



# Waveney Tenants Magazine

Produced by tenants for tenants

Spring 2017



**LOOKING  
FOR YOU**

**see page two**

## The Editor's point of view

What is that on the cover I hear you cry!? It is I, your old eye in the sky..... Why? I didn't receive any photos from you guys (see competition promo on page 16). So I put my tired old mug on the cover. Please send us your snaps for our summer edition, it could take pride of place on the magazine and bag you a prize to keep.

I'm not getting any younger, I turn fifty in the summer. I am the Waveney Tenants Forum's baby, and have been looking out for your best interests for the last eight years as best I can. I know that normal people like you and I, really can make a significant difference. We can affect things that happen to us now, in the short term, but also longer term exciting things like new homes, that will house generations to come. Come along to the next meeting, May 25<sup>th</sup> Beccles Public Hall 1 pm (see article page 3) see you there perhaps.

Last but not least I'd like to welcome Martin Swan to the team. He recently joined the housing team and bravely volunteered/requested that he join our happy little band of editors. There are a couple of articles he's written (page 7 and 10) for you to check out. I think he's hit the ground running and look forward to a fresh new voice adding to the magazine.

Talking of voices, make yours heard, send me a letter, we always enjoy hearing from you.

Regards, Ali Smith, Editor

## Meet the humans at the heart of housing

### Introducing John Brown



**“Describe yourself in three words, or thereabouts?”**

*“Loyal, trustworthy and honest.”*

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

*“Helping people to have a sound foundation, a home... so they have a better chance in life and are happy.”*

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

*“I wanted to join the Navy and see the world.”*

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

*“I really like Jack Savoretti at the moment.”*

**“Do you have any pets?”**

*“Max my big German Shepherd, he’s eight.”*

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

*“The power to heal people and animals, that would be great.”*

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

*“Roundabouts, they’re unnecessary on main roads.”*

**“What’s your favourite film?”**

*“Road to Perdition, I really like Tom Hanks, he’s brilliant.”*

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

*“Andy McNab, I like books about real things, but don’t often find the time to read.”*

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

*“Simple pleasures... spending time with the family, walking the dog and stuff like that.”*

Editor Ali Smith was talking to John Brown, Principal Services Manager Maintenance



# Waveney's New Build Properties Update

Waveney District Councils new build programme is going from strength to strength with new properties being built in Bungay, Southwold and Beccles.

Currently we are constructing 3 bungalows in Joyce Road, Bungay, on a former garage site, these bungalows are 2 bedroom three person dwellings, and 20 new properties on the former Duncan's builders yard site in Southwold which comprises of 10 two and three bedroom houses and 10 one and two bedroom flats in a three storey block.



*Pictured above: Bungalows being constructed in Joyce Road Bungay*

We are currently looking to construct 2 two bedroom bungalows in Clerks Piece, Beccles on one of the garage sites in keeping with the existing dwellings, and 2 one bedroom flats on a corner plot in Banham Road, Beccles.

**Kevin Barrett**, Housing Asset Manager

## JOIN THE TENANTS FORUM AND MAKE A DIFFERENCE

How often have you heard that before? Join the Tenants Forum! It wouldn't really make a difference if you did or didn't?

Don't you believe it! It's a chance to meet likeminded tenants and importantly, a chance to have your say. Meet housing officers on a face to face basis – they don't bite and it's important that they know if things are working well or not – and if not, why not. You may even surprise yourself and learn new skills. Or you could just turn up for a chat and for the tea and cakes during the interval! Whatever you decide, you'll find you'll enjoy the experience of facing up to or even ticking off a head of department on neutral ground.

The Tenants Forum is changing. The council is

moving into the depths of south Suffolk, so it's vital that now, more than ever, tenants in Waveney stand up and fight for those services they are entitled to.

Bang the Shield! Join us! Help us raise the Tenants Forum to the next level. After all, it's you who pay the rent, and as they say, "he who pays the piper calls the tune".

It's important more than ever to join the Tenants Forum.

For more details, contact Tenant Involvement and Support Officer, Charlotte Read, on 01502 523173, or contact your nearest Tenant and Residents Association – phone numbers on the back of this issue of the Waveney Tenants Newsletter.

**Ian Robb**, tenant contributor



# Homelessness is 50 years old - in a way

2016 saw the 50th anniversary of 'Cathy Come Home', the film which tracked the lives of Cathy and Reg. They were a couple who met, married, had children, then as a result of a change in personal circumstances found themselves the victims of a crazy 1960's housing system that saw them made repeatedly homeless and their children being taken into care. Some of our older tenants may even remember it.

This film had a massive influence on the establishment of many housing associations and the Homeless Persons Act 1977 which fundamentally changed our housing services. Housing Services have moved on since 1966 of course but we still have a housing crisis and the importance of good quality, stable, secure housing in people's lives is still underestimated by society.

Last year also saw the introduction of the Housing and Planning Act 2016 by the Cameron Government only to see it watered down by the May Government. Things such as:

- Compulsory pay to stay for Councils was legislated then dropped



- Right To Buy for housing association tenants was piloted (then piloted again)
- Forced sales of Council high value empty homes were legislated (then postponed)
- The Chancellor announced a further increase in funding to tackle the housing crisis in response to feedback from the housing sector

In Waveney of course, we built and let our first 9 Council homes in over 30 years with ambition to move ahead with further developments in 2017. With the two Councils voting to merge, that brings a new challenge for the years ahead. It can be seen that the Housing service certainly does not stand still and we will keep you informed of changes as and when they occur.

**Justin Hunt**, Head of Housing Services

## BEWARE OF SCAMS

It is good to let tenants know every now and then that there are people out there trying to scam you to take your money or possessions or even your identity! We should first flag up that all staff from the Council have badges and you should always ask to see this when they come to visit. We know that people have impersonated council staff before to get access into the home but please be careful. Do not be afraid to insist on seeing the badge,

especially if you are not expecting a call from us. If in doubt why don't you actually give us a ring.

In fact, this is good advice for all reputable organisations and the Police would agree – if they do not have an identity card don't let them in.

Fraud also takes place on the phone and over the internet too don't forget. Do not be bullied into anything and always check with a family member if you are unsure before giving any details or committing yourself to anything.

Simple advice but one which we all sometimes forget, particularly the more trusting of us.

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





# Sarah's benefit update

## Universal Credit

Universal Credit is a single monthly payment for people in or out of work. It replaces some of the benefits and tax credits that you might be getting now: Jobseekers Allowance, Employment and Support Allowance, Housing Benefit.

Universal Credit is claimed and managed by you using an online Journal. The online Journal allows you to communicate with your work coach or the benefit assessment team 24 hours a day. Any communication between you and your work coach or assessment team is recorded on the journal.

It is important to remember help with your rent costs will now be included with your Universal Credit payment. Once you have claimed Universal Credit, Housing Benefit will stop, and your Landlord will expect you to pay your rent.

If you are worried about managing your monthly payment of Universal Credit, and paying your rent, there is help and advice available. You will need to discuss this with your Work Coach at the Jobcentre.

To avoid any delays in awarding Universal Credit you will need to use your online journal regularly and ensure you are responding to questions sent to you by the Jobcentre.

## Applying for Universal Credit

Before applying for Universal Credit you need to have an email address and bank account or Credit Union account. If you do not have these, or need help opening an email account or advice on opening a bank account, you can visit us at the Marina Centre in Lowestoft and we will be happy to help.

When you apply for Universal Credit it is important that you enter the correct details for your rent and your Landlord.

Your Landlord is of course **Waveney District Council** and you should refer to your latest annual rent change letter to confirm your rent amount. If you are unsure what your rent amount is, please contact us using [estates@eastsoffolk.gov.uk](mailto:estates@eastsoffolk.gov.uk) or phone 01 502 523593 and we will confirm this for you.

**Sarah Hyman,**  
Benefits Liaison Officer

## APPLYING FOR UNIVERSAL CREDIT CHECKLIST

- Open Email account

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- Open Bank or Credit Union account

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- Complete online claim - enter correct rent and Landlord details, and make a note of the evidence that you will need to provide at the Jobcentre, this will be detailed at the end of the online claim

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- Phone Department for Work and Pensions Service Centre to arrange first interview with your work coach (contact details provided at the end of the online claim form)

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- Attend interview with your Work Coach at the Jobcentre- take the evidence that was requested as part of your online claim

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- Discuss any concerns you have with managing the new monthly payment, and paying your rent with your Work Coach

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- Contact your Landlord - Waveney District Council, to arrange paying your rent

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- Regularly log into your Universal Credit online Journal

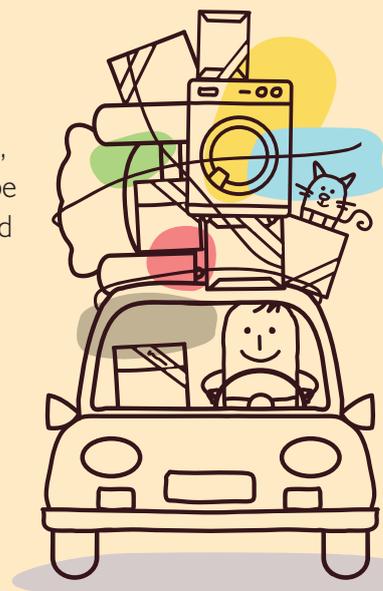


# Leaving Us?

We have nearly 4500 tenancies and of these about 400 a year move house, either to another WDC property or elsewhere. We thought that it would be appropriate to remind you if you are planning to move that you are required to give us 4 weeks notice. This period is important to the Council as it gives time for the property to be advertised on Gateway to Homechoice and for the next tenant to view and accept it ready for their move.

We will of course consider any exceptional circumstance but normally rent will be charged for the 4 weeks and if you get Housing Benefit or Universal Credit they will not pay for both your old and new home. Please therefore let us know at the earliest opportunity.

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



## Sue Who? What Does She Do?

Counsellor Sue Allen is the Portfolio Holder for Housing, this means that she oversees all aspects of the Housing Service, including new affordable home developments.

Born in Kent, Sue came to Suffolk as a young girl and lived in many places around the river Blyth area. After graduating from secretarial college, she spent her early working life at the BBC in London in various roles. Sue witnessed first hand many historical events, including Churchill's funeral, the JFK shooting, royal weddings and funerals, and the first transatlantic broadcast. She met many a famous face whilst working in the Green Room and tells me "it was a very exciting time" and that "she was vary lucky to be there!"

Settling in Southwold,, she first developed an interest in local politics in the early 90s, due to concerns about the town's ever

increasing second homes issues. With some 59% of properties empty for the majority of the year, the town's sense of community is affected. Local people are disenfranchised from owning homes as the rich and famous want a slice of this little coastal gem. Describing herself as a politician with a small "p" working towards real results, for real people, she thoroughly enjoys what she does. Also a governor of the James Paget Hospital, she does her best to ensure that we have a sound and fair health service on our doorstep, at a time of ever increasing cuts and challenges.

In her spare time this very busy lady enjoys spending time with her family and partner Philip. With three daughters living in Suffolk and her "honorary grandchildren" consisting of three dogs, two cats and a horse, there's plenty to keep her occupied.



Dedicated to ensuring the quality of our homes, services we receive and finding ways to fund and build for the future, she works very hard for the people of Waveney. I have known Sue for over seven years and feel tired just contemplating her workload. Her diary is full.

So to answer the question what does Sue do? I can say, as a witness, she works very hard and does her best for you!

**Ali Smith**, Editor



# We don't want any Hangers-On...

As we continue to improve our tenant services we have now introduced an enhanced telephony system at the Rotterdam Road depot. At the same time we have harmonised our opening times to be in line with the other council departments. Our phone lines now open at 8.45am each day Monday - Friday.

Our overriding aim is to ensure that no call goes unanswered, avoiding the need for tenants to have no option other than to leave a voicemail message if our lines are engaged when they call.

Previously, when a tenant called us to request a repair and all our lines were engaged the call would go straight to voicemail. Now however, your call will be

placed in a queue to ensure it is answered as soon as the next available line becomes available.

You are now also able to make rent payments, request a rent balance or statement and request a new rent payment card via the Tenant Services phone number avoiding the need to speak directly with your Rent Officer. For any other rent query you will still need to speak to your Rent Officer directly, but if they are not available the Tenant Services team will be happy to pass on your request for a call back.

Of course we realise it is not always practical to hold on the phone so after 2 minutes the option to continue holding or to leave a message will be available.

If your call is to request a repair or make a rent payment then there are of course easier ways to do this.

To make a rent payment you can call the automated payment line on 0845 8350137 or go online at [www.angliarevenues.gov.uk/waveney](http://www.angliarevenues.gov.uk/waveney) choosing the option 'make a payment' and then by clicking on 'housing rent'.

To request a repair on line you should visit the council's website at [www.eastsuffolk.gov.uk](http://www.eastsuffolk.gov.uk) and click on housing and then follow the on line instructions or alternatively you can email us direct at [repairs@eastsuffolk.gov.uk](mailto:repairs@eastsuffolk.gov.uk)

**Martin Swan**, Team Leader - Tenant Services

## ENVIRONMENTAL GRANT BUDGET

Please may I take this opportunity to advise everyone that the Environmental Budget for 2017/18 is £10,000.00 for community improvement projects.

Following the last meeting it was agreed by the Environmental Grant Panel to introduce £50.00, £100.00 and £200.00 garden vouchers for group schemes and courts where residents are voluntary doing the communal gardens for the benefit of other

residents and visitors.

This new approach will eliminate Scheme Managers and residents having to present their application to the panel for relatively low value items such as bedding plants, seeds and compost etc, and eliminate the need for the volunteers to be paying out of their own pockets.

All other applications such as play equipment and parking provision, will be presented to the panel which meets around four times a year.



Just a reminder though, that this is easy if you are interested in some community enhancement to the environment in which you live. There is an application form that your Housing Officer can provide for you as well as offer advice. We always encourage people to apply.

**Kevin Barrett**,  
Housing Asset Manager



# Waveney's Retired Living Schemes



Waveney's Tenant Services team are currently working together to achieve a new Scheme Harmonisation Standard to ensure all schemes benefit not only from all the home from home comforts but all modern facilities including computer rooms and Wi-Fi.

It is our intention to carry out necessary works to all the schemes to maintain an "across the board" standard so no matter what scheme you are residing in or visiting the only difference will be the location.

All works carried out are done in conjunction with the Scheme Managers and residents where all schemes get choices on styles colours etc, and is determined by the majority vote of tenants.

Works carried out will include energy efficiency works, internal re-decoration to communal areas new furniture, curtains, blinds etc, where necessary, new floor finishes in communal areas to give the schemes a more inviting and homely feel to them, along with Landscaping projects and mobility scooter parks where possible.

Manor Court in Lowestoft is the latest scheme to benefit from the Harmonisation Scheme where all the communal areas are being redecorated with new floor covering installed on completion, we have created a new computer room for the residents, and the court will be completely re-furnished with new dining furniture and comfortable chairs and sofas, and previously works were carried out to the Landscaping and provided a much needed mobility scooter park.

Jeannie Mann Court has just had the communal lounge refurbished along with a new communal kitchen, and Plaisir Place communal lounge was also refurbished, and is the next project for the re-decoration to all the communal areas.

Whitton Court residents are now under going kitchen replacements, including the communal kitchen.

**Jayne Sissen,**  
Sheltered Schemes Manager



*Pictured above and right; New Shower Room and Kitchens at Whitton Court*



*Pictured above; New Communal Lounge at Jeannie Mann Court*

*Pictured left and below; New Communal Lounge at Jeannie Mann Court*



*Pictured above; Plaisir Place new Communal Lounge*



# Why Paying Rent Matters...

Rent arrears continue to escalate at a time when we have reduced the rent we charge for the second year running. Seems odd doesn't it? Well – there have been some big changes as everyone knows. Universal Credit not least (and there is more on this in this edition that affects those outside of Lowestoft) as well as issues about Council Tax contributions, zero hours contracts etc.

So, we know that times are hard for many but if you have to pay rent to us you must make sure you do. Why? Well, who is going to pay for that

shower to be fixed? How would the repair to the boiler be funded? Come to think of it... how was that roof paid for?

Everything we do costs money, even chasing rent debt of course. Paying what is owed to the Council helps keep our costs down and helps us to pay for repairs and improvements. The money doesn't come from anywhere else – it relies on everyone paying what is due when it is due.

Please help us to help you. If you are having difficulty in paying (we know it happens)



contact us and we will help where we can. If you are moving to Universal Credit it is very important that you let us know and keep us informed.

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

# Black Dog of Bungay



Last year the magazine team were given the opportunity to review these new homes in Bungay built by the council. It started me thinking about other topics, and while doing so I decided to revisit a supernatural tale unique to the area of Bungay. This is their very own 'Black Dog' ghost story, it is even featured on the Coat of Arms for Bungay. An attractive part of East Anglia being situated in our Waveney Valley - there are many historic sites and natural beauty about the place for many a visitor.

So let me set the scene like any good traditional ghost story. A dark and stormy night with thunder and lightning, the year is 1577,

a Sunday on the 4th August. This apparition of a 'Black Dog' appeared at St. Mary's church in Bungay, running around the church and attacking the congregation that were present. Then is said to have fled to Blythburgh Church to do the same.

Blythburgh Church is famous for claw marks on its church door. With the church at Bungay it has been said claw marks were made by the creature but that was replaced in the 1930's by another door. Also at St. Mary's Church during this storm of 1577, its tower was hit by lightning and the clock was broken.

Into modern times there continues to be sightings of this mysterious 'Black Dog' that appears and then disappears. A ghost dog that is known in East Anglia as 'Black Shuck' has other names in different regions of the country. In 2014 the National Press reported about these remains of a giant dog being found at a dig, at the Leiston Abbey in Suffolk with claims that it was the 'Black Dog' from the Bungay Legend.

**Tony Oxborough**,  
Tenant Contributor



# A Snapshot into my role within Housing Options/Needs team at WDC

I have been a debt casework specialist with the CAB in Lowestoft for around 16 years and over this time have worked closely with WDC Housing Options team and Revenues and Benefits.

Around 6 years ago I began working on the mortgage rescue scheme, with the Housing Options team. This led to me being seconded into a team that works on the issues caused by the new welfare reform changes.

My role expanded to cover assessments of discretionary housing payment applications and enabled me to work alongside colleagues in the Revenues and Benefits team. I can offer in depth support and advice about debts/benefits, general housing and other issues where necessary. Hopefully identifying where the DHP money can be used and where cutbacks can be

made by the customers.

I am now able to work closely with colleagues within the Housing Needs team and the Revenues and Benefits team, in the hope that between us we help those at risk of losing their homes.

Once Universal Credit was introduced into Lowestoft my role expanded further to include offering help to those claiming universal credit, focusing on personal budgeting issues and other general housing issues. I am able to offer advice to the team and landlords about claiming and maintaining Universal Credit claims. I also negotiate between landlords and tenants where housing problems arise due to rent and arrears. I then link in with the Housing Options/Needs Team, between us we can hopefully keep tenants in their homes, avoiding homelessness.

I am based at the DWP office in Lowestoft and Beccles, which is helpful for me and for the work coach's when we have questions around our mutual clients and also helps break down the barriers that sometimes occur between different agencies.

WDC tenants faced with issues around affordability in housing (private rented or social housing) or issues with new or old claims of Universal Credit and tenants where debt advice intervention will keep them in their homes, can be signposted to their nearest CAB office or referred to me directly by their Housing Options/Needs caseworker or DWP work coach, in the hope that homelessness or further indebtedness can be avoided.

Tina Winney,  
CAB Debt Casework Specialist

## LOOKING FOR US?

Searching on the internet can be confusing sometimes but with the right keywords your search can be made much easier.

For example, searching for WDC on line can yield various responses; you'll find the district councils for Wealden, Warwick, Wycombe and Waveney along with Whale & Dolphin Conservation which is great if you want to adopt an Orca but not much use if you are looking to pay your rent.

But by being more specific you can find your desired

destination much easier.

Searching under Waveney or East Suffolk should direct you to our web page which itself has two different addresses both of which take you to the same place.

[WWW.WAVENEY.GOV.UK](http://WWW.WAVENEY.GOV.UK)  
AND [WWW.EASTSUFFOLK.GOV.UK](http://WWW.EASTSUFFOLK.GOV.UK)

Once there you can access a range of online services, if you haven't had a look already pay us a visit and let us know what you think.

**Martin Swan**, Team Leader - Tenant Services



# Don't Suffer ASB In Silence

Do you feel worried about what's going on in your neighbourhood or intimidated by a neighbour's behaviour? Antisocial behaviour (ASB) affects lots of people and can have an impact on you, your home and your community. If you're experiencing antisocial behaviour you don't have to cope on your own - we can help you deal with it.

## What is Anti Social Behaviour?

If your quality of life is badly affected by other people in your community then you could be a victim of antisocial behaviour. We have experience of supporting people dealing with:

- noise nuisance

- neighbour disputes
- verbal abuse
- threatening behaviour
- harassment and intimidation
- vandalism
- criminal damage.

You might think that an incident is small or unimportant to start with, but antisocial behaviour can go on for a long time, and become very serious.

## The impact of Anti Social Behaviour

Anyone can experience antisocial behaviour and it can affect you in many ways. You may find that:

- you can't sleep, you feel anxious and constantly on edge,
- you are frightened to go out
- you don't feel safe in your own home,
- you want to move
- you can't talk to anyone about it
- you feel you must have done something to cause it
- you think nothing will change and it will never end.

## How can we help – Reporting

For many people experiencing antisocial behaviour, knowing how to begin dealing with it is often a problem. So who should you report it to? It's important to tell the right people about what is going on. You can report to:

- **Your Nuisance Enforcement Officer Michael Hill** who is employed by your landlord Waveney District Council. Michael's role is to make sure that tenants don't behave in a way that breaks their tenancy agreement
- Waveney District Council's Environmental Protection department deal with noise nuisance such as loud music
- Call the Police, if you think a crime has been committed.

Dealing with antisocial behaviour is hard and the council can help you cope with the effects.

**Michael Hill,**  
Nuisance Enforcement Officer

If you're affected by antisocial behaviour, it's important to know that you're not on your own; we're here to help.

- Contact: Michael Hill Nuisance Enforcement Officer on 01502 523127, mobile 07919 113144 or email [michael.hill@eastsoffolk.gov.uk](mailto:michael.hill@eastsoffolk.gov.uk) to report it.
- For Noise Nuisance also call the Environmental Protection department on 01502 562111 during working hours or 01502 515435 out of hours.
- Your local Safer Neighbourhood Policing team can also help. They can be contacted on 101 for non emergencies or 999 for emergencies.



## Your Letters

Got no letters this time, I'd love to see them. Editor.

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)

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



# More childhood memories?

Quite a lot of everyday commodities and items which we take for granted these days and don't give a thought to were classified as strategic materials during the war years 1939 to 1945 and were often hard to acquire. Amongst them were such common place items as wood and paper.

To a seven year old this was a dire situation. What could we make without wood and paper? Fortunately we could still get glue, bamboo canes, string and cardboard, and of course newspaper. That's all you needed to make a first class kite and my dad was a brilliant kite maker.

With 20 feet of tail for stability and tethered to several hundred yards of fishing line we could upset migrating geese! There could be a problem of course when the wind dropped and our kite came down three streets away. We endured

some harsh criticism pulling two or three hundred yards of fishing line over rooftops, fences, green houses and washing lines.

It was our high-flying kite escapades that prompted a warning from old Bert our local A.R.P Warden. Bert complained that we could be a danger to low flying aircraft and gave us a strong warning. We promptly ignored it of course as we figured that if we brought down a Dornier or Heinkel we'd be well pleased. If we clobbered a 109 that would be a bonus!

A large part of Bert's job was to give demonstrations on how to tackle a fire. So Mum and Dad and us kids would dutifully attend, despite my Dad, who was in the Home Guard, constantly complaining that old Bert "couldn't put out the cat let alone a fire".



On one such an occasion old Bert, all puffed up and feeling important, either accidentally or by intention gave a burning magnesium flare a squirt from his stirrup pump. Serious mistake!

The incendiary immediately erupted into an angry, hissing, crackling ball of white fire, scaring the pants off us and engulfing Bert in a cloud of superheated steam. Instantly giving us the best entertainment for months.

We built even bigger kites after that day, but there were no more complaints from Bert.

**Brian Parsons**, Tenant Contributor

## Beccles Tenants & Residents Group

Beccles Tenants & Residents Group is a small friendly group of people that meet every 3 months at St Luke's Church Hall, Rigbourne Hill, Beccles, Suffolk. NR34 9JQ.

The group provides a collective and stronger voice for tenants who come together to promote the interests of the tenants and residents of the area.

To get a clearer picture of Tenant & Resident views, the group needs more people, young and old to come along. Meetings normally last about an hour depending on what is discussed. So why not come along and join us for a cuppa and a biscuit and see what it's all about?

The group is also looking to invite other members of staff from different departments of the Housing Team to attend the meetings, giving you the opportunity to have your say, and get involved in the housing services

you receive, and the way they affect you. There is no pressure, and you can get involved and participate at any level you feel comfortable with.

If you are unable to attend the meeting and would like something raised in your absence, or just like to know more, please contact John Barber Housing Officer, Tel 01502 523128 email [john.barber@eastsoffolk.gov.uk](mailto:john.barber@eastsoffolk.gov.uk) or the Carol Crane group chair Tel 01502 219100 email [carolecrane@hotmail.co.uk](mailto:carolecrane@hotmail.co.uk)

**Meeting dates for 2017 - Starting at 2.00pm**

23rd March 2017

15th June 2017

21st September 2017

7th December 2017



# "Silver Surfing" in the 21<sup>st</sup> Century at our Retired Living Schemes

The majority of Waveney District Council's Retired Living Schemes have benefited from having Wi-Fi and computer rooms or computer areas to partake in some silver surfing.

Although some residents are familiar with using computers there are those who would like the opportunity to learn a new skill and a new way of life.

Some of the Scheme Managers have been very active in passing on their I.T skills to allow residents to Skype family and friends not only in this country but also abroad, and the ability to pay bills electronically.

Charlie, a resident at Whitton Court in Lowestoft, uses the internet on a weekly basis keeping in touch with close family and friends. Charlie said before the internet the family kept in contact by phone which was a very costly pastime, as he has a daughter in Motherwell, a son in Oban and a sister in Blackpool.

After buying himself a gaming computer, Charlie decided he would like to purchase a computer that would do far more than play games. Charlie actually has a laptop and a tablet.

When Charlie was in his late 70s he decided to go on a free training course introduced by the government to learn how to use one. Now in his 80s he uses his laptop to Skype his family including his sister who is in her 90s, (so there is hope for me yet) every Sunday morning for at least two hours and regular contact during the week.

Charlie did agree to have an interview with me in the hope of inspiring other residents to use the internet, so I asked Charlie a few questions.

## How long have you been using the internet?

Oh several years now, I went on some training courses and got several certificates, and can also use the office packages like Word and Excel.

## How easy do you find it using a computer to keep in touch with your family?

Really easy, I use Skype where I click on my contacts select and then click on phone icon, then away you go, it is very easy.

## What does it mean to have regular contact with your family and friends?

This means a huge lot to me, with my immediate family being in Scotland and my sister in Blackpool, we are in regular contact. It has improved my quality of life immensely.

## Do you use the computer for other uses?

Yes, I play a lot of games to occupy myself, and do shopping online when required, book holidays, you can get some real bargains, especially on coach travel, but I just will not use it for banking, although a lot of people do!

**Kevin Barrett,**  
Housing Asset Manager



Charlie using the computer at Whitton Court





# BONES

## Word Search

There are 206 bones in the adult human body, can you find the 30 on our list? Happy hunting.

### WIN £50 Jewsons Voucher

Kindly donated by Jewsons

- |           |           |
|-----------|-----------|
| CLAVICLES | PHALANGES |
| COCCYX    | RADIUS    |
| CRANIUM   | RIBS      |
| FABELLA   | SACRUM    |
| FEMUR     | SCAPULA   |
| FIBIA     | STAPES    |
| FIBULA    | STERNUM   |
| HUMERUS   | TALUS     |
| INCUS     | TIBIA     |
| ILLIUM    | TRAPEZIUM |
| ISCHIUM   | TRAPEZOID |
| MALLEUS   | ULNA      |
| MANDIBLE  | VOMER     |
| MAXILLAE  | ZYGOMATIC |
| PATELLA   |           |

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

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 30<sup>th</sup> June 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: \_\_\_\_\_

## Winter Word Search Competition Winner

Winner of the Summer Wordsearch competition is Mr D Howlett, Lowestoft. He wins a £50 Jewsons voucher.



# NEW BOOK on the Gunton Estate, Lowestoft - From Tin To Brick Revisited

Do you know the story behind your estate? The names of the streets? Lowestoft author Ian Robb's latest book *From Tin to Brick Revisited* reveals some surprises on his home patch of the Gunton Estate, revealing why, just over seventy years ago, his estate was built. Part of Lowestoft's postwar reconstruction programme, 100 young German prisoners of war started the ball rolling clearing hedges and laying down the roads for what would become today's Gunton Estate.

The names of the estate's roads paid tribute to the town's Royal Naval land bases as well as personnel

such as Lord Mountbatten, "Bomber" Harris and Field Marshall Montgomery. The book also covers the difficulties the borough had in getting the estate built, taking some six years to complete its first phase, and includes memories of some of its early residents on the estate, an estate the author dubs "A living war memorial". *From Tin To Brick Revisited* is illustrated with over thirty photographs and includes a map of the original estate.

Available from Waterstones, London Road North, Lowestoft and from the Gunton

Estate Community Hall during its community Tuesday mornings and Friday good food co-op, this 32 page A4 book costs £7.99. Proceeds will go to the Community Hall's Garden Project fund which aims to turn an unkempt compound into an area in which hall users can enjoy as well as turning it into a wildlife friendly spot.

**Ann Hubbard**, Tenant Contributor



*Housing site number one – summer 1946.*



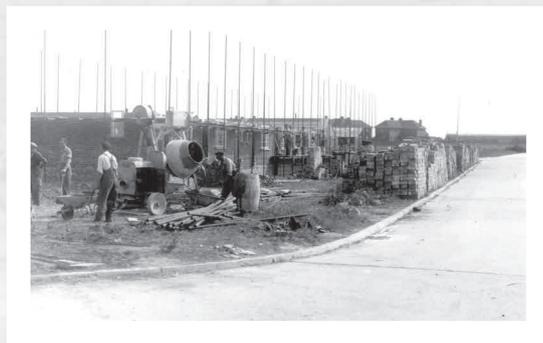
*Harris Avenue Nissen hut shops, April 1949*



*Gunton Estate Community Hall – circa 1956*



*Hollingsworth Road, corner of Myloden Road, 1947*



*Hollingsworth Road, corner of Myloden Road, 1947 – note St Margaret's church (to the right)*



# TENANTS' SERVICES CONTACTS

An update of useful names and contact numbers

## Housing Management

Senior Housing Officer	Peter Fitzpatrick	01502 523424
Housing Officers	Gary Mortishire	01502 523166
	John Barber	01502 523128
	Angie Woodrow	01502 523121
Rent Arrears Officers	Angela Bruce	01502 523125
	Elizabeth Allen	01502 523120
	Leah Anderson	01502 523165
Nuisance Enforcement Officer	Tracey Fitchett	01502 523122
	Myles O'Connor	01502 523126
	Mike Hill	01502 523127
Tenant Involvement & Support Officer	Charlotte Read	01502 523173

## Housing Repairs

Housing Call Centre for repairs and housing enquiries	01502 523593
<b>OUT OF HOURS (EMERGENCIES) ONLY</b>	<b>01502 515435</b>

## Useful Numbers

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

## Tenant and Residents Associations

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

**DON'T WANT TO SEE  
YOUR LOVELY EDITOR  
ON EVERY COVER?**

**Send me your snaps and save yourselves!**

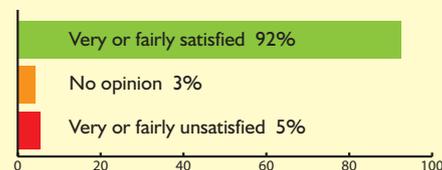
We're looking for great photos submitted by our readers' to use on the cover of our magazine. To enter, simply send us a great Summer themed photo that we could use on the next cover to [charlotte.read@eastsoffolk.gov.uk](mailto:charlotte.read@eastsoffolk.gov.uk). The Editor and Editorial Board will choose the winner who will receive a 50cm x 50cm framed print (worth £45) of their winning photo to hang on their wall. Framed print prize is kindly sponsored by Red Hot Media Ltd - [www.redhotmedia.co.uk](http://www.redhotmedia.co.uk)

## Satisfaction Survey April 2016 to March 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:

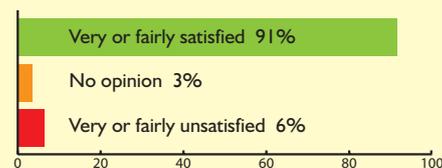
**Taking everything into account, how satisfied or dissatisfied are you with the service provided by Waveney?**



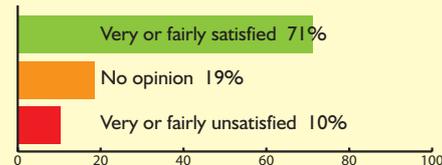
**How satisfied or dissatisfied are you that your rent provides value for money?**



**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?**



**Waveney**  
District Council

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

Housing Services, WDC, Lowestoft, NR32 2EF  
Tel: 01502 523593 Website: [www.waveney.gov.uk](http://www.waveney.gov.uk)

