

www.southanglia.org

Autumn issue 2010



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## Tenants Conference



The South Anglia Tenants Conference took place on 29th July at Whipsnade Zoo and over 300 of you were there.



**A**s well as departments from South Anglia, 13 of our partner organisations attended the conference. Some of the partners in attendance included AMS, our repairs contractor, Beds Fire and Rescue, Beds Police, Noah furniture recycling and Positive Solutions Mediation.

The purpose of the day was to provide an informal environment for you to learn about the services provided by South Anglia. Our partner agencies also wanted to

explain to you what they do. In addition, the conference provided an opportunity for residents to get to know each other and to chat to South Anglia staff in an informal setting.

With all that in mind the day was also organised for residents and staff to have some fun! There were numerous games and activities for everyone to enjoy. A bouncy castle and space hoppers had been set up outside and a face painter and balloon modeller were

on hand to entertain the younger attendees inside. Floor games and a guess the sweet competition were also set up. There were several fantastic prizes won including bikes and MP3 players.

We collected comments from residents on the day, so we want to say a big thank you for all your feedback. One South Anglia Mum said *"It's brilliant that this conference was organised during the summer holidays. It's hard to keep the children entertained every day and*

*today has been so much fun for all of us, the children loved the games and of course seeing the animals in the zoo! I have also learnt so much about what South Anglia offer that I didn't know about."*

A company called Airspace videoed the event and we are planning to make a podcast and post this to the website for you to see.

South Anglia is always keen to hear your views and we welcome suggestions for next year's conference

as well as any ideas as to what you would like to see happening there.

To give your views on this year's conference or make suggestions for next year, please contact South Anglia Housing.

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## DO YOU HAVE A WORKING SMOKE ALARM AT HOME?

IF NOT YOU ARE MORE THAN TWICE AS LIKELY TO DIE IN A FIRE



200 people die each year in accidental fires in their homes, caused by smoking materials, candles, and other factors such as cooking appliances.

You can reduce the risk of fire in your home by following some simple fire safety steps.

Social Housing landlords have a responsibility to you and your home and must ensure that gas and electrical appliances they supply are safe and in good working order. Your landlord may also fit smoke alarms in shared accommodation and communal areas. Speak to your landlord if you have any questions or concerns.

**1** **Top tip** Fit smoke alarms on each level of your home.

**2** **Top tip** Test your smoke alarms weekly. Never remove the batteries.

**3** **Top tip** Put it out. Right out! Make sure you put cigarettes out properly and never smoke in bed.

**4** **Top tip** Plan an escape route and make sure everyone knows it and where door and window keys are kept.

Your local fire and rescue service offers free Home Fire Risk Checks and may be able to fit free smoke alarms in your home. For more information visit our website below:

[www.direct.gov.uk/firekills](http://www.direct.gov.uk/firekills)



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## Resident Column – Mrs Patton



**M**rs Patton, who lives in Hollands Croft in Hunsdon has found a way to brighten up her neighbourhood by creating a flower filled front garden which is truly beautiful. When asked about her passion, Mrs Patton says "I love to spend time in my garden tending to the flowers. I have so many nice comments from the villagers and passers by. It's always nice to hear the comments and makes me feel good but I don't do it for that reason, I just enjoy gardening so much. I change the design of the garden every year and generally start planting around

*May time. My husband and I also have two local allotments where we grow vegetables. It's great to be able to feed ourselves and our 15 grandchildren healthy food that we have grown ourselves; it also keeps us active during our retirement."*

Mr and Mrs Patton have been mentioned on the local parish website if you want to take a look [www.hunsdon.org.uk](http://www.hunsdon.org.uk)

If you have a passion or hobby that contributes to your local community and you would like to be featured in Home Matters, please contact Carla Wood on **01376 559401**.



## Bank Accounts – the basics

Bank accounts can be very confusing, especially in this financial climate. Banks are constantly changing their rules as to who can apply.

**S**outh Anglia Housing is constantly looking for ways to improve the services we offer to you, and the Income Team have been doing some research around basic bank accounts.

It is important that you have a bank account that is working for you. We know that some people do not have a bank account at all, and for other people that do have a bank account, the charges they are incurring are astronomical.

Below is a list of the basic bank accounts available from each of the High Street Banks or Building Societies and the features of each account. The Income Team have spoken to the branches in Bishops Stortford town centre who all indicated a willingness to help South Anglia residents wherever possible.

If you feel that now is the right time to open a new bank account, or if you would like to switch accounts, use the information below to

select an account and then approach your local branch. Once you have held one of these accounts for 12 months, in good order, you may then be entitled to additional benefits or an enhanced account.

If you live in or around Bishops Stortford please contact the Income Team on **01279 714 799** to discuss this, as we have dedicated contacts in some of the local banks who will be more than willing to speak to you.

Bank name & any special name for the account	Minimum age to open account	Direct Debits & Standing Orders (1)	Debit Card (Solo, Electron, Maestro, or Visa Debit)	Free Access to bank cash machines (ATMs) in the UK
Santander - Basic Bank Account	16	Yes	No	Yes
Alliance & Leicester – Basic Cash Account	16	Direct Debits only	No	Yes
Bank of Scotland – Easycash	16	Yes	Electron	Yes
Barclays – Cash Card Account	18 (2)	Yes	Visa Debit	Yes
Clydesdale – Readycash	16	Yes	Maestro	Yes
Co-operative Bank – Cashminder	16	Yes	Visa Debit	Yes
First Trust Bank – Basic Bank Account	16	Direct Debits only	No	No – own ATMs only
Halifax – Easycash	16	Yes	Electron	Yes
HSBC – Basic Bank Account	18 (2)	Yes	No	Yes
Lloyds TSB – Cash Account	18	Yes	Visa Debit	No – own ATMs only
Natiowide – Flex Cash Card	16	Yes	No	Yes
Natwest – Step Account	16	Yes	Solo	Yes
Northern Bank – Northern Personal Access	14	Yes	Maestro	Yes
The Royal Bank of Scotland – Key Account	16	Yes	Solo	Yes
Yorkshire Bank – Readycash	16	Yes	Maestro	Yes

(1) banks may cancel SAs/DDs if you do not have enough money in your account to pay them on more than one occasion

(2) 16 and 17 year olds can open similar accounts

## Note from editor

### Welcome to the autumn edition of Home Matters.

A special welcome goes to our leaseholders and shared owners. After consultation on the information leaseholders

and shared owners receive, it was agreed that Home Matters should go to all our residents. We hope you enjoy this, and future editions.

If you wish to opt out of

receiving this newsletter in paper format and receive it via email instead simply send your name, address and email address to us at [resident.communications@circleanglia.org](mailto:resident.communications@circleanglia.org) or write to

us at the address below.

**The Editor, Home Matters  
6 Central Avenue  
St Andrews Business Park  
Thorpe St Andrew  
Norwich, NR7 0HR**



# Improving Property Services



The purpose of the Quality Action Group (QAG) is to challenge how Property Services are delivered to you. The forum also meets to discuss innovative ways of improving this service for you.

The group is currently quite small and already includes a member of the South Anglia Board. We are looking to grow the group in the near future.

Proposals that have been approved and actioned by the QAG to date include:



Proposal	Action
Gas warning stickers put on the keyhole of properties where the gas safety certificate (CP12) has expired	These are already being used.
Service interval timers for gas systems. After 12 months, the timers would reduce the heating output and can be set up to warn the resident that the gas safety check is due. These could be fitted when fitting a new boiler or a new heating system. Alternatively, these could be fitted to SA units where we have had problems gaining access to the property to carry out the annual gas safety checks.	We will assess how this has impacted on residents in another Group RP before introducing to SA units.
Property managers to carry a laptop and printer which has a link to the office systems. This would allow the surveyor to give residents a letter onsite detailing what has been discussed and what the next actions are. This proposal was suggested as a result of feedback from residents which revealed that after Property Managers visited residents, there was confusion about what would happen next.	An investigation is under way to assess the best value equipment that will meet the requirements.
Gas servicing letters	The letters in use have been approved by the group, but we are revisiting to see if we can make any improvements.

Other issues the QAG have influenced are varied and include:



- The moving in pack customers receive when they move into their new home.
- South Anglia's choice of kitchen manufacturer
- Fact sheets containing information and usage
- New product analysis
- Advice on controls in your home like stop cocks and gate valves as well as advice on how to manage condensation.
- Out of hours processes and customer service standards
- Extended opening hours
- Meetings are held roughly every six weeks, usually at our offices in Bishops Stortford, although venues through Herts, Essex and Beds can be arranged to suit members. We are keen to have more residents participate through the QAG and if you can't make the meetings, you can still play a key role by sending us your thoughts by prepaid post or email.

## We need you!

South Anglia Housing aims to be a listening organisation and we have a vision of involving our residents in everything we do. Would you like to give us your views about our services? Would you like to influence how improvements can be made? If so would you like to become a member of the Access and Customer Care Quality Access Group?

The group will meet quarterly in a relaxed and informal setting so that members can discuss their thoughts and share their views.



For further information or to become a member please contact Kathy Thake on 07894483521

Call South Anglia on 0800 694 0159

## Mediation – Talking through anti-social behaviour problems

South Anglia can offer a mediation service to residents where there is a dispute between two or more residents. Disputes between residents can be varied but tend to be about things like:

- Parking disputes
- Noise nuisance – loud music late at night, shouting and swearing, barking dogs
- Behaviour of children
- Messy outside space such as rubbish and gardens which are not maintained

Mediation has proved successful in changing behaviour so that both parties in the dispute can resolve their differences without going through the expensive and stressful course of legal action.

### What is mediation?

Mediation is a process in which a neutral third party informally helps two or more people in dispute to seek a solution that is agreed and accepted by everyone involved.

Often it is about understanding, not about blame.

### When to use mediation

Mediation is an option if both parties are willing to take part. Mediation can take the form of direct, 'round the table' discussion, where the parties in dispute meet on neutral ground. If



they are unwilling to meet, the mediators will act as intermediaries, conveying messages between each of the parties.

### Resolving conflict

Ms X lives in a flat with her young school age daughter. The woman living on her own in the flat above, Miss Y, often comes home late in the evening with friends. The noise they make coming into the block and going up the stairs causes the daughter to wake up. Both she and her mother are losing sleep and it is affecting her performance at school.

Ms X spoke to Ms Y but this led to arguments and the problem continued.

SAH was approached by Ms X; SAH then made contact with Miss Y. After some persuasion, both parties agreed to mediation. This started with the mediator meeting both residents

separately to listen to what they both had to say. This was followed by a round the table meeting attended by both residents and the mediator. Both residents discussed their own behaviour and how the other person's behaviour affected them. By the end of the meeting they had agreed what needed to be done to resolve the problem.

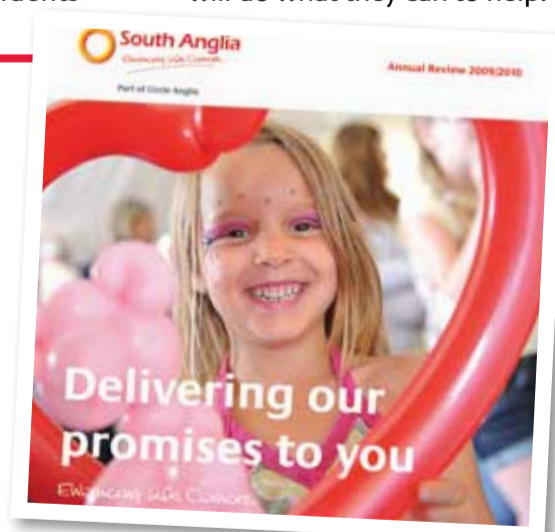
Since the second meeting, the residents are on much better terms and the daughter is no longer being woken in the night.

South Anglia has now closed the case; however both residents know they can come to South Anglia if they experience problems in the future.

If you are disturbed or upset by the behaviour of a neighbour, please contact your Neighbourhood Officer who will do what they can to help.

## Check out the Resident Review

Included with this edition of Home Matters is your South Anglia 2009/2010 Annual Review. (This is for tenants only. If you are a shared owner or leaseholder, Circle Living's review of the year can be found online at [www.circleanglia-yourhome.org](http://www.circleanglia-yourhome.org) on the



'Circle Living' tab.) The publication details some of the things we are doing to meet the new standards set by the Tenant Services Authority (TSA.) The TSA has asked all housing associations

to tell their residents how they are meeting these standards. We hope you enjoy reading the South Anglia Annual Review.



The first Big Lunch event took place in Luton and was organised in partnership with Saints Community Centre of Luton Borough Council and Bedfordshire Police. Local media Bartham Press and Diverse FM supported the event.

Approximately 70 people attended, representing many different nationalities including Bangladeshi, Pakistani, Indian, Cuban, Portuguese, Malaysian, Caribbean, Cameroon, Polish, Irish and Italian. The food that residents brought to the event was of excellent quality, diverse and represented numerous cultures.

Residents took part in a variety of activities on the

day, including a bouncy castle, face painting, different board games, a penalty shootout and radio broadcast opportunity.

South Anglia resident, Mr Miah from Galliard Close said "I attended the event and have thoroughly enjoyed the day with my whole family. We met so many people from the same neighbourhood and tasted so many different types of food." He also added "There was a time when we all used to know each other in our neighbourhood but it doesn't exist anymore. Events like this bring us all together and help us get to know each other better. I would certainly like to see this event happening every year."



# New Estate Services coming to you in 2011

**S**outh Anglia is going through the tendering process to decide who will bring the grounds maintenance and cleaning services to your neighbourhood. The company that is chosen will be starting work from next February.

Some of you have already volunteered to help us assess the tender documents and have a say in which contractors will be successful.

We will also be looking for residents to help us monitor the work of the successful contractor to ensure that all neighbourhoods receive a consistent and high quality service. These are some of the things we need help with.

- Monthly Estate Inspections
- ‘Signing off’ the contractors work after each visit
- ‘Phoning in’ to confirm that the contractor attended a planned visit.

If you would be willing to help with any of these tasks, please contact your Neighbourhood Officer.



## Excellent Estates – Windmill Way and The Mews

**S**outh Anglia Housing is currently undertaking numerous Excellent Estate consultations across East Herts and Essex. We have completed works in two areas; Windmill Way in Much Hadham and The Mews in Sawbridgeworth. We were approached by residents from both estates asking if South Anglia Housing could help resolve some ongoing issues.

### Windmill Way improvements

At Windmill Way, residents asked about increasing the lighting to footpaths that were very dark and intimidating to use. After extensive consultations we were asked not to install street lamps as these would shine too much light into residents' bedrooms and would have additional costs to pay for the electrical supply. So after many discussions with residents it was decided that low level solar pillar lights would be the answer. We now have 13 solar lights installed to the communal footpaths and steps and we have been asked to install more! One

resident said *“it is wonderful to see where you are going now”* another told us *“my neighbour is on crutches and now uses the footpath to get to her car rather than having to go the long way round”*.

### The Mews improvements

At The Mews in Sawbridgeworth, the quality of life for residents was being negatively affected. The area has a wide pathway which is on a slope between two rows of properties. Young people were using this slope and steps to practice their skateboarding skills. The regular noise of skate board wheels on paving slabs was causing upset to residents living in the area. South Anglia Housing suggested to residents that we could install tactile paving slabs to the walkway. Tactile paving slabs are paving slabs with either slots or small bumps built into them. This prevents small wheels, on skateboards for example, being able to ride over them but won't affect wheelchair or pushchair wheels.



### Planned improvement works

South Anglia Housing will soon be delivering estate improvements works to the following nominated areas;

- Sutcliffe Close in Stevenage
- Sayers Grove in Brentwood
- Vicarage Close in Bishop's Stortford
- Brookfields in Aston
- Blackwater Close in Burnham
- The Cloisters in Kelvedon
- Vernon and Lynton Ct in Bishop's Stortford
- Urban Road in Bishop's Stortford
- Peasecroft in Cottered.



If you would like to nominate your area for consideration for estate improvements then simply log on to the South Anglia Housing website and complete the online request form [www.circleanglia.org/south-anglia/get-involved/excellent-estates/](http://www.circleanglia.org/south-anglia/get-involved/excellent-estates/), or contact Rob Barrett, Excellent Estates Project Manager on 01279 714752 or email [robert.barrett@circleanglia.org](mailto:robert.barrett@circleanglia.org)

# The Customer Services Team



## About the Service

The Customer Services team answer all incoming calls at the Service Centre in Bishop's Stortford. We provide a friendly and professional approach to handling your calls and strive to answer your enquiries first time so that you don't need to call us back.

On average, the department answers 5000 calls a month and 85% of these are answered in 30 seconds. When you call us, you have the option to speak to a choice of advisors depending on your query.

Option 1 is the Repairs Team, this is made up of seven advisors and a manager; they log all new repairs and get involved in resolving any repairs issues. Option 2 is the Non-Repairs Team and comprises of five Advisors and a Manager. This team deals with a variety of queries including rent enquiries, neighbourhood issues and tenancy agreement questions.

The staff are fully trained and every call is recorded. This is so that we can hold call development sessions with each advisor and discuss how to make improvements.

### Tailoring our Services

When calling us, if English is not your first language we can offer an interpretation service there and then on the phone. We can also accept type talk calls for people with hearing difficulties.

### An Average day in the Centre

Monday mornings can be very busy. Staff arrive for work at approximately 8.15, we log on to our systems ready to take your enquiries from 8.30.

The repairs team process any works that took place out of

hours. They start to process emails from staff who have visited you in your homes. There is a phone for staff to call whilst out and about which is named "The Bat Phone", this gets very busy, particularly during wet and cold weather periods.

Lunches are taken in intervals to ensure you still receive a high standard of service.

All staff have a good working relationship with the other departments within South Anglia so if the person who answers your call can't help, they will know someone that can!

### Staff performance

All Customer Service staff have access to an on-line handbook, this contains information we require to help you; it is also the tool we use for recording details of a call. Every staff member has performance targets that we strive to meet each day. The department's overall performance is recorded each day, week and month so everyone can see how we are doing. Last month's results showed us that 98% of calls were answered and 91.4% of your calls were answered in 30 seconds.

## How to access the Service

Our Centre is open from 8.30am–5.00pm Monday to Friday and you can reach us by calling: 0845 6001543 local rate, 0800 6940159 Free phone number 01279 714714 (please check with your provider).

You can visit our website [www.circleanglia.org](http://www.circleanglia.org) to log an enquiry. Customer service staff will answer your emails. You can also view your repair history, pay your rent, and view your rent balance online.

You can call in and see us at our main office to access all services

**No1 Building Ground floor  
The Cause Way  
Bishops Stortford  
Herts CM23 2ER**

We do have other local offices that you can visit, details are listed below. To book an appointment please contact us on the numbers above.



Office	Opening Times
Vange, Basildon	Monday–Friday 9.00am–5.00pm
Braintree and Luton	by appointment
Middle Oak Hatfield	Friday 9.30am–12.30pm or by appointment
Sutcliffe Close Stevenage	Wednesday 9.30am–12.30pm or by appointment
Berecroft Harlow	Wednesday 9.00am–1.00pm or by appointment

## Who is in the team?

**Head of Customer Service –**  
Kathy Thake

**Customer Service Repairs Manager –**  
Jan Jenner

**Customer Services Non-Repairs  
Manager –** Phil Middleton

**Administrator –** Cherie Dipple

### Repairs Team Advisors –

Louise Llewellyn  
Alicja Miklewska  
Denise Rout  
Leanne Holt  
Julie Roler  
Holly Simmons  
Gemma Barter



### Non-Repairs Advisors –

Renee McKenna  
Tracey Hawkins  
Sharon Colson  
Roma Rowley  
Rukia Mojid

### Receptionist –

Lynn Campbell  
Hilary McSweeney



## Are you getting the best deal from your energy supplier?

The cheapest gas and electricity supplier for you depends on several different factors. The most important ones are where you live and how much energy you use. By switching your energy supplier you could save money. To see if you could make any savings visit [www.uswitch.com](http://www.uswitch.com) or telephone free phone 0800 404 7908.

Tips to ensure you are paying the correct amount for your energy bills

- Check your bills, they will indicate which tariff you are on. If you are unsure contact your energy supplier and find out what price plan is best for you

- Regularly check and provide meter readings to your energy provider. This will ensure greater accuracy and reduce the risks of being overcharged.
- If you are on the wrong tariff or have been overcharged go through your old bills and work out how much you are owed. Give your energy supplier these readings and figures which they can then check on their system.

Some energy suppliers now offer reduced rates for customers who pay by pre-payment card or token

meter, often matching the rate given to Direct Debit customers. Have a look at the offers at [www.uswitch.com](http://www.uswitch.com) and [www.moneysupermarket.com](http://www.moneysupermarket.com) or similar comparison websites. Some customers have reportedly saved up to £400 per year by switching.



### Want to save money on your heating bills? – Top tips to reduce costs

- Move furniture away from radiators or heaters to allow heat to get out into the room
- Turn down thermostatic radiators in rooms that you do not use regularly and where temperatures can be lower
- Set the timer for your heating so that it comes on 30 minutes before you get up or come home in the evening and goes off 30 minutes before you go out or go to bed
- If your external walls are not insulated put some reflective radiator panels behind radiators that reflect the heat back into the room
- If you are too hot in your room, turn your heating down or off rather than opening a window
- Set your hot water cylinder thermostat to 60°C to save heating your water too much



## Don't be left in the cold this winter

The summer is near to an end and the cooler nights are drawing in. Before long, the frosty mornings will be upon us and we will all need to start heating our homes again.

**B**efore it gets too cold, South Anglia Housing advise all residents to check the central heating in your homes. All you need to do is turn your heating on for a short time to ensure the system is working properly and there are no problems.

Switch your heating on for 10 minutes to confirm that:

1. The boiler is working
2. The radiators in your home are warm

If you suspect there is a problem, please report this now so they can be resolved for you quickly and efficiently well before winter starts. This will mean that you won't be waiting around in the freezing cold for an engineer to come and fix the heating.

You can book an appointment on Telephone number 0845 600 1543.



## Leaseholders and Shared Owners



### Get Involved

If you are a homeowner and would like to become involved in making changes and improvements to our service then we have a range of events and activities for you to take part in.

**Circle Living Leaseholder Forum:** The group reviews services and performance across Circle Living.

**Focus Groups:** These are working parties of residents who are consulted on the development and improvement of a service.

**Consultation Panel:** The Panel consults on Policies and Procedures via email and post.

**Mystery Shopping:** Residents are asked to call, email and write to staff to 'shop' how well they respond to queries and requests.

**Estate Champions:** These are individual residents who want to attend site inspections with their Portfolio Manager and be a voice for residents where they live.

**Local Groups:** If you are keen to set up a local group or Residents' Association in your area then let us know and we can help.

For further information contact the Customer Liaison Team on 01603 595125 or email [customerliaisonteam@circleanglia.org](mailto:customerliaisonteam@circleanglia.org).

## Estate Inspections

**C**ircle Living conducts estate inspections for homeowners. These are carried out on a six weekly basis and by joining in the inspection you can help with the day to day issues on your estate. If you'd like to get involved or have any concerns that you would like looked into on your next visit please contact the South Anglia Circle Living Team on 0845 815 7500.



## Financial Advice for Homeowners

**W**e understand homeowners may be under financial pressures caused by changes in circumstances such as redundancy. Payment of your rent and/or service charges, however, is a priority. As such, we provide a number of services including budgeting advice, referral to money or debt advice agencies and benefit checks. Whatever your circumstances, even if you are not in arrears, call us to discuss what help we can provide. If you are in arrears, please do not delay in contacting us.

Contact the Income Team for all payment queries:  
Phone: 0845 234079, Fax: 01603 435703  
Email: [IncomeCL@Circleanglia.org](mailto:IncomeCL@Circleanglia.org)

# Resident Updates

## Vange Fun Days



During the school holidays, the Neighbourhood Officers in Vange run holiday activity clubs for the children living in the local area. These clubs are held on set mornings and afternoons allowing children on the estate to get together and play in a safe and controlled environment. Rachel Savory says *“being the Income officer for the area I decided to volunteer my services for the most recent event and although hard work, found it very rewarding.”*

Eva and Sara, two of the Neighbourhood Officers, do a great job of getting all the arts and crafts from a local resource centre so the children get to do painting, sticking and jewellery making whilst being supervised by the South Anglia staff. Sara and Josie are regularly bombarded by the children who

would like their faces painted, whether it be as spiderman, a tiger, a butterfly or anything else they can imagine. The popularity of this was unbelievable!

Neil, a Property Manager, usually runs the football and rounders, whilst Eva and Rachel help to supervise the games of giant snakes and ladders, bowling and space hoppers; they also help to top up of the refreshments. All in all these days are very successful and the facilities we provide give parents a much needed break from looking after the children.

Eva and Sara provide the Holiday Clubs at no cost to our residents and given that the holidays are sometimes long and can be expensive to entertain the children, the fun days provide a free and enjoyable way to keep the children occupied.

## How are we doing/performance update as of July 2010

Rent and service charge collection	98.0%	↑	😊
Current tenant arrears	3.7%	↑	😊
Re-let time (for all managed stock)	21.5	↑	😊
Vacant dwellings	0.8%	↑	😊
Emergency repairs completed in target	97.9%	↓	😞
Urgent repairs completed in target	96.3%	↑	😞
Routine repairs completed in target	96.5%	↑	😞
Tenants satisfied with the way the Landlord dealt with their last repair	93.1%	↑	😊

If you require this publication in large print, audio, Braille or an alternative format, or you need this document translated into a different language, please call 01279 714714 and we will do our best to help.

## Kaleidoscope Children's Centre

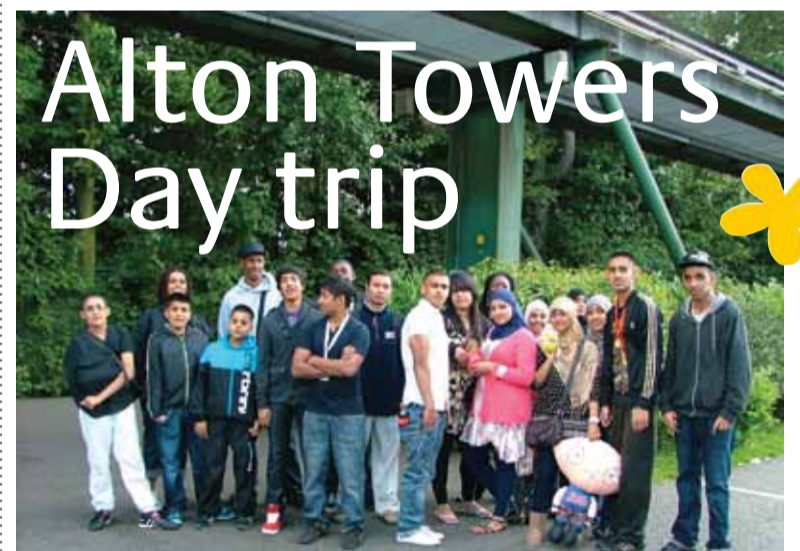


The Kaleidoscope Childrens Centre is based at Riverview Court in Vange, behind the Barge Pub. The centre is open Monday to Friday from 8am to 6pm and offers a range of sessions for children under 5 years. All Childrens Centre activities are inclusive and designed to be fun. Outreach workers can also see families on a 1:1 basis if needed.

Come along to the centre or call for further information

Kaleidoscope Childrens Centre  
27 Riverview Court, Basildon, Essex SS16 4NF  
Tel: 01268 581 478

## Alton Towers Day trip



On Thursday 5th August, three staff members from South Anglia (Ashuk Ahmed (Community Development Manager), Rachel Webb (Neighbourhood Officer) and Allana Dillon (Neighbourhood Assistant) supported volunteers from Mitalee Youth Association, in Luton, on a trip to Alton Towers. 111 young people took part in the trip.

South Anglia supports the work of a number of voluntary organisations, one of which is the 'Mitalee Youth Association'. Mitalee was awarded a £1,000 grant via Community Development for their summer school projects and used some of the money to fund the trip to Alton Towers. The rest of the money was used to provide well needed, structured and safe activities over the summer for young people living in Luton.

Neighbourhood Assistant, Allana Dillon said *“It was really good to spend time with the young people from our neighbourhoods in Luton. We would not normally have contact with them directly so it gave us the opportunity to get to know each other in a relaxed and fun environment”*.