



Credit Union
- affordable
lending at our
new Credit
Union Page 3



**Cheap days
out - win a
day at
Colchester
Zoo Page 6**



**Vange
Youth Club
job vacancy
Page 8**

To help us be more cost efficient, as of Summer 2009 your South Anglia newspaper will be posted with your rent statement.

Community Spirit Awards and Residents Conference

We are inviting you to nominate deserving people for our Community Spirit Awards 2009.

Last year we had a record number of entries, proving that community spirit is well and truly alive. This year we want to hear from even more of you.

If you know someone that has made a difference to their local community, please send us a nomination using the form enclosed. The award winners will be announced at a special awards ceremony in the autumn.



The annual South Anglia Residents Conference will be held as a separate event this summer. Details will be provided in the near future.

Doorstep challenge - on the road

South Anglia Housing has been carrying out its successful Doorstep Challenges for the past 10 months. It was brought about because South Anglia recognised that its residents are spread across a wide area and wanted to get out and about in its communities to speak with as many people as possible. We wanted to offer all of the services that are delivered from our main offices to people in their local environments.

The events have allowed South Anglia to further build relationships with partner agencies by asking them to participate. For example, the police, fire brigade, adult education and charities such as Diabetes UK have all joined us on Doorstep Challenges.

Up until now we have been restricted to holding the Door Step Challenges in venues as close as possible to our homes. This isn't always convenient for residents so to solve this we



have been given external funding to purchase a custom built minibus to take the Door Step Challenge on the road.

We are hoping to use the minibus for many other purposes and different activities, but primarily it will make our Doorstep Challenge staff more accessible to more people.

The minibus means that we can offer more services to residents that we visit. You can talk to our staff privately in the consultation area, and we can also show you some of the different services we offer on the flat screen TV. The minibus will also have

internet access and an area for young people.

All departments within South Anglia will be out and about on the Door Step Challenge minibus and we will take external partners with us too. South Anglia Residents Forum (SARF) members also attend all the outings so that residents can chat about how and why they could get involved with South Anglia.

The minibus made its debut for the Door Step Challenge on the 25th of March. Look out for more announcements of Door Step Challenge on the road, coming to a street near you soon!

Doorstep Challenge Schedule for 2009/2010

- April 29th 09 - Berecroft, Harlow
- May 27th 09 - Links Way, Luton
- June 24th 09 - Plaw Hatch Close/Havers, Bishop's Stortford
- July 29th 09 - Vange Estate, Basildon
- August 26th 09 - Little Hadham/Much Hadham and surround
- September 30th 09 - Eddington Crescent/ Essendon Gardens, Welwyn Garden City
- October 28th 09 - Lockside Marina/ Upper Chase/Hunts Drive, Chelmsford/Writtle
- November 25th 09 - Bullfields/Crofters Estates, Sawbridgeworth
- December 16th 09 - Sawyers Grove/Rollason Way, Brentwood
- January 27th 10 - Buntingford/Cottered and surround
- February 24th 10 - Woodhall Farm, Hemel Hempstead
- March 31st 10 - Parkhouse Court/Middlefield, Hatfield

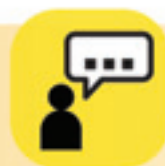
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So much more... online

Visit our new website to read the latest news, use our online services, or just get in touch.

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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Your all new resident newspaper!

Welcome to your all new Home Matters.

We listened to the feedback you gave us about how you want your South Anglia 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 South Anglia as Khadijat Tandoh Anjorin of Hitchin Road, Luton. 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
South Anglia Home Matters
6 Central Avenue
St Andrews Business Park
Thorpe St Andrew
Norwich
NR7 0HR

Email:
Resident.Communications@circleanglia.org

Welcome from Chris Ellison



Government pressures. If you have any financial concerns please speak to us – don't bury your head in the sand. We will do what we can to help you.

Your feedback helps us improve our services. As a result of your comments about our repairs service, we have altered the way it works and hope this will make it more efficient.

We rely on your feedback so please keep telling us what you think.

Our Community Spirit Awards recognise residents that go the extra mile. You will have read more about this year's awards on the front page. Don't forget to nominate someone you know using the form enclosed!

Best Wishes,
Chris Ellison
 MD South Anglia Housing

We are aware that the current economic climate is making life difficult for many of you and we are constantly looking at ways to support our customers in terms of finance, health and work training. The new credit union is one step we have taken to help further (see page three).

We are also affected by the recession and we have been reviewing our services to ensure they remain efficient and cost effective. However, a rent increase was unavoidable due to

Housing news round up

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 South Anglia, 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.tenantservicesauthority.org and www.homesandcommunities.co.uk and click on the banner at the top of the page or visit www.circleanglia.org/south-anglia for more information about what South Anglia 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. ■

Resident column

I have been a South Anglia resident for many years but never really had the time to get involved with any of the residents' groups. However, just before Christmas my neighbourhood officer asked if I would be interested in going to a

meeting of the disability quality action group. It was quite a small gathering and the meeting was very informal where we shared ideas. As I am disabled myself this was a group that was of interest to me and it was great to feel involved. I would

encourage other residents to join the different groups and committees of South Anglia and have their say. You can choose how you get involved and spare as little or as much time as you can. Get in touch with your neighbourhood officer to find out more.

Graham Livings
Westmill, near
Buntingford.



South Anglia rent increases



From April 2009, rent will be increased to cover the rising cost of managing, maintaining and improving your home and your community, in line with government policy.

We need to increase rent to ensure we are financially secure so we can carry on providing services like repairs, improvements to homes and estates and tackling anti social behaviour.

We are also putting money into improving your neighbourhood to help you create places where you want

to live and where people have the chance to improve their own lives.

Helping our residents get the services, advice and support needed to deal with difficult money issues will be our priority next year.

The rent is increasing by the Retail Price Index (RPI) at September 2008 of 5% plus 0.5% and an additional charge of up to £2 per week to move rents towards target rents. Your new rent amount is detailed in a letter personally addressed to you. ■

South Anglia - financially strong

With daily news reports of the recession and organisations going out of business it is a worrying time for everyone. Many of our residents have asked whether South Anglia is in a financially strong position and we would like to take

this opportunity to reassure everyone that we are.

South Anglia has a very robust business plan that will ensure we weather the economic downturn and continue to invest in our services and your communities. ■

Tell us your stories

South Anglia 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
South Anglia Home Matters
6 Central Avenue
St Andrews Business Park
Thorpe St Andrew
Norwich
NR7 0HR

Or email:
Resident.Communications@circleanglia.org

Save and borrow with our credit unions

Managing your finances can be difficult and South Anglia Housing is keen to ensure that our residents have access to services that help make things easier. Community-based credit unions can make saving and borrowing easier for our residents.

We recently funded a new credit union scheme called HertsSavers which is available to people living in Broxbourne and East Herts. HertsSavers incorporates the former Hatfield Credit Union which ran in Welwyn and Hatfield. We joined other local housing providers and councils to start HertsSavers.

Our community development manager Rob Barrett said: "There were credit unions in other areas, but not here. Recent Citizens' Advice Bureau figures show that people in this area have increasing personal debt. Hopefully this scheme can help to reduce that problem by promoting saving and affordable lending.

"Setting up this credit union provides a financial safety net for people who otherwise may not save, provides accounts for people who may find it difficult to get bank accounts and offers a responsible source of credit to prevent our

residents from using loan sharks and doorstep lenders." said Rob.

Our community development manager for Peartree, Philomena Johnson, said the uptake of the Hatfield scheme had improved annually since being set up seven years ago. To contact Philomena call her on **01707 323373**.

"When the credit union first started, volunteers held a raffle at the local supermarket to raise funds so that money could then be lent to its members. Things have come a long way since then!

"Some people have never saved before when they join a credit union. They get a traditional savings book and can see their savings grow so they keep adding to them. Saving can be quite addictive." she said.

A credit union representative is available at the Pomegranate Café in Peartree Community Centre between 11am- noon on Wednesdays to offer help and advice. A credit union has been running on the Vange estate in Basildon for almost a year. Residents wanting more details can call in and speak to **Bryony Pallett** at 22 Pitseaville Grove on Mondays between 1-3pm or call her on **01268 220838**.



As credit unions are members of the Financial Services Compensation Scheme, your money is safe. Credit unions also offer loans which are cheaper than other options such as store cards, credit cards and doorstep lenders.

HertsSavers allows you to open safe and convenient saving accounts, offers free life insurance, savings options including PayPoint, internet-based payments, standing orders, cash and cheques. There are also special accounts for the under 16s or Christmas savers.

For borrowers, loans are affordable - with low interest rates, free loan protection insurance, no arrangement or set up fees and no early settlement charges. Credit union members can also access free and confidential debt advice.

For details about HertsSavers call **Rob Barrett** on **01376 559406**.



Focus On...*

sheltered and supporting housing



Maybe you've heard of sheltered and supported housing but aren't sure what they mean?

Sheltered housing is for people over 60 with support needs and are usually flats within a complex which also have a communal lounge area. Sheltered housing is a type of supported housing, which means that there is assistance if you need it, such as a dedicated housing manager or emergency pull cords fitted in the home.

Supported housing schemes are for residents of all ages who need extra support, for example people with learning disabilities. South Anglia Housing works with our Circle Anglia partner EPIC Trust to provide support services in this region.

Such schemes allow residents to stay independent but offer the peace of mind that support is there if they need it.

They also enable residents to be part of a community and

can help prevent feelings of loneliness and isolation.

The Dixon Place sheltered scheme is in the centre of the market town of Buntingford.

Scheme manager Robert Dempsey says, "Dixon Place is a very happy place to live. It has a very active residents' social committee and regular events like singers, quizzes, talks, trips out and special lunches." Resident John Banks, aged 77, has lived there for three years with his partner Peggy Bentley and chairs the social committee. He also acts as resident spokesman for Dixon Place. "We moved here after I had a knee operation. There is a real community and we raise money through bingo which we spend on social activities." Anne Wasyliw of Glebe Court sheltered scheme in Watton-on-Stone, grew up in the village and says moving there was like a homecoming.

"My previous home was too big for me and I have



Community living in sheltered schemes

diabetes so moving to Glebe Court meant that I stayed independent. If I have a problem I can press my alarm button which is linked to the Broxbourne Control Centre, and I can get assistance straight away. I've made a lot of friends here."

Glebe Court residents hold raffles during their coffee mornings and have raised money for causes including MacMillan Nurses, Royal British Legion, Herts Air Ambulance and Keech Cottage Children's Hospice. Our staff are committed to listening to residents' needs

and working in partnership to improve services and the community. Residents' surgeries enable people to air issues, as well as listening to plans for their area and helping to shape services. For example the sheltered scheme's dedicated housing officer may want to ask residents' opinions on colour schemes for redecorating communal areas, tell them about plans for estate improvements or update them on any empty homes in the scheme.

Housing officer Neil Robinson said: "Our

residents are very involved in how Epic Trust manage their housing schemes, through regular contact and resident surgeries. They really help to shape our work and we do listen and value their opinions."

Mrs Wasyliw said: "We asked for the pathway to be widened and for a larger patio area which has now been provided. We also asked for a plug socket in the entrance area for our Christmas tree as we hadn't been able to put any lights on there in previous years. The surgeries give us the chance to talk to staff about our needs."

In order to be considered for a sheltered or supported home, you must be on your local council's housing register. If you would like to find out more please get in touch with us and we can point you in the right direction. ■

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.

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

- Put a "Hippo" in your toilet cistern - see right.
- 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.

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 your water company in the following ways:

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

- 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.

Meet the team - Property Services

The Property Services team organises any refurbishment work or repairs that are carried out to your home. This includes major regeneration of your estate, refurbishments of sheltered schemes and work to bring all of our properties up to the Government's Decent Homes standards. It also includes co-ordinating and delivering our repairs service and carrying out surveys and repairs to any empty homes. Not an easy task!

Our team consists of:

Assistant Director of Property Services - David Richardson

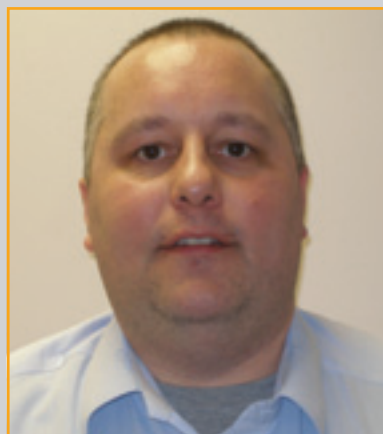
David's role is to oversee the department and its workforce. He ensures that the money is available to do the work, budgets are maintained and contractors' work is done on time and to a high standard.



David Richardson, Assistant Director of Property Services

Head of Property Services - Dean Middleton (Essex) and Ray Salmons (Herts, Beds and Bucks)

Dean and Ray manage the day to day running of the Property Services team for their areas. This includes repairs, regeneration, estate works, refurbishments, Decent Homes work, the aids and adaptations service, pest control, external painting, the out of hours service, empty homes and they check on the performance of South Anglia Housing maintenance workers.



Dean Middleton, Head of Property Services, Essex

Senior Property Managers - David Dockrell (Essex), Mike Barter (Herts) and Steve Peck (Luton)

As well as supervising the property managers, David, Mike and Steve are responsible for looking after empty homes, preparing for planned housing inspections, project management and dealing with all the invoices.



Mike Barter, Senior Property Manager, Hertfordshire

Property Managers - Neil Francis, Kevan Prior, Bob Luck, David Harrison, Leroy Rowe and Alex Bosman

Our property managers deal day to day with our contractors and employees who are carrying out work at your homes including repairs and improvement works. They also carry out inspections to ensure that the standard of any work remains high.



Leroy Rowe, Property Manager

Property Administrator - Susan Ancell

Susan monitors invoices, aids and adaptations queries, deals with any complaints, takes the minutes at our meetings, deals with payments, answers resident queries on repairs and adaptations and keeps the team running smoothly!



Susan Ancell, Property Administrator



Ask the expert...

Dear South Anglia, Could you tell me about the best ways to recycle my garden waste? Also, I am interested in composting but I don't know what it involves or what I can actually put in a compost bin. Can you help?

Tracy White, Assistant Director at South Anglia offers this advice:

Whether you have a large garden or just a few pots and plants you can reuse a lot of your garden waste.

For example grass, can be piled up in a heap to rot down and dead leaves can be made into leaf mould by packing them into bin bags, tying it up and putting holes in the sides. After a year or two this can be put on your garden as mulch.

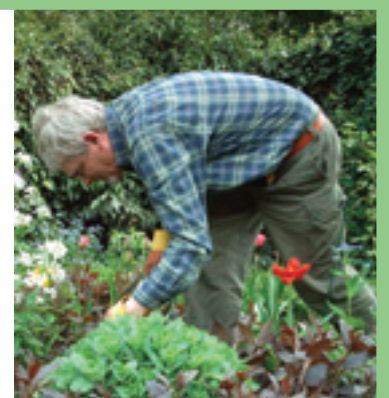
Lots of things from your kitchen and garden can be put into compost bins. Decomposition happens when bacteria and fungi



that live in your compost bin eat what you throw in there and produce a rich organic fertilizer for your soil. It may sound a bit technical but it really isn't, just follow these easy rules;

- Select the right location. Don't place your bin on your front lawn or too close to your neighbours. It needs to be close enough to move garden and kitchen waste easily to it.

- Put it in a place that has good air circulation. Partial shade is a good idea so the compost doesn't get overheated. Also make sure the spot of land where you place your heap gets good drainage.
- Air is needed - make sure your compost gets sufficient air by turning the pile often.
- Your compost pile needs water, but be careful about how much you add. Your compost should be moist, but not sopping wet.
- When adding to your compost, don't squash the materials down to make more space. This will squeeze out the air is needed.



- Include a mixture of waste in your bin as this will speed up the process and lead to better compost. Making material smaller will speed up the process.
- After you've added kitchen waste, put leaves or grass clippings on top of it to reduce smells and deter vermin.

For more info, visit www.recyclenow.com

Days out that won't break the bank

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.



Zoos

With over 250 species to see and set in 60 acres of beautiful parkland and lakes Colchester Zoo is well worth a visit. Colchester Zoo is supported by a charitable organisation called Action for the Wild, a charity that assists conservation projects.

You can get close to a whole range of animals with a unique chance to feed the elephants and giraffes yourself and if your brave enough even touch a giant African land snail.

The zoo offers its cheapest tickets online at www.colchester-zoo.co.uk. You can print off tickets from the website at a 10% discounted rate.

If you have a large group of people to take out for the day, it also offers reduced rates for groups of more than 15. You need to book in advance to get the discounted rate and other benefits which include free adult tickets and meal vouchers.

ZSL Whipsnade Zoo is one of Europe's largest wildlife conservation parks. Set in 600 acres of beautiful parkland on the Chiltern Hills, north of London, the zoo is home to more than 2,500

animals, many of which are endangered in the wild.

The Zoo offers discounted group rates, group catering and free daily animal events. Family saver tickets (two adults and two children or one adult three children) start at £44.60.

Historical attractions

Braintree District Museum is housed in a converted Victorian School in Manor Street and looks at the history of this town and how people in the area used to make their living. It celebrates the creativity and skill of local people which had a major influence on twentieth century life in England and the world.

Admission is £2.00 and students, senior citizens and under 16s pay just £1.00. Braintree District Council residents get a further 50% discount.

On the River Lea, Wardown Park in Luton is an oasis of calm within walking distance of the town centre offering everything from sporting facilities to museum, gallery and formal gardens. In the museum and gallery discover displays, objects

and old photographs about the history of Luton and its people. There are activities, events and exhibitions for all ages and interests, throughout the year.

The museum is open from Tuesday to Sunday and admission is free.

Over on the far western boundary of Essex, there is the most beautiful example of Norman church architecture in the county - Waltham Abbey. Ironically it is also the burial place of King Harold whose claim to the English throne ended at the Battle of Hastings.

Adjacent to the historic castle is The House on the Hill Toy Museum where you can take a nostalgic trip and come face to face with Daleks, see a life size Jar Jar Binks and have a close encounter with prehistoric dinosaurs.

Adventure Island Southend

An easy way to watch the pennies is to visit a pay as you go attraction. That way you can set a budget for the day and stick to it. Adventure Island in Southend is free to get into and you pay for the rides you want to go

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 in the cheaper if you plan in advance section).
- It's worth checking 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.enjoyengland.com

www.uk-theme-park-tickets.co.uk

www.visitessex.com

www.colchester-zoo.co.uk

www.adventureisland.co.uk

on or buy a wristband for unlimited rides. It has over 60 rides and attractions including a variety of thrill seeker rides as well as rides for tiny tots.

Visit their website for online deals and range of peak and off peak deals.

Picnics

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 a number 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 tickets to Colchester Zoo!

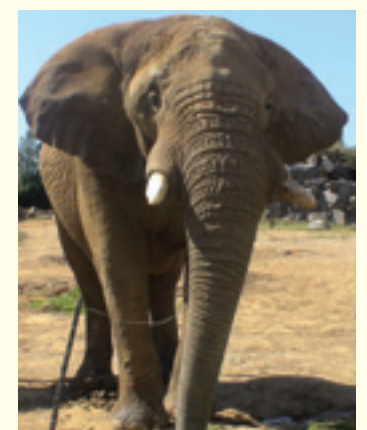
South Anglia has teamed up with Colchester Zoo to offer you the chance to win a family ticket to the zoo. To win, simply answer the following question:

Which charitable organization is Colchester Zoo supported by?

- Oxfam
- Action for the Wild
- Action Aid

Send your answer to:

Colchester Zoo competition
South Anglia Home Matters
6 Central Avenue
St Andrews Business Park
Thorpe St Andrew
Norwich NR7 0HR



You said, We did

You said - Minor aids and adaptations to your home were taking too long.

We did - We have introduced a streamlined service with Anglia Maintenance Services to deliver minor adaptations without the need for a referral from an Occupational Therapist. We recognise that waiting for each referral was slowing the process down. We aim to complete these minor aids and adaptations within our normal repairs property times.

You said - You were waiting a long time for the production and fitting of new doors at your home.

We did - We have gone back to our manufacturers and revised the specifications of the door in a bid to make the process quicker. The doors can now be manufactured and



delivered faster but with all the security and features of the previous style.

You said - The repairs confirmation letter that we send out needed improving.

We did - In line with your suggestions we have revised the letter which will now confirm actual appointment date, the name of staff that you spoke to and a recognisable description of the works that you reported. No codes - just plain English.

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 / CP12's.

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

Further Gas and Electricity Update

Do you share areas with other residents such as corridors or sitting rooms?

Up until now we have bought gas and electricity for these common areas through tendering, on a single day, to supply the year ahead. The wholesale price will vary 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, there is evidence that this will save money in the long term.

We have approached other energy providers, but we are pleased to advise that this offers the best deal.

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

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

South Anglia will begin changing shared and communal aerials later this year in preparation for the region by region digital switchover. The Anglian region will go digital in 2011 and the London TV region in 2012. We are giving away one digital set top box to a resident 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 | ANALOGUE |
| REGIONAL | TELEVISION |
| SET TOP BOX | SWITCHOVER |
| AERIAL | RECEPTION |
| SHARED | SIGNAL |
| FREEVIEW | |

Send answers to:
 South Anglia Housing Association
 Digital Switchover Wordsearch
 Freepost 1H3455
 Norwich NR7 0HR

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

Vange Youth Club Needs You!

Youth Worker

Part time Youth Worker

Self employed, casual position

£8 per hour, paid by cheque on a monthly basis

Do you want to be more involved with your local community? Have you ever wanted to make a difference to young people's lives?

Vange Drop In Centre is a community club, run for the benefit of local young people aged 13 to 19. We need a part time youth worker to help with the increasing services we offer to the community.

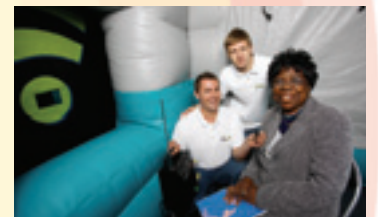
Reporting in to the Drop In Manager, you will be responsible for the day to day running of the club, working four hours per week to cover the Drop In between 5.30pm

– 8.30pm (the session times at present). You will help sign up new members and record weekly attendance, set up and clear away facilities for each session and be responsible for the security of equipment whilst on duty. You will be responsible for the safety of attendees at each session and manage the tuck shop.

You must have experience of working with and supervising young people and an understanding of the issues involved in running a youth club. This is a proactive and responsible role and applicants must be able to work on their own initiative and as part of a team. Good communication and organisational skills are essential.

Closing date: 12th April 2009

For more information about this role, please contact **Bryony Pallett on 01268 220838.**



Customer Service Standards

We work to a set of customer service standards, which were extensively agreed and discussed with tenants. The standards set what you think is important to you and how we should measure it. The table below gives results as at the end of last year:

Service Standard	Achievement
Percentage of telephone calls answered within 30 seconds	88.9%
Percentage of complaints responded to within 10 working days	80.9%
Percentage of repair work completed in one visit	88.4%
Show you proof of our identity before we enter your home	83.6%

- In addition, we offer you a range of ways for you to pay your rent including, flexible direct debits, an internet payment service and a telephone payment line.

- Our offices are open Monday to Friday 8.30 am – 5.00 pm during office

hours and provide an area where you can speak to us in private.

- We can provide information to you in other languages or formats, such as Braille or large print, if you ask you for it.

If you would like a copy of the service standards, please call us on this number – South Anglia Housing – 01279 714714

National Performance information

We also provide data to the Government annually, some of which we have already told you about in our Annual report. The key remaining figures are set out beside:

Performance Indicator	South Anglia
Percentage of work completed in first visit	87.7
Average time to relet dwelling	37
Satisfaction with repairs and maintenance	82.1

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:

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

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

We need your help!

We would like to hear from anyone that is interested in improving our property services.

South Anglia Property Services Quality Action Group holds regular meetings to gain information from residents to help us continue to improve. These are open forums to discuss the service and hear your views and ideas and observations on everything from our policies and procedures to our newsletters and communications.

We need people to attend these meetings and also receive information at home and then feedback improvements.

If you are interested please contact **Susan Ansell** by email: susan.ansell@circleanglia.org or by calling **01279 712417**.