



Waveney Tenants Magazine

Produced by tenants for tenants

Summer 2014

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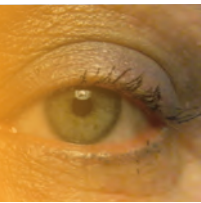
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The Editors point of view



Dear All,

Welcome to the summer edition! I hope it's a sunny day outside and you've time to look through our latest magazine over a cuppa. As ever the magazine has been put together by fellow tenants with you in mind and we hope you find something of interest to you. On the letters page you'll find an appeal from Julie Kirk, chair of the Scrutiny Panel, asking for more of you to get involved and take a thorough look at council services and their contractors. It's your chance to assure a fair deal for council tenants, to make the housing department run more seamlessly, enabling them to save time and ensure cost efficiencies that'll benefit all tenants. So why not contact Julie and get involved!

On page 7 there is an informative if slightly surreal article about ants, by Brian one of our cartoonists. One to enjoy with the kids perhaps? Why not get all the family hunting out the hidden words with our word search, it takes a bit of time but you could win a £50 voucher kindly donated by Jewsons. Last editions winner told me he'd never won anything before in his life! So why not give it a try and you could be our next winner.



Mr O'Connor receiving his canvas print from Dave Howson

The mag's front cover is a photograph by Mr O'Connor, the first winner to have the thrill of seeing their photo on the cover and his own canvas

print of it to put on his wall at home. So please submit your photos for the Winter/Christmas magazine and you could see it take pride of place on the front cover. We're looking for appropriately seasonal type photographs so send 'em in, we'd love to see them. Hope you've all had a good summer and enjoyed the sun.

Best wishes, see you next edition!

Regards

Ali Smith, Editor

Bob's

Bulletin



I have in the past used this column to give you an update on the changes that have been going on with welfare reform. For this edition I am going to give you an update on the good things we are doing to bring new properties into our housing stock. Last year was the first time that we had been able to invest in getting new houses and I am really pleased to say that we added 12 properties to our stock. We are looking to add to this over the coming years with new development – a huge step for us as the last thing we built was nearly 30 years ago. Our housing stock is of course still dwindling through Right to Buy but we are committed to continue investing in the future of the Council's housing stock. We will keep you informed of any new properties that are built or in the pipeline so you can see what we are doing to meet Waveney's housing need.

Beccles Tenants Group Needs You **COME AND GET INVOLVED**

Not happy with what is happening in your area, and would like a chance to have your say.

Come and join in at the next Beccles Tenants Group meeting which will be held at St Lukes Church, Rigbourne Hill, Beccles on 18th September at 2.30pm.

Carol Crane, resident of Beccles, our new chairperson of the Beccles Tenants Group would like to see you and hear your ideas for the future of Beccles tenants. Please come along to the meeting, or contact Carol on 01502 219100 to add your ideas to the agenda.

Carol and John Barber [Housing Officer] look forward to seeing you all at the next Beccles Tenants meeting where you can talk about what you would like to see happen in the future in your area while enjoying a cup of tea and biscuits.



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 Winter 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

THE NEED FOR STOCK SURVEYS



Many tenants may be wondering, indeed some have questioned why the Council require access to their homes to carry out relatively intrusive stock surveys that have not happened to the same degree previously.

Firstly let me assure tenants there are valid reasons for this, and it is not simply the Council wishing to cause inconvenience by insisting on access, for any other reasons than those mentioned below.

There are around 4500 dwellings that the Council owns that require maintaining in good order for two reasons:

The first being to ensure that the dwelling does not fall into disrepair by the failure to realise key building components need replacing, such

as roofs, chimneys, brickwork and wiring. Components such as these if left to fail can clearly cause immense damage making the property potentially dangerous and uninhabitable potentially requiring tenants to be displaced from their homes in the short to medium term. Waveney accordingly will incur higher levels of costs for repair or replacement than necessary had the component just been maintained at the correct time.

The second reason although not so critical is to review alternative less crucial components such as kitchens and bathrooms to note their condition and likely replacement timescale. In reviewing these components whilst at the property we can ensure our tenants receive new items at the correct time to continue to provide

them with relatively modern facilities. In recognising actual condition and age we can ensure that we target the correct properties with our expenditure and those tenants in most need benefit at an appropriate time.

Gathering such stock data information as described, has had an increased emphasis placed upon it since the Government reformed the way funds are allocated to Local authority housing departments. Understanding our projected future income and expenditure levels is now essential to ensuring we adequately plan for all eventualities and can fully maintain and improve homes for tenants in future.

John Brown,
Principal Service Manager

Did you know that the way we register to vote is changing?



Up to now, the head of each household has been responsible for registering everyone who lives at their address for voting.



However, from 10th June 2014, people in England and Wales have been able to register as individuals instead, using a new registration

system called 'Individual Electoral Registration' or IER. Most people who are already registered to vote have been moved onto the new system automatically and won't need to do anything to remain registered.

You should have received a letter from

Waveney District Council's Elections Team in August. The letter will tell you whether you've been moved to the new IER Register automatically, or whether you need to register on the new system.

If you have not received a letter by 1st September please register your details online to ensure you are registered.

The website address to register is www.gov.uk/register tovote . It takes less than five minutes to complete your application online. Alternatively you can call Waveney District Council on 01502 562111 and complete your application over the telephone, or request a form to complete.

To ensure security of the voting

system, you will be asked to provide your date of birth and National Insurance number as part of your application under the new system. This information will be requested if you register online, by telephone or by paper form.

If you know that you are not currently registered to vote then you can register online now, or call 01502 562111 for further assistance.

Remember, most people that are already registered will not need to take any action and will automatically be moved over to the new IER Register. If you have any questions about the new system please contact the Elections Team at Waveney District Council on 01502 523238 for further information.

Looking after the Tenant's Welfare

The number of tenants seeking help since the changes in the welfare reform has increased and with a joint partnership between the CAB and Rent Officers we are pleased to be able to say that many tenants have been helped with debts / benefits which have resulted in most of them being able to remain in their homes. The Council anticipated that there could be problems when the reforms 'kicked in' and agreed to fund my part-time post for two years to help the situation.

Through our joint working we have been able to offer advice and tailor this to suit the individual tenant's needs. Advice has been given to those tenants wishing to downsize and to those at risk of losing their homes due to rent arrears with successful repayment plans being set up to prevent homelessness. As

an independent organisation CAB has been able to assist in negotiating affordable repayments to those creditors considered to be non priority in order that priority debts such as rent arrears and council tax can be paid. We look at dealing with tenants problems as a whole by maximising income where possible and assisting with setting up of repayments towards overpayment of benefits etc making sure that everybody gets paid something but most of all making sure that tenants are still able to live day to day.

Many of our tenants have been affected by the changes in housing benefit due to under occupancy and tenants who have been identified as having reductions in their benefits have been contacted where possible and offered help by way of assistance from the discretionary

housing payment fund.

We have tried to reach as many of the Council's tenants as possible but appreciate that there are many more who may still be in need of help and would urge these tenants to come forward and talk to their Rent Officer and ask for a referral to me or for them to visit the local CAB office and ask to be referred for debt / benefit help.

If you feel that you would benefit from some advice with regards to your debt / benefit situation then never feel it is too late to ask. Your debts - no matter how large or small - can always be dealt with.

Janet John,
Chief Executive, NES CAB

www.nesuffolkcab.org.uk

Speak to Your Rent Arrears Officer and avoid rising Court costs...

Did you know that when the Council takes a tenant to Court, it has to pay for the application and that cost is then added to the rent account of the tenant who will already owe high rent arrears.

The cost of this application has just been increased significantly by the Court to £250. This is a huge amount to add to the account of someone who is already struggling to afford to pay.

This cost can be avoided if you speak to your Rent Arrears Officer if you are finding it hard to manage your money and pay your rent. They will always try and help you, and Court action is always a last resort, often taken when tenants ignore letters and visits and don't ask for assistance.

Rent Arrears Officers can refer you for help from the Citizens Advice Bureau or Flagship Housing Support if you need it, they can advise you about making a claim for Housing Benefit and they can make agreements to pay your rent .



Each area now has a Rent Arrears Officer, who deals with all levels of debt, so make contact whether you owe £10 or £500, and hopefully you can avoid further action and further costs, its never too late to ask for help and keep the security of having your Council property.

Elizabeth Allen, Rent Arrears Officer

Disabled adaptations - don't struggle, adapt

Young, old or in between disability doesn't discriminate ! I know from personal experience that it is easy to soldier on creaking as you go and muddling through. I spent years getting steadily if relatively decrepit, thinking it's all OK I'll cope. Things were not really OK and it's between me and the fly on the wall as to how well I was coping. I could so well have come to a serious cropper in the bathroom or on the stairs.

They do say pride comes before a fall so after some serious thought and at what I still consider to be the fairly tender age of 47, I decided the time had come to get some help. My first port of call was the Doctor's to ask for a visit from

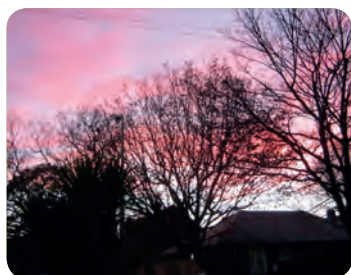
an Occupational Therapist, he agreed. Within two weeks I was paid a home visit and my needs were assessed, every room was given a thorough inspection to see how things could be made easier and safer for me. Then the councils Disability Adaptations Officer Derek Fairhead paid a visit to sort out the practicalities and shortly afterwards workman came. The whole process took about a month from start to finish! I now have a second handrail on the stairs to haul myself up and steady myself on bad days, grab rails about the place and an over the bath shower.

I knew the adaptations would make life a bit easier but what I hadn't considered was how much safer I would feel especially

in the bathroom. I wish I had done it years ago as I have had some falls. Both the NHS and the council get bad press for bad service but I must praise their combined efforts for making my life easier and a good deal safer. None of us want to be discovered in the nuddy and going mouldy on the bathroom floor (there's an image) and none of us really have to!

If you're finding things hard and especially if you live alone, my advice to you is don't suffer unnecessarily get some help you won't regret it.

Ali Smith, Editor



ENVIRONMENTAL GRANT AWARD MONEY

To improve the area where you live for the benefit of tenants

Seeding, planting, hard landscaping, car parking, play equipment, trees, equipment for community projects etc

Would your estate, street, community benefit from some fresh investment?

Then why not apply to the Environmental grant award

Got a Community project in mind?

Then get in touch with your housing officer



The importance of gas servicing

There are three key reasons for having your gas appliances serviced annually:

Safety – appliances that aren't combusting properly may be giving off toxic carbon monoxide fumes that can be lethal. You cannot see, smell or taste carbon monoxide so you may not realise you are in danger unless you have a carbon monoxide alarm (and 52% of households in the UK don't have one). More than 50 people die from carbon monoxide poisoning in the UK every year. And recently a family from Carlton Colville had a close escape when their two children passed out from a carbon monoxide leak. It should also be noted that this applies to all types of appliance regardless of the fuel type so don't assume because you use solid fuel or oil that this doesn't apply. It does! An annual service should be carried out by a qualified engineer who will check your boiler for carbon monoxide and could save your life. Please also ensure you have a working carbon monoxide alarm, prices start from just over £10 and it could save your life.

Efficiency – appliance efficiency drops over time for all boilers and gas fires so having an annual service where parts are cleaned and replaced where necessary will help ensure it is working at maximum efficiency. This will save you money on your fuel bills.

Reliability - an annual service will help to improve the reliability of your appliance. A boiler or fire is a mechanical device that, like all devices with moving parts, will be subject to wear and tear over time. When it is running at full capacity during the winter months, more strain is placed on it and this is the most likely time to have a failure. It's also the worst time to have a failure! Regular servicing will check the essential components and ensure they are in good working order giving you greater peace of mind through the winter months.



As a Waveney District Council tenant your landlord is responsible for the upkeep of gas appliances they supply for your use. This also includes chimneys in your property. It is, however, your responsibility to ensure that your own gas appliances, such as gas fires, are working safely. For your peace of mind, and to ensure you and your family remain safe, Gasway are delighted to offer you a discounted price of £25.00 inclusive of VAT to service any single heating appliance whilst we are at your property, simply ask our engineer when he arrives or alternatively contact Gasway direct on 01603 309543 in advance to confirm the details.

Kevin Barrett, Service Manager Housing Maintenance

Happy 25th Anniversary Harry

On 22nd May Harry Chamberlain Court celebrated 25yrs since its opening. Residents and their friends & families celebrated the day with a coffee morning. The event, which was arranged and hosted by resident Carole Shores, was attended by the Mayor of Lowestoft; Councillor June Ford, David Howson and Scheme Manager of H.C.C Stephen Day. This event was continued in the afternoon with live music, a buffet and a raffle. Everyone had a good time.



This is what sheltered housing is all about, coming together as a community. At H.C.C they have "get togethers" each week for buffets, Sunday lunches, breakfast club, bingo, hoy, horse & dog racing on film etc. If you are thinking of moving into sheltered accommodation you could be a part of all this at H.C.C where it is a good, friendly place to live.

Carole Shores

Pop into the Pod

Following the closure of the Beccles office your Housing Officer, John Barber, will be available to speak to you at The Pod in Beccles Library on the second Thursday of every month.

John will be there from 9.30 am to 12 noon when he will be available to discuss any problems or answer any queries you may have related to housing issues.

John will be joined by Michael Hill, Nuisance Enforcement Officer who will also be available, during this time; to answer any questions or queries you have regarding any anti social behaviour matters.

Feel free to come and see John or Michael at the Pod, which offers a private area in which you can speak to either of them.

Bourne to look good

Waveney`s Housing Maintenance Team have trialled a new upvc ranch style interlocking system to the porches in Bourne Road Lowestoft.

The new system replaces the high maintenance timber structure with a look good no maintenance system (well apart from a periodic wash down) and has completely transformed the appearance.

Following this success Waveney will now programme more porches,

Photos opposite show a before and after.

Kevin Barrett, Service Manager Housing

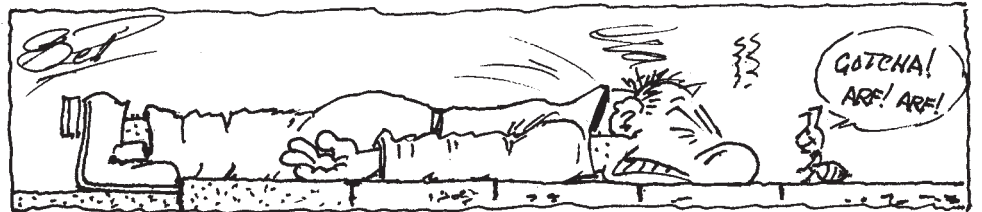


Ants (Genus: Formicidae)

Yep! They're here again, those pesky little 6-legged blighters hell-bent on proving to us once again that we're not in charge of Mother Earth like we imagine we are. What chance do we stand? They've been here for millions of years. They have us 'sussed' completely, and their master plan is to take over corporately if we let our guard down for five minutes.

I am reminded of this every time I trip on a paving stone that has mysteriously sunk half an inch below all the others in the court because ants have removed the sandy-soil foundation under it to build a nest somewhere.

I never fail to be amazed at their fantastically efficient system of communication. Before W.D.C completely refurbished my wet shower room the flooring had a tiny hole in one corner. I watched one day as 5 or 6 ants popped up through the hole and commenced to survey the edge of the room. Very soon there



was a sparse column going one way round and another returning in the opposite direction.

These are the scouts. It's their job to forage far and wide to find anything that could be useful to the colony, but in the main they are looking for food. Occasionally they appear to bump into one another but rarely seem to lock antennae for more than half a second, then continue on their ways. During that very brief encounter they are passing information about what they have or have not found, before locking back onto the scent trail previously laid down by the leader so they don't get lost.

As I watched I began to wonder what ant jargon was like...

"Found anything?"

"Nah! Plenty of water but no grub."

"What say we try the kitchen, there's gotta be grub in there."

"Ok. But you better clear it with the queen first"

"Yeah ok. I'm on it!"

"Hey! If you go to the kitchen don't go under the washing machine! There's a damn great spider living there as big as a bloody tank! I came face to face with it yesterday. Scared the daylights out of me! I gave it a squirt of formic and legged it!"

"Strewth!! Yeah, this foraging lark is dangerous."

"Oh, by the way, don't look for Tinker, - he got squished yesterday."

"Aw heck, he was my mate too..."

So there we are folks. If they can't find anything they'll go away. If you don't want to be entertaining a scouting party, keep the place spotlessly clean and with a bit of luck they'll go next door"

Brian Parsons



My Kitchen Refurbishment

Finally, after nearly a two year wait for my new kitchen D-Day came and it was all systems go. Work men arrived with two fitters and two electricians. Within minutes there was banging and crashing as the tiles came off the walls and the units got ripped out. Holes got smashed through the ceiling to accommodate my new electrics, including two new hard wired fire alarms a bonus I'd not expected. There was plenty of noise, disruption and dust. I was a bit shell shocked at first but the workmen were lovely. I soon got used to having these chirpy chaps roving around the house and the organised chaos was interesting and impressive to watch. My kitchen was quickly taking shape and at the end of each day I had a cooker and sink to use, and although

I felt like I was on an odd camping trip at home life could go on almost as usual. It was a bit of a chore to empty the kitchen, I threw out a lot of old junk and was amazed at the old tat I had. It was a nightmare finding somewhere to put everything but I managed. I'm a bit of an old hoarder so the process has inspired me to de-junk the house, so there's more room to move and less of a hassle if I need works done in the future. I must say the Waveney workforce waste no time and get stuck in and on with the job. After a week and a half I had a fresh new kitchen to be proud of and I'm spoilt for choice as to where to put things in my extra cupboards. So thanks Mick, Andy, Mark and Dale. Keep on whistling as you work lads.

Ali Smith, Editor



End of an era!

HAPPY RETIREMENT FOR KEITH

Keith Allen has decided to retire after nearly 20 years service with Waveney District Council.

Keith started with Waveney November 1994 working for the Cleansing Section and transferred to the Building Department as a works scheduler and in 2007 took up the challenge in the post of Technical Assistant until his retirement.

During his time with Waveney he has also covered the post of Duty Officer for out of hours calls for nearly 17 years and will be greatly missed not only by his friends and colleagues but tenants also.

I would like to take this opportunity to thank Keith for all his hard work and support over the years and on behalf of everyone at Waveney wish him a long, healthy and happy retirement, I know he will not be sitting around as Shelia and his family have several jobs to keep him busy.

Graham (Keith's line manager) presented Keith with a collection from his friends and colleagues and a bouquet of flowers for Shelia (Keith's wife)



Pictured above is Keith, Graham and Shelia at the presentation

Apprenticeships - Council playing their part

The Housing Team have had a long term commitment to employing apprentices, especially in the workforce with trainee plumbers, electricians etc. We have also committed to having them in our Housing Office over the last couple of years, and so far there has been a pretty good success rate with going on to get full time employment.

Our most recent recruits have been Chloe Farley and Lee Todd and both have had a broad range of experience with dealing directly with tenants on the telephone and face to face, filing, using specialist housing IT systems, researching and dealing with correspondence etc. Since the last magazine was sent out Lee has gained a full-time position in the Customer Services Team at The Marina, so you may see him around if you visit this office.



Your Letters

"They shouldn't do it that way!"

"The Council are wasting time and money!"

"Why do they do that?"

"They could do it this way?"

Dear Editor

Are these questions and thoughts you've had about the Council? If you have, then come and join our scrutiny panel. We hold a meeting every six weeks.

As a collective group we can have our say and be heard. You can ask these questions as a group and hopefully help the Council Tenants have a safe and comfortable council home. You can feel that your council are there for you!

Contact Julie Kirk on 07521 503130

We are just coming to the end our first investigation and are just beginning our next which is looking at Waveney Norse.

Come have a say and be heard!

Julie Kirk
Chair of Scrutiny

Our Star letter or photo will win a £10 cheque

One winner for each edition but we're always interested to hear from you!

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



Waveney Tenants Forum

Retirement of 4 members "A BIG THANK YOU"

Just recently we have seen the retirement of 4 long standing members from the Waveney Tenants Forum, and would like to take this opportunity to show our appreciation for attending and representing people in their community.

Elsie Crawford and Dorothy Noone from John Lang Court and Margaret

Smith and Alice Clarkson from Lawson Court have regularly attended the Forums and we wish them a long and healthy retirement.

If you feel you would like to make a difference in your community and would like to join the Tenants Forum please contact Charlotte on 01502 523173.

Unfortunately Margaret is currently unwell so we will present some flowers to her and Alice when she is feeling better.

Pictured above Elsie and Dorothy being presented with flowers from Charlotte.

Kevin Barrett, Service Manager
Housing Maintenance

ROAD NAMES

Word Search Competition

This time our word search is relating to road names in Waveney

WIN £50 Jewsons Voucher

Kindly donated by Jewsons

- | | |
|----------------|-----------------|
| AVONDALE | NORMANSTON |
| BIGOD | OAKWOOD |
| CHARTRES PIECE | PRINCES |
| DUKES | QUEEN ELIZABETH |
| EVERGREEN | ROUNCES |
| FELLOWSHIP | SPASHETT |
| GREENFIELD | TEDDER |
| HOMEFIELD | UPPERGRANGE |
| JUBILEE | VIBURNUM |
| KENNEDY | WORTHING |
| LAXFIELD | YEOVIL |
| MOUNT PLEASANT | |

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

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

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

Entries should arrive no later than 30th September 2014.

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: _____

Word Search Competition Winner

The spring edition of the Tenants News Magazine word search competition was won by Mr D Lawrence who received a £50 Jewsons voucher sponsored by Jewsons.



Seventy years young and still going strong

Summer 2014 marks the anniversary of the start of the First World War in 1914. It also marks the D Day landing in France in June 1944; but what is almost forgotten today is that summer 2014 also marks the seventieth anniversary of the founding of what became the Gunton Estate.

By the end of 1944, Lowestoft was a front-line port and naval base. Because of the Germans some 80% of its housing was damaged and considered unfit to live in.

Weeks after the successful D Day landing, the Borough of Lowestoft announced their proposed postwar rebuilding plan which culminated in the compulsory purchase of Park Farm, Gunton, and the neighbouring prewar Warnes housing estate. Victory in Europe was declared in May 1945 and in late August of that year the first postwar reconstruction started when German prisoners of war arrived to clear the site and lay the roads.

Reflecting current events, the roads were named after naval and military heroes of the hour: Harris, Mountbatten, Tedder, and Montgomery. Field-marshal Montgomery's campaigns were also remembered notably El Alamein and Normandy; and of course Lowestoft's important land naval stations were not forgotten – Minos, Myloden, Martello, Mantis, and the most important and famous of them all, HMS Europa.

These were in contrast to Hollingsworth Road and Spashett Road. The first named after the town's benefactor, Howard Hollingsworth who died in 1938, and Fredrick Spashett, an important figure in the town's fishing industry who died in 1945.

Owing to postwar shortages of men and materials, the estate would take five years to complete. The first homes to be occupied were the Alcan prefabs with families moving in July 1946. The Orlit houses arrived in 1948. In 1952 Arnhem Court was the last brick block to be finished.

Ian G Robb (author of *From Tin to Brick* – a celebration of the Gunton Estate)



Late summer 1946, looking across Hollingsworth Road over the prefabs towards the horizon and the water tower in Burton Grove and College Farm. (Image: The Ian G Robb Archive)



The corner of Myloden Road (left) in 1947, looking towards Ashley Downs orphanage and, to the extreme right, St Margaret's church. (Image: The Ian G Robb Archive)

Funny complaints the Council gets from its tenants

If you think some of the complaints the council get are bizzare... then you have'nae see these ones that Glasgow City Council get from their tenants.

These are genuine complaints (with translations fae sassenachs)

Ma toilet seat is cracked, where dae a staun?

My toilet seat is cracked, where do I stand?

The toilet is blocked and we cannae bath the weans til it is cleared

The toilet is blocked and we can't bath the children until its fixed.

This is tae let yi know that oor toilet seat is broken and we cant git BBC2

This is to let you know our toilet seat is broken and we can't get BBC 2

A want sum repairs dun tae ma cooker as

it hus backfired and burnt ma knob off

I want some repairs done to my cooker as it has backfired and burnt my knob off

A request tae remove ma drawers in the kitchen

I request to remove my drawers in the kitchen

Who says Scotland has'nae got a sense of humour!

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	01 502 521 125
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/Empty Properties 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	07788 958680

Useful Numbers

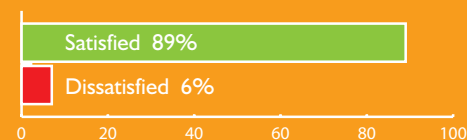
Police - Non Emergency	101
Marina Centre	01 502 562 111
Waveney Norse	01 502 527 100
Tenant and Residents Associations	
Beeches Estate Tenants & Residents Association	01 502 574802
Gunton Estate Tenants & Residents Association	01 502 564601
Halesworth & Holton	07785 798592
Silverwood Close & Laxfield Way, Pakefield	01 502 516601
Whitton Tenants & Residents Association	01 502 584973
Shadingfield & Willingham	01 502 575259

Satisfaction Survey April – June 2014

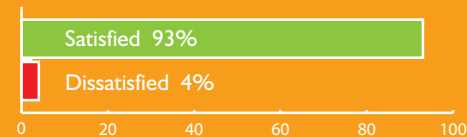
These figures are the outcome of the monthly random survey carried out by an independent company on our behalf. The data in green is the percentage of tenants satisfied and the data in the red box is the percentage of tenants dissatisfied. The figure does not add up to 100% as some people did not express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

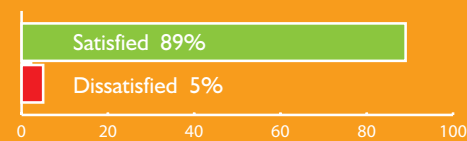
Rent being value for money



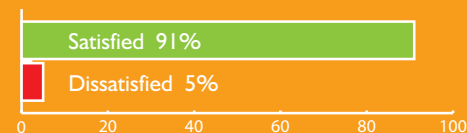
Overall satisfaction with housing service



Quality of home



Satisfaction with repairs



Waveney District Council
Serving the Community

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