



# Waveney Tenants Magazine

Produced by tenants for tenants

Winter 2016



**A Wee Delay**

Page 4

**Sarah's  
Benefit Update**

Page 10

**Word Search  
Competition**

Page 14



## The Editor's point of view



Is it just me, or does Christmas come around faster than you can say "groundhog day"? Present shopping has been tricky this year. An empty space in Lowestoft where BHS used to be, I think I've brought something in there every Christmas I can remember. Odd to have life-long touchstones gone. Only a shop, but a sign of changing times nonetheless! I don't want to start shopping online, I like to pick things up and prod them. Not to mention that fresh air, exercise and human contact are still good for the body and the mind. There's [notalotofthehighstreetleft.com](http://notalotofthehighstreetleft.com)! So let's all try and use it before we lose it!

On page 3, Angela Bruce tried to put Donald Trump into room 101. Sadly it didn't work. I like many people had hoped the clown would pack his trunk and trumpety trump right back to the circus where he belongs. I feel a bit like I'm trapped in a reality TV show. What next? Joey Essex appears on the news having been appointed Minister for Education perhaps. What can you say!?! This will be an interesting time in our history to witness.

I will be keeping an eye on the world and investing my time in strengthening and building the community on my doorstep. Whether it's man-made, or a natural disaster that causes the crisis, it's your family, friends and neighbours that will help pull you through.

Retain your sense of humour, take care and we'll see you in the new year.

Regards Ali Smith, Editor



## Counting The Drops



As a resident of Lowestoft I was able to take advantage of the Every Drop Counts campaign run by Essex & Suffolk Water recently. East Anglia is one of the driest regions in the country and Lowestoft's water is sourced from Fritton Lakes and Ormesby Broads. These wildlife havens provide us with essential water to our households, beautiful places for recreation and rich breeding grounds for a mixture of species.

Global warming has significantly changed our weather patterns, drought conditions and flooding affecting people all over the globe and here at home. Essex & Suffolk Water's Every Drop Counts project has helped households and businesses in the region to save on both water and energy bills. By using less hot water you save on your energy bills and cut your carbon footprint. Less money down the drain and more in your pocket and a happy planet for the kids to inherit.

I remember the droughts in the 70s; families sharing baths, putting a brick in the toilet cistern and parched lawns gagging for a drink everywhere you looked.

I live alone so have been on a meter for quite a while and save around £200 a year! Naturally I took advantage of this scheme worth up to £130 per household and was visited by Keith Churchill a helpful and informative plumber. An hour later the house was equipped with an aerated shower head, tap inserts, a trigger hose gun and gel crystals for the garden, plus other bits and bobs. The loo alone is making a 1.2 litre saving every flush. And I've a new water butt to install in the garden.

Lowestoft is the first town in Suffolk to benefit from this campaign and was chosen because Essex & Suffolk Water's customer contact centre is based in the town. If you are lucky enough to be offered this opportunity in your area in the future, sign up and save the drops as you count the pennies. Your purse and the planet will thank you.

Ali Smith, Editor





# Pay your Rent - *it's only Fair*

At the end of September the rent owed to the Council had reached £578,000. This was a staggering 25% higher than the same time last year. Very worrying. But what does this mean exactly?

These rent arrears have a real impact on you and all tenants as it means that the money we are owed reduces what we can spend on things. So, £2 million of improvements to peoples homes can't take place or are reduced, or £140,000 of grounds maintenance to our areas can't happen, or even a new house is not built.

Of course, there will always be a level of rent arrears because people do fall into debt through no fault of their own. The impact of Universal Credit (the new Government scheme for benefit claimants) is also a major contributor to the increase in arrears this year as Lowestoft is one of the first places in the country to operate it.

It is everyone's responsibility to make sure they pay their rent for the benefit of all tenants – it is only fair. If though anyone has problems paying it is really important that they contact their Rent Officer to discuss repayment. I am sorry to say that it is not acceptable to spend money on Christmas or birthdays instead. Remember, rent is a priority debt along with Council Tax. Any other debts can be negotiated (including loan companies that we would never

recommend using) and great advice and assistance can be received from the CAB or through the government website Money Advice Service.

**Rent matters**  
Don't lose your home

## Meet the humans at the heart of housing Introducing Angela Bruce



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

*“Empathetic, organised and solution focused!”*

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

*“I enjoy meeting such a varied mix of people.”*

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

*“A Police woman!”*

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

*“Hozier and UB40.”*

**“Do you have any pets?”**

*“I’m about to get a new puppy, it will be my first pet for a while.....yeah, it will be nice.”*

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

*“I’d like to be able to see into the future so I can make the best of what health and happiness are coming my way, and avoid life’s little disasters if possible.”*

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

*“Donald Trump!”*

**“What’s your favourite film?”**

*“Schindler’s List.”*

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

*“Brendan O’Carroll his autobiography, it’s very interesting.”*

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

*“Property maintenance, lots of DIY. I also enjoy river fishing, catching Carp it’s very relaxing.”*

Editor Ali Smith was talking to Angela Bruce, Housing Officer





# A WEE DELAY

It is November 2009, and I'm in the Science Museum. It's a birthday treat from my daughter Sue and grandson Tom age 4. I'm in my element amongst all this steam stuff and Tom is zipping back and forth, Sue trailing behind keeping a watchful eye on him.

Soon we are in the aerospace hall surrounded by tons of NASA exhibits. Tom has nipped back to the steam section, so I take the opportunity to look around whilst Sue is trying to extricate him from the fire box of Trevithick's Locomotive, because I'm searching for something special.

Eventually I find it. It's an A4 Rocket- Vintage 1945. In wartime Britain we knew it as a V2.

Launched from various German occupied sites on the continent, it came in from the stratosphere travelling at 3,600 m.p.h to deliver its one ton high explosive

wherever it struck. There was no defence against it. Britain was gripped in fear of it as the civilian death toll mounted.

As I look at this rather beautiful but deadly "Angel of Destruction" my mind returns to Autumn 1944. Being a seven year old I was too young to fully understand the seriousness of the situation for the nation, but old enough to enjoy everything about wartime Britain.

I couldn't believe my luck when the Luftwaffe dropped a 500 lb bomb on our Sunday school (whoopee!)

This fun time was to end violently for me on my way to school one morning when a V2 fell 200 yards in front of me. In a blinding flash and massive explosion – flinging me against a lamp post, covered in dirt and glass shards and blind and deaf for a few minutes, I was witness to bloody human suffering



and death, before I was led away.

Just one minute would have seen me at the point of impact where there was now a crater 42 feet wide – Just about the time it took Mum to call me back from the front gate having spotted that I had cunningly slipped past the bathroom and not used the toilet!

Mum saved my life that day without realising it – just doing what Mums do.

**Brian Parsons**, tenant contributor



## CHRISTMAS OPENING TIMES FOR COUNCIL CUSTOMER CENTRES



**Friday 23<sup>rd</sup> December** - normal opening/closing hours

**Saturday 24<sup>th</sup> December** - Christmas Eve – closed

**Sunday 25<sup>th</sup> December** - Christmas Day – closed

**Monday 26<sup>th</sup> December** - Boxing Day – Bank Holiday – closed

**Tuesday 27<sup>th</sup> December** - Christmas Day (substitute Bank Holiday) – closed

**Wednesday 28<sup>th</sup> December** - normal opening/closing hours

**Thursday 29<sup>th</sup> December** - normal opening/closing hours

**Friday 30<sup>th</sup> December** - normal opening/closing hours

**Saturday 31<sup>st</sup> December** - closed

**Sunday 1<sup>st</sup> January 2017** - New Year's day – closed

**Monday 2<sup>nd</sup> January 2017** - New Year's day (bank Holiday) – closed

**Tuesday 3<sup>rd</sup> January 2017** - normal opening/closing hours





# Justin Getting Stuck In

The Head of Housing Justin Hunt spent a day in the summer working with Mick Ellis and Steve Goffin from the team of bricklayers in our Housing Team. He spent the day repointing the external brickwork of a property in Carlton Colville. Justin said 'Mick and Steve were very kind to me as they had done the unpleasant work of grinding out the mortar the day before. I have done a range of jobs similar to this over the years, but hadn't done any brickwork before. I was shown how to prepare the brickwork and use an iron to fill the gaps. The end result was good, but I wasn't working at the same pace as Mick and Steve because

I couldn't get the hang of picking up the mortar on the iron and pushing it into the gap without dropping it. Very frustrating!

Justin continued 'It was a great opportunity to visit the home of one of our tenants and spend the day seeing how the repairs service operates through the eyes of the staff. We were able to talk about a range of issues during the day which will help me to understand how we can implement improvements in the future. The only downside was that we were chatting about the work and forgot to listen to Popmaster on Radio 2.



I suspect I would have answered fewer questions than Mick and Steve – keep up the singing Mick.'

It is good to see Justin getting stuck in and getting his hands dirty, though we might need to apologise to our tenant who experienced the apprentice for the day.

Dave Howson, Principal Service Manager for Housing

# Homage to Beccles

The 21<sup>st</sup> April, saw our Queen having her 90th Birthday, and it was the earlier Queen Elizabeth 1st who in 1584, granted a town Charter to Beccles. Although being a classified town, there remains a village feel to the place. People are made to feel welcome and various businesses are within walking distance. Like many historical towns in East Anglia, the past and present are never far away from one another, adding to the town's sense of identity and character.

Beccles didn't have a wall surrounding the town but there were gateways with many roads ending in 'gate' referring to some aspect of history. Saltgate for example could be seen as being a reference to when Beccles had a port and a fishing industry. It has been

put forward that Blyburgate is in fact a corruption of hound gate, as names change over the years.

In 1887, the first National School for boys and girls was built due to the needs of the growing population, along with Beccles Cottage Hospital, built some years later on. Earlier in 1828, the burial ground at Blyburgate was consecrated by the Bishop of Norwich.

In the 9<sup>th</sup> and 10<sup>th</sup> Century, it was the later Saxons who where the first settlers, establishing the town. Beccles is a rich and beautiful Conservation Area and that is a whole other subject, that I will leave for another time.

Tony Oxborough, Tenant Contributor





# On the mend

I've just had the time of my life – literally. I was off to Papworth in August for open-heart surgery – a double bypass and valve replacement – the lot. All by highly skilled and professional staff and all on the NHS. Brilliant surgeons, fantastic backup; they do not like losing their patients. With a fellow team from Addenbrooke's they eventually pulled me through. I'm up and running (well, hobbling on two sticks actually, and with a man-bra to keep my sternum in place). At least I'm alive.

Papworth may be 110 miles away, but the journey was well worth it. With dedicated staff proud to be working in one of Britain's finest heart hospitals, the frightening thing is if we had a health service like the United States I'd have

either been dead or in debt for the rest of my life.

With every politician slagging off the NHS, the message from me at least, is don't criticize it, look after it, nurture it, be proud of it. I was surprised that even Papworth has to go a-begging. And as for those smaller hospitals, they are needed, so don't close them.

I have now reached the good old three score and ten – a product of the Granny State: good health (sort of), good education and



decent social housing. If it ain't broke, don't fix it. Support it. Pat it on the back and say "well done". It works!!

So a big thank you from me to the NHS.

**Ian G Robb**, tenant contributor

## Crackdown On Condensation

This is the time of year when the Housing call centre gets loads of calls about all sorts of repair related matters. A common one is the report of damp but nearly always it isn't damp but condensation. Condensation can cause dampness and damage to your home but you can reduce it by:

- keeping ventilation vents clear;
- opening windows as the circulation of air is really important;
- making sure saucepans are covered while you are cooking. Steam really can cause problematic condensation issues.

- allowing steam to get out of the house while having a bath or shower;
- drying your washing outside if possible;
- wiping away any condensation on windows, sills and tiled surfaces; and
- remembering to clear mould away by using anti-mould detergent as soon as you see any, following the manufacturer's instructions.

**Please, before you phone check that you are doing these things which will certainly help. The Repairs man can easily check if it is damp or condensation and will only offer the same advice above.**





# Two for tea in Southwold



Each year the residents committee at Crick Court Southwold hold a strawberry tea and raffle event for charity,

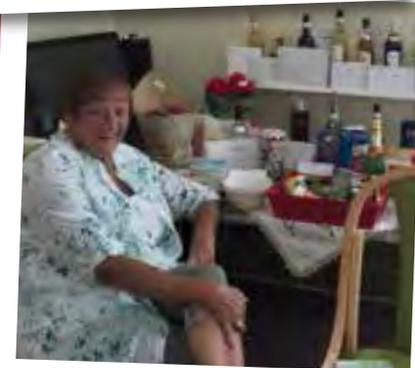
This year's charity was Sole Bay Care Fund, which provides extra and often emergency care at home or as near to home as possible, this is run by our local community Matron Cathy Ryan.

Many local businesses donated a raffle prize for this event, so a big thank you to them.

A great afternoon was had by all and the event managed to raise £387.00.

I would also like to take this opportunity to thank the committee for all their hard work and support not only for this event, but for all their hard work throughout the year. They do a fantastic job looking after the residents interests as well as their help in arranging social events.

Lisa Ford, Scheme Manager



## Update on Shared Ownership

You might remember that in the Summer edition of this magazine we asked if anyone was interested in an idea that the Council had to help tenants get a foot on the home-ownership ladder by buying a share of the home in which they live. It was an unusual idea that we think only one other council in the

country is looking at.

We wanted to consult with you to see if it was something that you were interested in but it would seem not, at least for the moment. We only had two responses to the idea, both of which were in support of the proposal, but there was no strong view expressed

by tenants generally. It has been decided therefore that the time that would be needed to set it up could be put to better use and the Council will be taking no action in setting up a scheme at this point.

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





# Do what you want for a day...

...That was the challenge set by our head of service Justin Hunt to improve our services and assist our local communities, so we did..

At Signpost Charity based at Gunton Baptist Church Montgomery Avenue, we found a host of busy workers and volunteers who deliver essential services to the community in east Suffolk.

The foodbank and Give and take furniture project are continually in demand in our region. This service is delivered by Jim & Greg who find they travel all over East Anglia assisting those in need.

WDC housing officers are now able to issue food vouchers for those in crisis.

Dreamworx offers drop in services, parenting classes, passport for independence, family engagement workers, youth action groups and community volunteers amongst other projects they have going on at their base at the moment.

One very useful piece of work they have engaged in is the use of outside funding for the clearance of particularly overgrown gardens where the tenant, for one reason or another, has become totally overwhelmed by the enormous task and has very limited funds.

WDC have recently been able to support the charity by offering Garage storage space, a collection of odd pieces of furniture and food donations from the staff at the Depot. We also hope to provide the funding to enable four members of Signpost staff to complete their PAT test to be able to install electric goods to those in need.

Another service provided at the Church is the baby basics service for those in need of baby care essentials and equipment. If you are interested in their services contact 01502 537798.

Angela Bruce & John Barber, Housing Officers



L/R Phil Emma Sharon Jim & Louise



## Sheltered Schemes are Mobile

As part of the ongoing upgrade to our sheltered housing service all scheme managers became 'mobile' in late September. We had already installed wifi into nearly all the schemes in the district and have started rolling out tuition to the residents on how to 'get connected'. So far this has been a great success and residents have started to buy their own tablets and laptops to make sure they get the benefits of the internet.

We have now provided our scheme managers with laptops which enable them to carry out some of their office functions at the various schemes rather than calling into the office – whichever sheltered scheme they are located in. Of course, security is paramount and no personal information is kept on the laptops but the equipment now gives staff the ability to act quickly and link in with partners such as Social Care.

It also moves us towards being a paperless office to cut costs and improve efficiency, something the whole council is trying to achieve. Overall, a great step forward.

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





# ROOMS WITH A VIEW

At St Peters Court, Lowestoft



*Pictured above; A before and after view and the installation of the mast climber access platform.*

Constructed in 1968 by Wimpey, the iconic tower block is a focal point of the town with views over the North sea, down to Sizewell, up to Scroby Sands in Great Yarmouth and across to Cantley.

St Peters Court in Lowestoft has just undergone an external make over to cheer up its tired appearance using a 'smart' maintenance approach in refurbishing the building by upgrading all the gas combi boilers and much needed maintenance works to windows along with a solar coating to the roof and full external decoration on completion.

The residents voted on the colour scheme they preferred and before the works started a full tenant

consultation took place including an open evening to discuss the project in more detail.

Something called a Mast Climber System was used which was cheaper and safer. Although this was a huge project to undertake we did not receive one complaint from the residents of St Peters Court and would like to take the opportunity to thank them for their co-operation and understanding.

On completion of this contract Crown Paints and Brewers presented the residents of St Peters Court with a bench for the

*Pictured above: Painting in progress*

communal garden made from the recycled paint cans as a memento of the work that had taken place.

Such was the success of this scheme that Crown paints have been entered for a prestigious PDA award in London, (fingers crossed I will keep you all updated!) as well as using this project to produce a best practice DVD, from start to finish. (So well done team!) Hollywood here we come!

**Kevin Barrett,**  
Service Manager Housing



*Pictured above; Graham Turner (WDC), Dave Burkett, Peter Brown, Dave Hooper (Crown) Ed Pearce (Brewers) presenting a bench at St Peters Court Lowestoft*

## Some Facts

Total hours taken to re-paint the external	2,200
Total area re-painted	4,000 m <sup>2</sup>
Total litres of paint used	2,000
Total number of window parts	12,960
Total number of roller sleeves	100
Total metres of sealant used	1,558





## Sarah's benefit update

Employment and Support Allowance, Child and Working Tax Credit and Housing Benefit will now be Universal Credit. The new Full Service uses an online claim and account, to enable you to manage your claim and communicate with your work coach online. A video is available on YouTube to help you understand the new claim process [www.youtube.com/watch?v=fy06rAVZuss](http://www.youtube.com/watch?v=fy06rAVZuss). If you are worried about applying online or you have limited internet access, you can visit The Marina Customer Service Centre and one of our Officers can help you make your claim and understand the new claim process. To apply for Universal Credit you will need an email account and bank account. There are videos available on the Money Advice Service website that can help you plan to open a bank account <https://www.moneyadviceservice.org.uk/en/articles/how-to-choose-the-right-bank-account#watch-our-video--how-to-open-a-bank-account>

**Sarah Hyman,**  
Benefits Liaison Officer

### Benefits Cap

On 7th November 2016 the Government lowered the Maximum Benefits Cap from £500 per week to £384.62 per week. This means households that are out of work and receiving more than £384.62 per week in Out of Work benefits, will see their Housing Benefit reduce. Letters have been sent to those likely to be affected by the DWP and the Council. If you, your partner or child are in receipt of a Disability Benefit you are unlikely to be affected, and if work is found and Working Tax Credit claimed the cap will be removed. For more information and a cap calculator you could visit [www.gov.uk/benefit-cap](http://www.gov.uk/benefit-cap)

is a discretionary fund held and administered by the Council. They can be used to help pay the shortfall in your rent if you are in receipt of Universal Credit or Housing Benefit. It can also be used towards a rent deposit, rent in advance or help with moving costs. The criteria is that you are suffering financial hardship and need help with housing costs. Help with rent deposits and rent in advance will be considered where the move will enable you to afford the new rent within your own budget. You can apply for Discretionary Housing Payment online [www.angliarevenues.gov.uk/services/discretionary/index.cfm](http://www.angliarevenues.gov.uk/services/discretionary/index.cfm)

### Discretionary Housing Payments

Discretionary Housing Payment

### Universal Credit

Universal Credit Full Service was introduced in Lowestoft in May 2016, Full Service means all new claims to Income Support, Jobseekers Allowance,

## Contact changes

Some 'hawk-eye' readers will have noticed that the contact list on page 16 is a little bit shorter than normal... Well, to be truthful it has halved. The reason for this is that the Housing Team need contacts to come through a central office at Rotterdam Road so everything can be recorded and where necessary chased. This helps to ensure things are not overlooked to

help us deliver a better service. When one of the trade managers are contacted direct we have found in many cases that a repair has not been reported in the first case causing a bit of confusion and some problems.

We are very keen to encourage tenants to contact us via our website at any time of day. This is easier for you usually and certainly easier for us, except in cases of emergency of course when we should certainly be called.





# Your Letters



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

Dear Editor,

I've been on Universal Credit since late December and want to add my experience to the mix.

The bedroom tax hit, and I took the offered option of taking lodgers. Universal Credit rules say that the rent I get from them is not counted as income and therefore not taken off my award, as under JSA and Housing Benefit. We are told on entitledto.co.uk, is to lighten the burden of the tax.

WDC's Revenue and Benefits department saw fit to take it off my Council Tax Support, making the said burden greater than before. They told me that they have no choice, now after months of wrangling they accept that they are not meant to count the rent as unearned income.

I have had to raise the rent I charge to keep myself at the income level I was at before. This rent is paid by Housing Benefit to the lodger, then to me, then back to WDC as Council Tax. I would also say that Benefits have played awkward all the way along. They had no idea that UC replaced Housing Benefit, and it took them three weeks to find out that I was right about lodgers' rent being disregarded.

UC may be in its early days here, but it has been in use elsewhere for testing. This part of UC needs work.

MG

## Since You've Bin Gone

*Oh I miss you my old beloved Green Bin!*

*You were the place my compostables went in.*

*You were the void that the garden clippings would fill.*

*When they told me I would have to pay for you to stay, I was angry and felt ill.*

*Then I had to let them take you away, I built a compost heap with some dismay.*

*The kitchen waste and garden clippings started to gather there, as life went on I seemed less to care.*

*I still miss you and think of you often Green Bin, for you were so handy to put my green stuff in!*

*I think of you often and wish you were here, but the price was too high and you were too dear!*

*Anon*

### 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)





## Editorial Visit to New Bungay Council Homes

The Editorial Panel were let loose in October on the new council houses in Bungay. I admit, after seeing what was being built in Lowestoft, personally my hopes weren't high. Especially as these were the first council houses to be built in Waveney for over a generation. Our visit took us to Skinner's View. Compared with the 1960s houses we are used to seeing, these were a very different beast indeed!

### However . . . !

Once over the threshold of these four new two-bedroom homes, my impressions changed dramatically. Twenty-first century housing for twenty-first century living. And yes! There were hints of the council houses of yore – well laid out stairway, spacious rooms, a lot of thought into how many plugs each room needed including phone and aerial sockets. The bathroom was light and pleasant with a choice of bath or shower, and the kitchen had features that included plugs for all mod cons – cookers, washing machines, toasters, you name it; even a cupboard complete with a recycling unit. There was also something I have never seen before – built-in childproof cupboards.



With pleasant views across the fields and a well-established play area close by, even the children are catered for. The backyards were designed complete with clothes drying area and the obligatory shed. Unfortunately, there were no front gardens. All had been given over to the motor car with the four units being allocated two car parking spaces each. Oh, and there were security lights.

And yes! We all came away suitably impressed.

Ian G Robb, editorial board member

## Courting Success

Martin Jones and wife Lesley of Whitton Court Lowestoft were rewarded for all their hard work this year at both the Lowestoft and Anglia In Bloom awards. With help from fellow resident Terry they have once again created a truly amazing floral display for all residents and passers by to enjoy.



Their efforts were rewarded when they won Best Floral Display at the Anglia In Bloom awards and a Gold and Best In Show from Lowestoft In Bloom, presented by Mayor Nick Webb.

Given a little help from an Environmental Grant from the Council and a lot of hard work and dedication they have once again created a stunning community space, enjoyed by all lucky enough to live there.

Martin is already planning ahead for next year and hoping to win big. We all wish you good luck for next year and hope the seeds you are sowing will be seeds of success! Keep up the good work all, and here's wishing that you dig on to more victories, you deserve them!

Ali Smith, Editor





# ENVIRONMENTAL GRANT BUDGET



Have you ever thought if funding was available you could enhance the look or improve the quality of life in your neighbourhood or community you reside in, well we might just have the solution!

Waveney District Council's Housing Tenancy Services have a annual budget of £10k to fund various projects and improvement schemes in your area.

## How does it work?

The Environmental Grant applications are presented to the panel consisting of 6 elected tenants who decide if the grant application is successful or unsuccessful. If an application is submitted where a panel member reside they will abstain from voting.

The Panel meet around four times a year depending on how many applications are submitted.

## What projects have benefited?

The projects and improvement applications we receive are quite diverse, ranging from flower and shrub planting schemes to providing additional parking areas where emergency vehicles struggle for access, bus routes etc and providing or upgrading play equipment.

We also have part funded community projects on our estates and have provided additional lighting and remembrance gardens on our sheltered housing schemes.

## How do I apply for a grant?

All you need to do is contact your Housing Officer who will not only advise you but assist you with the grant application, along with the support of other residents requesting the proposed grant application.

## When do we know if our application is successful?

All applications are voted on and decided on the day providing the correct information is submitted with the application or no additional information is required by the panel, Charlotte our Tenant Involvement Officer then contacts the applicant on the panels decision.

**Graham Turner**, Operations Manager

## A few successful applicants

An area to the rear of **Avenue Mansions** in Lowestoft was identified by the residents as requiring some TLC, to create a tranquil setting for them to enjoy the summer evenings.



**Whitton Court** in Lowestoft has had a garden makeover following a grant application for planting materials, tools, plants, seeds and potting vases. The hard work and commitment shown by the residents has had recognition in the Lowestoft and Anglia In Bloom competitions. Special thanks go to Mr & Mrs Jones and Terry for all their hard work!





# Word Search Competition

Enjoy our Festive word search, can you find 30 words taken from the 12 Days of Christmas song

## WIN £50 Jewsons Voucher

Kindly donated by Jewsons

- AND
- BIRDS
- CALLING
- DANCING
- DRUMMERS
- DRUMMING
- EIGHT
- ELEVEN
- FRENCH
- GEESE
- GOLD
- HENS
- LADIES
- LEAPING
- LORDS
- MAIDS
- MILKING
- NINE
- PARTRIDGE
- PEAR
- PIPERS
- RINGS
- LEAPING
- LORDS
- SWANS
- SWIMMING
- TEN
- TREE
- TURTLE
- TWELVE

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

Find the words and when you have completed it send to:

Waveney Tenants Magazine,  
c/o Charlotte Read, Waveney District Council,  
Rotterdam Road, Lowestoft, NR32 2EF.

**Entries should arrive no later than 31<sup>st</sup> January 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: \_\_\_\_\_

## Summer Word Search Competition Winner

Winner of the Summer Wordsearch competition is Mr Alf Knock, Brampton, Beccles he wins a £50 Jewsons voucher.





# Meeting THE GANG

Earlier in the year the new Head of Housing Justin Hunt suggested that Tenant Forum members such as myself could shadow officers going about their duties. Theoretically, this would lead to a greater understanding of officers working roles and responsibilities, underpinning transparency and scrutiny.

So it was in this spirit that I put myself forward and volunteered to boldly go where no tenant had gone before. I accompanied Dave Howson and John Brown from the Housing Team and attended a meeting at Wellington Construction's offices in Lowestoft.

Wellington Construction, a commercial and residential developer, is responsible for many of the new affordable homes you may have noticed appearing around the district. They are the company that built the new builds in Bungay, which having visited them myself, I can say are first rate and highly desirable. They have a real liveability factor, fit for modern life, lots of windows, plenty of storage and more electric sockets than you can shake a stick at! What's not to like?

During a 45 minute meeting I was made to feel welcome by this small and friendly team. I was pleasantly surprised by the amount of new building projects in the pipeline. There is undoubtedly a housing crisis and demand will continue to outstrip practical delivery due to financial constraints. But it is genuinely heartening to know that there are teams of caring and motivated people working together to find concrete solutions and ways to build for the future.

I learnt that there are many small new developments popping up around our towns and villages, on old garage sites and odd little plots dotted about the place, and that the Council and Housing Associations are working together to make this possible.

There are it seems many practicalities that make projects difficult, especially site access, neighbours, tight spaces and boundary issues that slow

progress and create problems.

There are plans for all types of affordable homes including shared ownership and interestingly a self build project planned for Illketshall. It's good to know that this team is busy plotting and planning new homes for Waveney. They are much needed.

Ali Smith, Editor

1st January 2017 to 28th February 2017

## Key Amnesty

**OWN UP, GIVE UP, AND AVOID PROSECUTION...**

Are you a tenant who is not living in, or is illegally subletting, a Council home?

Own up during January and February 2017 and avoid prosecution.



### What is illegal subletting?

A Waveney District Council Tenant moves out and lets the home to someone else, pocketing the rent they charge.

It is a **criminal offence** and many homes within Waveney District Councils area could be affected.

If you want to own up, or if you are one of the majority of honest tenants and you suspect that a property is not occupied or illegal subletting is going on, contact us in complete confidence using the contact details:

[fraud@eastsoffolk.gov.uk](mailto:fraud@eastsoffolk.gov.uk) or 01394 444444



**East Suffolk**  
Suffolk Coastal and Waveney Councils  
In Partnership



# 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
OUT OF HOURS (EMERGENCIES) ONLY	01502 515435

## 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

## The Tenants Forum Needs You!

Why not come along and invest a little of your time and help us shape the future of the housing service!?

Have your say and influence decisions that affect you, your home and the community on your doorstep

**WIN**  
a **£25**  
VOUCHER

We meet four times a year, a buffet lunch is provided and there is a **£25 shopping voucher prize draw!**

Help with transport can be provided

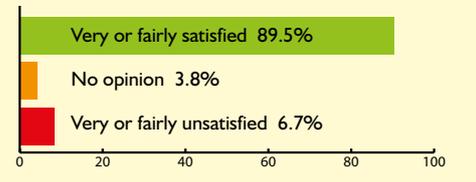
For more details call Charlotte Read, Tenant Involvement & Support Officer on 01502 523173 or Email: [charlotte.read@eastsoffolk.gov.uk](mailto:charlotte.read@eastsoffolk.gov.uk)

## Satisfaction Survey November 2015 to October 2016

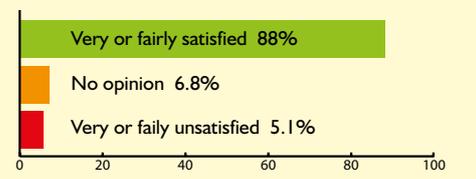
These figures are the outcome of the monthly random survey carried out by an independent company on our behalf. The data in green is the percentage of tenants satisfied and the data in the red box is the percentage of tenants dissatisfied. The figure does not add up to 100% as some people did not express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

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

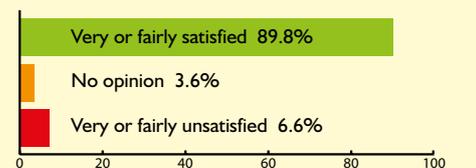
**Taking everything into account, how satisfied or dissatisfied are you with the service provided by Waveney?**



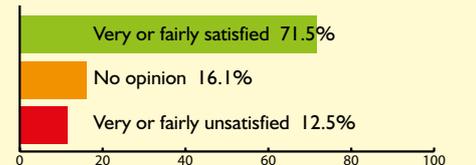
**How satisfied or dissatisfied are you that your rent provides value for money?**



**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)

