



Waveney Tenants Magazine

Produced by tenants for tenants

Spring 2015

Tenants Forum

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Tenant Training

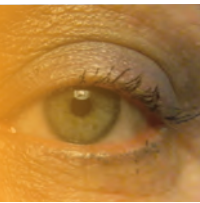
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The Editor's point of view



Dear All,

Spring has sprung, so let's welcome back the sun. I hope you're all in good spirits and as chirpy as the new baby birds. This edition has our usual range of good old regulars, plus some new bits for you to enjoy. We have on page 3 a light hearted fun feature, where you can get to know a selected staff member a bit better. As ever we have an appeal to get more of you involved in the tenant partnership, so please check out the forum article on page 4. Attendees now have a chance of winning a twenty-five pound raffle! Dates for the year are given, so why not pop along and give it a look, we'll even throw in dinner!

We have a general and local election looming and those of you with strong feelings about your local areas and big issues such as the bedroom tax now have an opportunity to vote for change. If you are fed up with the status quo (not the rock band) but with the way things are - now is the time to make your mark and your voice heard! In the words of Francis Rossi 'Whatever you say, you pay your money, you make your choice.' I'm not a politician or punting for any of the parties, but people fought and some died so that I have the right to an opinion. So I'll take the time to make it count by going to vote

Hope you enjoy this edition; we always try our best for you.

Ali Smith, Editor

Bob's

Bulletin



I know that there has been a lot of public discussion in the press and the radio about the old Sanyo site to the South of Lake Lothing in Lowestoft. I thought it would be a good opportunity to bring you up to date on the really exciting future of this site and the opportunity to deliver brand new council homes to our community for the first time in over 30 years!

The site has been divided (at least on a plan) into various blocks which will be sold to some developers as well as some being retained by the Council so we can build our own properties to a high standard. In one of the first phases we are looking to build 14 houses and flats in one block and 34 in another one. These will include one, two, three and four bed homes which will be flats and houses. We are hoping that the first phase will be started next year and come 'on stream' towards the end of 2016.

A public consultation took place for nearby residents in February who had inevitable concerns about additional traffic flows etc. but it was recognised that this is the biggest step the Council has ever taken to secure more council homes in Waveney and it is a significant investment in the drive to regenerate the town and create more jobs.

BBC Celebrity Makes Dawn Visit

The Legendary John Humphrys from BBC Radio 4 and the host of BBC's Mastermind made an appearance on the roof of our tower block in Lowestoft to do some filming for a BBC Panorama programme about Lowestoft and the election was shown at the end of March. The filming took place at 6am with the intention of filming the dawn over the town. Regrettably it was a dull morning and there wasn't a particularly decent sunrise. The block's caretaker Richard Worrall was surprised to be going up in the lift with John Humphrys as he was only expecting the film crew. 'I was a bit taken aback but he was a real gentleman and we had a good chat, just a pity the weather wasn't up to much'.



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 Spring themed photo that we could use on the next cover to charlotte.read@waveney.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



Meet the humans at the heart of housing



Introducing
Dave Howson

Describe yourself in three words?

“Tall, friendly, committed.”

What do you find most rewarding about your job?

“I wanted to help people get decent homes, a foot on the housing ladder, and to make sure the most vulnerable people in society don't fall through the cracks.”

What did you want to be when you grew up?

“I wanted to design ordinance survey maps – I have always had a love of maps”

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

Arcade Fire – Reflektor, but it really depends what mood I am in”

Do you have any pets?

“Erm, I'm not really a pet person. I felt guilty once when I found my son keeping a pet fly in a jam jar.”

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

“I'm 6ft 4 and of slight build, I'd like a few of the incredible Hulk's muscles”

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

“People who drive in the middle of the motorway and cyclists who don't use the cycle lanes”.

What's your favourite film?

“Sixth Sense, The ending really surprised me”.

What was the last book you read?

“The Girl With The Dragon Tattoo, it was really good”.

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

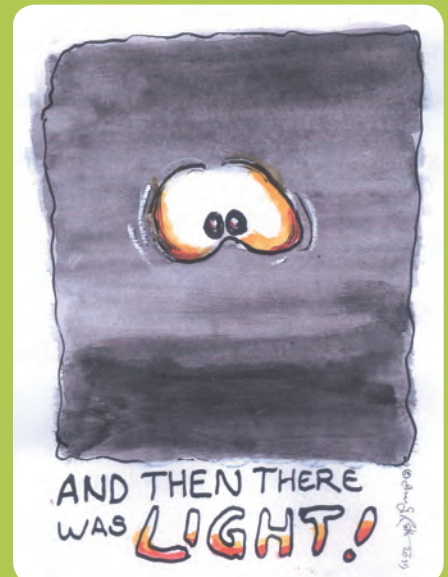
“My wife and I are planning a four day walk up the North Norfolk coast. At the moment we are doing practice walks up the coast that revolve around a pub!”

Ali Smith, the Editor was talking to **David Howson**, Principal Service Manager For Housing

Putting a light on Energy Saving

The Council has been mindful for many years of its obligation to be 'Green'. We have taken all sorts of initiatives over time to improve energy efficiency such as increasing loft insulation, using condensing boilers, installing PV panels and air-source heat pumps to homes and so on. We are now in the process of starting to install high quality energy efficiency lighting in communal parts of buildings, and those residents that live in blocks that have had the work are impressed.

The lights work by turning off until someone approaches. The system detects the approaching person by microwave – even through walls and doors! - and immediately powers up the light for



a designated period or whilst there is movement before shutting down again. We are carrying out the work in St Peters Court in Lowestoft and it is expected that the new lights will save about £3200 each year to residents in the building. Not only a big financial saving but a whopping saving of 18.74 tonnes of CO2 emissions in a year.

This roll-out through our sheltered housing and other buildings will bring huge reductions in CO2 emissions which the Council are pretty proud about and we are still introducing new ways to cut bills and CO2.

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Our Tenant's forum needs YOU!



It's true – we do. The Tenant's Forum has now been going continuously for over 20 years and has over that time proved a really useful body for tenant representatives to meet and discuss new council policies and proposals. Although it is quite old and established it has lost a lot of members over recent years with only a few new ones joining. The ol' girl needs a bit of a kick start and we have decided that this is exactly what we intend to do as it is too important for it not to be around.

Here are some comments by current tenant representatives:



Lesley Riley, Willingham

"I joined the Forum several years ago because I was interested to see how my rent money was being spent and get an insight to how the service was delivered. Through attending the Forum I have joined other committees and now get involved with meeting members and managers at the Town Hall and attending the working group where we get to see working progress projects and Maintenance budgeting and programme setting. I would certainly recommend people with an interest to come along, the atmosphere is extremely friendly and informal and feel that the tenants are listened to. I not only attend to support my community but a fantastic way to meet other tenants."

"I have never missed a Forum since I joined up! I like to make sure tenant's views are represented and all our needs get met as best and fairly as possible"



Peter Mitchell, St Peters Court

"I joined the Forum so I could find out what is going on elsewhere in Waveney. I like to see the bigger picture and understand how the Council works"



Ali Smith, Beeches Estate

So – what are we doing to tempt you to get involved?

There will be a tenant drop-in, initially in Beccles and Halesworth in the local library. This will be an event that will encourage tenants to talk to active tenants in their area. We will write to you if you live in either town to invite you along and would encourage you just to drop in and have a chat. This will be extended to Lowestoft as well in the summer. Please come along and find out how it really can be a positive experience being involved.

The Forum only meets 4 times a year for a couple of hours which includes a lunch and a free £25 draw – what is there not to like?



Dates for the next Forum meetings are:

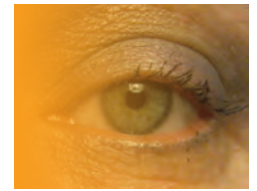
9th June Start at 5pm
St Peters Court Tower Block, Lowestoft

9th September Start at 1.30pm
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10th December Start at 1.30 pm
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The Editor's Forum Story



The Tenants Forum was the first meeting I attended – Dave Howson rang me one day and invited me. As I didn't have anything more important to do, I went along. I found it interesting, a very nice buffet lunch was provided and the officers and fellow tenants were warm and friendly.

Not to be over-dramatic, but going to that meeting genuinely changed my life! I'd been bored and depressed a lot of the time before, and was looking for something to do with my spare time. I volunteered to join the Tenants Magazine and, as time went on, became progressively involved in other things.

The Forum meets once every three months, so it's not a huge commitment. We meet at different places around the district, so there will be one near you at some point. Travel expenses are paid and transport can be provided from some areas. It is your chance to influence decisions that affect all Waveney District Council tenants, and give a voice to your area and yourself as a person.

I wouldn't expect many of you out there to want to become as heavily involved as I am (I'm a bit of a zealot) but it is a valuable thing you can do for yourself and others. We'd like to know what you think. It's a good way

to make new friends and what you put in, or get out, of it is up to you. If you had told me where it would lead for me, I would not have believed you. Why not give it a try, there's nothing to lose and plenty to be gained.

I have never missed a forum in the six years I have been a member, so I hope to meet you there soon.

Regards

Ali Smith, Editor

Thoughts of Spring

I'm snug and warm in here but outside it's cold and it's wet. Everything looks mucky and drab. It's one of those grey overcast days that we in this country are so used to – in between the Christmas uplift and the Easter chocolate splurge, with the promise of Spring too far away to be taken seriously. Even the herring gulls look fed up.

I firmly believe that at an early age I must have undergone an operation involving removing my brain and inserting a barometer in its place, as my daily happiness factor seems to be totally dependant on the weather. If it's dull and raining I am discontent even though I have a ton of things that need doing in the house to occupy me.

My mild dose of 'seasonal melancholia' that I seem to attract at this time is reinforced as I find that

the blasted squirrels have dug up and eaten all the bulbs I planted at the weekend. Oh, woe is me.

Hey! Hold on a minute – I'm writing this in mid-February but you will be reading it in April/May, when the magazine will drop on your doormat and be picked up with loving care and not put straight in the bin! Anyway, I have Classic FM on quietly in the background and they've just played Ronald Binge's 'Sailing By' – I'm feeling a definite lift already. Yes. By the time you receive this edition, Spring will have sprung. Plants will be in flower, bugs will be buzzing, the birds will be foraging to feed their chicks and the butterflies that have been 'wintering out' in our stairwell will be waking and trying to make tiny wing muscles that have been dormant for months, work again.

Oulton Broad and the marshes will



be full of nesting pairs, and those Mute Swans that bothered to migrate will be winging their way in, keeping in perfect formation, filling the air with that wonderful, unmistakable sound of pinion feathers whining at the extremities of five foot wingspans. That is the sound of Spring. How beautiful.

Of course, the two female squirrels that I notice are pregnant already, will have given birth to another dozen of the blighters ready to dig up my bulbs!

Brian Parsons, Tenant Representative



Low, Depressed, Anxious? Seek Help!

I don't need to tell any of you out there that times are hard. We all know someone struggling to keep their head above water in one way or another. So, it comes as no surprise that more people are suffering from stress, depression and anxiety.

Poverty and the stresses it causes are significantly impacting on individuals and families. If you're feeling everything has got out of control and you're overwhelmed, then I'd urge you to seek help. If you think that you may be depressed and your feelings are dark and overwhelming, then the best thing to do is see your doctor as soon as possible.

If your worries are caused more predominantly by money problems, then it's best to tackle them head on. The Citizens Advice Bureau can help you sort out a management strategy

for your debts. They can help you prioritise your finances and make arrangements with your creditors so you can settle them at a more manageable rate.

Universal Credit is due to start in Waveney shortly and this may significantly add to peoples financial troubles. So now is a good time to try and get on top of the stuff that maybe getting on top of you! The CAB has two dedicated debt advisors who'll do their best to help you. About fifteen years ago, I had a complete breakdown and got into debt. My ten year old son and I were going to be

evicted. Through the CAB and Tina Winnie, who still works there, things got sorted out. I kept my home and slowly regained my mental health with the support of my GP. The CAB can also help you access the local Food Banks and get you through the really tough times. Things don't feel any better on an empty stomach and your health will suffer. Please don't struggle in silence and soldier on alone, help is out there!

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Every day people in the UK go hungry for many reasons ranging from redundancy, problems with benefits, unexpected bills or a family crisis. Food Banks provide a minimum of three days emergency food. To access the Food Bank you need to get a voucher from what is called a 'gateway organisation' such as the CAB, DIAL or Bridge View (in Lowestoft).

The vouchers should be seen as a last resort. People are expected to have exhausted all other alternatives first. If you need help check out the options below:-

Do you have friends or family who could help out?

Have you claimed benefits but are waiting to be paid – contact the Job Centre and request a 'short-term benefit advance'

Are you employed – could your employer give you an advance on wages?

If none of these apply then don't hesitate to approach us. Food parcels are a short-term fix not a long term solution – we may be able to help you sort out any benefit problems or help you with debts or other problems as well as providing you with vouchers.

Janet John, Chief Executive North East Suffolk CAB



Waveney's Building Maintenance Team

A.P.S.E Housing Service Award

Waveney's Building Maintenance department has been nominated for an award by the Association of Public Sector Excellence (APSE) Performance Networks which is the UK's largest voluntary data benchmarking service for UK local councils.

The awards are based on benchmarking data looking at cost, quality and productivity across frontline local government services and were awarded at a ceremony in Blackpool in December.

The team consists of around 120 staff that provides most of

our responsive maintenance, programmed and refurbishment works to our tenants.

With a housing stock consisting of around 4500 properties, we invest between £7.5m to £8m every year to ensure our housing stock is maintained to a high standard.

The team are proud to consistently achieve satisfaction levels from tenants of around 95% for the work they complete.

Waveney's Building Maintenance department have been nominated five times since 2008 and in 2014 were nominated for Best overall



From Left to Right:
 John Brown (Principal Service Manager)
 Gaynor Faye (Actress/Celebrity)
 Linda Jacob (Support Services Officer) and
 Graham Critoph (Building Manager)

Performer and Most Improved Performer. These important nominations acknowledge that the Building Maintenance department are providing a consistently high performing efficient service to our housing tenants.

Kevin Barrett,
 Service Manager Housing

ON GARDENING...

I have to admit that as a gardener I'm a novice. In fact, other than pure luck, I have no idea how I manage to grow anything! My realm seems to be in the greenhouse where my first attempts in forcing trays of seeds to grow ended up by incinerating them! But that's all in the past; nowadays, I concentrate on plants that are Ian proof: marigolds, tomatoes, strawberries and geraniums.

Take strawberries, for instance. Ok, so I cheat a little. You can buy them as seeds, but I purchase mine around March or April as potted plants. The fun begins later in the season when the flowers and then the fruit start forming. Obviously, with flowers you need to make it easy for bees to pollinate them, but how do I keep snails, slugs and birds from helping

themselves before I have a chance to taste the fruits of my labour?

Ah, this is where my tried and tested system comes in: that and a warped sense of humour. As neither snails nor slugs can swim, I place my strawberry pots in dishes on islands in the midst of a large tray filled with water. However, with ripening fruit the next thing is to stop the birds. This is achieved by erecting a cage of garden netting over the plants – but make sure the netting is supported otherwise it will sag and the birds will have a feast instead

of you. Oh, and don't forget to get netting that is bird friendly!

Ian Robb, ??????????????????????????????



Checking that you are who you say you are

With the pressure increasing for people to have a Council home the Tenancy Services Team are keen to make sure that tenants living in our homes are who they are supposed to be. Nowadays people try to make money out of sub-letting their council home and charging rent to their tenant. All strictly illegal and if we find out a tenant would lose their tenancy and their home.

As part of the process of checking who is living in a property Housing Officers are visiting everyone on a 5 year programme, so please expect to see housing staff turn up on your doorstep unannounced but always with a badge and proof of who they are. Please do not be offended by this visit as some have been in the past. We need to do this simply to check on who is living at the property and do not give prior warning as this would help someone who is trying to cheat.

On the visit we will ask some simple questions and ask for some proof of who the resident is such as a National Insurance number, as well as asking for information about the household composition living there. All this information is kept confidentially and not shared but is important to prevent fraud in the future. We thank all our tenants in advance for cooperating with the officers in providing the information which helps stop fraud in our housing for the benefit of the whole community.



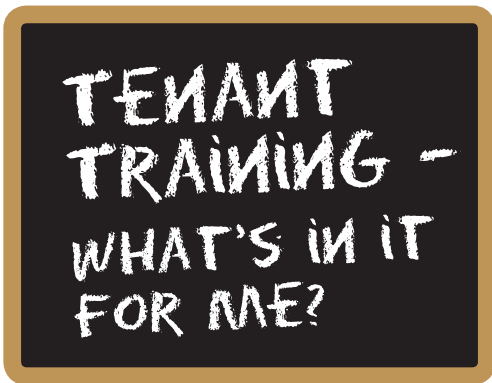
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Tenant Award

At the December Tenant's Forum an award was given to Ali Smith (our esteemed editor by chance) for the service she has given over the years to various tenant bodies and specifically the tenants on the Beeches Estate in Lowestoft. Ali is well known to staff in the Housing Office because of her regular contact and visits and her commitment to where she lives is remarkable and largely goes unacknowledged by the community – something the Housing Office felt should be corrected. Ali was awarded with a lovely engraved glass memento as well a food hamper. Well done Ali and thanks.



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Good question. What is in it for you? How could you possibly benefit from going along to some training event on say, chairing a meeting? Well you can. The Council has held a

number of training events over the year for tenant representatives to try and 'skill – up' and enable them to understand how Housing works and be able to challenge some of the officers comments or decisions. Training has taken place on helping tenants scrutinise the housing service, improving tenant involvement on an estate or in an area, and even how to look after yourself and not be put in a position of danger. Pretty wide ranging.

that help me'? Well, the training provides you with skills that you would not normally have access to but which could help you with your work or even in finding a job. A potential employer would be interested that you are involved in the community and the skills you have acquired. Think about it. It's all about selling yourself and this training and being involved certainly helps. If you are interested please contact Charlotte on 01502 523///

I can still hear you say 'So, how does

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Your Letters

Our Star letter or photo will win a £10 cheque



Dear readers, please submit your letter's. We didn't receive any letters for this edition.

Write to us about anything you like, criticism, praise, poems. Use this space to promote your community group or events in your area.

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

You stand a good chance of winning a tenner, so send em in!

Ali Smith, Editor

Keep it Clear

In February Julie Leggett from Castle Point Voluntary Services revealed the dirty world of sewers to the East Suffolk Greenprint Forum. Or rather the dirt some are adding to them. Can you believe that some folks put nappies, flushable wipes, and other unmentionables down their toilets, then add a cocktail of fat and plate scrapings via their sinks? Do you know what that does? Because they do not disintegrate like toilet paper they come together to create sticky masses which stop the flow of water and sewage and can lead to sewage backing up into homes and businesses and can cause environmental damage. An issue that climate change is expected to make worse. The Anglian Water Keep it Clear campaign, which Julie is part of, is raising awareness of this issue and you can help them by checking that you have not slipped up in what you are tipping down your loo and sinks and by spreading the word. There are lots of useful snippets on <http://keep-it-clear.co.uk/> and for anyone who likes You Tube - Lottie's Vlog <https://www.youtube.com/watch?v=4ILCRwOOfhY> proved popular at the Forum.

If you want to find out more about the East Suffolk Greenprint Forum which is a free membership network for folk in and around Waveney who want to add to and share experiences, learning and encourage each other on action which benefits local people and the environment please visit www.suffolkcoastal.gov.uk/yourdistrict/greenissues/greenprint or email deborah.wargate@eastsoffolk.gov.uk.



**WILLIAM SMILLIE
19?? - 2015**

So Long Cowboy

It is with heartfelt sadness that the members of the Beeches Estate Residents Team (BERT) say, 'So Long', to Scotsman William Smillie. Bill was a founding member and quite a character. Often to be seen dressed as a cowboy or wearing a kilt at events and parties, he was quite the showman.

I'd known Bill for the last four years and had grown rather fond of him. He had survived being blown up in his tank in World War II and admitted to being somewhere in his eighties, so he'd had a good innings. A life-long ballroom dancer, Wild West re-enactment fan and allotmenteer, Bill was active up until the end, dying peacefully in his sleep.

On behalf of the Tenants Forum and the Beeches Team, we wish you a fond farewell Bill and thank you for all the work you did for the tenants partnership.

We'll miss you mate!

Ali Smith, Editor





Win!

Our Pet Word Search Competition

This time our word search is relating to animals we keep as pets

WIN £50 Jewsons Voucher

Kindly donated by Jewsons

- | | |
|---------------|---------------|
| GUINEA PIGS | PEACOCKS |
| LLAMAS | TORTOISES |
| HAMSTERS | PIGS |
| DUCKS | BUDGIES |
| LIZARDS | KOI CARP |
| CHICKENS | ALPACAS |
| RABBITS | GERBLIS |
| GEESE | HORSES |
| PARROT | GOATS |
| DONKEY | SHEEP |
| FERRETS | SPIDERS |
| IGUANAS | TROPICAL FISH |
| GOLDFISH | RATS |
| BIRDS OF PREY | MICE |
| TURTLES | CATS |
| PIGEONS | DOGS |
| CHINCHILLA | SNAKES |

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S	B	Y	J	B	O	V	N	F	J	V	T	G	K	N	L	X	G	V	H	K	A	W

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 May 2015.

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 News Magazine word search competition was won by a resident of Silverwood Close, Lowestoft who received a Cordless Drill/Screwdriver prize sponsored by Jewsons.



Universal Credit

What is it?

Universal Credit is a new benefit that supports people who are on a low income or out of work, and helps ensure that they are better off in work than on benefits. Universal Credit will replace Income-based Jobseeker's Allowance, Income-related Employment and Support Allowance, Income Support, Working Tax Credit, Child Tax Credit and Housing Benefit. For further information regarding Universal Credit you can visit the DWP website www.gov.uk/universal-credit. The website is updated regularly with up to date information, guidance and informative videos.

How will it be paid?

Universal Credit will be a single monthly payment, paid directly to you, the claimant. Monthly payments match the way most salaries are paid and Universal Credit is designed to mirror the world of work. If you are not used to managing money in this way, a range of support services will be available to help you budget successfully. Further information on Universal credit and managing the payment are available online https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/404235/uc-and-budgeting.pdf

When will Universal credit be available to me?

Universal Credit is being introduced in stages. It is being rolled out to single claimants that would have claimed Jobseekers Allowance nationally from March 2015. Waveney District Council area, which includes Lowestoft and Beccles Jobcentres, will be first for the national roll out. The Lowestoft and Beccles Jobcentres will not begin taking applications for Universal credit until 23rd March. If you need to make a new claim for Jobseekers Allowance from this date you are likely to have to apply for Universal Credit instead.

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ENVIRONMENTAL GRANT USE IT OR LOSE IT!

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 £30k 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 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 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 who then contacts the applicant on the panels decision.

Kevin Barrett,
Service Manager Housing



TENANTS' SERVICES CONTACTS

An update of useful names and contact numbers

Housing Management

Principal Services Manager	David Howson	01 502 523 146
Senior Housing Officer	Peter Fitzpatrick	01 502 523 424
Housing Officers	Val Richardson	01 502 523 166
	John Barber	01 502 523 128
	Angie Woodrow	01 502 523 121
	Angela Bruce	01 502 523 125
Rent Arrears Officers	Elizabeth Allen	01 502 523 120
	Leah Anderson	01 502 523 165
	Kirsty Ayers	01 502 523 169
	Tracey Fitchett	01 502 523 122
	Myles O'Connor	01 502 523 126
Nuisance Enforcement Officer	Mike Hill	01 502 523 127
Accounts & Systems Administrators	Wendy Harden	01 502 523 423
	Steven Baker	01 502 523 123
Sheltered Housing & Allocations Officer	Jayne Sissen	01 502 523 480
Tenant Involvement & Support Officer	Charlotte Read	01 502 523 173

Housing Repairs

Principal Services Manager	John Brown	01 502 523 592
Service Manager (Housing)	Kevin Barrett	01 502 523 584
Operations Manager Building	Graham Critoph	01 502 523 455
Projects Officer	Graham Turner	01 502 523 463
Gas Co-ordinator	John Walchester	01 502 523 589
Stock Condition Surveyor	Danny Rushmere	01 502 523 586
Housing Maintenance Inspectors	Michael Knights	01 502 523 587
	Darren Smith	01 502 523 456
	Mark Osborne	01 502 523 486
Support Services Supervisor	Rosie Lambert	01 502 523 577
The Call Centre Team/Enquiries Call Centre		01 502 523 593
Technical Assistant	Mark Norman	01 502 523 464
Out of Hours Repairs		01 502 51 5435
Supervisors		
(Electrical)	Mark Thurston	01 502 523 479
(Plumbing)	Derek Fairhead	01 502 523 495
(Voids/Brick & Path Laying)	Les Blowers	01 502 523 588
(Kitchens & Painting) service team	Ian Ellwood	01 502 523 581
Quality Monitoring Officer	Barry Varden	01 502 523 489
Support Services Officer	Andrew Duncan	01 502 523 496
Estates Caretaker	Adrian Brown	07 788 958 680

Useful Numbers

Police - Non Emergency	101
Marina Centre	01 502 562 111
Waveney Norse	01 502 527 100

Tenant and Residents Associations

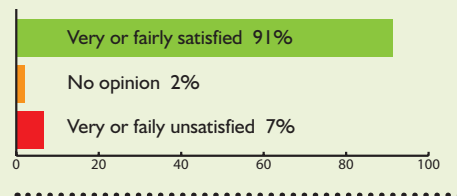
Beeches Estate Tenants & Residents Association	01 502 574 802
Gunton Estate Tenants & Residents Association	01 502 564 601
Halesworth & Holton Tenants & Residents Association	07 785 798 592
Beccles Tenants & Residents Association	01 502 219 100
Whitton Tenants & Residents Association	01 502 584 973

Satisfaction Survey November 2014 to February 2015

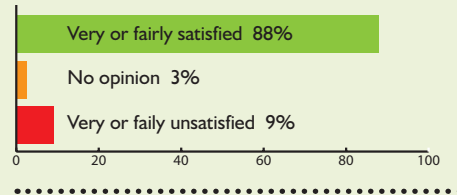
These figures are the outcome of the monthly random survey carried out by an independent company on our behalf. The data in green is the percentage of tenants satisfied and the data in the red box is the percentage of tenants dissatisfied. The figure does not add up to 100% as some people did not express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

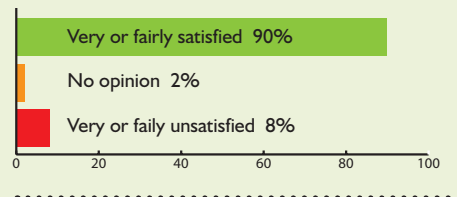
How Satisfied were you with the service provided by the Housing Team?



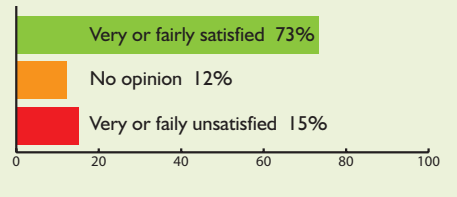
How Satisfied were you with the quality of your home?



How Satisfied were you with the maintenance to your home?



How Satisfied were you that your views were acted upon?



Waveney District Council
Serving the Community

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