



Waveney Tenants Magazine

Produced by tenants for tenants

Spring 2016

Meet Justin Hunt

Page 3

**Good news,
we're building**

Page 5

Competition

Page 14

Paint Amnesty

Page 15



The Editor's point of view

Dear All,

Welcome to the spring edition. We've just had the warmest winter on record, I was shopping last Christmas in a cardigan. What with the combination of global warming and the joys of being a middle aged woman, I've saved a fortune on gas lately! If you would like to economise on your energy bills, check out the poster on (page 9). You can get advice from the free befriending service to get the best out of your energy budget.

Sadly we had no entries for our cover shot competition this time, but I did spot this great picture of St Peter's Court Lowestoft on my friend Andy Parker's phone, so it got pride of place. He doesn't win a prize but you could, so please send in your photos. The iconic Lowestoft tower block is soon to get a fresh new look and its new colour scheme has been chosen by its residents. So keep your eyes on this local landmark as it's a work in progress. Mast climbers will be going up and down the building, painting it in its new colour scheme as they go. I'll be keeping my eyes to the skyline and watching the transformation with interest.

Finally, I would like to welcome Justin Hunt, the new Head of Housing Services, who joined us in February. Justin and I have already met up and had a chat, see (page 3) and he seems very focused and pleasant. I believe we tenants in the housing stock are in safe hands.

See you all again in the summer

Regards Ali Smith, Editor

WAVENEY TENANTS FORUM

December saw the last meeting of the Waveney Tenant's Forum in Lowestoft for 2015 and two awards were handed out to deserving tenants in the district. The worthy tenants were Lesley Riley from Willingham and Shirley Jenkins from the Whitton Estate in Lowestoft. The awards were in recognition of the long service both have given tenants in representing their views and being involved in a whole variety of Housing Department Groups over 25 years together. Well done both!



The Tenant's Forum meets to discuss things happening in the Housing Service and is a group of interested tenants that want to understand how the Housing Service works and have a say. Food is provided and transport can be arranged. If you are interested in being involved please let our Tenant Support Officer (Charlotte Read) know on 01502 523173

and we would be pleased to welcome you. We also offer a £25 M&S raffle prize every meeting as an incentive.

Dave Howson, Principal Service Manager for Housing

WIN A £45 CANVAS PRINT



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@east-suffolk.gov.uk. The Editor and Editorial Board will choose the winner who will receive a 12" x 16" canvas print (worth £45) of their winning photo to hang on their wall. Canvas Print prize is kindly sponsored by Red Hot Media Ltd - www.redhotmedia.co.uk



Introducing Justin Hunt, New Head of Housing Services

In February, I had the pleasure of meeting Justin Hunt, the new Head of Housing Services. Forty three year old Justin lives in Kesgrave near Ipswich with his wife and three children. They have an impressive menagerie of pets, three cats, a hamster, two tortoises and some fish. He spent many childhood holidays at Sizewell with his parents, who live in Suffolk.

Although he's spent most of his working life so far in the London area, he considers himself a local having lived in Kesgrave for the last 11 years. At the weekends Justin likes travelling the country attending karate tournaments with his family. He and his eldest son achieved black belt status last year and are now both instructors. He says karate helps him stay fit and run fast, which he believes is the best way to avoid trouble. Justin did a degree in housing at Bristol University and says he's never looked back, finding it rewarding to help many people who would otherwise find it hard to get themselves secure and decent homes.

Most recently Justin has been working for Camden Borough Council in Housing Management. During his career in London, he has had many different roles which have helped him get a good overview of the housing service and the way all the different departments fit together. He tells me he genuinely enjoys his work and that "The massive variety of challenges make every day interesting and rewarding". In his new role he'll be working very hard to maintain and improve the standard of housing at a time of ever increasing challenges. We have all heard the phrase 'Housing Crisis' frequently used in the media, little or no new stock being built and right to buy diminishing what little stock there is. This leaves young families whom seem well paid on £30,000 - £60,000 incomes unable to get a foot on the housing ladder. He will be working with a whole range of organisations to find new solutions, to help meet the demand for affordable homes. He's looking forward to working with his staff, council members and tenants to find ways to improve services and make cost efficiencies.

He used the phrase "The residents are in charge." so why not make your voice and views heard by joining the Tenant's Forum or dropping us a line at the Tenants Magazine, and help us shape the future. We all wish Justin a warm welcome and look forward to working with him.

Ali Smith, Editor

Meet the humans
at the heart
of housing



Introducing Leah Anderson



"Describe yourself in three words?"

"Inquisitive, caring and patient."

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

"I like to help keep tenants secure and in their homes."

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

"A sports teacher."

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

"Jess Glynne and Years and Years."

"Do you have any pets?"

"No not at the moment."

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

"Invisibility, I like being nosy!"

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

"Early mornings."

"What's your favourite film?"

"Harry Potter, I'm a Harry Potter nut."

"What was the last book you read?"

"Throw away children by Diney Costeloe."

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

"I'm too busy running my son around for his social life, to have one of my own."

Editor Ali Smith was talking to Leah Anderson, Rent Arrears Officer



What? Rent going down?

Yes, hard to believe but it is true. The Government has made all Councils reduce the rent charged to tenants by 1%. You will have seen this from your rent notification in February. You may not know that the Government have actually said the 1% decrease must take place over the next four years. This means that your rent will continue to go down until 2020.

Now, this is great news for tenants. Especially those that do not receive any benefit towards their rent as it will mean more money in your pocket. However, it is fair to say that there is a flipside.

The Council have budgeted for the next 30 years on the income they expect to receive and the money they expect to spend on our homes and the management of them. That plan will now need to be scaled back because instead of the Council expecting a 3% increase each year there will be a 1% reduction (meaning a 4% difference in effect each year). The knock-on effect is that investment will reduce and savings may have to be looked for to help manage the budget.

Dave Howson, Principal Service Manager for Housing

Simple Household Contents Insurance

From only £0.76 A Week

Waveney District Council has negotiated a home contents insurance scheme specifically designed for our tenants giving you peace of mind against life's little accidents.

Cover is provided from just £0.76 a week and may depend upon age and your postal code area

Call 01502 523593 to find out more

RSA

Helping to Reduce the Debt

A debt is a debt so they say, and debts should be paid. The Council has worked on that old adage for some years and it is pleasing to see that the level of rent debt for those former tenants has reduced substantially thanks to the good work of Dean Stirling our Former Tenant Arrears Officer.

The level of debt has fallen from £158,500 to £57,000 over a twelve month period (see graph). This good work has brought money back to the Housing Team to invest in our housing which benefits all the tenants. The council has just shown its commitment to make sure past tenants pay their dues by making Dean's post permanent after a two year trial. Hopefully he can get the arrears even lower.

Dave Howson, Principal Service Manager for Housing



new girl onboard

Members of the Waveney tenants forum are pleased to have Kay Miller on board.

Since moving to Halesworth from London, to be nearer family, Kay has become an active member of the forum and Halesworth tenants association. She told me she'd come here to retire and take things easy. However, old habits die hard and Kay hasn't been able to resist becoming involved in the Waveney tenants movement. Kay was heavily involved with tenants rights during her many years spent living in London. She was chair of her local neighbourhood committee with 27 other boards under her. Highly trained with many diverse skills that she will be able to share and use for the benefit of fellow tenants, Kay is a welcome addition to our team. Happily

married to Grahame for over thirty years, she has enjoyed a varied career. Spending many years as a chef, Kay will be providing cheap and cheerful recipes for the magazine that you may like to try at home. Passionate about disabled rights she will be a strong voice championing for those that often go unheard. In her spare time she enjoys looking after her chickens, which she tells me she'll be eating at some point, the girl's no softy!! If you would like to join the Tenants Forum or Halesworth association and meet this fine lady in the flesh then or contact Charlotte Read on 01502 523173 for meeting dates.

Ali Smith, Editor



Hot To Go Vegetable Curry

1 cauliflower, cut in large sprigs
6 Tomatoes, skinned and sliced
6-8 small potatoes, peeled and quartered
 $\frac{1}{4}$ lb. shelled peas
 $\frac{1}{4}$ lb. french beans



1 level tbsp. turmeric, 1 $\frac{1}{2}$ level
tbsps. mild curry powder
 $\frac{1}{2}$ level tsp salt
2oz butter, 6 small onions
skinned, 1 clove of garlic skinned
and crushed, 1 $\frac{1}{4}$ cups stock

Place the raw cauliflower, toms, pots, peas and beans on a large plate or tray, mix spices and sprinkle over the veg.

Melt the butter in a heavy pan and fry the small onions and garlic, do not burn. Add the spiced veg then stock, bring to the boil and simmer for 20 mins till all veg are soft.

Serve with rice.



No Meat Stew

chop 2-3 med to large potatoes, 3-4 carrots and 1 large onion into very small pieces, add sweetcorn, cabbage and celery if you have it.

In a stew pot $\frac{1}{2}$ fill with water and bring to the boil, add pre soaked pearl barley, add mixed herbs, veg or meat stock cubes if you prefer, lid on and simmer till veg and barley are cooked.

*Left overnight it will thicken more, just add more water and heat.

Recipes supplied by
Kay Miller, tenant contributor



#makeyourmoneygofurther

In partnership with Suffolk Coastal District Council and the Citizens Advice Bureau, Waveney is preparing for the introduction of Universal Credit with a campaign to help people make their money go further. Universal Credit is a new benefit that incorporates Jobseekers Allowance, Income Support, Employment and Support Allowance, Housing Benefit, Working Tax Credit and Child Tax Credit.

This new benefit was introduced at Lowestoft and Beccles Jobcentres in March 2015 and Waveney is helping with the transition to this new benefit. And to raise awareness of Universal Credit and making your money go further, Waveney

District Council have teamed up with Lowestoft College to produce a series of videos as part of an online social media campaign to support new applicants.

Anyone who applies for Universal Credit can receive a financial advice session, providing applicants with hints tips and techniques to help stretch every last valuable penny.

To make the most of this new benefit, and accompanying financial advice, applicants are being encouraged to discuss making their money go further with their Work Coach.

Waveney District Council is committed to helping residents #makeyourmoneygofurther.



Take a look on the Council's twitter page or head to www.waveney.gov.uk/makeyourmoneygofurther for more information!

#makeyourmoneygofurther

Sarah Hyman,
Benefits Liaison Officer

Walking, not for you? Think again!



peace & quiet stroll
fresh air **BREAK FROM ROAM**
coast **EVERYDAY LIFE** family
freedom **HAPPY FEELING GREAT**
tranquility meet people self esteem beauty
ACTIVE ADVENTURE STRESS BUSTER
companionship good for you mood
ACHIEVEMENT CONFIDENCE

www.suffolkwalkingfestival.co.uk



GUNTON BAPTIST CHURCH *dreamworx*

Our second visit to Gunton Baptist Church on the Gunton Estate covers one particular role in the community; it's a project which has created its own little niche, not just at Gunton, but in other communities in North Lowestoft – Dreamworx. Not the film company, but a part of Gunton Signpost that has been supporting young people since 2008. Originally concentrating on helping those on the estate itself, eight years on the Dreamworx project has expanded its drop-ins for children in years 5 to 9 to include facilities at Boston Lodge.

The services Dreamworx offer include team-building, new experiences, sport, making new friends, basic first aid, and food

hygiene certificates. Supporting the young people of Gunton, Dreamworx has also enabled the youngsters to improve their outlook on life, and to build up their confidence. Education is an important aspect, as is fun, and any training is given in an informal manner. At the end of the day, the young person comes away with a qualification as well as making new friends. The highpoint for Dreamworx and the Food Bank, as well as for the Estate, was the visit in October 2015 of HRH the Princess Royal.

Founded by the church's previous incumbent, the Rev Colin Napper, as part of his Signpost project, Dreamworx was run until recent years by



HRH the Princess Royal following her visit at Gunton Baptist Church, the Gunton Estate, October 2015 (photo: by kind permission of the Ian G Robb Photograph Archive, Lowestoft)

Andy Dorling. New girl Emma and her crew continue to carry the mantle forward with continuing success. For more information about Dreamworx, email: Dreamworx@btconnect.com

Ian G Robb,
tentant contributor

Garden Waste Bonfire Safety

If you're one of the many people who couldn't or wouldn't pay the council's unpopular £42 charge for the green bin, you may at some point need to have a bonfire. There are no housing regulations or by-laws that prevent you from doing so. All we ask is that you do it safely and with consideration for others. You can by rights have a fire at any time of day; I've always thought it fair to have one around tea time or early evening. This gives people the chance to enjoy

their garden for the day and take in their laundry. It's polite to warn your neighbours and not have one more often than is necessary. Sit it well away from fences, greenhouses and your home. Don't be tempted to build one giant fire, have a small one and load it little and often. Please don't be tempted to burn household waste, especially plastics and painted objects, the smoke can be very toxic. Make sure the garden waste is dry as it will produce less

smoke. It goes without saying that children and pets should be kept at a safe distance and supervised at all times. Have a bucket or two of water to hand in case things get out of control and never leave your bonfire unattended.

Ali Smith,
Editor



First Council House for a Generation!



Work is well underway on the first new council houses to be built in Bungay (and Waveney district too when you think about it) since the 1970's – Grandparents may remember council properties being built but anyone under 50 probably can't.

The Cabinet member for Housing Cllr Sue Allen cut the first sod last December on a site at Garden Close in the town, one of four former garage sites which are being redeveloped to provide 12 affordable homes.

The Bungay project is part of a wider council initiative to build over 100 new affordable homes across the district. Cllr Sue Allen commented: "There is a huge need for more affordable homes in towns like Bungay, and now that councils are allowed to build new council housing we are well placed to do this, given that we have a team in place which is already delivering high quality housing management services. These homes will be in addition to any new affordable homes which are being delivered by housing associations."

The 12 new homes are set to be completed in autumn 2016 with other developments in the pipeline too. There is no doubt that this is a new exciting era we are entering into with the Council confident it will deliver great new homes whilst still continuing to invest in our existing properties.

Dave Howson, Principal Service Manager for Housing

ENVIRONMENTAL GRANT BUDGET Improve your Community

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 an annual budget of £30k to fund various projects and improvement schemes in your area.

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.



How does it work?

The Environmental Grant applications are presented to a 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 resides that member will abstain from voting.

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

What projects have benefitted?

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 / upgrading play equipment.

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

When do we know if our application is successful?

All applications are voted on and decided on the day. Provided 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 with the panel's decision.

Kevin Barrett,
Service Manager Housing



Time Is Running Out For A Free, Impartial Home Energy Assessment!



A project that has helped over 300 people in Suffolk to review their energy use and potentially lower their bills is ending soon and looking to help more!

Suffolk Switched On, a project run by The Befriending Scheme and funded by Scottish Power Energy People Trust, has run since June 2015, in Haverhill, Ipswich, Lowestoft & Sudbury areas.

The programme is led by our trained volunteer mentors and offers a free home energy assessment, followed up with a recommendation report, giving impartial no cost – low cost advice on saving money and reducing energy usage. The report also contains a very useful “What to do now” section signposting consumers to organisations that could offer further help.

Our impartial service, made all the more important by recent controversies involving energy suppliers & charities, focuses on practical ways to reduce your energy bills. Help is available for those who are not familiar with how to switch providers. No particular supplier or tariffs are recommended or endorsed by the scheme, allowing a free choice to be made by the household.

Time is running out to be a part of the scheme, although signing up is easy and there is no cost involved.

To register or for more information, Tash Young on 01787 371333, or via email at info@thebefriendingscheme.org.uk.

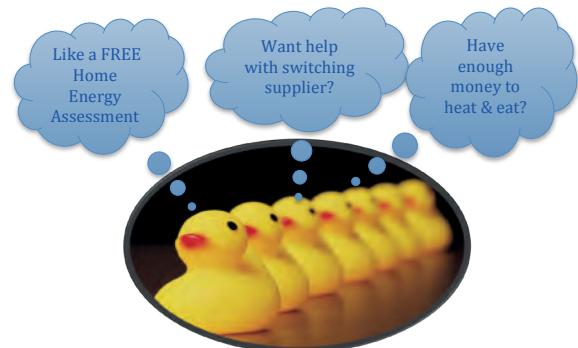
Val's Retirement

Many of you may have had dealings with Val Richardson, a Housing Officer in the Housing Team, as she worked in the Lettings Section (that was) over 12 years ago and has been a Housing Officer the last 12 years. She worked nearly 25 years with Waveney Council and was well known and trusted by nearly all the residents she dealt with, covering the whole of the Waveney district. We wish her well in her retirement when she intends to travel and enjoy a well deserved rest.

Dave Howson, Principal Service Manager for Housing



HAVE YOU GOT ALL YOUR DUCKS LINED UP FOR WINTER?



Statistics show that fuel poverty has a major effect on health including colds, stress, asthma and loneliness. It is estimated that over 24,000 people die in the UK each year as a result of the cold, at least a third of these are as a direct result of a cold home. In Suffolk alone, more than 55,000 will end up in fuel poverty. Don't be one of them!

'Suffolk Switched On' is a project offering **free, ongoing** home assessment advice and support on fuel energy. We look at various aspects of energy saving within an individual home including boiler controls, cost-free ways of saving, energy comparison sites, switching suppliers and advice on understanding a fuel bill, to name but a few! Working in partnership with other organisations, we also ensure that should a household need additional support by way of boiler replacement, insulation, or financial payments, we are able to signpost quickly and effectively.

Suffolk Switched On will be running in Sudbury, Haverhill, Ipswich & Lowestoft. If you or someone you know may be worried about heating your home this winter, contact us now for a **free** home assessment and let us help.

Call Tania Baker at **The Befriending Scheme** on 01787 371333 or 07960424217



Christmas Cheer at Whitton Court



Residents at Whitton Court were treated to a festive afternoon of live music from the 50s, 60s and 70s era which was enjoyed by all.

The music ranged from Ballads, Rock n Roll, Blues, Soul, along with some Eagles songs (for Terry), and finished off with a Christmas sing along, and the residents were entertained by the dancing King and Queen of Whitton Court (Robert and Jill).

Resident and organiser Martin Jones invited local band Even Keel (the oldest boy band in Lowestoft) to perform on December the

6th to get everyone in the spirit of Christmas, the event was very well supported not only by residents but also family and friends.

After the event the residents enjoyed the baking delights of Whitton's very own Nigella Lawson (Lesley) whilst I was

ensuring everybody had refreshments (non alcoholic of course) in between my accompanying spot with the band along with Housing Officer Angie (tambourine players) to help make the afternoon very special .

The Band said it was a pleasure to support the afternoon and thanked Martin for his invite. Graham a singer and guitarist with the band whose mother resided there until just recently said it was really nice to give something back to the court as a thank you for looking after his mum.

The following Friday, the Whitton Court residents had their Christmas lunch, and the 22nd of December saw the return of the fantastic Lula May.

Lisa Borrett, Scheme Manager





Your Letters

Our Star letter or photo will win a £10 cheque

Dear Editor

Bowie in Beccles

While at a Forum Meeting, I got talking to Ali (The Editor) about the Magazine and about putting something forward for publication. Well we got talking about ghosts and other topics. Well this tale is not about ghosts, but the story is strange and is fact.

With the passing of David Bowie in January it came as a shock with him being a hero of mine. Popping down the road to get rations that one had run out of, our shop is playing the classics. As time goes by everything has been said by the Media, and we return to a celebration of the man. The supermarket is stocking "Blackstar" and other album material. I get on a bus and an older Bowie look-a-like with shades gets on. Then getting to Lowestoft, in the street another look-a-like, this time the shades again and a hat, having the look!

I was due to get an earlier bus and yet if I had there would not of been this strange tale to tell.

As far as the East Anglia connection is concerned and his career, he played Norwich in the 70's and Twiggy who has lived in the region turned up on the "Pin-ups" album cover with the man and "Life on Mars" has reference to the Broads, he had a holiday when younger in Great Yarmouth.

Tony Oxborough, Tenant Contributor



Dear Editor

Another Christmas has gone and we enter a New Year. Like many others I have been here nine years.

We are so lucky to be here at Crick Court especially with Lisa as our Manager. She is dedicated to her job and has a special empathy with all of us.

From week to week we have many things organised such as Bingo, Card games ie. Whist etc. Computer Lessons, Animal Races!! Lovely lunches cooked by Lisa, visiting Beauticians, Musical Entertainment. There is something on every day of the week.

We have two special residents Jenny and Jan who spend many hours making the gardens surrounding Crick Court one mass of colour appreciated by all who live here and visitors who come on a regular basis.

At Christmas we had a wonderful Xmas lunch cooked by Lisa. She also worked hard on Xmas decorations both inside and out helped by the Residents.

Crick Court is a wonderful example of a first class establishment of Sheltered Accommodation. Here in Southwold we appreciate that we have such a place to end our years.

Anyone who wants to go shopping Lisa organises the trips. Other outings including day trips out including lunch.

What happens as you get older?? Feel tired, depressed or even bored. Of course we do but it helps when things are organised so we can get on with our lives and throw the doldrums away.

Thank you Dave and Staff at Waveney but most of all thank you Lisa for being you and all that you do.

Bunty Pledger

Please send your submissions to:

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



Calling On Anyone Interested in Finding Out Things...

About three years ago we set up a group of tenants to look into what the Housing Department does to see if it could be challenged, improved, stopped even! Due to all sorts of reasons the group finished about a year ago. We want to start it again and we need YOU!

If you

- Are inquisitive and have a prying mind
- Are interested in what goes on in the Housing

Office and the work it does

- Feel that you could contribute to improving the housing service
- Could give up about two hours every eight weeks (as a minimum to be fair)

then we want to hear from you and would be delighted if you could contact Charlotte Read on 01502 523173 or charlotte.read@eastsuffolk.gov.uk

Whitton Life

You may have noticed builders, vans and noise around The Green in the past few months and wondered what is going on. Well, The Whitton Life Centre next to the shop has taken over the old Council Office there, knocked a wall down and made the two buildings into one!

For years now London Road Baptist Church who run Whitton Life have been working together with residents from your community to serve the area using our centre on The Green, and in the past year or so it has become obvious that we have outgrown our building – which is great! We support 15-20 older residents in our lunch club, 20-30 people come in weekly to our cafe on a Thursday, and use savings and advice services such as the Credit Union, and our Parent and Toddler group and after school club just needed more space.

So after nearly a year of plotting and scheming, we now rent No 5 as well and are excited about ways we can continue to work with you now we have more space. We know it's intimidating to walk into somewhere that is full of people and so we hope

more space will make it easier for you. We hope to be open more regular times, and to continue to offer a shared space in the community for a cuppa and a chat with friends and a place for the children to feel safe, and don't worry, your regular housing surgery will continue too.

We opened on 9th April, come along and enjoy a warm welcome.

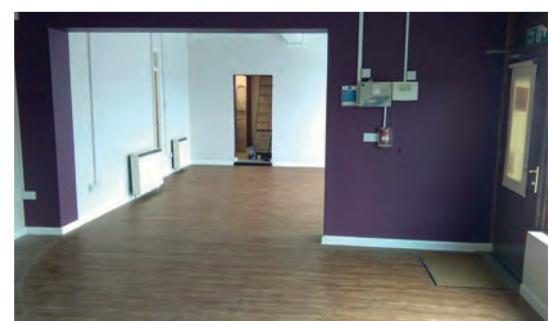
The Council's Housing Team are proud to support this great initiative that Whitton Life have undertaken on the Whitton Estate in Lowestoft by letting the office on a small rent for a number of years. The existing Whitton Life café is a success and this extension brings great opportunities for the Whitton Community in association with the great work that the Tenants and Residents Association and the Whitton Community Hall does.



How No 5 was



How it looks now



View from No 4 into No 5



REQUIEM FOR THE ROOSTER

Rhode Island Reds and Black Leghorns are extremely good egg layers and live very well together. Our chickens were vital to us as eggs were largely unobtainable in the shops, but they constituted a considerable slice of our meagre diet.

This was winter 1943. Winters were very real in those times, not the soggy wet mish-mash version we endure today. Britain was almost broke and near starvation. We discovered there is a limit to how many times bubble and squeak could be re-cycled.

Our chickens were often left to graze on the fields which distanced our bungalow from the William Girling Reservoir. A vital lump of London's water supply. This made them vulnerable to chicken

rustlers who were rife at that time. However we experienced no problem in that area because our hens were safe. They had guaranteed security. They had a 24 hour on sight guard. They had..... George.

George was our Rooster. He was a really large Rhode Island Cockerel resplendent in this red livery and iridescent blue-green tail feathers. He was magnificent and he knew it! His job was to look after the hens which he fulfilled to extreme, seeing off dogs, frightening the life out of cats and keeping the cows at a distance. He was an excellent flyer and often completed circuits over his flock seemingly for fun. He was afraid of nothing.

I was five years old when George decided I had strayed a little too

close and targeted me like a dive-bomber and latched on to my backside through my flimsy pants. I ran howling to the kitchen door with George firmly attached, using his enormous wing spread as an airbrake trying to stop me.

Later that same month George attacked my elder brother and made a mess of his face as he was tucking in the hens for the night. A decision was made he would have to go.

George disappeared that Christmas. Mum said he had gone to heaven to look after the angels chickens. Well they'd better look out I thought.

Christmas dinner was excellent that year!

Brian Parson, tenant contributor

Universal Credit - Full Service

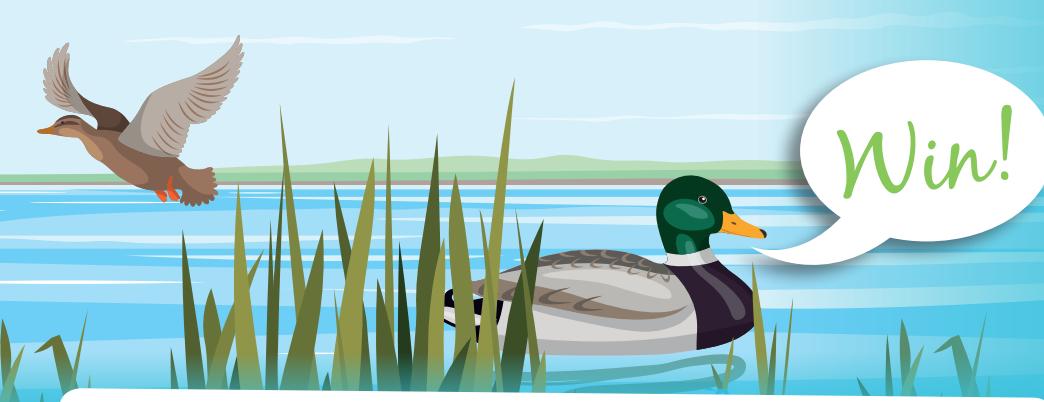
From 25th May 2016 Lowestoft will become one of the first Jobcentre sites to be included in the Universal Credit full service roll out. This will mean anyone making a new claim for one of the six benefits that will become Universal Credit, will instead receive Universal Credit. These six benefits are Housing Benefit, Income Support, Employment and Support Allowance, Jobseekers Allowance, Working Tax Credits and Child Tax Credits. Universal

Credit is paid as a single monthly payment incorporating all elements of your award, including your Housing costs. Anyone applying for Universal Credit is entitled to a free financial session to help prepare for the new monthly payment, make the most of all this can offer you by speaking to your work coach or contact Citizens Advice 01502 518510. The application for Universal Credit needs to be made online, if you need help making your

application, or just need online access to enable you to apply, please visit the Marina Customer Service Centre or Beccles Library. For further information about Universal Credit, and to answer any questions you may have, a useful website has been created called "about Universal Credit", please visit about.universalcredit.service.gov.uk/kms/SitePages/home.htm

Sarah Hyman,
Benefits Liaison Officer





Win!

UK Rivers Word Search Competition

This time our word search is relating to names of UK rivers

**WIN £50
Jewsons Voucher**

Kindly donated by Jewsons

SEVERN	TWEED
THAMES	STOUR
TRENT	EXE
MERSEY	TAW
TEES	NENE
TYNE	WITHAM
MEDWAY	AIRE
TAMAR	ORWELL
AVON	WAVENNEY
DON	BLYTH
RIBBLE	YARE
DEE	EDEN
WYE	DEBEN
GREAT OUSE	ALDE
WENSUM	LITTLE OUSE
DERWENT	

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

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

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

Entries should arrive no later than 30th June 2016.

The winner, who will be picked at random, will receive a £50 Jewsons Voucher

Employees of the Council and members of the Editorial Board are not eligible to enter.

Name: _____

Address: _____

Postcode: _____

Spot The Difference Competition Winner

The winter edition of the Tenants Magazine Word Search Competition was won by Mrs E Westwood, Millfields, Wangford who received a £50 voucher sponsored by Jewsons.



PAINT AMNESTY

Recycling & Sustainability

Waveney's Housing Maintenance Team are joining forces with Crown Paints and Brewers to provide a bespoke paint amnesty for a 2 week period commencing the 16th May to 27th May 2016.

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

The paint amnesty will cover all brands of oil based products, water based emulsions, acrylics and stain preservatives, and not just Crown products.

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

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

HOW DOES IT WORK?

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

Tenants will take their unwanted paint to Brewers who will not only dispose of it but will give a free roller pack on receipt and a £10.00 off paint voucher when spending £40.00 or more on crown trade products for people who wish to purchase more paint.

Although this branch is sited in Lowestoft this offer is open to all our tenants in Waveney.



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

WHAT HAPPENS TO THE RECYCLED PAINT AND CANS?

On the delivery of the waste paint, Nimtech will recycle the products and on completion the paint is reused in third world countries on projects like schools, hospitals and agricultural equipment. All the plastic paint cans get recycled and re-used for things like garden furniture fencing etc. It takes 400 plastic paint cans to produce a garden bench!.

DID YOU KNOW

Hempel, the owners of Crown Paints, set up the Hempel Foundation supporting cultural, humanitarian and scientific charities around the world in conjunction with Save the Children.

The Hempel Foundation is currently working with 22 education projects across 16 countries to enable over 40,000 underprivileged children to receive a better education.

The projects are divided into 4 areas: improving local schools, helping child labourers to leave work and pursue an education, building new schools and after school education clubs.

Staff from Hempel volunteer a week's holiday to visit the countries and assist with the projects. Some of the countries which have already benefitted from the foundation are Cambodia, Mozambique, Bolivia, Indonesia and this year Vietnam.

Kevin Barrett, Service Manager Housing



TENANTS' SERVICES CONTACTS

An update of useful names and contact numbers

Housing Management

Principal Services Manager	David Howson	01502 523146
Senior Housing Officer	Peter Fitzpatrick	01502 523424
Housing Officers	Vacant	01502 523166
	John Barber	01502 523128
	Angie Woodrow	01502 523121
	Angela Bruce	01502 523125
Rent Arrears Officers	Elizabeth Allen	01502 523120
	Leah Anderson	01502 523165
	Kirsty Ayers	01502 523169
	Tracey Fitchett	01502 523122
	Myles O'Connor	01502 523126
Nuisance Enforcement Officer	Mike Hill	01502 523127
Sheltered Housing & Allocations Officer	Jayne Sissen	01502 523480
Tenant Involvement & Support Officer	Charlotte Read	01502 523173

Housing Repairs

Principal Services Manager	John Brown	01502 523592
Service Manager (Housing)	Kevin Barrett	01502 523584
Operations Manager Building	Graham Critoph	01502 523455
Projects Officer	Graham Turner	01502 523463
Gas Co-ordinator	John Walchester	01502 523589
Stock Condition Surveyor	Danny Rushmere	01502 523586
Housing Maintenance Inspectors	Michael Knights	01502 523587
	Darren Smith	01502 523456
	Mark Osborne	01502 523486
Support Services Supervisor	Rosie Lambert	01502 523577
The Call Centre Team/Enquiries Call Centre		01502 523593
Technical Assistant	Kevin Newson	01502 523464
Out of Hours Repairs		01502 515435
Supervisors		
(Electrical)	Mark Thurston	01502 523479
(Plumbing)	Derek Fairhead	01502 523495
(Voids/Brick & Path Laying)	Adrian George	01502 523588
(Kitchens & Painting) service team	Ian Ellwood	01502 523581
Quality Monitoring Officer	Barry Varden	01502 523489
Estates Caretaker	Adrian Brown	07788 958680

Useful Numbers

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

Tenant and Residents Associations

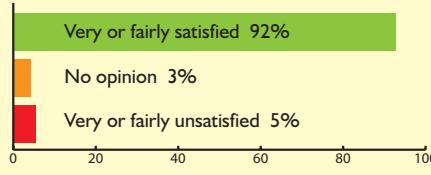
Beeches Estate Tenants & Residents Association	01502 574802
Gunton Estate Tenants & Residents Association	01502 564601
Halesworth & Holton Tenants & Residents Association	07785 798592
Beccles Tenants & Residents Association	01502 219100
Whitton Tenants & Residents Association	01502 584973
Shadingfield & Willingham Tenants Representative	01502 575259

Satisfaction Survey March 2015 to March 2016

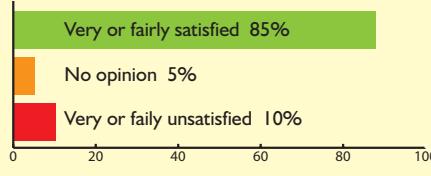
These figures are the outcome of the monthly random survey carried out by an independent company on our behalf. The data in green is the percentage of tenants satisfied and the data in the red box is the percentage of tenants dissatisfied. The figure does not add up to 100% as some people did not express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

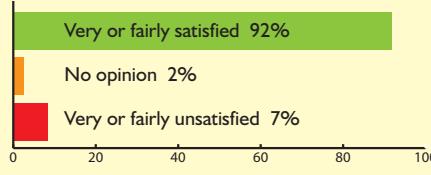
How satisfied were you with the service provided by the Housing Team?



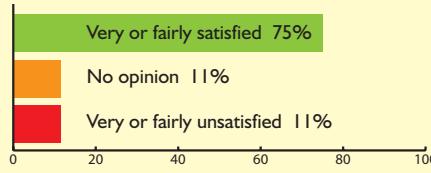
How satisfied are you that the rent you pay for your home provides value for money?



How satisfied were you with the maintenance to your home?



How satisfied were you that your views were acted upon?



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