



# Waveney Tenants Magazine

Produced by tenants for tenants

Winter 2014



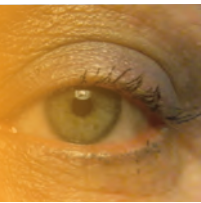
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## The Editors point of view



Dear Readers, with festivities out of the way it's time to face the new year with a fresh new look for the magazine! We hope you like the more vibrant front cover. You now have an opportunity to get your photo, painting, or drawing taking pride of place on the front cover. You'll also win a canvass print of it to keep! Please see below if you're interested in making a submission. As ever we'd really like to hear your views, good or bad, for the letters page! This could win you a £10 cheque, so please drop us a line. You're at the heart of what we at the magazine are trying to do. Committed to you our readers and tenants, we need to know what we are getting right and what we're getting wrong, both about council services and your magazine.

Over the next couple of cold and horrible winter months please try to keep an eye on elderly and disabled neighbours. They're more likely to be vulnerable and isolated during the winter months especially if we experience snow and icy weather.

I hope you're managing to heat and eat! I know these winter months are both a hard slog and a bit depressing for many. However we will eventually see the sun again, so keep warm and keep well and we'll see you again in the spring edition along with some good weather fingers crossed.

Ali Smith, Editor



# 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](mailto: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](http://www.redhotmedia.co.uk)

## Bob's

## Benefit Bulletin...



You already know that in April last year we saw big changes in Housing Benefits with working age tenants having a reduction in their Housing Benefit if they under occupied their home. As well as this the Council Tax Benefit was replaced by the Localised Council Tax Reduction Schemes.

On top of this, in July working age families who received over £500 per week in overall Benefit were capped to a maximum Benefit of £500. For working age single customers the cap has been set at £350 per week (though there are exceptions – please contact the Benefits Service for advice).

We are trying to help where we can. Something called Discretionary Housing Payment (or DHP) is available to help those who have had a Housing Benefit reduction and are struggling to pay their rent. The only criteria is that an applicant must have an award of Housing Benefit which does not meet their rent. DHP is designed to help tenants through a time of financial hardship whilst giving support and guidance on a range of options to allow adjustments to their new circumstances. An application form can be requested at any of our offices or from our website. Funds are limited, but we would always encourage an application.

The Council knows the hardship that is happening, made harder with events like Christmas. Our Benefits colleagues continue to work with my Housing team and we have employed a CAB worker (Rachel Gowen who appeared in the last edition of the magazine) as well to provide money advice and assistance.

We also have Universal Credit coming around the corner, which will affect everyone in receipt of Benefit. The Council is trying to prepare for this, and when we know final details and dates we will contact everyone directly affected - so keep an eye open in future Benefits Bulletins in this magazine. Don't forget the Council's website [www.waveney.gov.uk](http://www.waveney.gov.uk) provides further information and the Benefits team can be contacted for advice and information by:

E-mail: [benefits@waveney.gov.uk](mailto:benefits@waveney.gov.uk)

Telephone: 01502 523535

Or personal visit to the Marina Customer Services Centre, The Marina, Lowestoft and offices at Beccles, Bungay, Halesworth & Southwold.





## Our Roy

It is with great regret I have to announce the death of Roy Pointer who will be sadly missed not only by Waveney District Council but by all his friends and colleagues. Our condolences go to all the family.

Roy has served the tenants and the community of Bungay and surrounding areas for several years in the capacity of Chair of the Tenants Forum and Tenant Representative, along with a raft of other committees.

Some of his passions were classical music and opera and he was a member of the Norwich Operatic Society for over 40 years, gaining a huge wealth of knowledge and expertise. He was also very proud of his collection of records and memorabilia, had a fine collection of antique clocks and he adored his Jaguar car.

Not only was Roy very unassuming; he was a perfect gentleman, very conscientious with attention to detail and always conducted his duties in an impeccable and professional manner.

Although Roy will be sadly missed, he will never be forgotten.

**Lesley Riley,**  
Tenant Representative, Willingham

# Pay Day Loans

**THINK!**

## PAINLESS TO GET...

## PAINFUL TO PAY BACK!

Payday loans are all in the news at the moment, and though they may be quick and easy, be careful..... they are very expensive!

Payday loans are supposed to tide you over until your next pay day when the loan is repaid in full, but the interest rates are astronomical! Every day the loan is outstanding, the money you owe increases (and you pay interest on the interest).

How about this as an example:-

If you borrow £350 three weeks before pay day – you will have to pay back at least £450. Often people find they cannot pay the money back when it's due, so the lender rolls the loan over for another month. The consequence of course is that there's extra interest charges and penalty charges added.

If you apply for a pay day loan on-line, on the phone or at a high street outlet the lender will ask for your bank account details so they can access your bank account on the agreed day and debit the loan. What you are doing is giving the lender a 'continuous payment authority'. This allows the lender to take any amount any time and to keep asking the bank for all or part of the money even if you don't have enough money in your account. The lender does not have to give you any notice that they are going to take money from your account.

**citizens  
advice  
bureau**

**Don't be a slave to pay day lenders. Follow these top tips:-**

- **Don't take a pay day loan unless you really do not have any other alternative;**
- **Don't take a pay day loan to pay off other loans – it will probably cost you much more;**

Be sure before you take the loan that you know exactly how much it will cost you and that you will be able to pay it back on time. Remember interest is added on a daily basis and you will pay interest on the interest.

If you are struggling to make payments to any payday loan company or any other creditor it is not too late to get help and advice! Come and see us.

North East Suffolk Citizens Advice Bureau has 3 specialist debt advisers who will be happy to help you with your debts however large or small. You can contact the debt team through any of our offices or by e-mail at [admin@nescab.cabnet.org.uk](mailto:admin@nescab.cabnet.org.uk).

If you have a pay day loan and you want to check that your lender is following the rules visit our website [www.adviceguide.org.uk](http://www.adviceguide.org.uk) and take part in our national survey. The survey will tell you if you have grounds for a complaint and you may be able to claim compensation.

**Janet John,** Citizens Advice Bureau

# Relaunch Success

The launch of the newly reformed Whitton Tenants and Residents Association in May 2013 brought about a new management team for the Whitton Residents hall. Donna and Jackie offer a meet and greet service which customers have responded well to.

The hall now offers a wide range of activities for the community including regular car boots, Weight Watchers, toddlers and Razzle Dazzle drama group as well as private hire for parties and other functions. The new management team are constantly looking to offer more activities for the community. A community Christmas party is taking place in December for the under twelves. More ideas and events are on the agenda for 2014.

Jackie and Donna report "we cannot believe how well the relaunch of the hall went and the response we

have had from the community. We feel since taking on this role we can approach members of the local community, seeking ideas that will benefit a wide range of people and in some cases integrating those who have become isolated"

We would like to thank those who supported our relaunch party giving visitors the opportunity to see the updated hall, what is on offer for hiring and the activities already available.

For more information visit our Facebook page Whitton Residents Hall which is updated regularly.

For bookings call Donna on 07774 592360.

Whitton Tenants and Residents association committee would welcome new members. For more information contact Charlotte on 07780 435714.



# Tenants getting involved in other things

Tenant representatives are people that get involved in the areas they live, their communities and with the housing department. As a result they may end up getting involved with other groups or wider issues. This can lead to them doing exciting things they'd not have expected too!

Julie Kirk and Bill Smillie both members of the scrutiny panel and I joined the Committee of Lowestoft In



Bloom about a year ago. Recently Bill and I were on Blyth Valley Radio and had a chat with DJ Chrissie Allen! Bill, an old pro had done it last year, but I was rather nervous. Chrissie was so easy to talk to I soon found my sea legs! The view from the station was amazing looking out to sea and over to the Southwold harbour. A treat I'd not have expected to experience!

The week before we'd all been to the Anglia In Bloom awards at St. Albans in Hertfordshire, so we do get about these days and up to all sorts.

You don't have to get involved with WDC, there's plenty of other groups needing more hands to the pump! Volunteer centres and your local Library are good places to look, if you fancy a new challenge or want to make some new friends. Its' the new year and you may well have resolved to do just that.

If you've a group needing support, drop us a line and we'll try and promote your organisation!

So why not get out there and give something new a try this new year :-)

Ali Smith, Editor

# More in the Kitty than we thought!

Our sheltered scheme Whitton Court in Lowestoft has just undergone refurbishment works converting the old scheme manager's flat into two separate flats.

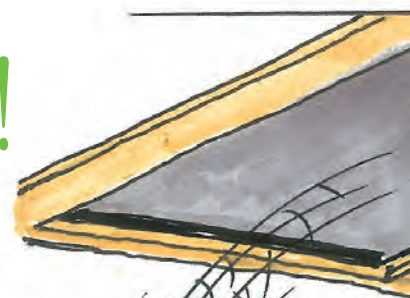
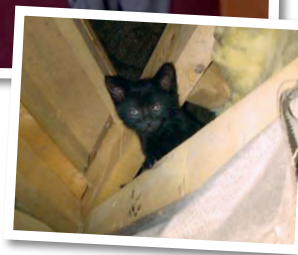
Whilst these works were in progress we had complaints about noises coming from the roof space, and worries that vermin may be present.

Gavin Miller our Electrician who was attending a call there popped his head up into the loft space to investigate and was greeted by a cat, and then he spotted three very small kittens. Gavin told Lisa the scheme manager, then contacted the RSPCA who came and advised they should be left for a few weeks. Gavin and Lisa were very concerned as these kittens were staying there without a valid Tenancy Agreement! And rent free! (Only joking)... Lisa praised the commitment of Gavin who turned out night and day to feed and care for our new furry tenants and also adopted them when they were ready to vacate, so well done Gavin - you are a puuuurrrfect guy.

Kevin Barrett, Maintenance Manager

**Pictured top:** Gavin rescuing the cats from the loft space at Whitton Court Lowestoft

**Picture bottom:** Zeus waiting patiently for Gavin to return with his tea!



IS IT A BIRD?  
IS IT A PLANE?  
NO! ITS A CAT....  
LEG IT MATE!!

# Waveney's own Sherlock Holmes

Ever read the stories of the great sleuth using his incredible talent to find out the truth, fighting against the forces of evil to discover what happened by detective work? Well, Tenants Scrutiny is a bit like that (without the cool coat perhaps). They dig, they look at the evidence, they talk to people, they find out the facts, and instead of fingering the guy who 'dunnit', they make recommendations to help improve the service delivered to tenants.

The Tenant's Scrutiny Panel is led by the able Julie Kirk, and has seven other willing volunteers who meet about every four weeks to look at the particular service they are examining.

As an officer of the Housing Department I admire the dedication and commitment these people give to improve the service – some of the unsung heroes that nearly all tenants do not know about.

They have been looking at how we deal with our empty properties, and though they have encountered some difficulties getting information from other landlords, they are focussed on getting the turnaround of empty properties improved. Next up.... Anti-Social Behaviour and how it is dealt with in the Department.

Julie is always looking for new Sherlock Holmeses as well as a Dr Watson, so if you think you would be interested in joining this group please contact Charlotte Read on 01502 523173. Ideally I know that Julie would like sleuths who have a knowledge or understanding of finance or performance information to help question the officers. Oh, and you must have your own magnifying glass :-)

David Howson, Tenants Services Manager



## 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

## All Change

It is my pleasure to introduce the  
new Chair, and vice Chair of  
Waveney tenants' forum.

Peter Kirk our Chair and Shirley Jenkins,  
Vice Chair, were elected in September last year.

Replacing Roy Pointer, former Chair who very sadly lost his battle with cancer last year and Lesley Riley who has retired but still remains an active tenant rep.

Peter has already proven his ability as Chair of the Beeches Estate Residents Team and the Environmental Panel. He aspires to rise to the challenge and help give the tenants of Waveney a strong voice! Shirley Jenkins has been involved as a tenant representative for many years, running the Whitton Estates association and managing their tenants hall, until retiring from the position recently.

Peter and Shirley have big shoes to fill but have every intention of doing their best for all the tenants of Waveney.

I would like to thank Lesley for her years of dedicated service. We are all grateful to Lesley and hope she enjoys a well earned rest.

The forum gives Waveney tenants a chance to address issues of importance to them and to be informed of changes to housing policies and help influence them. It is your chance to be involved in important decisions that may affect you and the tenant community.

Anyone interested in joining the forum can do so by contacting Charlotte Read, Tenant Involvement and Support Officer on Tel: 01502 523173.

SO WHY NOT GET INVOLVED!!!

Ali Smith, Editor



# BEAT Social Housing Fraud



Did you know that as many as 50,000 social homes across the UK are occupied fraudulently? This can take the form of illegal sub-letting or using false information to get a house in the first place.

The Council is committed to tackling this fraud in order to make best use of its housing stock and any help you can give would be appreciated.

## What is Tenancy Fraud?

It can be

- Unauthorised sub-letting (a tenant claims to live at a property but sublets without the landlords consent)
- Not living in the property (a tenant claims the property as their main home but lives elsewhere)
- Using false information to obtain a tenancy
- Key Selling (a tenant leaves a property and passes the keys on in

return for a favour or payment)

- Unauthorised exchange and assignment (a tenant gives the tenancy to a partner or family member, who lived in the property with them without obtaining the landlords permission)
- Wrongly claimed succession (the occupier is not a person entitled to succeed after a tenant's death or after they have vacated the property and/or succession rights have been exhausted)

You can help the Council tackle this fraud.

## What signs should you look out for?

You might know someone who has a home that the Council does not know about or someone who gave false information in their housing application.

You might suspect someone of sub-

letting, if you have seen them collect rent from your neighbours or you might be suspicious because tenants of a property keep changing.

Alternatively, you might suspect no one is living in a property, returning only to collect post.

## What to do if you suspect Tenancy Fraud

Please contact the Council, providing as much detail as possible, and the reasons you suspect fraudulent occupation.

Your Identity will be kept confidential. Telephone **Waveney's fraud Hotline on 01502 52333**, this an answer machine service, if you are happy to leave your telephone number a member of the fraud team will call you back. Or report it on [www.waveney.gov.uk](http://www.waveney.gov.uk). You can also speak to your Housing Officer

**Help us beat Social Housing Fraud**



## Setting the mark HIGH

Tenant reps and officers alike were delighted to see Waveney District Council scoring high in national benchmarking tables, pitted against other social landlords across the country. We were thrilled to score as high as 93% for satisfaction with repairs and maintenance, putting us at the top of the score board. We scored 88% for general satisfaction for the service provided! WDC check customer satisfaction levels every month using an independent research company. Every magazine has the results on the back page, however it's great to see us doing so well and better than many other social landlords on a national level!

Both sets of results help WDC see its strengths and weaknesses while striving to improve services to tenants. It is also useful for identifying areas for the Tenants Scrutiny Panel to investigate. Presently the scrutiny panel have been looking at the turn around of empty properties, in the hope of speeding up the average relet time of 58 days. WDC is always looking for ways to improve performance and cost efficiencies in order to give you the best service possible.

Ali Smith, Editor

# “READY TO SWITCH?”



Blackpool's famous Tower shone green recently in support of the collective energy switching scheme, "Ready to Switch?". 5,508 energy efficient LED light bulbs on The Tower turned green to encourage residents to simply sign up and save.

Waveney's Housing Team have been part of a drive to encourage tenants to switch their energy provider for over a year as part of a national campaign. "Ready to Switch?" is a free energy switching scheme that takes the hassle out of searching the market for cheaper energy deals. Since the launch last year, over 35,000 households nationally have signed up, saving on average £110 a year on their energy bills.

The household scheme uses the combined buying power of residents nationally to negotiate cheaper prices directly with energy companies. With the darker nights and cold weather now with us, it is time to think about it.

It offers free participation and is completely free of any obligation. It's quick and easy to take part; all you need is your latest energy bill, contact details and information on how much energy you use. Go on – give it a look. You are likely to find that it will save you a lot of money over the year.

To register or for more information visit [www.readytoswitch.co.uk](http://www.readytoswitch.co.uk) or contact the Council.

## Tenant Conference

Eight tenant reps along with Dave Howson from the housing team attended a conference at Newmarket race course in October. A lot of the day was spent hearing grim facts from Department Of Work And Pensions employees! Universal credit was talked about a lot; however there were few concrete answers! The employees didn't know all the facts as it is still in its trial stage and more than a few bugs need to be ironed out, so it seems! It is however obvious that it is causing hardship for those unfortunate to have to be in receipt of it as well as those doling it out! Some tenants attended a talk on social media and how it can be used for the benefit of tenants. Twitter and Facebook are both useful for keeping people informed and inviting feed back, and perhaps a more up to date and preferable method for younger tenants.

The scrutiny panel attended a workshop on scrutiny and made some useful new contacts with other tenants, who are already giving feedback and keen to help our panel by information sharing, so that's really good! Bedroom tax was a hot topic of the day as it not only causes problems for tenants but housing providers alike. Some providers have been reclassifying the size of some of their properties, the implication being that not all tenants have had to take it lying down (in our spare bedrooms) :-)



*Hats off to fellow tenants*



*Hats entertainment!*

We did get to both meet and talk with tenants from around the country and hear things from their perspectives which is always interesting! There was some positive news about the new Personal Independence Payment or (PIPS) which replaces the old DLA. It was said that it is a much fairer system for those with mental health issues, learning disabilities and the blind! The proof of that pudding will be in the eating so lets watch that space with interest !!

The day wasn't all doom and gloom. We met some nice fellow tenants and had fun with one trying on his hat adorned with badges from all over the globe. The topics of the day were rather heavy but not as heavy as his hat! :-)

**Ali Smith**, Editor





# Your Letters

This is a letter about the transgender community and what it is like to be transgender.

We know from a very early age that we were born in the wrong body and that our body seems male but our brain seems female (or for a female the brain seems male). For a transgender person there is no such thing as peace of mind. From the day we go to school to the day we go to work we face a barrage of abuse and discrimination.

Transgender people are known to be very intelligent and very dedicated. Some of us go into the military, which can be very hard for us as we have to suppress our feelings. Things may be a bit easier today but it is still very hard with unemployment now well over 2 million and rising. We may well be the last to get employment but at least we can get help from the NHS with the funding.

The NHS, as we know, get funds from the Government for our free hormone prescriptions plus our free sex change operation etc. etc. you can still get help from the NHS. If you need a wig, clothes and shoes you may also be able to get a grant from the DHSS

You will get a lot more help when you inform your Doctor that you are transgender so that you can get your hormone treatment as you will not find peace of mind until you do.

We are contemplating setting up a Transgender Help Line which will also be a great help to your doctor as well. Also if you are experiencing any form of anti social behaviour please let us know and we might write something for the next Waveney Tenants Magazine.

We are available on Saturday's 6pm - 8pm and on Sunday's 7pm - 8pm. Our telephone number is 07852 778427.

Jasmine

Beeches Estate  
Lowestoft

Dear Editor

I am writing about two issues. The first is how good the out of hours repairs are. My boiler packed up one Saturday morning. I rang the out of hours service and an engineer came knocking two hours later. Twenty minutes later, my boiler was once again working correctly. Quick and efficient service, well done!

Secondly, I had an appointment at the job centre concerning Money Advice, on the new Universal Credits System. It was highly recommended to me, to save a fiver per week, in order to eat and pay bills, when this new benefit comes into play. This advice should be given to everyone, in order to survive, as Universal Credit will be one month in arrears. How are people meant to cope?

Yours sincerely

Mr Smith



## 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@waveney.gov.uk](mailto:Charlotte.Read@waveney.gov.uk)

# Birds Word Search Competition

This time our word search is relating to birds you can see in the UK

Win!



## Bosch GSR 10 8.2 LI Cordless Drill / Screwdriver

Kindly donated by Jewsons

- |               |               |
|---------------|---------------|
| BARN OWL      | LONG TAIL TIT |
| BLACK BIRD    | MAGPIE        |
| BLUE TIT      | NUT CATCHER   |
| CHAFFINCH     | PARTIDGE      |
| COAL TIT      | PHEASANT      |
| COLLARD DOVE  | QUAIL         |
| DUCK          | RAVEN         |
| DUNNOCK       | ROBIN         |
| GOLD FINCH    | SONG THRUSH   |
| GOOSE         | STARLINGS     |
| GREAT TIT     | SWAN          |
| GREEN FINCH   | WOODPECKERS   |
| GROUSE        | WOODPIGEON    |
| HERON         | WREN          |
| HOUSE SPARROW |               |
| KESTRAL       |               |

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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  
1st March 2014.**

The winner, who will be picked at random, will  
receive a Bosch Cordless Drill/Screwdriver.

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

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Postcode: \_\_\_\_\_



Have your say...

### Word Search

C

Pic  
spr  
word search competition receiving the portable  
DVD prize. (Sponsored by Jewson's).



**Do you think it's too much, just right or not enough?**

This issue has been produced by Waveney Tenant Representatives for the tenants of Waveney District Council.

**Drop a line to the Editor at: Charlotte Read, Tenant Support Officer, Waveney District Council, The Depot Rotterdam Road, Lowestoft, NR32 2EF**

# HISTORY in the Lowestoft Town Hall



I guess that not many people know that in the Town Hall in Lowestoft there is a beautiful stained glass window that many visitors call in to look at. It is called the Peto Window and was funded by one of Lowestoft's great sons – Sir Morton Peto.

It is a celebration of the Anglo-French alliance in the Crimean war of 1855 and Sir Morton Peto provided this impressive stained glass window measuring 100 sq. ft for the far end of the Council Chamber in the Town Hall at a cost of £857 in 1857.

The window recalls the meeting between Francis I of France and Henry VIII in June 1520 when a vast concourse of French and English met in an open field in France. Peto drew similarities to what was happening in Europe in the mid-19th Century to what had happened in the 16th Century – a bit of a romantic eh? He thought that there were grounds for hopeful optimism for expanding Lowestoft's trade links with Europe.

Within the window there are many pictures that represent different things that were going on in the world – far too many to detail here, but the whole window was a romanticised view of the co-operation in the Crimean War and his hopes for the future involvement of Lowestoft in the European trade for which political stability was essential through peace and agreements.

I would encourage everyone to look into the local history of where they live – it will be a rewarding experience I am sure. Try looking at the following excellent websites:

<http://lowestoft.wikispaces.com/>

<http://www.waveney.gov.uk/site/scripts/downloads>

## New officers' views

I have been asked by the Editor to put some thoughts together on my experience so far as a Tenant Support Officer. Firstly I would like to say how impressed I have been by the level of commitment many of our tenant representatives dedicate to their positions. They give up their own time to try to improve their local communities and the lives of other tenants.

It has been a pleasure to meet so many people who care about the environment they live in and are prepared to try to improve it by giving up their time voluntarily. My experience attending training sessions and seminars has confirmed to me that here at Housing we really are lucky to have such a dedicated team of reps and the mutual respect between our officers and tenant reps is undeniable. I hope that my contribution will continue to add to this excellent relationship.

If anyone would like any information on becoming a Tenant Representative please do not hesitate to contact me. I only work part time so if I am not in the office please leave a message and I will contact you on my return to work. Please ring 01502 523173 or email [charlotte.read@waveney.gov.uk](mailto:charlotte.read@waveney.gov.uk).

**Charlotte Read**, Tenant Involvement Officer

# TENANTS' SERVICES CONTACTS

An update of useful names and contact numbers

## Housing Management & Sheltered Housing

Principal Services Manager	David Howson	01502 523146	
Senior Housing Officer	Peter Fitzpatrick	01502 523424	
Housing Officers	John Barber	01502 523128	
Angie Woodrow	01502 523121	Leah Anderson	01502 523165
Kirsty Ayers	01502 523169	Val Richardson	01502 523166
Rent Enforcement Officers	Elizabeth Allen	01502 523120	
	Tracy Fitchett	01502 523122	
Nuisance Enforcement Officer	Mike Hill	01502 523127	
Accounts & Systems Administrator	Wendy Harden	01502 523423	
Accounts & Systems Administrator	Steven Baker	01502 523123	
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 Inspector	Michael Knights	01502 523587
Housing Inspector	Darren Smith	01502 523456
Empty Properties Inspector	Mark Osborne	01502 523486
Support Services Supervisor	Rosie Lambert	01502 523577
The Call Centre Team/Enquiries	Call Centre	01502 523593
Technical Assistant	Keith Allen	01502 523464
Out of Hours Repairs		01502 515435

## Supervisors

(Electrical)	Mark Thurston	01502 523479
(Plumbing)	Derek Fairhead	01502 523495
(Voids/Brick & Path Laying)	Les Blowers	01502 523588
(Kitchens & Painting) Service Team	Ian Ellwood	01502 523581
Quality Monitoring Officer	Barry Varden	01502 523489
Support Services Officer	Andrew Duncan	01502 523496
Estate Caretakers	Dean Sterling	07788 958679
	Adrian Brown	07788 958680

## Useful Numbers

Police	101
Marina Centre	01502 562111
Waveney Norse	01502 527100

## Tenant and Residents Associations

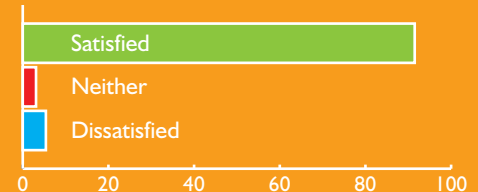
Beeches Estate Tenants & Residents Association	01502 574802
Gunton Estate Tenants & Residents Association	01502 564601
Halesworth & Holton	07785 798592
Silverwood Close & Laxfield Way, Pakefield	01502 516601
Whitton Tenants & Residents Association	01502 584973
Shadingfield & Willingham	01502 575259

## Latest update on the performance of the Housing Team

As part of our ongoing commitment to keep you informed on the performance of the Housing Team we have printed the latest figures for the last 3 months.

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

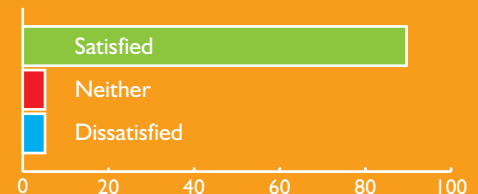
### What is the overall satisfaction of the service provided?



### How satisfied are you with the overall quality of your home?



### Does your rent provide value for money?



### How satisfied are you with repairs and maintenance?



 Waveney District Council  
Serving the Community

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