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New astro-turf pitch for Lime Avenue
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Rent statements – we hope to mail out your rent statements and Home Matters together very soon – watch this space...

Decent Homes for all



Great progress has been made in the mission to provide Decent Homes for all our residents. So far Roddons has improved more than 1168 homes and we haven't finished yet!

Having got the project off to a flying start we intend to keep up the pace. Our priority is to get all homes up to the Government's Decent Homes Standard by December 2010.

This year, 1100 more homes will be improved by Roddons to ensure we meet this deadline. Work includes new kitchens and bathrooms, electrical upgrades, heating and boiler replacements, and roof, door and window replacements. Roddons is also looking at providing off-road parking and new fencing and at the ways we can help you save energy and money.

Work will be done in the four Fenland towns of Chatteris, March, Whittlesey, Wisbech and the surrounding villages.

We will write to residents whose homes will be improved this year. If you don't receive a letter by the

end of July, this is because we believe your home already meets the Decent Homes Standard. If you disagree, please write to us explaining your reasons and where necessary we will survey your home. See page six for contact details and our guide to the Decent Homes Standard, along with a summary of what we have done so far.

Don't forget Decent Homes doesn't stop in December. Our big target was to clear the backlog of improvements and deliver our transfer promises. We will continue to survey your homes and improve homes as needed.

The full programme of work is available at www.circleanglia.org/roddons. Find out more about the Decent Homes Standard on page six and inside this newspaper. ■

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Apply for your **free** eaga ShowerSmart - today

Save water and money on your household energy bill

As part of the Government's commitment to reduce the amount of energy we use, eaga have been working with energy suppliers and are able to offer every Home Matters reader a free eaga ShowerSmart.

Quick facts on eaga ShowerSmart...

- ShowerSmart regulates the water flow, saving water and money on your household energy bill.
- Save up to £600 over the product's lifetime
- Save up to £20 on your energy bills per year*
- Save up to £20 on your water meter, per year*
- 15 Year manufacturer's guarantee
- Easy self-installation
- Suitable for use with non-electric mixer showers or bath/shower mixer taps, provided they run off the mains water pressure

*Based on a 2-person household.



Let me have one
See back page for details



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Welcome from Alice Moss, March Ivy Leaf Residents Association



Alice Moss and family

Why I enjoy being involved in my housing association

"The important thing for people like me (a working mum of two) is that everything you do has to fit in with your job and your family. The same thing applies if you decide to get involved in your local neighbourhood.

I first got involved during the transfer process. Since then, I've found out about my local residents' group. My whole family attends the March Ivy Leaf Residents Association meetings. The meetings are in the evening which is handy for us. I volunteer to help organise bus trips and events that the March Association hold and the whole family helps with serving teas and coffees at the meetings.

We really feel welcomed and we enjoy attending.

I've also become a member of the Forum and have attended some training and confidence-building sessions organised by Roddons.

I like to be involved, and I like the fact that I can fit it into my life."

Alice is keen to integrate the young and the old within the local community. To help with this she is using grant funding from Roddons on behalf of the March Association to provide an event during the summer holidays for people of all ages. The aim of the event is to put together a 'Generation Gap' group and promote the way younger people can get involved with Roddons.

She is also working with Roddons Resident Involvement team and the local Police Support Community Officer (PSCO) to reduce fear of crime. In particular, the work is hoped to reduce elderly people's fear of young people in the area and influence services offered by Roddons.

For more information about getting involved with Roddons, see page seven.

Welcome from Pauline Ford



It gives me great pleasure to welcome everyone to the Summer edition of Home Matters.

This newspaper is ideal for showing how times are changing across Roddons. At the time of the transfer, residents had some key concerns about the future. In this edition of Home Matters you'll find articles updating you on progress. But I'd also like to answer these important questions personally.

You asked...

Q. Will the new organisation deliver?

A. Yes it has! Since the transfer, 1168 homes have received improvements.

Q. Will it listen?

A. Yes we do listen. You are responding by giving even more of your valuable time and input. 100% more residents are now involved in service design and quality monitoring.

Q. Will the organisation take anti-social behaviour seriously?

A. Yes we do. We've taken action and put resources in place.

'You said... We did' is an important part of our ethos. We will keep asking you for your opinions, and we will continue to deliver on our promises.

We are about to receive an external assessment on how far we have come to date. A trial run of a full inspection is scheduled for the coming months. Eight inspectors from the Housing Quality Network will be looking at everything we do. This will involve 'mystery shopping' of our services over the phone, at reception, via email, and at the Fenlandatourservice shop. They will also be talking to a wide range of residents for their feedback.

In the Autumn edition of Home Matters we hope to be able to tell you how we did.

Have a great summer!

Pauline Ford

Managing Director

Beat 'freephone' charges



Did you know that if you call an 0800, 0808, or 0500 number from a landline it's free, but if you call from a mobile it can cost up to 40p per minute? On top of that, calls to these numbers are very rarely included in mobile phone 'free' minutes packages.

There is now a way around this – simply call 0800Buster which connects you to the

freephone number and only costs the same as a local call. Plus the call is included in your 'free' minutes if you have them. Here's what you need to do:

- Go to 0800Buster.co.uk and follow the instructions in the top left hand corner
- Save the number on your mobile, so you can bring it up every time you need to phone a freephone number

0800Buster is totally free for you to use, it receives a small amount of money for handling toll free calls.

0800Buster only works for freephone, rather than paid-for numbers so it won't work for 0870/0845 numbers. However, it's usually possible to find geographical alternative numbers for 0870/0845 too.

Visit www.saynoto0870.com for more info. ■

Dear Home Matters Editor

Welcome to your summer issue of Home Matters. We have had lots of positive feedback to the new format and name of your resident newspaper. We value all your comments, so do let us know your thoughts.

One of the main reasons we have changed to the new 'newspaper' style is so we can deliver news to you in

a more cost-effective way. I am delighted to report that because of all the changes we have made, this newspaper costs less than 50p to write, design, print and post to you.

But we aren't stopping there. To save even more money and in a bid to reduce our carbon footprint, we are asking you to let us know if you would prefer to receive Home Matters by email instead of by post. If you

do want to receive paperless Home Matters, simply email your request to;

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

Remember, Home Matters is made from sustainable paper and can be recycled.

Helping you beat the credit crunch



What is financial inclusion?

We all have difficulty managing our money from time to time – how do we make it stretch and last? In credit crunch times this is even more difficult. To help residents, Circle Anglia and

its partners have increased the support and advice we offer to help make your money go further. That's what financial inclusion means – everybody having access to the same type of advice and support that makes managing your money easier.

What are we doing to help?

When Circle Anglia saw the recession coming we had to think about what we should be doing to help our residents and service users

through the tough times ahead. We thought about how we could improve your life chances – to give you the opportunity to make a better life for yourself, your

family and your community. We will concentrate on helping people find work and make sure that you have access to five different financial services.



- 1** Firstly we want all of you to be able to get advice about how to manage your money. How to budget? How to heat your home for less? What benefits am I entitled to?
- 2** Secondly we want you all to have home insurance. If you're burgled are you insured? Circle Anglia has an insurance offer. For more information, please call us on 01354 660 789.
- 3** Thirdly we want to help you save. Even putting some pennies aside for a treat is saving and if we all managed to save a bit more we can control what we do with our money.
- 4** Fourthly, if you need a loan, we want to make sure that you get the best interest rates available to you. We also want to help get rid of loan sharks. If you know of any call this confidential national hotline; 0300 555 2222. You can also text "loan shark" and your message to 60003. There is also a website that provides information on managing finances and how to borrow money safely, visit www.campaigns.direct.gov.uk/stoploansharks/
- 5** Finally, if you don't have a bank account you have to pay more to manage your money. If you would like advice about basic bank accounts please call us on 01354 660 789.

Circle Anglia has a financial inclusion strategy that sets out how we will support activities in all of these areas. It will make sure that we offer a decent service in all these areas to you.

For instance we can give advice to people who are in arrears with their rent. The earlier you tell us that you may be in difficulty with your rent, the better. This can often help us talk through options for you and help you

clear debts and enable you to stay in your own home.

We can offer financial advice and support to new residents who may not have had to manage their own finances before. How do we budget? It is difficult especially if you also need to buy new furniture or fridges. Quite often there is a local furniture recycling organisation that has good quality stuff.

The worse thing any of us can do is stick our head in the sands and pretend we aren't

having financial difficulties. We can help you find the advice and support you need.

Further information

The Financial Services Authority has lots of leaflets that offer useful advice, visit www.moneymadeclear.fsa.gov.uk/publications or call the Moneymadeclear helpline on 0300 500 5000.

The National Debt Helpline is a free service to help find the best solution to debts, visit www.clearstart.org or

call 0800 915 9592.

For information on how to access financial help from the government (if you are on low incomes), visit www.direct.gov.uk and click on the money, tax and benefits section.

New independent charity, Turn2us helps people access the money available to them, through welfare benefits, grants and other help, visit www.turn2us.org.uk or call free on 0808 802 2000.

Rodsons financial help

Rodsons employs a Financial Inclusion Officer who can visit residents to give financial advice and benefits advice. We are also providing training for all our frontline staff to ensure they can provide advice and assistance to customers on money, debt and benefit related matters.

Target rent

In the last issue of Home Matters and in the Q&A that was sent out with your March rent statement, we referred to 'target rent'. This was the first time many of you had heard of this term and it caused some confusion. Here we try to answer all your questions relating to target rent.

What is target rent?

Each of our homes has a 'target rent'. This is

the amount that residents should be charged given the property type, size and location. Unfortunately there is often a big difference between what councils charged residents and what the 'target rent' is.

How come the council could charge less rent than housing associations?

The amount of money available to fund social housing from the government has gone down a lot in recent years. When

the funding was higher, some councils were able to charge their residents less rent. This is no longer the case.

Why do housing associations need to achieve target rent?

It's fairer if everyone is paying the right level of rent that's been calculated in the same way. People should pay similar rents for similar properties in the same area, whether their landlord is the council or a housing association.

What are the downsides?

Tenants on lower rents will have to progressively pay more until they reach the correct level of rent. The target rent increases each year by RPI + 0.5%. For those tenants currently paying less than the target rent, an additional increase of up to £2.16 per week can be charged to move the existing rent closer to the target.

Is it compulsory?

The Tenants Services

Authority (TSA) requires all housing associations to be within a band 5% higher or lower than 'target rent' by 2012.

How do housing associations work out what residents' target rent is?

The size of the property based on the number of bedrooms, the value of the property and the local earning level will all be taken into account when calculating 'target rent'. ■

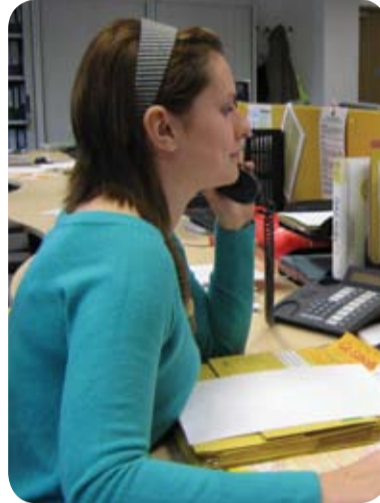
Meet the Gas Servicing Team

Roddons carries out its own gas servicing via its Gas Servicing Team.

Jim Sutcliffe and Rick Target – gas engineers



A day in the life...



Emma Hudson, Property Services Administration

The team carries out 2,500 services a year as well as dealing with breakdowns and repairs. They also install replacement boilers as part of our Decent Homes work as well as servicing oil fired central heating systems in some of our more rural properties. The team is made up of five people who are split into two further teams that cover the north and south districts in Fenland. The team has

worked together for years and are well known to our tenants. The team target for gas servicing is 100%.

When a gas servicing call comes in from a customer, it is processed and forwarded to the relevant team member's hand held PDA. This new IT system means we can get round to more customers and has helped us meet our gas safety certificate target. ■

"My main job is making sure we are delivering a good gas service, checking with residents and our contractors that appointments are kept.

In a typical week I will:

- Book around 60 gas servicing appointments
- Send out letters to tenants who have missed appointments
- Pass audits to the Gas Technician for tradesmen to make out of hours calls

Our priority is to make sure that 100% of our properties have a valid gas safety certificate (CP12). To reach this goal I work with our services manager to keep a track of overdue or nearly due services. Sometimes we have to take action to get into properties to do the checks. I speak regularly with our Neighbourhood Team and our Customer Services Team and provide them with weekly reports highlighting overdue and nearly due services." ■

Get out in your garden

With summer on our doorsteps we are all looking forward to spending more time outdoors. Whether you have a balcony with room for only a few pots or a large garden, there is plenty you can do to cheer up your view from your window. Here is our guide to making whatever outside space you have as nice as possible.

- Terracotta plant pots are fairly cheap; you can pick up various sizes starting from around £1 for a good sized pot. They look great as they are but you can brighten them up by giving them a lick of any left over paint you have hanging around. Or you could try raiding your kitchen cupboards for old bowls and pots or browsing your local charity shops, second hand shops or even reclamation yards for interesting potential planters.
- It has become something of a national trend so why not join in and have a go



at growing your own fruit and veg? You don't need much space and home grown food really does taste better! Tomatoes, chillies, potatoes, courgettes, strawberries and spring onions can all be grown with minimal space and effort.

- Plants from garden centres can be expensive so always try to grow from seed. This way you will get far more for your money but you will need to invest more time in nurturing them. At this time of year though, plants may be your best option.
- You don't need to invest in lots of expensive gardening equipment, all you really need is a trowel and fork.
- If you have the space, a compost bin is a great way to recycle household waste and generate nutritious compost for your plants.
- Don't use tap water on your plants as this can be costly if you have a big garden and you are on a meter. Simply recycle rain water and waste water from your kitchen. ■



Gardening service

If you are struggling with your garden and you are elderly or have a disability, you may qualify for our gardening service.

For more information or to find out if you qualify, please contact call 01354 660 789.

For further useful gardening information:

Useful tips on growing your own produce with handy video guides
www.bbc.co.uk/digin

Site full of offers and discounts on gardening products, plants and seeds
www.gardenfreebies.co.uk

Swap your left over seeds with other gardeners to make the most out of your money
swapseeds-subscribe@yahoo.com

Plenty of saving to be made on plants and seeds
www.thompson-morgan.com/latest-offers

Free salad seeds for all readers!

- Here's your chance to grow your own salad.
- Simply sign up to our paperless Home Matters by emailing us on resident.communications@circleanglia.org by 28th August 2009 and we will post you a free pack of salad seeds to grow for yourself.



Video Guides

For more hints, tips and video guides to making the most of your outside space, visit our website www.circleanglia.org/roddons.



Use promotional code 'WGA5APR' to get 5% off all purchases
www.gardencentre.co.uk

Focus On... Whittlesey



One of the four Fenland market towns, Whittlesey is situated on the outskirts of Peterborough and has a population of around 15,000.

A busy little town, it is centred around The Butter Cross which is one of the most important buildings in Whittlesey. There is a variety of businesses, a leisure centre, several primary schools and a community college named after Whittlesey's most famous son, Sir Harry Smith.

Historically, Whittlesey was known as Whittlesea and the town's railway station is still spelt this way. The town's prosperity is built around the rich brick clays and McCain's potato chip plant which is one of the largest in Europe.

Rodsons has 215 general needs properties in the town and two sheltered schemes – St Mary's House and Quinion Close. The latter is the second newest of the 15 schemes within Rodsons and comprises 33 one-bedroom bungalows. St Mary's House has 18 one-bedroom flats in the main building and eight one-bedroom flats in the annexe opposite.

Our Decent Homes contractor, Apollo, has been busy working on many of our properties in Whittlesey during the past year. So far, 82 homes have had new kitchens, 21 properties have been fitted with new bathrooms and 23 homes in Crescent Road and Crescent Close have been re-roofed.

Other properties have had full central heating systems installed, or new boilers or

been re-wired. A few have received new fencing and several have had off-road parking areas laid.

Work on a further 125 properties will be carried out by the end of the year.

Jane Towers, an arthritis sufferer has every reason to be delighted with improvements to her home in New Road as she had an over-the-bath shower fitted as part of her new bathroom.

"Because I am disabled, I had trouble using the bath and this shower is excellent, I am very pleased, it has made all the difference," she said.

Mrs Towers, 40, a mum-of-four who has lived in the property for a year, also had a new kitchen fitted and said the work was completed by Apollo without too much disruption.

Another satisfied resident is 92-year-old Ernest Carter of Quinion Close who has had a new kitchen and a new boiler installed. Mr Carter who has lived in the property for 21 years has also had his hall redecorated.

"My kitchen was very old and now it is lovely and modern and very nice indeed, just right for me. I am very pleased with all the work which has been done which took about a week."

Whittlesey has also benefitted from some community funding from Rodsons this year.

Just over £6,000 will go towards funding a volunteer to train with the Peterborough National Childbirth Trust (NCT) to provide support and courses for first-time parents at the Whittlesey Children's Centre.

And Whittlesey Junior Football Club was awarded £3,000 for new goalposts for the new football pitch which has recently been completed and will be used by more than 200 young players.

Whittlesey has a thriving Residents Association which meets regularly and which also holds Chatting Cafes at the town library as well as in Eastrea and Coates. For further information contact Irene Henson on 01733 208368. ■

Sheltered fund



Following the transfer to Rodsons, each scheme was allocated a budget of £10,000 to fund various improvements. Quinion Close had a new kitchen installed within the communal hall and benches placed around

the area for residents to sit on. St Mary's House had a replacement range-style cooker, new furniture for the communal hall and a new patio built at the rear of the annexe and a bench placed at the front entrance.

DID YOU KNOW THAT YOU ARE TWICE AS LIKELY TO DIE IN A HOUSE FIRE IF YOU DON'T HAVE A WORKING SMOKE ALARM?






The harsh reality is that 400 people die in accidental house fires each year in the UK caused by smoking materials, candles, unattended cooking utensils and factors such as faulty electrics.

The good news is that you can reduce the risk of fire by taking a small number of fire safety steps, and communicating with your landlord organisation if you have questions or concerns.

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.

Your landlord is there to help. However, you have responsibilities too for ensuring your home remains safe from fire. For example, you should always ensure that your upholstered furniture has the fire-resistant permanent label.

To help, the Fire Kills campaign has the following advice:

-  **Top tip** ...on each level of the property
-  **Top tip** ...and make sure everyone knows it and where door and window keys are kept
-  **Top tip** ...keep to one plug per socket
-  **Fit smoke alarm**
-  **Plan an escape route**
-  **Don't overload**
-  **Top tip** ...weekly. Never remove the batteries
-  **Top tip** ...to stop fire from spreading
-  **Top tip** ...avoid placing them on top or near materials that could catch fire
-  **Test it**
-  **Close all inside doors at night**
-  **Be careful with candles**
-  **Top tip** ...extinguish all smoking materials properly and never smoke in bed
-  **Top tip** ...never leave cooking unattended or throw water on cooking oil if it catches alight!
-  **Top tip** ...don't try to tackle fires yourself
-  **Put them out. Right out!**
-  **Take care with hot oil**
-  **Get out, stay out and call 999**

Your local fire and rescue service offers free Home Fire Risk Checks and may be able to fit free smoke alarms in your home. To get details on how to request one or for more information on fire safety, visit

www.direct.gov.uk/firekills



What is the Decent Homes Standard?



The government has stated that by the end of 2010 all social housing must meet a certain standard. Roddons is well on target to meet this deadline.

Decent Homes - what have we done

What we promised	Year one plan	What we have done
1500 new kitchens over five years or 300 per year	300	675
200 new bathrooms over five years or 40 per year	40	368
700 boilers replaced or 140 per year	140	341
800 new fences or 160 per year	160	218
400 car parking spaces provided or 80 per year	80	199
10 car parks or two per year	2	3
1200 homes with additional security measures or 240 per year	240	226
Over bath showers on request	On demand	56
Additional sockets during rewires	On demand	278

Decent Home must:

- ✓ Be in reasonable state of repair
- ✓ Have reasonably modern facilities and services i.e. three or more of the following:
 - a kitchen under 20 years old
 - a kitchen with adequate space and layout
 - a bathroom under 30 years old
 - a bathroom and toilet in an appropriate location
 - good insulation against external noise
 - adequate sized and well laid out common areas in flats
 - have efficient heating and effective insulation



ASB update

Case Study

A Wisbech tenant was experiencing persistent abuse from her neighbour which included items being thrown into her garden, stones thrown at the windows and incidents of swearing and shouting. The tenant reported all of this to Roddons and to Cambridgeshire Police and we worked with her to agree an action plan. Initially, we visited the offender and explained

that she could get a criminal record and she was putting her tenancy at risk by such behaviour. This was confirmed in a letter to her. The complainant kept log sheets detailing the incidents and, because they continued, the offender was asked to sign an Acceptable Behaviour Contract (ABC). This is a contract agreeing not to display such behaviour again. However, after a couple of months, the tenant was

We hear a lot about anti-social behaviour (ASB) these days and for those on the receiving end, it can seriously affect their quality of life.

At Roddons we aim to promote a safe and secure environment for everyone by tackling the causes of such behaviour and, wherever possible, preventing it from happening.

We set out clear requirements of our tenants in our tenancy agreements and where these are not followed we will take enforcement action. We also work in partnership with the

police and other agencies.

What exactly is ASB?

The law says it is "any behaviour that causes or is likely to cause harassment, alarm or distress."

This includes:

- noise nuisance
- drug-related crime
- verbal abuse
- intimidation
- domestic violence
- racial harassment.

What do we do about it?

The actions we take will depend on:

- the type of behaviour and its impact on others

- the age of the perpetrator
- whether the perpetrator is a resident
- whether the perpetrator is vulnerable
- what actions are likely to be most effective

What about taking legal action?

It's not the answer in most cases but if we decide to take legal action we will need good evidence to present to the court. You will usually need to attend court and give evidence, so we will often ask you to keep a diary of incidents. ■

again subjected to verbal abuse from her neighbour. Roddons and the police applied for an anti-social behaviour order (ASBO).

The application was heard on 17th February and an interim ASBO was granted. The full ASBO was granted on 20th April and is the first joint Housing and police ASBO in Fenland.

The offender now has a two-year court order.

Sergeant Dave Bax of

Wisbech Police said: "We have been working with Roddons and delivered letters advising tenants about their responsibility under their tenancy agreements and how to report anti-social behaviour. This order serves as a warning to others that ASB will not be tolerated."

Pauline Ford, Managing Director of Roddons said: "We are pleased that our strong partnership work with Wisbech police is addressing

(ASB) in this area.

"The ruling demonstrates that we will take enforcement action where appropriate, to ensure that our residents have a safe and secure community to live in. We encourage all of our residents to respect others."

If you need advice on ASB you can contact us 24 hours a day, seven days a week on 01354 660789 or roddonsenquiries@circleanglia.org ■

How are we doing?

You said...we did!



When Roddons was formed it immediately set out to provide "so much more". In its short history we have developed working relationships with many partners and are represented on both the Fenland Strategic Partnership and the Safer Fenland Partnership.

Our aim is to provide a quality service that meets the expectations of our customers. We have created a number of important links to resident groups and are out in our communities listening to people, resolving problems and making Fenland a better place to live.

Here are a few of the things you have asked for and how we have acted in response:

You said:
You want your calls answered promptly by well trained and knowledgeable staff that provide a friendly service. You also said that the right tone of voice is essential to good customer contact.

We did:
We undertook a complete review of our call-handling facilities and looked at how other companies handled customer service. We developed a modern customer service centre with every member of staff receiving the latest training.

You said:
You wanted your calls and messages returned.

We did:
The customer service centre records every contact by sending a recorded email to the right department or by booking appointments with the correct service at an agreed and suitable time with the caller.

You said:
You want to be listened to.

We did:
The customer service centre has been set up using lessons learnt from both Circle Anglia and call centres in both the public and private sectors. We have also set up Tenants Advisory Groups to listen to residents' views, learn what's wanted and then improve our service. Our complaints and compliments process helps us to learn from experience and continue to get better.

You said:
You wanted to be able to contact us outside of normal working hours.

We did:
Our customer services centre is open

- Monday 8:30am to 5pm
- Tuesday 9am to 5pm
- Wednesday 8:30am to 5pm
- Thursday 8:30 am to 7pm
- Friday 9am to 4pm
- Saturday 8:30am to 12 noon

We also have a 24x7 emergency Out of Hours Service for emergency repairs and ASB guidance.

Our reception is open from 8:30am every week day and you can still access our services through any of the four Fenland District Council One Stop Shops based at Wisbech, March, Chatteris and Whittlesey.

You said:
You want repairs and maintenance staff to contact you prior to arriving for an appointment to confirm their time of arrival.

We did:
We have set up a working group to look at appointment times. We are working on a system whereby you are contacted when our repairs team are on their way to see you.

As you can see we are keen to deliver the very best service and to do that we need to listen to our customers. Your views will help us shape what we deliver to you.

Appeal for resident board members

Roddons Housing Association was established to take the transfer of 3870 properties from Fenland District Council and has been operating as an RP since 5th November 2007. It is part of the Circle Anglia group. Board members are crucial to our work and come from various walks of life including local councillors, residents and other local people.

At Roddons, we are committed to putting residents at the very heart of our organisation to ensure that our services are tailored to their needs and aspirations. We are looking for residents who would be willing to act as a Board member and work with other members and the senior management team to ensure Roddons is a leading Housing Association delivering quality, customer focussed services.

Among the board's responsibilities is to ensure that Roddons sets priorities, approves budgets and ensures money is spent responsibly.

Members are expected to positively promote Roddons's work and work with staff and the community to get the best possible outcomes for both the organisation and its customers.

Board members are unpaid volunteers but all expenses are fully reimbursed. There is currently a vacancy for a resident board member, where full training and support will be provided.

Would you like to make a difference to the future of Roddons? If you have the commitment and drive and are willing to give up some time to help run a social enterprise that provides homes and care for thousands of people and their families, you could be just the person we need.

If you are interested please contact Angela Firman on 01603 703804 or e-mail angela.firman@circleanglia.org for an application pack.

We look forward to hearing from you.

Water saving offer

Save water
and
money!



The Government is offering everyone a free ShowerSmart to help reduce the amount of water we use in our homes.

It regulates the water flow, saving water and saving you money;

- It can save up to £600 over the product's lifetime
- Can save you up to £20 per year on your energy bills*
- Can save you up to £20 per year on your water meter*

- Easy to install
- 15 year manufacturers guarantee
- Suitable for use with non electric mixer showers or bath/shower mixer taps provided they run off the mains water pressure

How to claim your Showersmart

Website

<http://ekmpowershop9.com/ekmps/shops/eagashop7/index.asp>

*Based on a two-person household

Tenants Drop In session

Every Thursday from 23rd July onwards 10am to 1pm

Held in the Tenants Resource Centre, Roddons Offices, Beacon House, 23 Hostmoor Avenue, March (opposite Tesco).

Come and have a chat over a cuppa and a biscuit and tell us what you think of Roddons – praise or grumble!

What would you like Roddons to do in the community? Do you have a project in your area that needs support? Do you have any training needs?

Join us to discuss how Roddons can do to help you and your community.

For more information, call Sally Taylor on 01354 660789 or email sally.taylor@circleanglia.org

Everyone needs good Neighbours! Residents celebrate new £80,000 astro-turf pitch



Residents of Lime Avenue in Wisbech celebrated the official opening of a new astro-turf pitch and European Neighbours Day with a

community fun day and football competition.

Roddons spent £80,000 on the new pitch and five days after completion it was given the seal of approval by the local community.

Sun broke through the clouds just before the football kicked off with seven teams of all ages taking part. Around 200 neighbours attended the event which was enjoyed by all.

Other activities at the event included a climbing wall, face painting, a BBQ and a prize draw.

Youngsters and their parents were also asked what new play equipment they wanted in the new adjoining play area. Fenland District Council is spending £25,000 on play equipment on the site, from its Better Equipment, Better Play project.

Roddons staff were on hand in our trailer to speak to residents about any housing issues they had.

Pauline Ford, managing director of Roddons said: "There was a great atmosphere and real sense of community which was fantastic."

"Roddons is delighted to have provided this community facility for an area where we have a high number of our residents. We are more than just a housing provider – we are also striving to improve people's life chances."

Shopping voucher Su-doku

We have teamed up with Tesco to give away £30 shopping vouchers. To be in with a chance of winning, simply complete the Su-doku puzzle below and send the grid back to us at the Home Matters address on page three before the 25th September 2009. Do remember to include your full name, address and email details with your entry.

6				9				1
1		7	5		4	3		9
						7		
	8		3		6		9	
				4				
	9		8		2		7	
		9				2		
5		4	2		7	9		6
3				1				8

Competition prizes are non-transferable, non-negotiable and no cash alternatives will be offered. The closing date for this competition is 25th September 2009 and the draw will take place on 28th September 2009. The winner will be notified after this date. Prize draw is open to current Circle Anglia residents only. Only one entry per person. Circle Anglia will not accept responsibility for loss of entries through technical fault, incomplete, illegible or other damaged entries. Proof of entry is not automatically proof of receipt. The promotional draw is held at St Andrews Court, Norwich NR7 0HR. Details of the winner can be obtained by sending a SAE marked Circle Anglia Supermarket Competition to the above address. These terms and conditions shall be governed by and construed in accordance with the laws of England and Wales.

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