



Waveney Tenants Magazine

By the Tenants
For the Tenants

www.waveney.gov.uk

Issue No. 35 Summer 2012

JUBILEE Celebrations



Contents

Diamond Jubilee	1	Insurance plus	6	Letters to the editor	11
Editorial	2	Rent Arrears	6	Scrutiny panel	12
Decoration packs	3	Sheltered Housing changes	7	Changes to Housing Benefits	12
To have or not	3	The Generation Game	7	Norse Service Level Agreement	13
Tenant services	4	Works programme	8	Competition	14
Community page, Whitton	5	Works programme	9	What is an Environmental Grant? ...	15
		V Phase	10	Performance	16
		Hints about electrics	10	Contacts	16

From the Editor

Dear reader, at last a sunny day! I'm sitting in the garden writing this in glorious sunshine. Which I guess means all the bank holidays, jubilees and air shows have been and gone. What can we say about the weather? Well it seems to be changing like many other things and not necessarily for the better.

You can't have failed to notice the changes which are taking place from April 2013 to benefits, changes which are being imposed by Central Government, not by the housing team, in their efforts to reform benefits and save the public purse. These changes will affect many of us, myself included. See article on page 12 to see if this affects you.

While we are talking about changes I would like to take this opportunity to welcome and introduce 2 new members to the team; Andrea Dennis, the new Senior Housing Officer - more on Andrea below and Charlotte Read who has taken the role of Tenant Involvement & Support Officer, 523173. She is a very friendly lady who will be able to offer advice and support to any tenants who wish to become involved in any of the voluntary roles such as the Scrutiny Panel on offer within the council, see page 12.

All official Forum Tenant Representative members are now carrying ID, so should you be door stepped by someone claiming to be a tenant representative you can ask to see their ID. We have done this as a request from the tenants in an effort to ensure everybody's safety.

I do urge tenants to ask to see someone's ID at all times.

Mandie Wiles,
Editor

01502 516601

millie88mandie@yahoo.co.uk



Louis Views

What is happening with all these cars being parked on grass verges?

And on pavements! The amount of times I have been out for a walk with my owner and we have had to step out into the road to get past parked cars! It really is getting to be like dicing with death when out for a walk; I can only imagine what it must be like for

people like my mum who have to use a mobility scooter sometimes. When they are forced to go out onto the road to navigate round a car which is parked half up on the path. A few times we have almost been hit and I can get out of the way quickly (I am a greyhound after all), my mum can't! On the note of paths how long do the brambles which are growing over the pavements have to get before something is done about them? So far they are 36 paws long which is three feet!

Sorry but I have to have another moan! What is happening with all the rubbish being dumped? Everywhere I go there is loads of broken glass, plastic bags and not forgetting needles! We recently had to clear an area where some needles had been left; I really cannot understand why this is happening.

I can't tell you how glad I am now the air show has finished; I'm not scared of those noisy planes but they really disturb my sleep; also why is it I can never reach them whenever I try to grab them out of the sky?

At least there is one thing I do know now summer is finally here, hooray I can get out and sunbathe again.

Well that's enough from me, I'm going to get back to my bed and catch up on my sleep (only had 18 hours).



Jerry Smith Retires

Many of our readers will know Jerry Smith who worked for the Council for over 20 years, mostly as the manager of the sheltered housing service and our home alarm service across the district. Sadly, Jerry had to retire on 15th May due to ill health. After so many years in the Housing Team, it is inevitable that he will be missed by his work colleagues and tenants alike. We all wish him the very best for the future.



Andrea Dennis Joins us

We welcome Andrea as the Senior Housing Officer responsible for managing the Housing Management team. Andrea joins us from Breckland Council where she worked in the Housing Options Team, and she worked at Norwich City Council before that in housing management. Consequently she has broad spread of knowledge that will be very useful.



Tenant Decoration Packs

Waveney District Council, Crown Paints and Brewers have been instrumental in developing a new Tenants Decoration System that has overcome the problems that the decoration vouchers system has caused in past years. We have trialed the new system over the last year and it has been a great success with our Tenants, and now other Local Authorities and Housing Associations are adopting this system. We lead and they follow!



Service with a smile!
Pictured above with another order ready for delivery to our tenants, Brewers staff Steve, Mick, Mike and Marcus

When a property becomes vacant the inspector will carry out a detailed survey of the property concerning all housing maintenance issues and after all the remedial works are carried out, the inspector will evaluate which rooms need decorating, and an allocation sheet will be completed advising the tenant of the rooms that will be decorated and the amount of paint allocated to each room. The tenant's colour choice and the total amount will be faxed to Brewers ready for delivery or collection and a decorations pack "A" or "B" will be issued, depending on the scope of works. Brewers will deliver the paint, and the decorations pack any where in the Waveney District area free of charge at a convenient time that suits the tenant, or it can be collected at their Lowestoft branch, and Brewers are always happy to offer advice and technical data to tenants on all their products.

When carrying out the refurbishment type works the supervisor will issue a allocation sheet and a Crown colour card for the tenant to select their preferred choice of colour and Brewers will also deliver the paint pack "A" decorations pack.

All Decorations packs include Data sheets and Handy Tips Data sheets.

Pack A contains	Pack B contains
White Spirit	White Spirit
2" Filling Knife	3" Filling Knife
1", 1 1/2", 2" Paint Brush	1/2", 2" Paint Brush
9" Roller Frame	9" Roller Frame
9" Roller Tray	9" Roller Tray
2 No 9" Roller Heads	2 No 9" Roller Heads
Sanding Block	Sanding Block
1kg Interior Filler	1kg Interior Filler
FFPI Face Mask	FFPI Face Mask
	Painters Mate Flexible Filler
	Dow Corning Caulking Gun
	100mm Mini Roller Kit (Frame, Tray & 5 Roller Heads)
	1" Low Tack Masking Tape
	Liberty Green 100 Grade Sandpaper

Kevin Barrett, Service Manager Housing

To Have or Not to Have the Work Done?

In recent weeks the council have been repairing the roofs in my area including my home. This to me is a must and I was duly notified in reasonable time. There were delays to having the repairs done, but it was done in a reasonable time frame. The crews responsible for scaffolding and roofing were professional and polite. So, what is the reason you ask, for me writing this? A person that was supposed to have their roof done before ours refused due to not being notified by the Housing Team. Now, if this is true it's not the norm for the council to make such errors but it may have happened. The roof has been repaired now - so all's good !

As tenants of the Council we are entitled to have repairs done because of need, emergency or on a cyclical basis. The councils view is that it is their property but our home. Therefore we have the right to allow or refuse cyclical repairs unless it is a health and safety issue or perhaps serious structural problems to the property ! This is not to say that we as tenants cannot plan our own improvements within reason. Some have had their own kitchens fitted or installed laminate floors with permission from the council .

When the council does repairs it's all to set standards and health and safety regulations. So all gas, plumbing, electrical etc... is done with you in mind and your safety. We have been council tenants for some years now and have had major and minor works done and all have been on the whole to a good standard. The most major was having our kitchen redone and what was supposed to be a week from start to finish turned into three weeks! There were delays but at the end of it all we have a great working family kitchen.

Peter Kirk tenant rep.

Tenancy Services Call Centre

Waveney District Council's Tenancy Services Call Centre is based at The Depot in Rotterdam Road in Lowestoft, providing support for all the Tenancy Service Teams.

The Call Centre accommodates 11 staff including Rosie our Tenant Services Supervisor who is instrumental in the day to day running of the service.

The team provides a high level of support to every section, whilst underpinning the service we provide to our tenants and service users.

Is it the same as the Marina Centre?

The Marina Centre covers all aspects of Waveney District Council services, but we predominately cover just Tenancy Services like Housing Maintenance, Estates Management, Sheltered Housing, Gateway to Home Choice, Estate Caretakers and Estate Ranger.

Well what sort of things do they deal with ?

The call centre deal with a vast range of duties including all incoming calls for Housing Repairs and operate the repairs by appointment system offering tenants a convenient day and morning and afternoon appointment to suit, and raising appropriate works orders to commission works.

For works that may need a technical input the team will raise inspection tickets for our Inspectors to visit who will advise our tenants accordingly, along with making appointments for their stock condition surveys.

All administration duties are carried out by the team including the tenants satisfaction surveys, all the invoicing, also dealing with the visitors to our reception area, arranging gas servicing



Pictured above: Ina, Julie, Julie, Jane, Tracey, Emma, Linda, Rosie, Mary.

access, and taking calls for the Estate Management Team in their absence, (but unfortunately are unable to discuss any rent related issues), along with a raft of other duties.

Work Experience for pupils...

Did You Know...

Last year the team sent out 15,649 tenants surveys, and received back 6,223

They raised over 26,000 works orders

Receive between 25,000 – 30,000 telephone calls per year, although they can take over 100 calls on a Monday morning.

The Call Centre accommodate work experience pupils, working in conjunction with local High Schools including The Denes, Benjamin Britten, and Kirkley High.

This enables the younger generation an opportunity to gain valuable

experience in the working environment along with all duties undertaken in the Business Administration Team.

This last for anything up to 6 weeks.

The Call Centre is always covered by at least 2 members of staff receiving

your telephone calls on a shift rota basis from 8-30am to 1.00pm and 1.00pm to 5.00pm (4.30pm on a Friday).

Out of hours calls will be received by Central Control and Duty Officers.

Breathing life back into Whitton Resident's Hall

Whitton residents are extremely fortunate to have a resident's hall situated in the middle of their estate. Located on Hawthorn Avenue a stones throw from the Kirkley fish and chip shop, you can find the hall, this big space which benefits from an up-to-date kitchen is a great place to hold family parties for a small hire fee and a first rate space to hold and run clubs.

Run by local resident and tenant rep. Shirley Jenkins, it sits in the centre of the community waiting to be of service.

In recent years it's perhaps not been as busy as it and its residents deserve. However, Shirley hopes to change things and rejuvenate the hall, making it a vibrant, active, diverse and cherished community space once again. The hall will shortly be undergoing a makeover with the support of Waveney District Council's Kevin Barrett who's workmen will be giving it a refreshing and vibrant new coat of paint. It is also hoped that a successful bid will be put forward to the Environmental Budget, governed by fellow tenants to provide



new furnishings and brighten the place up with some paintings. A new signpost will be in place to promote clubs using the hall so you can keep up to date with what is on offer.

Shirley will be doing her best to get new clubs involved and using the hall, so residents will hopefully find something that appeals to them and all the family. We also hope that Shirley will get support from other community members to run the hall and with a little luck and effort, will form a tenants and residents group for

the estate, to empower and improve the community.

As an active member of the Beeches Estate Resident's Team, I can say that it's very worthwhile and fun to be involved as a tenant because you can most definitely make a difference and improvements to where you live.

So if you are interested in helping Shirley and getting involved in your community or if you would like to book the hall you can contact Shirley on 01502 539275.

Whitton Drop in Surgery

Chief Executive of Waveney District Council's Stephen Baker paid an unexpected visit to the Whitton Estate drop in surgery recently. He met local residents and tenant rep. Shirley Jenkins and was impressed by the facility.

The drop in surgery is a relatively new initiative that gives tenants the chance to catch up with their Housing Officer Angie Woodrow and Estates Ranger to discuss any issues or concerns they may be having.

We all know it can be difficult to get our Housing Officers on the phone, as they are often out and about on visits. So this weekly drop in session is the perfect chance to catch up with them for a face to face meeting and get your problems or concerns addressed!

The surgery is held on a **Tuesday morning between 11.00 and 12.00** at the **Whitton Community Office** situated on the green so why not drop by?

Great News For Mum's & Tot's

Work is starting shortly on a new twenty five thousand pound toddlers play area on Whitton Green. Thanks to Whitton Life and the drive of local young mum's plus a fifteen thousand pound donation from Waveney tenants environmental grant. This exciting and vibrant resource will provide mum's and tot's with hours of fun! So well done all who's drive and determination have made it possible.

Rent Arrears - Our bite is usually worse than our bark!

We know that some tenants have had problems with paying their rent in recent months, and they have possibly become familiar with our Rent Enforcement Team who take court action to ensure debts are paid.

It has been heard to be said "don't worry about the Council - they never actually get anyone out of their house". Well, we think it is important that we get rid of that myth. In the first four months of the Rent Enforcement Team coming into being, 5 Evictions

for rent arrears took place, and 6 tenants cleared their rent debt just before the eviction was to happen. The Council do take action if someone refuses to pay - it's only fair to the other tenants who do pay.

However - the point of this article is to stress to anyone that is starting to get into rent arrears that they should seek the help and support of their Housing Officer who will work with them to try and get the rent account back on the right track. The Housing Officers are there to help, but independent advice can also be sought.... The key



thing is not to ignore your debts as there may be a high price to pay, and nobody wants that.

Simple
Low cost contents insurance for tenants

ENJOY COMPLETE PEACE OF MIND FROM ONLY **£0.76** A WEEK

We'll cover you against life's little accidents

- Low cost peace of mind
- Easy payments weekly, fortnightly, monthly or annually
- No excess payment required if you claim
- Cover for trees and shrubs
- Cover for contents outside within boundaries of home

Cover is provided from just £0.76 per week and will depend upon age (under or over 60)

Pick up an application form today from your local council office or telephone Housing Call Centre 01502 523579

Wavenevy District Council
Serving the Community

RSA

It's Simple

Do you remember last year the Council launched a new contents insurance for our tenants? Well one year on we thought we should remind everyone that insurance is important. The Council insure the buildings that we live in, but not our possessions like that TV, or the new DAB radio you got last Christmas, or even just your new iron.

We know times are hard, but arguably it is now more important than ever because can you really afford to replace the TV now?

There are many contents insurance policies you can get, but we have joined up with Royal and Sun Alliance (a nationally renowned company) that offer a particular type of policy to council and housing association tenants across the UK. If you would like to know more look at the Councils website or contact 523539 for a leaflet.

The good thing for you is with this policy you can pay by instalments and should you fall behind a little but need to make a claim you are still covered if you catch up with the payments.

Its SIMPLY sensible.

The Generation Game!

Tenant's may recall earlier articles regarding the installation of electricity generating solar panels installed at Manor Court in Lowestoft during 2010 Waveney's first project of this type.



Following on from this successful trial, during the 2011-12 year Waveney have installed systems to a further 8 sheltered schemes, one block of bungalows and a tenant's and residents hall.

The installation of panels allows electricity to be generated and is linked into communal electrical supplies. The generation of electricity in this manner allows a reduction in the amount of electricity that needs to be purchased from suppliers and therefore minimises energy costs to tenants.

In addition to reducing current bills, the Government's 'Feed In Tariff' scheme introduced to promote green energy initiatives, pays for each Kw of electricity generated. As such Waveney can receive cash payments for all electricity generated which is 'ring fenced' and can only be used for the benefit of our tenants in maintaining and improving the housing stock and service to them.

With the installation of systems to date Waveney are predicting annual income of almost £39,000 per year and savings on current bills of around £6400 per year. The systems are also very good for the environment and predicted carbon reductions show a 62,434 Kw's reduction per annum on systems installed to date.

John Brown, Waveney's Principal Service Manager, states that "the installation of these systems can only be seen as a fantastic opportunity, not only can we be responsible in our management of the environmental issues we can reduce bills to tenants

and bring further income into the service for them."

The 'Feed In Tariff' scheme guarantee's income over a 25 year period and based on our levels of predicted income and savings tenants could see benefit in excess of £1 million pounds during that time.

Early indications of the performance of the panels suggest our predictions are conservative and could be exceeded by actual performance. The initial prediction of Manor Court suggested a generation of 3416kws but the first twelve months recorded an actual generation of 3608Kws, and in the case of Wesley House (our second installation) we saw a generation of 4596 Kws in the first 6 months against a annual prediction of 8553 kws, again suggesting this could out perform annual predicted levels.

Installation of such systems are expensive and the Council have considered the cost/income/ benefit issues involved, and are expecting a pay back period in just under 7 years of the 25 year period.

Waveney are now reconsidering (in view of the 'Feed In Tariff' reductions applied by the Government in March this year and a further review to be undertaken in early July,) whether it remains viable to do further installations. Should further installations go ahead the Council would look to align such work with any re roofing programmes.

John Brown, Principal Service Manager
- Housing Maintenance

Biggest Change in Sheltered Housing for Decades

Big headline, but probably true. Following cuts in funding from Suffolk County Council (halved in fact), we have had to make some big changes to our sheltered housing which came into effect at the start of April.

Out went Wardens and in came Scheme Managers, with fewer of them but greater responsibilities. Also, there will be a big reduction in the number of tenants in our sheltered scheme to focus the service on our larger sheltered complexes.

We know this may cause a little concern to our residents, but we will be contacting everyone before changes take place at any particular location.

We are confident that the service delivered will be excellent and give all our sheltered residents the support they need. If you know someone who you think will benefit from sheltered housing, please let us know on 01502 523480. We are more than happy to show them around a scheme if they are just interested in the idea without committing to anything.

Programmes for 2012 / 2013

Addresses	Areas	Electrical Testing	External painting	Kitchens	Re-Roofing	Electrical Rewires
EAST VIEW	ALL SAINTS					
NEW ROAD	BARNBY					
CALENDARS HOUSES	BARSHAM				No5	
BLACKBOY MEADOW	BECCLES					
BRITTEN HOUSE	BECCLES					
FAUCONBERG COURT	BECCLES					
LONDON ROAD (CEMETERY LODGE)	BECCLES					
OLD MILL TERRACE	BECCLES					
ORCHARD GREEN	BECCLES			9,12,18,19		
QUEEN ELIZABETH DRIVE	BECCLES					
RIGBOURNE HILL	BECCLES			58,70,107,147		
ROOKWOOD FLATS	BECCLES					
UPPER GRANGE ROAD	BECCLES					
MARSH VIEW COTTAGES	BLYFORD					
SOUTHWOLD ROAD	BLYFORD					
GRAYS COTTAGES	BRAMPTON					
HILL COTTAGES	BRAMPTON					
WOODEND COTTAGES	BRAMPTON					
WOODSIDE	BRAMPTON					
BECCLES ROAD	BUNGAY					
DUKES ROAD	BUNGAY					
HILLSIDE ROAD EAST	BUNGAY					
HILLSIDE ROAD WEST	BUNGAY			59,75,164,180,198		
KINGS ROAD	BUNGAY					
MANOR ROAD	BUNGAY					
OLLAND COURT	BUNGAY					
STAITHE CLOSE	BUNGAY					
STAITHE ROAD	BUNGAY					
THE GROVE	BUNGAY					
BORROW CLOSE	CARLTON COLVILLE					
LONG ROAD	CARLTON COLVILLE					
OLIVER CLOSE	CARLTON COLVILLE			1,3,4,10		
THE STREET	CARLTON COLVILLE					
COLMAN ROAD	CORTON					
BOUCHAIN COURT	HALESWORTH					
CHICHESTER ROAD	HALESWORTH					
CHURCH HILL ROAD	HALESWORTH					
JUBILEE COURT	HALESWORTH					
LANSBURY ROAD	HALESWORTH					
NORWICH ROAD	HALESWORTH					
OAK GREEN	HALESWORTH					
POUND CLOSE	HALESWORTH					
SWAN CLOSE	HALESWORTH					
UPLANDS WAY	HALESWORTH					
BENACRE ROAD	HENSTEAD					
CHURCH VIEW	HOLTON					
TOP ROAD	ILKETSHALL ST ANDREW					
GLEBE ROAD WEST	KESSINGLAND					
GRIFFITHS CLOSE	KESSINGLAND					
SOLOMON ROAD	KESSINGLAND					
ST EDMUNDS CRESCENT	KESSINGLAND					
WINDSOR TERRACE	KESSINGLAND					
ALEXANDRA ROAD	LOWESTOFT					
AMY COURT	LOWESTOFT					
ASHFIELD CRESCENT	LOWESTOFT					
ASHLEY DOWNS	LOWESTOFT					
AVONDALE ROAD	LOWESTOFT			45,85,89		
BLYFORD ROAD	LOWESTOFT					
BRAMBLE GREEN	LOWESTOFT					
BRIARWOOD ROAD	LOWESTOFT					
BRIDGE ROAD	LOWESTOFT					
BROOM ROAD	LOWESTOFT					
BUNKER CLOSE	LOWESTOFT					
BURNHAM WAY	LOWESTOFT					
CHURCHILL CLOSE	LOWESTOFT					
CLAPHAM ROAD	LOWESTOFT					
CONSTABLE CLOSE	LOWESTOFT					
COPPICE COURT	LOWESTOFT					
CROWN STREET	LOWESTOFT					
DELL ROAD EAST	LOWESTOFT					
DURBAN ROAD	LOWESTOFT					
ESSEX ROAD	LOWESTOFT					
EUROPA ROAD	LOWESTOFT					
GORSE GREEN	LOWESTOFT					
HARPS CLOSE ROAD	LOWESTOFT					
HARRIS AVENUE	LOWESTOFT			42,44,56,58,66		
HARRY CHAMBERLAIN COURT	LOWESTOFT					
HAWARD STREET	LOWESTOFT					
HAWTHORN AVENUE	LOWESTOFT			1+1B		
HENHAM ROAD	LOWESTOFT					
HOLLINGSWORTH ROAD	LOWESTOFT			74,77A,102		

JASMINE GREEN	LOWESTOFT					
JEANNIE MANN COURT	LOWESTOFT					
KIRKLEY GARDENS	LOWESTOFT					
KIRKLEY RUN	LOWESTOFT					
LAKELAND DRIVE	LOWESTOFT					
LARCH ROAD	LOWESTOFT					
LATTENS SQUARE	LOWESTOFT					
LEATHES CLOSE	LOWESTOFT					
LINKS ROAD	LOWESTOFT					
MARINERS STREET	LOWESTOFT					
MINDEN ROAD	LOWESTOFT					
MINOS ROAD	LOWESTOFT					
MONTGOMERY AVENUE	LOWESTOFT					
MYLODON ROAD	LOWESTOFT					
NORMANSTON DRIVE	LOWESTOFT					
OAKWOOD ROAD	LOWESTOFT					
OSBORNE STREET	LOWESTOFT					
PLAISIR PLACE	LOWESTOFT					
RAGLAN STREET	LOWESTOFT					
REDISHAM CLOSE	LOWESTOFT					
ROSEWOOD	LOWESTOFT					
ROTTERDAM ROAD	LOWESTOFT					
RUMBURGH ROAD	LOWESTOFT					
SANDRINGHAM COURT	LOWESTOFT					
SHADINGFIELD CLOSE	LOWESTOFT					
SPASHEIT ROAD	LOWESTOFT					
SPEXHALL WAY	LOWESTOFT					
ST LEONARDS ROAD	LOWESTOFT					
ST MARGARETS PLAIN	LOWESTOFT					
ST PETERS STREET	LOWESTOFT					
STOVEN CLOSE	LOWESTOFT					
TEDDER ROAD	LOWESTOFT					
TELESIA CT	LOWESTOFT					
UGGESHAL CLOSE	LOWESTOFT					
VIBURNUM GREEN	LOWESTOFT					
VILLAGE WAY	LOWESTOFT					
WESTHALL ROAD	LOWESTOFT					
WESTON ROAD	LOWESTOFT					
WHITTON COURT	LOWESTOFT					
WISSETT WAY	LOWESTOFT					
VICARAGE LANE	METTINGHAM					
MILL ROAD	MUTFORD					
NEWSONS AVENUE	MUTFORD					
PARK TERRACE	NORTH COVE					
SPINNEY CLOSE	NORTH COVE					
SILVER LEY	REDISHAM					
ADAMSON ROAD	REYDON					
AGNES TERRACE	REYDON					
BELCHER GRREN	REYDON					
COVERT ROAD	REYDON					
ELLIOTT AVENUE	REYDON					
GREEN LANE	REYDON					
GREEN LANE CLOSE	REYDON					
HARRISON GREEN	REYDON					
JERMYNS ROAD	REYDON					
MOUNT PLEASANT	REYDON					
MOYSE AVENUE	REYDON					
STEDMAN TERRACE	REYDON					
LONG CLOSE	RINGSFIELD					
MALT OFFICE LANE	RUMBURGH					
BUNGAY ROAD	SHIPMEADOW					
STATION ROAD	SOMERLEYTON					
BARTHOLOMEW GREEN	SOUTHWOLD					
BLYTH ROAD	SOUTHWOLD					
CRITTEN PLACE	SOUTHWOLD					
CUMBERLAND ROAD	SOUTHWOLD					
FIELD STILE ROAD	SOUTHWOLD					
SHOALS FLATS	SOUTHWOLD					
ST EDMUNDS ROAD	SOUTHWOLD					
STATION ROAD	SOUTHWOLD					
GRUBB LANE	SPEXHALL					
SCHOOL ESTATE	SPEXHALL					
FOX HILL	ST CROSS, SOUTH ELMHAM					
MINISTER COTTAGES	ST CROSS, SOUTH ELMHAM					
ST JAMES LANE	ST JAMES					
HALL GREEN	ST JAMES, SOUTH ELMHAM					
ST JAMES LANE	ST JAMES, SOUTH ELMHAM					
MILLFIELDS	WANGFORD					
NORFOLK ROAD	WANGFORD					
OLD MILL COTTAGES	WESTHALL					
CHARTRES PIECE	WILLINGHAM					
BRICK HILL COTTAGES	WISSETT					
MANOR CLOSE	WORLINGHAM					
MARSH LANE	WORLINGHAM					
WOODLAND AVENUE	WORLINGHAM					
WALKER GDNS	WRENTHAM					

V Phase Voltage Optimisation

Waveney District Council's Housing Maintenance Team are installing V-Phase Voltage Optimisation units on the Re-wiring Programme where possible.

The unit is fitted next to the fuse box and operates on socket outlets and lighting circuits where it can maximise savings.

The unit is fitted by our Electricians and should give instant savings on your electricity bills on a wide range of appliances throughout the home, and is maintenance free.

How it works

Voltage coming into your home is

typically around 245v and the V Phase reduces this voltage and maintains 220v which in turn saves Money, Energy, and reduces your carbon emissions.

U.K and EU legal voltage limits are 207v to 253v, appliances are designed to operate over this complete voltage range and properties often fluctuate between 240v and 250v.

Voltages provided at the higher end of the legal limits can result in inefficiencies in appliances, and the voltage optimisation unit reduces the voltage and maintains it at 220v where the majority of appliances operate more efficiently.

Benefits

Saves the tenant up to 10% a year off electricity bills

Saves around c.4 tonnes of co2 over the 25+ year life of the product

Lowers energy consumption

Easy to install and maintenance free

Save on replacing lamps due to over voltage so added value for the tenant
Reduce wear on all types of motor equipment - Boilers, Pumps, Washing Machines, Fridges Etc.

Kevin Barrett, Service Manager
(Housing Maintenance)

Helpful Advice from the Electrical Supervisor

Light Bulbs and Fluorescent Tubes

The Housing Repairs section receives a lot of calls from tenants asking for light bulbs to be changed in bathrooms and kitchens. A quick look on page 7 of your Tenants Handbook shows which repairs tenants themselves are responsible for and changing light bulbs and fluorescent tubes falls into this category. The only exception to this policy is that the repairs section will change fluorescent tubes for tenants in sheltered accommodation.

The round fluorescent light fittings, now being fitted as standard to bathrooms, are very easy to do and Mark Thurston, the electrical supervisor, has given this helpful advice.

'Unlike old style fluorescent fittings, there is no starter switch to be changed but to replace the lamp, first remove the cover by turning it in an anticlockwise direction. The H shaped lamp inside can then be removed by pulling it straight down, although if it is the first lamp to be changed it may still be secured by a plastic tie-wrap, which

should be cut off first. The replacement lamp, which can be purchased from most hardware and DIY stores, (ask for a 16 watt 2D lamp), just pushes straight into place. Then replace the cover and the jobs done.

What to do if your electric trips out

The electrical system now being fitted in Council properties is fitted in compliance with electrical wiring regulations BS7671. The system is the safest possible but because it is so sensitive it will trip out if it detects a fault in the system or, more likely, an appliance.

If this happens, before ringing the repairs team to ask for an electrician, it's a good idea to check yourself to make sure one of your appliances is not at fault as you could be charged for the call out if this is found to be the case.

If you lose all or part of your electrical power, first check the consumer box to see if one of the switches has tripped out. If one of the switches in the box is down, it is most likely that

an appliance has a fault. The best way to find out if this is the case is to unplug all appliances and then reset the switch in the consumer box. Next plug the appliances back in, one at a time, and when you come to the one with the fault it should trip again, however, this is not always the case as items such as fridges, freezers, irons etc can trip the RCD only when in certain condition i.e. when reaching a certain temperature, thus the trip will not operate until the offending appliance reaches the fault condition again (which could be some time).

In brief

- 1 Unplug everything
- 2 Reset trip in consumer box
- 3 If still tripping, make sure all appliances are unplugged and try again
- 4 If still tripping contact the repairs team
- 5 If the trip resets plug in appliances one by one
- 6 When/if trip does operate, remove that appliance from the socket and have it tested.

Letters to the Editor

Dear Editor

We are half way into 2012 and I would like to take a moment to thank all those people who have helped us within Waveney District Council.

Our tenants Services Contacts, on the back page of the magazine has been a help to many tenants, this has been proved by the fact it has been requested the competition be moved so tenants do not have to cut into the contact list. I hope more will use it as a reference to find out who they require.

So I would like to say a huge thank you to all who have given their time to work so hard and I know will continue to do so.

Lesley Riley,

Ps. where are your letters?

Dear Editor

I must say we are getting a bit disillusioned with the council, firstly they took away our lovely seat which if we hadn't asked for it to be painted it would still be there but no, they said 'it was dangerous' so had to saw it up, what if we hadn't mentioned it? It would still be there, and we also asked if our square could be swept and something done about the weeds growing through the brick work but no one has done a thing. Poor /Phil who had it done for us would be horrified.

What is also the matter with the path leading down to Love Lane near our bungalows, there are two holes in the brick work which has now had three people over; I know this has been reported at least twice!! The path itself is so uneven that one tenant has had to have her mobility scooter repaired because of it.

I do hope you take our grievance seriously because such a lovely area is being neglected and this is such a shame.

Y. H, Silverwood Close

A selection of reviews from the repairs section:-

Job – building, electrical & fitting works to kitchen refurbishment

I spent all my working life in the building trade time served with R. G Garter and all the work was top class, all the workmen were as good as I have ever worked with. A credit to the council.

Mr EA J, Lowestoft

The service I received was first class. The heating system made such a difference to my home and quality of life – it is a luxury to have a warm home and the savings on the cost of electricity are phenomenal! I wish to convey special thanks and appreciation to John Walchester whose professionalism and speedy response made this possible. Thank you John and all those included in transforming my home.

Ms WM H, Bungay

Problem – only cold water from mixer shower

The first man was very good but the next lot left the floor full of muddy water. Why it was near the door when the shower is the other end I don't know I had to throw clean towels on the floor to mop the water up so I could use the toilet, we are both disabled, in our 70s and have carers come in, I found this unacceptable.

Mr CT S, Lowestoft

Problem – shower waste pump

Very unsatisfied, just fobbed off, it was not the pump in the end it was to do with Immersion heater and overflow going into wet room.

Mrs MN, Halesworth

Job – Front door very difficult to close

Nothing the workman who carried out the repair was very polite and did the repair with no fuss or moaning, quickly and cleanly, excellent service. The lady who took my call was very very good getting it done the same day. Thank you both.

Mrs C R, Beccles

Giving Tenants a bit of support

We are delighted that the Housing team have put money into providing us with some support by employing a Tenant Involvement and Support Officer. Charlotte Read has now been doing the job for some 3 months on a part-time basis and has settled in well. "I love the day to day contact with tenants and hope the support I give helps those active tenants that do a fantastic amount of work for their community". Roy Pointer (Chair of the Tenant's Forum) agrees, "Charlotte has really helped some of the groups and meetings we have and her support is really appreciated".



Changes to Housing Benefit from April 2013

There are two changes happening to the Housing Benefit Scheme that may affect how much help you receive towards your rent.

Are you of working age and does your home have more bedrooms than you need?

The first change is to introduce a reduction to the maximum amount of Housing Benefit you can receive if you are not retired and have more bedrooms in your property than you need. A reduction of 14% will be applied for one bedroom too many, or 25% for two bedrooms or more. To decide if you have too many bedrooms the Government use the same rule as is currently used in the Private Rented Sector. This is calculated as follows;

One Bedroom for

- Every single adult or adult couple
Plus One additional Bedroom for

Any child aged 16 or over

Any 2 children under age 10

Any 2 children of the same sex aged under 16

Any other child

Do you receive out of work benefits that total £500 per week or more?

The second change is the introduction of a cap to the maximum amount of out of benefits a household can receive. Out of work benefits are benefits that you receive when you are not in employment. If you and your household receive more than

£500 per week in out of work benefits the amount of Housing Benefit that you receive will be cut to reduce your total benefits income to £500. The Government has sent letters to those that may be affected to help prepare for this benefit cut.

If you are in receipt of Disability Living Allowance, Working Tax Credit, The Support Component of Employment and Support Allowance, Attendance Allowance or War Widows/Widowers Pension your benefit will not be capped and you will be exempt from this benefit cut.

For further information visit our website www.waveney.gov.uk or contact us by telephone on 01502 523535 or Email: benefits@waveney.gov.uk.

Have You Got What It Takes?

Waveney District Council are in the process of setting up a Scrutiny Panel to give tenants more power to enable us to challenge decisions made on our behalf by councillors and officers.

This move by Waveney is yet another step for tenant involvement at a higher level and is most welcome and will strengthen our role in making decisions that affect all tenants.

Full training would, of course, be given and when fully effective this panel would be able to challenge Waveney on all aspects of the services they provide to us, such as house maintenance and repairs, services provided by Waveney Norse which includes grounds maintenance, grass cutting etc. which, of course, concerns us all.

You may be aware that Waveney District Council has already set up a decision making panel named HoBTS

which stands for Housing Benefit and Tenant Services Consultation Group. This group of people includes officers, councillors, representatives from DIAL and CAB together with tenant* representatives. This group has become the pre-eminent decision making one for tenants in Waveney. It is already making a real difference to us and would be further strengthened by a Scrutiny Panel questioning policies made by Waveney District Council and feeding their findings to HoBTS to make final decisions to present to the Council cabinet. This is a very exciting time for tenants to help the Council make the right decisions for us.

To this end I am asking you if you would like to come on board and join the Scrutiny Panel. More tenants are required for this most important job, the closing date will be the end of August.



Probably the easiest way to become involved is to how you would be able to contribute contact Dave Howson on 01502 523146 or myself on 07765 504838.

Roy Pointer, Chairman Waveney Tenants Forum

A New Agreed Level Of Service On Looking After Our Grounds

We met with Waveney Norse and David Howson to agree a new standard of grounds maintenance across housing land in Waveney, and we are pleased to reproduce it here so all tenants can see what to expect over the coming year.

The grass cutting is the highest profile, and receives most complaints actually, but below is listed all aspects of the service we pay for from Waveney Norse who seem pretty keen to deliver a good service to tenants.

- **Shubbery** - Waveney Norse will do annual visits in the winter to really clear out areas, and then up to two quick summer visits could take place. **STANDARD:** Shubbery should not pose a risk or hazard to residents at any time, and footpaths should be kept clear from overgrowing vegetation (though minor encroachments will be tolerated unless the footpath is particularly narrow).

We recognised that some shrub beds are in need of a lot of attention and that there is a need for a recognised process that residents can go through to request that work takes place or that a shrub bed is removed. **STANDARD:** Tenants have the ability to request work directly to one point of contact. This is the Waveney Norse Supervisor Mr C Levett whose contact is 01502 527122 or by email to chris.levett@ncsgrp.co.uk. Communities can request removal or improvements to shrub beds with use of the Environmental Grant, and we encourage tenants to do so.

- **Estate Walkabouts** - This is seen as being of real value and the walkabout should include not just Waveney Norse, but the Housing Officer, the local tenant representative, and even the Police. **STANDARD:** that areas with an active tenant representative may have an annual estate walkabout arranged by the Housing Officer.
- **Hedges** - A key issue that we did not know was that no major tree or hedge work takes place between early February - late September because of birds nesting. You are reminded you have responsibility for hedges around your own garden, but communal hedges will be maintained by the Council. **STANDARD:** Communal hedges will be maintained on an annual basis (subject to plant type).
- **Trees** - Tenants are also responsible for all trees within their garden, and the Council will not maintain them. The Council will only become involved if it is believed that a tree may be damaging the fabric of the property. **STANDARD:** All enquiries should be directed through the Housing Officer rather than directly with WN. Trees that do not lie in any properties garden are regarded as communal, and these are treated differently. These trees will be reported directly to WN and managed in accordance with the Council's tree policy.

- **Grass Cutting** - All grassed areas in the Housing Departments ownership should be cut at 3 weekly cycles, though this would be at any time that week rather than on a specific date. Grass cutting takes place from the middle of March each year to the end of October. **STANDARD:** All footpaths should be swept or blown clear immediately after cutting (though it is accepted that weather etc can blow cuttings back onto footpaths). I would just remind you that grass cuttings are not collected by the grass cutting team, and in fact never have been due to the cost of doing it as well as the real problem of disposal of tons of grass cutting.

- **Weed-killing** - There is no schedule for weed killing and all requests should be directed through the Housing Officer. **STANDARD:** It will only be on rare occasions that weed killing will take place and there will be no weed removal.

- **Footpath edging** - There is no schedule for footpath edging, though it has been agreed that this could be something that benefits an area. **STANDARD:** Sheltered housing footpaths will be edged annually, and residential estates only will benefit from footpath edging on a five year rotation. It is accepted that there will be occasions where a tenant who is elderly or infirm may need special consideration and they should contact their Housing Officer directly.



OLYMPIC WORD SEARCH COMPETITION

This time our word search is relating to Olympic events.

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

- ARCHERY
- ATHLETICS
- BADMINTON
- BASKETBALL
- BEACH
- VOLLEYBALL
- BOXING
- CANOEING
- CYCLING
- DIVING
- EQUESTRIAN
- FENCING
- FOOTBALL
- GYMNASTICS
- HANDBALL
- HOCKEY
- JUDO
- PENTATHLON
- ROWING
- SAILING
- SHOOTING
- SWIMMING
- TABLETENNIS
- TAEKWONDO
- TENNIS
- TRIATHLON
- WATERPOLO
- WEIGHTLIFTING
- WRESTLING

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 August 2012.

The winner, who will be picked at random, will receive a £10 voucher.

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

Name: _____

Address: _____

Postcode: _____

Last Edition Winner - Issue 34 Winter 2012 - Mrs Cook, 4 Shadingfield Close, Lowestoft

Have your say... Your views are needed!

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:
Waveney Tenants Magazine, 88 Silverwood Close, Pakefield, Suffolk NR33 7JL, or to Charlotte Read, Tenant Support Officer, Waveney District Council, The Depot Rotterdam Road, Lowestoft, NR32 2EF

What is an environmental grant?

I certainly did not know the answer to this question but do now! When I first moved to Kessingland some six years ago, I was struck by how pretty the village is and felt very lucky to be living here.



In our Close (Griffith Close) the majority of us are either elderly or disabled or both and back then I was one of the younger ones and noticed many little things about the environment near to me that I felt needed some improvement.

I approached the Council about such things as tree cutting and weed removing and was successful in getting things done. However, there was one thing in our close which was a real eyesore. This was a large raised 'garden' which had been left to run wild and was covered in nettles, ground elder and cat mess. I asked the Council about this to see what could be done, but as it had been unattended for so long, I got nowhere, so I rallied a few neighbours and between us we dug and hoed and planted and weeded and got the garden to look good. However, time passes and we all got a bit older and the raised garden was so high that to access it we had to use a stepladder and the job got more and more difficult. In addition, some of the more able-bodied tenants moved

away and were replaced with more disabled people who could not help.

This is when the Environmental Grant was brought to my attention by Kath Scott and with her help I completed the forms, got a petition signed by all the residents here and put our case forward to the Appraisal Panel to ask for funds to remove this garden which by now had become a "monstrosity" as no one was fit enough to look after it any more.

It took time but our claim was approved and now the garden has finally been removed by Waveney Norse. The area has been seeded and once the grass grows this is going to look so much better. It already looks more open and inviting and we are hoping that come this summer tenants will bring their chairs outside and we can sit and chat and have a cuppa together.

This has improved the environment, this is what this grant is all about, so if your area needs some attention which cannot be covered by the Council's day to day care, then why not apply for a grant? With Council funds being tight, we tenants have to find our own way to improve our area and the money's available if you are able to put in the effort needed.

Lora Meredith,
Griffith Close, Kessingland

Editors note – If you have a project or improvement in your area/community you would like to see happen then contact Charlotte Read, Tenant Support Officer 01502 523173.

Tenant Forum Members Retire

Pam Grainge and
Bunty Pledger



Pictured above from left to right Tenants News Magazine editor Mandy Wiles presenting Pam with a bouquet of flowers from all her friends and colleagues.

I would like to say a huge thank you to Pam and Bunty for all their hard work they contributed to the Tenants Forum in representing their neighbourhoods and communities.

Pam has served several years on many different committees representing and supporting the tenants and community in Kessingland, and will be missed by all.

Bunty has also served several years representing and supporting the tenants from Crick Court and Southwold, and will also be missed by all.

IF ANY TENANTS WOULD LIKE TO OR INTERESTED IN REPRESENTING ANY OF THESE AREAS OR WHERE YOU LIVE PLEASE CONTACT ;

Charlotte Read Tel; 01502 523564
(Tenant Involvement and Support Officer)

Tuesday 4th September 2012 at 1430 - 1530. Amy Court, Rotterdam Road, Lowestoft
Deadline for agenda items - 21st August

Tuesday 27th November 2012 at 1430 - 1530. Whitton Court, off Dell Road.
Deadline for agenda items - 13th November

Tuesday 19th February 2013 at 1430 - 1530. Amy Court, Rotterdam Road, Lowestoft
Deadline for agenda items - 5th February 2013

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	Andrea Dennis	01502 523424
Housing Officers	John Barber	01502 523128
	Leah Anderson	01502 523165
	Val Richardson	01502 523166
	Angie Woodrow	01502 523121
Rent Enforcement Officers	Elizabeth Allen	01502 523125
	Tracy Lord	01502 523164
	Mike Hill	01502 523129
Nuisance Enforcement Officer	Wendy Harden	01502 523122
Accounts & Systems Administrator	Anna Durance	01502 523123
Sheltered Housing & Home Alarm		
Sheltered Housing		
Sheltered Housing & Allocations Officer	Jayne Sissen	01502 586265
Tenant Evolvement & Support Officer	Charlotte Read	01502 523564

Housing Repairs

Principal Services Manager	John Brown	01502 523592
Service Manager (Housing)	Kevin Barrett	01502 523584
Service Manager (Building)	Andy Elvin	01502 523483
Contacts & Estimates Manager	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
Asbestos Surveyor	Roger Fleuty	01502 523568
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
Health & Safety Advisor	Norman Lovelock	01502 523582
Quality Monitoring Officer	Julian Hogg	01502 523489
Support Services Officer	Andrew Duncan	01502 523496
Estate Caretakers	Dean Sterling	07788 958679
	Adrian Brown	07788 958680

Useful Numbers

Tenant and Residents Associations

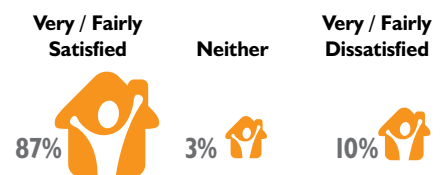
Beeches Estate Tenants & Residents Association	01502 574802
Gunton Estate Tenants & Residents Association	01502 564601
North Lowestoft Tenants & Residents Association	01502 564601
Bungay Tenants & Residents Association	07765 504838
Kessingland Tenants & Residents Association	01502 741113
Silverwood Close & Laxfield Way, Pakefield	01502 516601
Whitton Tenants & Residents Association	01502 539275
Shadingfield & Willingham	01502 575259
Halesworth Residents Association	01986 875319
Tenant Participation	Charlotte Read 01502 523173

Latest update on the performance of the Housing Team

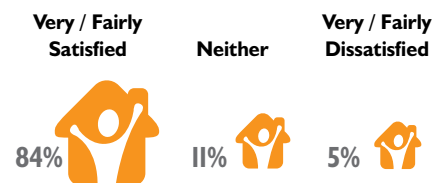
As part of our ongoing commitment to keep you informed on the performance of the Housing Team we have printed the latest figures for the last 3 months.

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

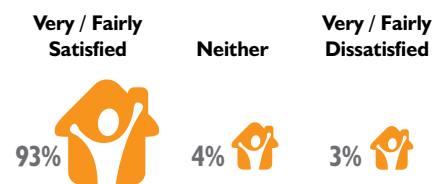
What is the overall satisfaction with the housing service?



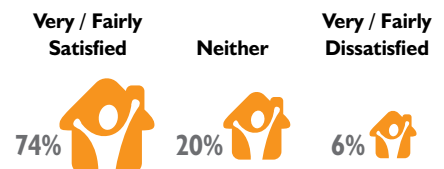
How relevant and interesting is the Tenant's Magazine?



What is the satisfaction with the repairs and maintenance?



What is the satisfaction with my views being taken into account?



Waveney District Council
 Serving the Community

Published by Waveney District Council Housing on behalf of Waveney Tenants Forum.

Housing Services, WDC, Lowestoft, NR32 1HS
 Tel: 01502 562111 | Website: www.waveney.gov.uk