

Home Matters

The newspaper for residents of Roddons Housing Association



www.circleanglia.org/customers

Spring issue 2009



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Sheltered fund update

We are delighted to announce that sheltered residents in schemes across Roddons are now enjoying a variety of improvements thanks to the sheltered fund that was promised when we transferred. Over £110,000 has already been spent or committed since June last year and 23 requests have been carried out with lots more improvements scheduled for the coming year. Work so far includes;

- A scooter room at Boyden Court
- Redecorated communal lounge and new communal kitchen at Salem Court
- New pool table at Roman Court
- New communal kitchen at North Witchford Lodge
- Patio area at Bradshaw Court
- New range style cooker at St Mary's House
- New main entrance area at Lyons Court

We will continue to update you on further activity. If you require further information about the sheltered fund, please call Graham Wilson on **01354 660789**. ■

Roddons – new offices open for business!



Roddons continues to go from strength to strength with the opening of its new head office at Beacon House.

For the first time since its inception 15 months ago all of the 125 Roddons staff are now under one roof and looking forward to delivering excellent customer service.

Visitors are welcome to the new office, located at 23 Hostmoor Avenue, March, which is open Monday to Friday, 8.30am–5pm.

Facilities for customers include an internet-connected computer where tenants can access their accounts, make on-line payments and use the choice-based letting

scheme Home-Link.

There are private interview rooms for tenants to have meetings with staff including the neighbourhood officers and members of the income team. It is advisable to make appointments for these meetings, just call **01354 660789** to arrange.

The launch of our new Customer Service Centre is central to the delivery of our services.

Headed up by Debby Bunn, Head of Customer Services, the team comprises three team leaders, six full-time

and two part-time advisors. The Customer Services Tenant Advisory Group (TAG) influenced the training of this team to ensure they provide a professional, friendly and efficient service.

The Customer Service Advisors receive all incoming calls and where possible will deal with all enquiries themselves. This includes raising repairs requests, providing advice and guidance on lettings and basic rent issues.

If an advisor is unable to deal with a particular request, this will then be

passed on to the appropriate member of staff.

Customers will now be able to contact Roddons by telephone on Saturdays and Thursday evening until 7pm. This is in response to a request by tenants who wanted to contact staff outside normal working hours.

The hours are:

Mon & Wed	8.30am–5pm
Tues	9.00am–5pm
Thurs	8.30am–7pm
Fri	9.00am–4pm
Sat	8.30am–noon

To tie in with the opening of the new office, an interactive website has been launched and this will continue to develop over the coming months. Tenants will be able to find out all they need to know about Roddons from details about our handyman service to how to report anti-social behaviour. ■

The most effective way to report repairs is via our Customer Service Centre as staff now have all the information to fully process your call. Please give our new service a try. Call **01354 660789**.

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www.circleanglia.org



- online payments
- what's on in your area
- order and view repairs
- check rent statements
- join the online forums
 - latest news
 - jobs and training



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Welcome from Pauline Ford



We hope you like our new style resident newspaper and website – our aim is to provide you with information on the things that really matter to you. We welcome feedback on how we are doing – so do let us know!

The announcement of the first winners of the Roddons Rewards scheme is another milestone. When we talked to tenants before the ballot, rewards for tenants who pay their rent and stick to the rules was a top priority. We look forward to congratulating more winners in future pages of this newspaper. It is important to remember that we run our services from the rents collected from tenants and we need this income to deliver important services such as important repairs.

Best wishes,

Pauline Ford

Spring has truly sprung and I am delighted to be able to launch our new range of customer services. You told us in the Status survey last year that we needed to improve our telephone service. We listened and have acted.

We have also delivered on our promise to provide a new Residents Resource Centre. We are particularly pleased to commemorate the commitment of George Hawkins who really believed that the creation of Roddons was the right way forward for residents by naming the centre after him.

Roddons rent increases



From April 2009 Roddons is increasing its rent by Retail Price Index of RPI of 5% + 0.5% + up to £2 per week. The additional up to £2 a week is being charged to move rents towards target rents as outlined in government guidelines.

The money you pay to us in rent is used to manage, maintain and improve your home and your community. The cost of providing these services has increased. We need to implement these rises to secure our financial plan so we can continue to provide services like repairs, improvements to homes and estates and tackling anti social behaviour, as well as helping even more people get access to affordable housing. This will become increasingly important if the current economic climate continues long term.

The rent increase will enable us to continue to deliver a high level of service to our existing customers as well as provide around 4000 more people across the UK with affordable housing in the next financial year. ■

Welcome from Stephen Jones



Pictured: Stephen Jones

For residents of Roddons, the Tenants' Advisory Groups and the Resident Inspectors Group are still new ideas. It hasn't been that long, after all, since our properties transferred to Roddons. But we're already finding that resident involvement with Roddons is a completely different kettle of fish to dealing with the local authority. A lot of tenants don't understand though that things have changed.

There was a resident meeting recently to discuss the external works – the new fencing and security

measures and so on. Not many people turned up. When I asked around, quite a few people said to me "What's the point, they'll do whatever they want anyway". I'll grant you that, when the houses were under the management of the local authority, we saw a lot of that.

You shouldn't judge the situation we have today by what you saw in the past though. What we have now is a two-way conversation. We're talking. The Roddons team is listening. And between us we're coming up with new ideas. So think again about getting involved and having your say.

Stephen Jones is a member of the Tenants' Advisory Group and the Resident Inspectors Group. He has lived in the Golding Place area of Wisbech since moving from London ten years ago. ■

Residents get more say

Residents will be given more say in how their homes and communities are run with the launch of two new agencies.

As of November 2009 the Housing Corporation, which oversaw social housing, was replaced by two new agencies; the Tenant Services Authority (TSA) and the Homes and Communities Agency (HCA).

The TSA will make sure social landlords, like Roddons, deliver services and measure the way your homes are managed. It will encourage residents to speak up about how they want their homes and communities run.

The HCA will check that new homes are built in a considered way. It will also play a key role to play in regenerating communities.

For more information on the new agencies, go to www.housingcorp.gov.uk and click on the banner at the top of the page or visit www.circleanglia.org/Roddons for more information about what Roddons is doing to support The National Conversation.

More social homes to be built

Gordon Brown has announced the biggest council house building programme for decades to help the construction industry and the economy.

The changes will greatly increase the number of social homes being built - last year Mr. Brown set targets to build 75,000 social houses each year by 2011 but in 2009 only 375 council homes were built.

New ASB law

A new ASB law came into effect in December which gives courts the power to close premises that are involved with anti-social behaviour for up to three months. This ASB tool offers a great opportunity for housing associations to work in partnership with the public services in your area.

Circle Anglia partner RP, Old Ford, has already utilised these new powers, working in partnership with the local council and police to successfully close a property involved with ASB. ■

Your all new resident newspaper!

Welcome to your all new Roddons newspaper.

We listened to the feedback you gave us about how you want your Roddons communications to look and feel and have great pleasure in delivering this all new resident newspaper.

In the coming months this publication will continue to change, adding more and more of the things you asked us to include in your feedback to the resident

survey we carried out last summer. We were really encouraged by the number of residents that told us they would like to more involved in the production of this newspaper. We are still processing the responses but we will be in touch soon!

We also have great pleasure in announcing the winner of the feedback draw for Roddons as (insert winner). They will receive

a year's subscription to the magazine of their choice.

If you have any comments about your newspaper, please do get in touch;

The Editor
Roddons Home Matters
6 Central Avenue
St Andrews Business Park
Thorpe St Andrew
Norwich NR7 0HR
Email:
Resident.Communications@circleanglia.org

Roddons Rewards

Three lucky residents are celebrating being the first Roddons Rewards prize winners following the launch of the scheme in November.



Beryl and Tom Mills with their Roddon's hamper



Jo Page, pictured with son Jez, received £2,000

Roddons values its good customers, particularly those who make the effort to pay their rent on time and maintain their tenancy properly. All residents who have paid their rent promptly and kept to tenancy agreements are eligible for the Roddons Rewards draw.

A delighted Jo Page of Newgate Road, Tydd St Giles, will receive a makeover to her property to the value

of £2,000 thanks to the Rewards. "I am completely overwhelmed, it was great to receive a phone call telling me such good news."

Jo, a nursing assistant at a Wisbech care home has lived in her two-bedroom bungalow for six years with her son Jez, six.

With the help of Apollo, our decent homes contractor, Jo has decided to have new internal doors, a complete

re-decoration of her home and her front garden gravelled.

Brian Towler of Swan Court, March, was the second prizewinner, receiving £250 worth of vouchers. Brian is going to spend his prize in his local Sainsbury's on food, clothes and household items.

Finally, Beryl and Tom Mills of Kennedy Court, Wisbech, were the winners of a hamper full of goodies. ■

Resourceful residents!



Residents and staff joined Mrs Ann Hawkins at the official opening of the new Resource Centre.

Residents now have their own Resource Centre in the newly-built Roddons office premises.

The George Hawkins Resource Centre is named after a former tenant and member of the Residents Forum. George, from Manea, was at the forefront of resident representation but died before the housing transfer from Fenland District Council to Roddons took place in November 2007.

Officially opened by his widow, Ann, the Resource Centre on the ground floor of Beacon House in

Melbourne Avenue, March, has been furnished with an up-to-date computer system, desk and a break-out area which can be used for a meeting or for a more informal chat over coffee.

Resident Involvement is high on the agenda as Roddons moves into its second year and there are many ways for residents to participate. If you would like to have a look at the resource centre or book the room for a meeting, contact Sally Taylor, Resident Involvement Officer, on floor of Beacon House in **01354 660789**. ■

Tell us your stories

Roddons wants to know as much about its customers as it possibly can and is asking you all to tell us about your lives.

In the coming months we will be putting together our resident reviews and annual reports and if you think you have an inspirational tale to tell about your home or the community where you live, let us know. In return for your time in telling us about you and giving us

permission to use your story in our publications we will give you £25 High Street Vouchers*

For more information or to tell us your story, write to;

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

Or email:
Resident.Communications@circleanglia.org



Meet the Roddons customer services team

In this issue of Roddons Life we introduce you to the Customer Services team. All bar one of the team are new arrivals who joined the company on 19th January this year. On arriving with us they embarked on an intensive three week training programme covering all the basics of housing association policy, procedures and resident involvement. They also received training in managing enquiries and dealing with complaints, as well as battling their way through a gruelling eight days of IT training. They have also had the chance to learn about all of the different departments of the organisation, including rents, property marketing, property services and asset management, and have had time to meet our repairs contractors.

At the beginning of February all the Customer Services team along with the rest of Roddons staff relocated to Beacon House and went live on the telephones in their new roles.

Head of Customer Services is Debby Bunn. Debby joined the company in November last year, and her role actually extends beyond managing the Customer Services team. Her job is to look at all of the ways in which Roddons staff deliver services to its residents. Debby's background is in the police force, and part of her role is to research ways in which other organisations communicate with their stakeholders and to learn from that.

"For our younger residents, it could be that text messaging would be a better way of advising them of things, such as dates on which repairs will be carried out," said Debby. "We are open to new ideas that can put us at the forefront of customer service."

Debby is assisted by three Team Leaders, Gill Campbell and Liz Elliott are in post and we are currently recruiting for the third.

The three Team Leaders concentrate on specific areas of Roddons organisation.

Gill Campbell on Property Services including repairs, Liz Elliott on allocations and our vacant post will manage rents and complaints/compliments.

All our advisors are trained to deal with any enquiry but will have specialist knowledge of one area. This is to ensure you receive a more efficient service.

"Before the appointment of the new team, each of the departments handled their own telephone calls," explains Debby. "But the people answering the phones weren't necessarily trained in customer service."

"The new team on the other hand have bags of experience and can help us to take our customer service to the next level."

"It has been a hectic time for the team. A new office, new ways of working with the departments and new office hours. We are all now settled in to our new surroundings and the new jobs and are ready and happy to help."

Customer Services contacts:

Tel: 01354 660 789 for general enquiries, reporting a repair or making a complaint
Website: www.circleanglia.org/roddons/contact-us



From left to right: Emma Overland, Gemma Clarke, Hollie Fraser, Carolyn Clifford, Rosie Merlino, Sian Harries



From left to right: Gill Campbell, Liz Elliott and Debby Bunn

Ask the expert...



Dear Roddons,
I am having problems with condensation in my home and it is causing black mildew in places on my walls. I wondered if there was anything I could do to stop this happening?

Alan Westlake, Asset Manager at Roddons offers this advice;

Every home gets condensation from time to time. However, if your home is constantly condensed and it is resulting in mildew patches there are some steps you can take to reduce this.

Air contains water vapour and when this is cooled by a cold surface, like a window or an external wall, it turns into droplets of water and collects on the surface. This is condensation.

I would advise these simple measures to reduce condensation;

Reduce vapour

- Cover pans when you're cooking, hang washing outside to dry and vent tumble dryers outside.
- Avoid using paraffin heaters as they are one of

the main causes of major condensation problems and are also a health and safety hazard.

Stop the spread of vapour

- Bathroom and kitchens are 'wet rooms' so keep these doors shut when you are using them and the wet air can't spread.
- Don't completely draught-proof kitchens, bathrooms and other rooms with condensation as this could make it worse.
- Make sure these rooms are ventilated especially if your other rooms are cold.
- If rooms are cold and are not being used, keep the doors shut.

Open windows

- Nobody likes draughts, but some ventilation is vital.
- Keep a small window ajar or a trickle ventilator open in each occupied room.
- Windows higher up are



more effective at letting vapour out than lower ones.

Don't forget to keep your home secure! If you open windows, make sure you shut them again when you go out.

Keep your home warm

- Heating can help but only if it's used in addition to the other suggestions.
- It needs to be 'dry heat', such as central heating or gas fires, not paraffin or portable gas heaters.
- The best approach is to heat your home at a low level for a long time instead of an hour here and there. This will warm the whole building up and keep it warm, so there are no cold surfaces. ■

What about de-humidifiers?

This may not be the best way of tackling condensation. They are expensive and must be emptied every day. They are no substitute for no-cost measures above.

Dealing with mildew

Mildew may first appear in corners or behind cupboards, but it can spread across entire walls and on to furnishings. Mould on washable surfaces can be removed by wiping with detergents or mould removers. It can be washed out of fabrics, but may leave stains or spoil colours.

Focus On... Leverington

**Can they fix it?
Yes they can!**



One of the larger villages in Fenland, Leverington benefits from a number of local amenities including a village shop, a primary school, chip shop, a post office, two pubs, hair salons and a church.



It has a thriving business community with agriculture and horticulture, light engineering and service industries based in the village. Leisure and recreation are also well catered for with a village hall, a recreation ground and a Sports and Social Club.

The village has a long history and the parish church of St Leonard's dates from the early 13th century.

Roddons Housing Association has 82 properties in Leverington, ranging from three-bedroom houses to one-bedroom bungalows and a sheltered housing scheme.

Roman Court, in Troughton Way is one of 15 sheltered schemes in Fenland and comprises 16 bedsits and four one-bedroom flats, together with various communal facilities including a lounge, kitchen and laundry.

Scheme manager, Rebecca Parlett, has responsibility for the day-to-day management and care for the residents. She also assists the residents group with organising activities in which they can all participate.

Following transfer to Roddons each scheme was allocated a budget to fund various improvements for their scheme. To date, Roman Court has purchased a snooker table, a flat screen television and currently has some new furniture on order, for the communal lounge. The communal areas of the building were also redecorated.

Apollo, our decent homes contractor, has been busy in Leverington since June last year as part of the planned

programme of improvements. On-going works includes new kitchens, bathrooms, boilers and rear fencing for some Roddons residents.

Apollo carries out a survey of all the properties and the kitchens and bathrooms are replaced according to the age and condition of the existing facilities. Tenants will also be offered off-road parking following a survey which was due to be carried out in early February. All work should be completed by April 2010.

One delighted customer is Mrs Renee Drake of Woodgate Road who recently had a new kitchen fitted. "I have lived here for 18 years and my kitchen was falling to bits," explained Mrs Drake who is partially disabled.

"It really is a pleasure to go in it now and the workmen were so efficient and helpful."

Mrs Drake has also taken advantage of the decorating service and was full of praise for the work which has been done to her home.

"I have been very grateful for the amount of work which has been done and the way it has been done, I really can't fault anything."

Another resident of Woodgate Road is Mrs Brenda Sage who had a new kitchen and bathroom fitted just before Christmas.

"It is a great improvement and I now have a shower which is something I always wanted," said Mrs Sage who has lived in the property for 13 years.

Leverington also benefited from some community funding from Roddons last year with a successful application from a community project which helps adults improve their IT skills.

The Leverington Link based at the school received £7,458 to spend on new equipment including hardware, server, digital cameras, camcorder and computers to enhance the provision on offer. Open to local residents for adult learning in ICT, the Leverington Link is a purpose-built computer suite offering weekly evening sessions during term time.

The project aims to improve IT skills at all levels which in turn can help promote life skills and improve work opportunities as well as building a community partnership. ■



In February, the Roddons Handyman Service celebrated its first birthday.

Help with household jobs for the over 60s and the disabled was one of the promises at the time of transfer. The Handyman, Decorating and Gardening Services grew out of that and have proved a huge success.

Lui Graziano, DLO Manager said, "There's been a very good take-up. The decorating services have been a great success and residents have found that the gardening service is a real help."

The handyman service helps with those annoying little jobs that need doing round the house, such as putting up curtain poles and assembling flat pack furniture. They can even cover things like moving heavy furniture or hanging pictures.

The decorating service enables qualifying tenants to have one room of their choice decorated every three years. Tenants just pay for the materials, not the labour, and they can benefit from a trade discount.

The gardening service costs £1 per week, for which the tenant receives 12 visits a year, each of about an hour, to keep the lawn and borders tidy. Or, if preferred, the tenant can have fewer, longer, visits to tackle specific jobs.

The services are designed for Roddons residents over the age of 60, or with disabilities. You can find out more by calling us on 01354 660789. ■

Days out that won't break the bank



Linton Zoo

School holidays are fast approaching and this year, more than ever, we know everyone is watching the pennies. So, how do you keep the children or grandchildren occupied during the school break without spending a lot of money?

Days out don't have to be pricey, some fantastic outings involve only paying for the transport there. We have put together a handy guide to things you can do in the region that needn't break the bank along with some top tips on where to get great discounts and how to save money when you are out.

Peckover House, Wisbech

Explore the fascinating home of the Peckovers, the Quaker banking family who lived here for 150 years. This is a hands-on National Trust house with a 'Cabinet of Curiosities', dressing-up clothes for children of all ages, and three floors revealing the lives of both the family and their servants.

Prices are £5.80 for adults and £2.90 for children but if you go as a family you can get a much more cost effective family price of £14.70. Tickets for the garden only are £3.70 for adults and £1.85 for children and most weekends there are free garden tours.

Lynn Museum

Following a major £1.2 million redevelopment, Lynn Museum tells the history of West Norfolk and is home to Seahenge, Norfolk's astonishing Bronze Age timber circle.

A whole gallery is devoted to telling the story of these unique 4,000 year old timbers which includes a life size replica of the Bronze Age circle. Around half of the original timbers are housed in a display which echoes their beach findspot. The gallery reveals information about the people who created the monument and the details revealed by a study of the timbers.

Adult entry is £3.00 with concession prices at £2.50 and children aged four-16 at £1.65. Admission to the Museum is free for Museums Pass holders and children under 4yrs and there is free admission for all visitors from October to March.

Lynn Museum, and many more attractions in Norfolk, has special offer vouchers available. Simply visit www.norfolktouristattractions.co.uk and click on the 'attractions with special offers' box on the left and print off vouchers as needed.

Linton Zoo, Cambridgeshire

An enjoyable family day out with an emphasis on conservation and education, Linton Zoo has a wealth of

Top tips for stress free days out

- If you are visiting paid for attractions then look out for special discounts and money off vouchers in the local press or in tourist information centres (see our advice above).
- Check www.metcheck.com before you head out for the day just to make sure you get the right weather for your choice of day out. Torrential rain and picnics do not go together well but a museum visit won't depend so heavily on the sun shining.
- If you're headed for an outdoor attraction, don't forget to leave your wellies, raincoats and umbrella in the back of the car – just in case.
- Avoid pricey food outlets and take small snacks and drinks with you although it is always wise to check that you are allowed to consume your own food at certain attractions.
- Plan your budget for a day out and stick to it. It is very easy to get persuaded to buy souvenirs and extra merchandise that you don't really need.

Useful websites for further information:

www.daysoutuk.com
www.dayoutwiththekids.co.uk
www.enjoyengland.com
www.nationaltrust.org.uk
www.lintonzoo.com
www.museums.norfolk.gov.uk



Lynn Museum

rare and exotic creatures to see including tigers, lions, tapirs, lemurs, owls, parrots, giant tortoises, spiders and many others.

Prices are reasonable at £7.50 for adults and £5 for the under 13s and cost effective annual tickets can be bought for unlimited visits for a year.

Picnic

Perhaps the original school holiday activity is actually the favourite of all low cost family days out – the picnic. Pack up some sandwiches, fruit, crisps and drinks and away you go. You don't have to go far and you don't even need to live in the countryside. Our region has plenty of glorious parks that are ideal for a picnic. Or why not head to one of the many beaches that we have in the region? ■

Win Lynn Museum tickets!

Roddons has teamed up with Lynn Museum to offer you the chance to win a family ticket to the museum. To win, simply answer the following question:

Lynn Museum tells the history of which area?

- West Wales
- East Norfolk
- West Norfolk

Send your answer to:

Lynn Museum competition
 6 Central Avenue
 St Andrews Business Park
 Thorpe St Andrew
 Norwich NR7 0HR
 Email: Resident.Communications@circleanglia.org

Closing date is Friday 5th June 2009, winners will be announced in the next edition.



Performance update – up to December 2008



These figures show Roddons performance to the end of December 2008.

The figures represent key areas of Roddons services and are used to monitor our performance throughout the year.

	Target	Our performance	How are we doing?
Repairs Appointments Made and Kept	98%	97.50% 😞	Our performance has remained steady over the past year but we have not quite met our target of 98%.
Emergency repairs completed within 24hours	99%	99.30% 😊	We have consistently met our target for emergency repairs to be handled within 24hours.
Urgent repairs completed within 7 days	100%	98.70% 😊	One appointment in November was not completed within the timescale of 7 days and this meant we fell below our target.
Routine repairs completed with 28 days	98%	90.40% 😞	We have not met our target this year but have engaged an outside contractor to help us clear the backlog of routine repairs.
Tenants satisfied with repairs & maintenance	95%	94.30% 😊	Our customers have told us they are satisfied with the repairs service and we will be moving to telephone surveys after April to ask more customers for their opinions.
Units with a valid gas safety certificate	100%	99.20% 😞	We are nearly meeting our target and have employed a contractor to help us clear the backlog by the end of April.
Rent & Service charges collected	100%	97% 😞	We have improved on our collection of rent and service charges over this year and are working closely with the Housing Benefit team at Fenland District Council to get benefits paid in time.
Time it takes to re-let a property	39.5 days	43.3 days 😞	We are working on ways to reduce the time it takes to re-let a property and are analysing whether the introduction of Choice Based Lettings is having a positive effect.
How many properties are void	0.90%	1.4% 😞	A number of our long term voids are sheltered properties that are more difficult to let.
Complaints resolved at first stage	95%	97.60% 😊	The number of complaints we receive each month is on average 13 but this dropped in December to 7.

Gas announcement!

Gas Safe Register will replace Corgi gas registration from 1st April 2009. Gas Safe Register will be the official industry stamp for gas safety.



What these changes mean to you:

Each year we complete an annual service / safety check on all properties with a gas supply. As from the 1st April 2009 these will be carried out by engineers who will be registered with 'Gas Safe Register'.

Corgi will continue to market the certificates so you will still see the Corgi logo on your gas safety certificates.

If you are planning to get any work done yourself i.e. someone to fit your gas cooker, they will need to be registered with the 'Gas Safe Register'.

To find out more you can visit the 'Gas Safe Register' or 'Health and Safety Executive' websites:-

www.gassaferegister.co.uk
www.hse.gov.uk

Emergency Alarm System - Peace of mind

Roddons has an agreement with Invicta Telecare to provide an emergency alarm system for its elderly and vulnerable tenants. The Control Centre is operated 24 hours a day. The alarm is activated by pressing a button on the equipment next to the telephone or by pressing the button on a pendant on a

necklace. This automatically connects you to Invicta Telecare who will assist you with your problem and can summon help if needed. They may contact your chosen local keyholders, a family member, or if necessary, the emergency services. Alternatively, the alarm unit can directly dial other numbers to alert family or

friends to the emergency. There is a small set up fee and ongoing running cost for providing the equipment. You may be able to get a grant to pay for this if you are in receipt of Housing Benefit or on a low income. Interested? Please phone Roddons Customer Services on ☎ **01354 660789** ■

Further Gas and Electricity Update

Do you live in housing which has shared areas with other residents such as corridors or perhaps sitting rooms and the like?

Up until now we have bought gas and electricity for these common areas through tendering, on a single day, for supply for the year ahead. The wholesale price may be high or low depending on external factors beyond our control, and this is a risk.

We are planning to use a more planned approach to this. We will use a specialist arm of Government (that buys huge amounts of these utilities) to spot-buy parcels of gas and electricity over a period of six months before we actually need it, and to buy it for supply over a full year.

By buying when the market is cheap, and not when prices are high, there is evidence that this will save money in the long term.

We have approached other energy providers, including brokers, but we are pleased to advise that this offers the most competitive and least risky deal.

If you have any questions about this matter, please do not hesitate to contact your local Neighbourhood Officer. ■

Water waste!

Saving water at home takes very little effort but makes a big difference. The average person in the UK uses 150 litres of water every day, mostly for washing and toilet flushing, but also for drinking, cooking, car washing and watering the garden. We use almost 50% more water than 25 years ago, partly because of the use of power showers and other household appliances.

It's vital that everyone uses water wisely to make sure that we have enough water, protect our natural environment and save money.

There's lots you can do to save water. These tips could save you water and money!

- Turn off the tap when brushing your teeth - this can waste up to five litres of water per minute
- Always run washing machines and dishwashers with a full load and on the economy setting
- Fix dripping taps - they can waste up to four litres of water a day
- Use a bowl of water to wash fruit and vegetables.
- Avoid baths, have a shower instead. Remember that power showers can use more water than a bath in less than five minutes.
- Using the minimum amount of water in saucepans and kettles will save energy as well as water
- Keep a bottle or jug of water in the fridge instead of running taps until the water runs cold



- Cotton wool and tissues should be put in a waste bin rather than flushed down the toilet. ■

Did you know?

Water is not as plentiful in England and Wales as you would think. We have much less than France or Spain.

Further information

For more information about switching to a water meter or getting a toilet cistern "hippo", first of all find out who your water company is and contact them in the following ways:

Anglian Water

General info
www.anglianwater.co.uk

Order form

www.anglianwater.co.uk/formprocessor.php?mode=freddie

Meter installation helpline

0800 800 580

Department to order Freddie frog

08457 145145

South East water

General info
www.southeastwater.co.uk/home/waterefficiency.asp

General query form on web

www.southeastwater.co.uk/contact/

Meter info

www.southeastwater.co.uk/library_pdfs/water_meters.pdf

Order meter

www.southeastwater.co.uk/home/meters/should.asp

Win a digital set top box!

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



Roddons will begin changing shared and communal aerials later this year in preparation for the region by region digital switchover. The East Anglia region will go digital in 2011 and we are giving away a digital set top box to residents to mark the occasion.

We have put ten of the eleven digital switchover related words listed at the bottom of the page into the grid below. Simply tell us which one of the word in this list cannot be found in the grid and send along with the completed entry form to be in with a chance of winning a brand new set top box.

DIGITAL

REGIONAL

SET TOP BOX

AERIAL

SHARED

FREEVIEW

ANALOGUE

TELEVISION

SWITCHOVER

RECEPTION

SIGNAL

Send answers to:

Roddons Housing Association
Digital Switchover Wordsearch
Freepost 1H3455
Norwich NR7 0HR

Closing date is Friday June 5th 2009
Terms and conditions apply.