support?

Very wide ranging... and if you think about it, very important.

The Housing Strategy for East Suffolk spans 2017 to 2023 and deals with a whole range of matters. We have identified priorities as:

- Increasing the supply of new housing. This is not just by the council but any developer for all sectors
- Getting the most out of existing homes and improving access to housing such as bringing empty homes back into use.
- Getting more specialist support and accommodation for groups that have special needs.
- Regenerating areas and bringing economic development.

We are really committed to making a big change. Already we have a new Housing Strategy Manager in post to help bring change as well as a Development Manager being appointed. Watch this space and hopefully you will see things happening – not least the delivery of new homes to the area including new council properties. Please visit our website at east Suffolk.gov.uk/housing2023 to participate and share your views, which will help us anticipate future housing needs.

Justin Hunt, Head of Housing Services



Updating our Retired Living Schemes

The pace continues to pick up with our retired living schemes getting more vibrant and geared to the needs of retired modern living. Why not take a look at our scheme brochures on our website that give a great overview of each retired living scheme.

We have improved our communal lounges to bring colour and life to the rooms as well as introduced jazzy new furniture to add a bit of comfort and style. There is Wi-Fi of course and most schemes have a large modern computer open to all our scheme residents to use.

We know the look of a scheme is important and all entrances and corridors are being painted with some having new flooring to give a smarter

appearance. Even mobility scooters have been thought about with new charging areas created for safety and security.

If you are interested in taking a look or are interested on behalf of a relative please contact our Retired Living Manager Jayne Sissen on 01502 523480. We even have an Open Day on Tuesday 29 August 2017 between 10am - 2.30pm. at Plaisir Place, Thurston Road, Lowestoft.

Jayne Sissen, Retired Living Manager



Tenant responsibility repairs – a helping hand

The support services team get numerous calls on a daily basis for repairs which fall under the realm of 'tenant responsibility' even though there is a list of repairs which tenants are responsible for in the Tenant Handbook and this is also mentioned in the Tenancy Contract.

The most common requests are for lightbulbs to be changed, repairs to fencing/garden gates and replacing smoke detector batteries.

The full list is:

Replacing W.C. seats, Changing light bulbs/ fluorescent tubes, Replacing linen lines, posts and rotary driers, Internal decoration, Replacing lost or damaged door keys, Replacing smoke detector batteries, Replacing plugs to baths, basins and sinks, Works to outside toilets, Gate latches, Any damage caused by malicious or accidental damage, Replacing shower curtains, Maintenance of gardens, Any items that you may have had installed yourself or non-Council items left by previous tenants, Internal doors, Internal door furniture, Domestic door bells, Fencing and TV aerials and associated equipment.

This may seem harsh, especially when a tenant is older and has no family or friends to help them but with a limited workforce and budget some repairs/jobs have to

fall to the tenant to see to.

Tenant responsibility repairs are very similar across all local authorities and housing associations. One local housing association, Suffolk Housing, has recently launched an initiative to encourage residents at some of its sheltered schemes in Lowestoft to assist each other with small 'tenant responsibility' repairs and odd jobs.

These include changing lightbulbs, putting up shelves and replacing smoke detector batteries. Of course the association and its contractors still carry out all emergency and major repairs but are promoting a sense of community within its sheltered schemes by empowering tenants to take a proactive approach to looking after their neighbourhood.

Would this work within Waveney? The honest answer is I just don't know. The cynics would look at it as a way of passing the buck and getting jobs done for free. The health and safety brigade will be wondering what happens if a volunteer handyperson falls off a ladder or drills through a water pipe and others would consider it a fantastic way for people in need to be helped by a friendly neighbour.

At this stage it's just an acorn of an idea but I'd be interested to hear tenant thoughts or comments. You can email me direct at martin.swan@eastssuffolk.gov.uk or write to the magazine at the normal address.

Martin Swan, Tenancy Services Team Leader





ZOO

Word Search

Enjoy visiting an imaginary zoo, as you spot all the animals hidden in our word search.

WIN £50 Jewsons Voucher

Kindly donated by Jewsons

- | | |
|-----------|------------|
| AARDVARK | LLAMA |
| ANTEATER | LYNX |
| ANTELOPE | MOOSE |
| BABOON | OSTRICH |
| COYOTE | PENGUIN |
| CAMEL | QUETZAL |
| DEER | RHINOCEROS |
| DROMEDARY | SKUNK |
| ELEPHANT | SLOTH |
| FLAMINGO | TIGER |
| GORILLA | VULTURE |
| HYENA | WALRUS |
| IGUANA | WILDEBEEST |
| JACKAL | YAK |
| KANGAROO | ZEBRA |

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F	A	M	U	B	K	E	O	A	Y	T	K	T	E	X	Y	U	D	M	L	G	I	O
D	G	B	E	L	K	O	M	I	N	L	V	R	K	A	V	T	A	A	H	O	U	Y
K	B	C	O	F	U	B	E	O	G	T	O	D	R	P	S	B	O	C	D	Z	G	O
B	N	W	M	O	Q	N	Q	B	R	S	O	H	A	N	T	E	L	O	P	E	N	T
W	U	I	R	B	N	Q	S	F	V	D	H	D	V	F	K	A	R	L	H	Y	E	E
M	R	Z	D	E	L	E	K	H	A	V	V	F	D	X	J	T	I	Y	K	B	P	G
V	R	M	L	D	E	L	P	H	H	N	V	A	R	L	N	G	L	A	K	C	A	J
T	S	E	E	B	E	D	L	I	W	C	G	M	A	U	U	S	C	E	D	Z	M	H
Z	X	Q	M	N	T	K	U	L	X	K	I	Z	A	A	Y	K	U	T	U	H	N	J
L	X	Z	J	O	R	W	R	L	A	P	T	R	N	N	P	U	T	D	V	V	Q	C
M	Z	L	H	L	O	E	J	O	L	E	S	A	T	V	Q	N	S	K	K	D	Y	V
U	B	A	J	A	T	S	M	J	U	F	S	W	D	S	H	K	M	T	I	M	W	Z
R	S	U	N	A	N	R	E	Q	K	A	L	F	Z	V	O	V	U	L	T	U	R	E
Q	B	E	E	H	P	J	T	S	B	V	U	H	K	B	C	K	A	I	G	J	Z	G
I	Y	T	U	V	N	J	L	Z	F	F	O	D	K	O	S	D	F	K	Y	Q	Q	M
H	N	S	O	I	E	S	N	W	P	M	I	Z	U	O	F	J	P	M	W	K	B	Q
A	V	M	Y	T	L	E	U	B	N	D	L	N	U	Q	F	J	D	H	P	U	M	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 2017.

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: _____

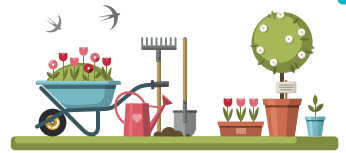
Postcode: _____

Spring Word Search Competition Winner

Winner of the Spring Wordsearch competition is Miss F Otterson, Beccles. She wins a £50 Jewsons voucher.



5 FUN THINGS TO DO THIS SUMMER



5 Start a garden

There is almost a primal satisfaction in making things grow out of the ground. You can grow flowers, vegetables, fruits, or even herbs and spices. Finding what to grow can be fun and weeding your garden can be oddly calming and therapeutic. Plus at the end of the season, you can pick what you grow and use it for indoor decoration or as food. That's a win-win!



4 Swim in the Sea

Water is an amazing thing and you can do a lot with it. No matter where you are in Waveney you are not far from the sea. Go fishing and swimming. Lay on the beach or go for a boat ride. There are a hundred things you can do once you hit water. So take your pick and have a dip.



1 Go for a picnic

It seems a little old-fashioned, but a picnic can still be a lot of fun. Put some food in a basket or a cooler, go find a grassy spot somewhere, plop down, and have a meal. Take your friends or your family along and make an experience that you'll remember.

Just be sure to avoid the ant hills!



2 Walk somewhere

It was Suffolk Walking Week earlier this year. We have legs that we are using less and less these days. Do your body, your cardiovascular system, and your health a favour and pound some pavement this summer. Find a park or a trail and walk around – in Waveney we are fabulously lucky in having great countryside on our doorstep. Just get off your behind and walk around outside for a while.

Did we mention that the sun gives away free vitamin D?



3 Crabbing in Walberswick

Formerly the home of the British Crabbing Championships, Walberswick is a great place to go with the family. It's a fun and inexpensive day out with the kids. Just remember to look out for the crabs and treat them gently before popping them back to get bigger for next time!

Suffolk community support

home group



Our Waveney and Suffolk Coastal team could help if you are homeless or struggling to manage your home

We offer support, advice and guidance to manage your housing-related issues and help to meet your personal goals.

We can help with:

- setting up a new home, including moving on from supported housing
- support if you are facing eviction, abandonment or overcrowding
- mortgage, rent or debt problems
- claiming welfare benefits
- budgeting and managing your income
- accessing training, education and employment
- finding out about other services in your local community.

All applications should be made online at:

www.suffolk.gov.uk/hrsaccess

Or call 01284 757190 if unable to apply online.

www.homegroup.org.uk



TENANTS' SERVICES CONTACTS

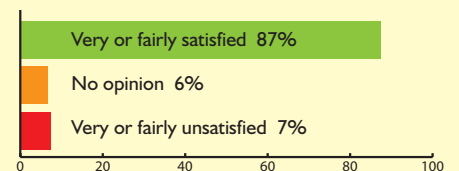
An update of useful names and contact numbers

Satisfaction Survey April to June 2017

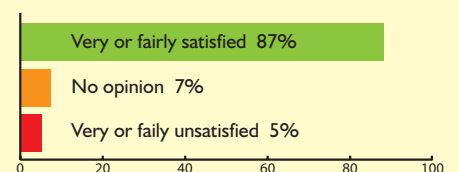
These figures are the outcome of the monthly random survey carried out by an independent company on our behalf. The data in green is the percentage of tenants satisfied and the data in the red box is the percentage of tenants dissatisfied. The figure does not add up to 100% as some people did not express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

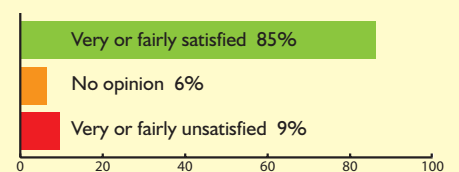
Taking everything into account, how satisfied or dissatisfied are you with the service provided by Waveney?



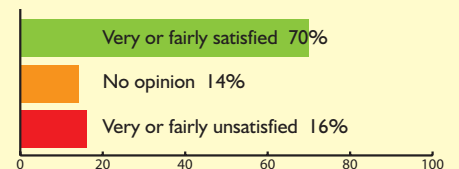
How satisfied or dissatisfied are you that your rent provides value for money?



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, NR32 2EF
Tel: 01502 523593 Website: www.eastsuffolk.gov.uk

Housing Management

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

Housing Officers

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Angela Bruce	Angela.Bruce@eastsuffolk.gov.uk	(01502) 523125
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Gary Mortishire	Gary.Mortishire@eastsuffolk.gov.uk	(01502) 523166
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Rent Officers

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Leah Anderson	Leah.Anderson@eastsuffolk.gov.uk	(01502) 523165
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Myles O'Connor	Myles.OConnor@eastsuffolk.gov.uk	(01502) 523126
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Elizabeth Allen	Elizabeth.Allen@eastsuffolk.gov.uk	(01502) 523120
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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
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Out of Hours Emergencies		(01502) 515435
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Useful Numbers

24hr Rent/ Council Tax Payments	www.angliarevenues.gov.uk/waveney	0845 8350137
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Police – non emergency		101
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Marina Customer Service Centre		(01502) 562111
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Waveney Norse		(01502) 527100
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Tenant & Residents Associations

Beeches Estate	(01502) 574802
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Gunton Estate	(01502) 564601
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Beccles	(01502) 219100
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Whitton Estate	(01502) 584973
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Shadingfield & Willingham Tenants Representative	(01502) 575259
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