Residents’ Day hailed a success

We showed our commitment to the tenants of our 6,000 homes at our first Residents’ Day this autumn. The event was held at Great Barton Village Hall and we had a wonderful turnout, with over a hundred residents making the most of the information stalls on offer throughout the day. The stalls gave advice on issues like fire safety, eco friendliness and finances, with practical skills sessions available for things like changing plugs. Visitors also had the chance to speak to our employees about matters of interest or concern in their local areas.

On the day, we also celebrated the achievements of some of our tenants with our Havebury in Bloom and Good Neighbour awards – see a full list of winners and more on page four.

Meanwhile, visitors were able to view copies of our new Annual Report, along with the yearly reviews for Resident Involvement and the Community Investment Fund. We also held our Tenant Forum annual general meeting which was attended by a number of residents and chaired by Chief Executive Karen Mayhew. She said of the day: “Havebury is driven by our tenants, so it is vital for us to support them and give them any help they need - as well as seek their opinion on the way we run the organisation. The Residents’ Day was a big success and we plan to hold another next year.”

Helping us to help you

Why do we ask for personal information?

Obviously, we need to know your name, and, as your landlord, we know your address. However, we do ask for more information than that, and you may wonder why we need it.

We ask for information about your age, gender, disabilities, ethnic origin, religious beliefs, sexual preference and vulnerabilities.

All of this information is used to ensure that we provide services which are fair and accessible to all. This is achieved through tailoring our methods where necessary, for example, helping those with disabilities to access our services and ensuring that everyone is satisfied with us regardless of their circumstances.

What do we know now?

We currently hold sufficient information on 76 per cent of our tenants. By sufficient, we mean that all the areas specified above are covered. This has been achieved through the assistance and co-operation of our tenants.

How are we using your information?

As an example, we know that just over 25 per cent of our tenants consider themselves to have a disability. We can use this information to tailor our services and consider it when providing new homes and reviewing our policies and procedures.

On an individual basis, we use the information that we hold about you to ensure that we offer the best customer service by responding to your needs. In some cases, communication may change depending on your circumstances - the use of SMS text messaging, large print and translation services, for example. In other cases, it may prompt us to wait that little bit longer at your door if you have limited mobility. You can even ask us to notify you before we visit, which is particularly useful if you need to arrange for another family member to be present or make other arrangements.

Is my personal information safe?

We are committed to protecting your personal information and adhere to the principles of the Data Protection Act 1998. The information you provide will be kept securely and will only be shared with third parties with your knowledge and consent. Where we use contractors for repairs to your home, we will always ensure that they act responsibly and take the necessary precautions. You can read our privacy policy at our website, www.havebury.com.

And finally a big thank you…

Welcome to our new look Havebury News. What do you think? Email us at office@havebury.com.
At Havebury, our tenants are at the centre of everything we do. This goes beyond the bricks and mortar in which they live - it’s about the person within the property. To this end, we have again held our Good Neighbour and Havebury in Bloom competitions to celebrate our tenants’ efforts throughout the year. We had some sterling entries in both contests, which really highlighted how proud our tenants are of their communities and how they will go the extra mile for their neighbours. Winner of the Best Neighbour award went to Mel Lombardo of Ixworth. He was nominated by Alfred Barber, who said: ‘Mr Lombardo is one in a million. He does my laundry every week as my time is taken up with my wife who suffers very bad dementia. His car is always there for shopping or hospital visits – he is there to help at all times.’

Wally Worthington of Clare won the Best Neighbour in a Supported Scheme award after being put forward by Lilian Hunt. She said: ‘Wally is such a caring man, he really deserves an award. Although he is 88 years old, he runs errands for anyone in need and goes for prescriptions for anyone who can’t get out. He is always very helpful.’

Summary of winners:
- Mel Lombardo, Ixworth, Best Neighbour
- Cicely Estlea, Ixworth, Best Neighbour (Runner Up)
- John and Joyce Meekings, Bury St Edmunds, Best Neighbour (Runner Up)
- Wally Worthington, Clare, Best Neighbour in a Supported Scheme
- Jessie Brown, Stoke by Clare, Best Neighbour with Community Focus
- Christine Gooch, Sapiston, Best Neighbour with Community Focus (Runner Up)

Havebury in Bloom winners included John and Janet Arnold of Fornham All Saints, who were awarded the gold prize for Best Garden. Havebury Resident Involvement Advisor Ellie Darling said: ‘Mr and Mrs Arnold’s excellent garden showed meticulous attention to detail. They’ve cultivated a colourful mix of seasonal bedding, with plants grown from seeds and plugs, as well as a wonderful fruit and vegetable garden.’

Summary of winners:
- Christina Graham, Bury St Edmunds, Best Newcomer (Gold)
- Morris Nicholas, Barningham, Best Newcomer (Silver)
- John England, Haverhill, Best Newcomer (Bronze)
- David Greenaway, Haverhill, Best Newcomer, commendation
- Roy Duffin, Great Whelnetham, Best Newcomer, commendation
- Ern Bugg, Great Whelnetham, Best Newcomer, commendation
- Debra Austin, Rougham, Best New Garden (Gold)
- June Bell, Rougham, Best New Garden (Silver)
- Angela Keeble, Rougham, Best New Garden (Bronze)
- Westbourne Court, Haverhill, Best Communal Garden (Gold)
- Erskine Lodge, Great Whelnetham, Best Communal Garden (Silver)
- James Stiff Cottages, Rougham, Best Communal Garden (Bronze)
- John & Janet Arnold, Fornham All Saints, Best Garden (Gold)
- Teresa Southernwood, Stoke by Clare, Best Garden (Silver)
- Beryl Peacock, Wickhambrook, Best Garden (Bronze)
- Teresa Southernwood, Clare, Best Hanging Baskets (Gold)
- Vera Ashby, Bury St Edmunds, Best Hanging Baskets (Bronze)
- Brian Howlett, Bury St Edmunds, Best Hanging Baskets (Silver)

Very well done to all involved! Look out for details on next year’s competition in the April Havebury News.
The dark days of the Blitz retold

Seventy years after the start of the Blitz, memories of that turbulent period remain as vivid as ever for Havebury’s resident, John Payne. The 77-year-old from Stanton was evacuated to Suffolk from London to escape the dangers of the bombing.

In the autumn of 1940, residents of the city of London endured 57 days of round-the-clock German bombing, signalling the start of the nine-month Blitz.

John Payne was living with his mother Mary and three siblings in Notting Hill when the bombing started, with his father Bob away serving with the Royal Pioneer Corps.

He said: “The bombs started to fall at night. We called them whistling bombs because of the noise they made as they cut through the air - a horrible, haunting sound. My mother would take us down to the basement because she was afraid to take us to the shelter. It didn’t occur to her until later that we could have been buried in the basement. What a nightmare for her to have to make life or death decisions like that.”

John says while the London bombings took place seven decades ago, the mental impact is still with him today. He explained: “I just have to close my eyes and I can see all those frightened faces and crying kids, my mother struggling with us - baby in the pram, my three-year-old sister at the end of it, my five-year-old brother and I hanging onto the handle as she pushed it along.”

As the bombings wore on, the dangers became so great that John and his siblings were no longer able to go to school and they were often too afraid to sleep. “Everything was very frightening. On one particular night, there was an absolutely horrendous air raid, so close that dust was falling on us. My mother had second thoughts about the basement and took us all out into the shelter. I don’t know whether it was sheer luck, but that night our house caught the blast from a bomb and some of it tumbled down. Thankfully we were all alive and in one piece, but we were now homeless.”

For several months, the family was forced to shelter in the nearest underground station each night, after spending the daytime with the children’s grandmother nearby. Along with thousands of other families, the Payne children and their mother were then evacuated to the country to keep them safe from the dangers of the city they had called home all their lives.

They were sent to Suffolk - a real eye-opener for the children who had barely been further than the end of their street. “When we reached the thatched cottage in Great Barton, it took our breath away and we began to think we were in fairyland,” said John. Following a spell in the cottage and a period above a shop in Flempton, the Paynes were moved to Hengrave Village Hall, where they remained for two and a half years. “During this time we started to feel free and happy,” remembers John. “We had lots of grass to play on and a circular drive on which I learnt to ride a bike. We were taken to Fornham School by bus or taxi and were privileged because all the country children had to walk or ride their bikes.”

In 1945 the war came to an end, much to the overwhelming relief of the Paynes and families like them across the country - and the world. “There were great celebrations!” said John. “My mother decided that we wouldn’t return to London though - we were all happy and had adapted to the country way of life by then. By 1957 we were moved into brand-new council houses in Stanton on an estate called the Knowle, where I still live today.”

Following the war, John enjoyed a long working life in various trades including driving and the construction industry. He is married to Phyllis with whom he has three children, five grandchildren and two great-grandchildren.

If you have a story you would like to tell in a future edition of Havebury News, contact us at office@havebury.com.

Ronan Murray, Scott Taylor, George Bishop, Chloe Allen, George Grimsey, Lewis Allen, Joseph Grimwood and Tommy Smith
Changes to reception

A warmer reception at Havebury

We have made some changes to our reception at Havebury House in Bury St Edmunds and improved the service that we offer to our tenants and other visitors. After conducting some research, we became aware that we could use a different approach to improve the levels of customer service in our reception area.

With increasing demands placed upon our reception team, we decided to address this issue by increasing the number of employees, so you will now find two people to help you. By enhancing the face-to-face contact with our customers, we aim to give you the best possible service as you would expect from Havebury.

You may have also noticed that we have introduced changes to the handling of calls to our 0845 numbers, callers are now able to select from a number of options to direct their enquiries to the relevant teams. This will enable your call to get through to the correct people more quickly than ever before. We anticipate that these changes will help improve call handling performance and the quality of the service received.

Supported decorating

To date this year, we have had 72 requests for our decorating service, 29 from the Haverhill area and 43 from Bury, with the works carried out by our decorating contractors R & R. Currently the wait from receipt of completed paperwork to commencement of work is approximately six weeks.

Supported gardening

This year, our volunteers have carried out grass cutting and hedge trimming at 119 addresses - 66 in the Haverhill area and 53 in Bury. The scheme will commence again in April.

Don’t be a blocker!

Please do not put wet wipes, nappy liners or any other non-degradable items down your toilet. This will block drains and cause unnecessary damage to the system. If you are found to have caused a blockage, we will charge you for the repair work.

Connaught

We would like to reassure all our tenants that we ceased trading with Connaught PLC earlier this year. On 1 June we appointed Seager Homes Solutions to undertake the installation of kitchens, bathrooms and central heating systems into our homes. Seager also undertakes aids and adaptation work. If you have any concerns around our previous work with Connaught, call 08456 123 851.

Charity golf day

A massive £10,000 was raised at our annual charity golf day in September. More than 100 golfers took part in the event held at Thetford Golf Club in aid of Focus 12, which provides drug and alcohol rehabilitation through residential and day care facilities. Its patrons are Davina McCall and Russell Brand.

Havebury’s Director of Operations Philip Sullivan thanked those who took part including employees, contractors and local businesses. He said: “Given the current economic climate, we are delighted to have raised such a fantastic amount. Everyone has been so generous with both their time and money for such a well-deserving charity.”

The winning team, the Misfits – made up of Richard Chaplin, Neil Clarke, Robert Grove and Patrick Harris – won a voucher for MyJoys, giving them the chance to custom design a pair of golf shoes.

Annual Report

Enclosed with this edition of Havebury News is the Annual Report for 2009/10, ‘Hear all about us’. This year’s report has been produced in partnership with you, our tenants. We sought your views and the format of a calendar was created as a result. This year, each home will receive a copy, but in future years this might not be the case. We are keen to hear about what format you would like the annual report to take in the future.
Finding help

There are a number of agencies who are on hand to assist you with debt, employment, benefits, housing, employment or consumer problems.

To find help with alcohol and drug dependency, anger management and mediation visit www.suffolk.gov.uk/mentalhealthandwellbeing where you will find links to local organisations.

If you or someone you know if suffering with mental health problems visit www.mind.org.uk.

Your local Citizens Advice Bureau contains a wealth of information on a whole host of issues. For Bury St Edmunds call 01284 753675 or Haverhill on 01440 712812. Alternatively visit www.citizensadvice.org.uk.

For free employment and IT training at Worklink, Bury St Edmunds call 01284 753675 on Mondays from 11am to 1pm.

Bank with the Credit Union

There is a Credit Union information point at the Bury St Edmunds Citizens Advice Bureau at 90 Risbygate Street, Bury St Edmunds on Mondays from 11am to 2pm. Alternatively, you can visit our collection points at St Johns Centre, St Johns Street on Wednesdays from 10am to 12pm or at the Trinity Methodist Church, Brentgovel Street on Wednesdays from 12.30pm to 1.30pm.

Help us catch the sharks

They may not have fins or killer jaws, but loan sharks - or illegal money lenders - are just as dangerous.

A loan shark is someone who lends money to an individual or company without a licence from the Office of Fair Trading. They charge huge rates of interest and people can face intimidation or even violence if they fall behind with their payments. But the good news is there is a specialist Trading Standards team on hand to catch these illegal money lenders.

How can you help?

If you or someone you know has been approached by a loan shark in your area, contact Trading Standards in strict confidence. You don’t have to give your name or sign an official statement if you don’t want to.

Call the 24 hour confidential hotline 0300 555 2222 or text ‘loan shark + your message’ to 60003.

Alternatively, email reportaloanshark@stoploansharks.gov.uk

For more information, visit www.direct.gov.uk/stoploansharks

Are you claiming enough?

If you are aged 60 or over, there are a number of benefits to which you could be entitled. To help you work out whether you qualify, here is some information on two of the main benefits available to older people: To help you work out whether you qualify, here is some information on two of the main benefits available to older people.

Attendance Allowance is a tax-free benefit for people aged 65 or over who need someone to look after them because they are physically or mentally disabled. If you wish to claim, call the Benefits Enquiry Line on 0800 88 22 00, textphone 0800 24 33 55 or visit www.direct.gov.uk for an application form.

Pension Credit - If you are aged 60 or over and struggle to manage financially, you should check whether you can claim Pension Credit. Pension Credit is a benefit paid in two parts - Guarantee Credit and Savings Credit.

Guarantee Credit tops up your weekly income to an amount the Government thinks you need to live on.

Savings Credit is paid as a reward for saving for retirement. If you are aged 65 or over and have an income higher than the basic State Retirement Pension (which could include a private pension) or have a small amount of savings, you may qualify. If you wish to claim, please call the Pension Service on 0800 99 1234, textphone 0800 169 0133 or visit www.direct.gov.uk for an application form. For further information and advice the following may also be useful:

Age Concern www.ageconcern.org.uk 0800 00 99 66

DirectGov www.direct.gov.uk

Citizens Advice Bureau www.adviceguide.org.uk Bury St Edmunds 01284 753675 Haverhill 01440 704012
Resident Involvement

Havebury on tour!

All summer, Havebury employees have been travelling around the area visiting different groups and events to gather your views on the services we currently provide. We wanted you to tell us if we do what works for you, what your priorities are for your area and what we could change for the better.

We’ve had just under 1500 questionnaires completed by Havebury tenants. At the end of September our Director of Operations Philip Sullivan picked one lucky winner from the hat. Muriel Nightingale of Stanton was randomly drawn as the winner and received £250.

What you’ve told us will be looked at closely and, together with the Tenants’ Forum, Havebury will be making changes to our services based on your views.

Tenants’ Forum Annual General Meeting

This year’s Tenants’ Forum AGM, held as part of Residents’ Day, saw the re-election of Sandy Norris as Chair. She thanked the members of the forum for their faith in her, along with their hard work over the last year. Muriel Healey stepped down as Vice Chair and was succeeded by Peter Woodman-Turner from Risby.

Two new tenant Board Directors

Since our last edition, we have appointed two new Havebury tenants as Directors of the Board. Welcome to Lucy Adams and Mary Davis who were chosen from over 25 tenants who applied.

Carol service

Please join us with friends and family at our annual carol service at St Edmundsbury Cathedral on Friday 10 December. The service starts at 2pm and will be followed by festive refreshments. Transport can be arranged, so if you would like to attend please call us on 08456 123 851.

Spreading festive cheer

Residents of Northgate Lodge sheltered scheme in Bury St Edmunds got into the spirit of Christmas early this year to provide festive gifts for children in underprivileged countries.

Members of the scheme’s craft group made presents and bought small gifts to pack in shoe boxes to send to children all over the world as part of Operation Christmas Child - an annual campaign run by international charity Samaritan’s Purse.

Other ways of contacting us

Don’t forget you can now visit us on Facebook. Why not sign up as a friend and keep up to date with all the latest news and information? You can also now follow us on Twitter.

Recruiting: Mystery Shoppers

Are you interested in improving our services? Do you want to help other tenants? Can you spare a couple of hours a month? Then we need you!

Havebury are teaming up with other affordable home providers to create a new group of mystery shoppers, giving tenants the opportunity to check our services against other providers in the area. If you can volunteer a couple of hours a month, please contact Ellie Darling on 01284 722033 by Friday 14th January 2011.

Tenants’ Forum focus

Carol service

Vice Chair Peter Woodman-Turner and Chair Sandy Norris, seated, with members of the forum at this year’s AGM.

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T he Street a Week initiative aims to make engagements between local Safer Neighbourhood Teams (SNT) and residents more interactive, allocating time for residents to liaise with the police and partnership agencies on issues affecting the local community.

The idea of the walkabouts is to use people with good local knowledge to help identify issues and to bring them to the attention of the organisations who can put things right. In this way problems can be resolved quickly. For example, on Chalkstone Estate in Haverhill some overhanging trees were spotted obstructing the footpath in Ufford Place. The representative from our grounds maintenance contractor Norse was able to take responsibility for sorting out the trees and a couple of days later they were cut back. Back in the spring on the Mildenhall Road estate in Bury St Edmunds, a problem was identified on Acacia Avenue. Bark mulch from a shrub bed was creating a hazard where it had spread onto the pavement. We were able to arrange for wooden boards to be installed at the edge of the bed to keep the mulch off the pavement. During the same inspection, the police were able to issue a warning ticket to an untaxed vehicle parked on the road.

In general it is rare that serious issues are identified due to the regular presence of our Neighbourhood Ranger team around our estates and villages. In fact, during a recent walkabout on the Priors Estate the group commented that it was looking very tidy and much better than on previous inspections. We really welcome your assistance with these walkabouts, so if you can join us it would be great to meet you. Equally if you are not able to come along, do let us know about anything you would like us to look at. So you know when we will be about, here is a calendar showing next year’s programme.

<table>
<thead>
<tr>
<th>AREA</th>
<th>DATE &amp; TIMES</th>
<th>VENUE</th>
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<tbody>
<tr>
<td>Rural North &amp; South</td>
<td>7 December 7pm to 9pm</td>
<td>Stanton Village Hall, Old Bury Road, Stanton, IP33 2BX</td>
</tr>
<tr>
<td>Bury St Edmunds</td>
<td>8 December 7pm to 9pm</td>
<td>The Apex (within the Arc), Charter Square, Bury St Edmunds, IP33 3FD</td>
</tr>
<tr>
<td>Haverhill</td>
<td>9 December 7pm to 9pm</td>
<td>Sports Football Complex, The New Croft, Chalkstone Way, Haverhill, Suffolk CB9 6LF</td>
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At the next public meeting you will be given the opportunity to tell us about any issues or concerns you have within your local area. Most of all we need YOU to attend for us to be aware of and work together to solve community problems. We look forward to meeting you.

Rural North & South
Bury Central & East / West
Haverhill
Safer Neighbourhood Teams

Do YOU know who decides priorities for your community? YOU do...

Your opinion and views count towards setting priorities for actions. Do you know who can problem solve your priorities and other community concerns?

The SNT Panel group, made up of agencies: Havebury Housing Partnership, Suffolk Police, St Edmundsbury Borough Council, town and county councils, fire service, town centre management, the Arc, Extended Schools Partnership and many more working together to find solutions to the problems affecting the community.
Great Whelnetham Village Hall environmental improvements

Great Whelnetham was given £5,000 for environmental updates for the village hall. The project aims to update and improve the building whilst increasing energy efficiency and reducing carbon emissions. This will be done through the installation of loft and cavity wall insulation plus solar panels and two air source pumps, as well as replacing the windows and doors with double glazed units. The local community will benefit as the improved facilities will be cheaper to run.

Lackford Lakes sailing dinghy

WASH Sailability provides sailing opportunities for disabled people in West Suffolk at Lackford Lakes. The club was issued a grant of £5,750 to acquire an additional access boat, improved access for wheelchairs to the jetty area and an electronic control for the dinghy so that paraplegic members can control the boat themselves.

Tollgate FC pitch repairs

The King George playing field in Fornham St Martin was left in bad condition following the arrival of moles, rabbits and a grass root eating bug. Tollgate Football Club was granted £500 to repair the ground.

REACH resource centre

This project was granted £329 to provide signage for the centre in Haverhill. REACH resource centre provides a drop-in centre for people who need general debt advice, access to Haverhill Foodbank and free internet access and signposting.

Healthy Havebury fun day

This project was granted £1,000 towards a family fun day and tournament at Portman Road as the final phase of a larger football training project. The fun day included football and sports activities for all members of the family and players including crossbar challenges, mini golf and shots at goal.

Fornham All Saints kitchen refurbishment

This project aims to totally refurbish the kitchen of Fornham All Saints village hall which has been in constant use since it was built in 1974. In addition to installing new kitchen units and equipment, the project will add double glazing, wall and ceiling insulation and a new fuse board. The hall was granted £5,000 towards the kitchen refurbishment.

Going digital

St Edmundsbury Newstalk is a talking newspaper which provides an important service to all blind and partially sighted people within the borough free of charge. This project was granted £4,900 to enable the services to switch to a digital system using a reusable memory stick rather than cassette tapes and players which are becoming harder to maintain.

Bury Spectrum foam pit

Bury Spectrum Gymnastics Club was granted £5,000 to replace the foam pit of the club to make sure it is of a high standard and safe. The club caters for a wide range of people from toddlers to adults ranging from fun sessions to international competitions.

Ikworth Park equestrian facilities

This project is to update the existing facilities for use by the local pony club, Riding for the Disabled and individual users. The equipment will include cross country jumps as well as a new building including a TY, DVD player, tables, chairs and a whiteboard to facilitate non-ridden learning. The group was issued £1,000 subject to the new building obtaining planning permission.

Troston, aerial runway slide

£1,000 was granted for a new piece of equipment for the play area in Troston. The aerial runway slide is aimed at older children as the current play area predominantly offers equipment for the younger ones.

Chedburgh play area renovation

This project is to replace old facilities at the Erskine Centre in Chedburgh with new play equipment, fencing and safety surfacing. The applicant held a public consultation to ensure that the new equipment will meet the needs of local residents. The Community Investment Group granted £5,000 towards the cost of the new play area.

Project of the Year

At the end of each funding year the Community Investment Focus Group selects a project which they feel requires particular recognition. The project winner this year was Bury Spectrum Gymnastics and Head Coach Jean Mealham came along to receive the award from Chris Allen, Chair of the Community Investment Focus Group. The project was selected due to the community benefit it offers to those in St Edmundsbury. The club offers the opportunity to learn and develop new skills while improving health and fitness for all age groups.
Legionnaires’ disease

Legionnaires’ disease is a form of pneumonia. It can kill. Legionella are bacteria common in natural rivers and lakes as well as artificial hot and cold water systems, storage tanks, pipe work, taps and showers. The infection is caused by the inhalation of water droplets or spray-mists which have been contaminated by the bacteria. Those most at risk include elderly people, smokers and those suffering from long-term illness. It is not contracted through drinking contaminated water and cannot be passed from person to person. The risk of Legionnaires’ disease is very small. For more information about preventing legionella bacteria, visit our website or call 08456 123 851.

Condensation

We've been given privileged access to speak to a mould spore to find out his likes and dislikes. This might help you combat condensation this winter!

What's your favourite time of year?
I like it cold, hate the summer; I don't look good in Speedos!

Who or what is your best companion?
Water, I need it to grow big and strong, it's better than Red Bull.

Where do you like to live?
I will live anywhere but I am partial to kitchens and bathrooms as water is easy to come by there. I will start to grow on any surface that's got moisture on it, even clothes and bedding.

What is your pet hate?
People who open their windows, it gets rid of all the moisture which makes it hard for me to grow.

What frightens you?
Bleach, it kills me.

How many homes do you visit each year?
Millions, I will live anywhere and with anyone who lets me.

Are you dangerous?
I can be if I'm not treated.

Help keep mould spores at bay this winter!

No heating?

At this time of year, we would advise you to check some of the following common faults that can cause a lack of heating. You need to check that the electric supply to your boiler has not ‘tripped out’ and that your meter has credit. Check that your boiler fires up when you turn up the thermostat and ensure that the timer is set correctly to cover any of these faults then you may be charged for the cost of the call-out. For more information visit www.havebury.com or call 08456 123 852.

Rogue Traders

Your doorstep, your decision...

Bogus callers may pretend to be water, electricity or gas board workers, council officials or police officers to try and steal money or belongings from your home. You can prevent this type of crime if you remember to follow these three steps:

Stop - before you open the door
Chain - make sure you put it on
Check - ask the caller for their identification and check it before letting them in. If you make a call to check, use the number in the phone book not on the identity card.

Keeping safe with presents

For obvious reasons, young children are attracted to presents, regardless of who they are for. So remember to:

- keep toys, games and decorations with small parts out of the reach of young children - babies and toddlers can choke on small things.
- make sure presents are suitable for your child’s age, and only buy toys from trusted shops.
- keep button batteries - the small circular silver versions - away from young children. Many of these batteries are swallowed every year.
- put gifts of perfume and aftershave where toddlers can’t reach them - they contain alcohol that's harmful if swallowed.

Lights and decorations

Follow these basic rules to avoid accidents with lights and decorations:

- always check Christmas lights for frayed wires, broken sockets or loose connections.
- turn all lights off when you go out or go to bed, as they could cause a fire.
- avoid decorations like baubles that break easily, as the pieces can be very sharp.
- put candles out of children’s reach in containers that won’t tip over and aren’t made of plastic.
- remember to blow out all candles before going out or going to bed.
- keep candles away from Christmas trees, decorations and soft furnishings.
- don’t hang decorations from lights or heaters as they can burn easily.

Food and drink

Keep young children out of the kitchen while you are cooking, to avoid burns and scalds. Also remember to clear away the last dregs of drinks left in glasses before you go to bed, as even very small amounts of alcohol can poison young children.

Fire safety

There is an increased risk of fire in the home at Christmas time, so it’s a good idea to check that your smoke alarms are in good working order. For further advice on fire safety in the home visit www.havebury.com

Information from www.direct.gov.uk
Could you save money on your gas and electricity bills?

There are some important developments in the energy market to be aware of. Suppliers are now required to provide better information on bills, for example what tariff you are currently on and an annual statement of use. This information can help you shop around to get a better deal on your electricity and gas.

To compare prices, you need to know how much energy you currently use which - this can be found on your annual statement or your last couple of bills. You also need the name of your current supplier, what tariff you are on and your postcode. You can use one of the approved online price comparison services which are listed at www.consumerfocus.org.uk. If you cannot access the internet, you can call Consumer Direct on 0845 04 05 06 and ask for a pricing fact sheet.

You could still save money even if you don’t change suppliers. If you have never switched, you may be on one of your supplier’s most expensive deals. Contact them and say you are thinking of switching and ask them if they can give you a better deal. Visit www.havebury.com for a jargon buster to help explain the different options available to you.

Top tips to reduce the electricity and gas you use:
1. Replace light bulbs with energy saving versions. Just one can reduce your lighting costs by £78 over the lifetime of the bulb.
2. When cooking, leave saucepans lids on as this will allow you to save energy.
3. Don’t use more water than you need when boiling a kettle. It takes much more electricity to boil a full kettle each time than just enough to cover the element.

Winter fuel payment
This is a yearly tax free payment to help people aged 60 and over to pay for their heating in winter. To qualify, you must be 60 or over on or before 27 September 2010. For full details, please go to www.direct.gov.uk or telephone the Winter Fuel Payment Helpline on 0845 9 15 15 15.
Dealing with disruptive tenants

A large part of the work of Havebury’s Neighbourhood Team is anti-social behaviour (ASB). We work very hard to make sure that residents are able to live in their homes without being disturbed or annoyed by the actions of other people. We work closely with other agencies such as the police to challenge poor behaviour. Usually, we are able to resolve problems simply by contacting the people causing the problem, but with serious or persistent issues we will resort to using other options including legal action.

Eviction is always a last resort, but this can happen if all other avenues have been exhausted. Over the last year there have been two evictions for ASB. Apart from the obvious effect on any household there is also a large cost involved. The last eviction we carried out amounted to £7,400 in legal costs alone. The information below shows you how we are performing and will give you an idea of the work the Neighbourhood Team are doing.

Figures are for the last year up to 31 October 2010:

- 75 per cent of flytipped materials were removed within 24 hours of being reported.
- 96 per cent of hard surface areas were cleansed at least 12 times over the year.
- Four complaints were made about the grounds maintenance service and 12 compliments were received. We received no positive or negative comments about the cleansing.
- Across all of our grassed areas, 71 per cent of the cuts specified in the contract took place. There was a long dry period where the grass did not grow so it was not practical to cut as often as specified.
- Regular grounds maintenance inspections are undertaken by our Neighbourhood Rangers. At the start of the year, 23 per cent of the work undertaken resulted in issues needing resolution compared to just 6 per cent at year end.
- The cleansing contract showed a similar drop from 11 to 4 per cent.

In the future, we would very much like to report on your views about the work of our contractors. Enclosed with this edition of Havebury News is a survey form for you to give us your opinion. Every form returned will be entered into a prize draw to win £100 of shopping vouchers.

Complaints and compliments

Havebury recognises that sometimes we do not provide the service that we should so we encourage all customers to give their views and opinions. We also welcome suggestions to help improve the services that we provide. There are also occasions where we do things well and people take the time to let us know.

Here is a summary of complaints and compliments from the last two quarters.

<table>
<thead>
<tr>
<th>Period</th>
<th>Complaints</th>
<th>Compliments</th>
</tr>
</thead>
<tbody>
<tr>
<td>April to June</td>
<td>27</td>
<td>119</td>
</tr>
<tr>
<td>July to September</td>
<td>26</td>
<td>119</td>
</tr>
</tbody>
</table>

Reps review

External consultants were appointed to carry out a review of our repairs structure and give an independent perspective on the service.

The recommendations in the report were agreed by the Board in July of this year and will be implemented in partnership with employees and tenants. The project will be completed by the end of May 2011. The objective of the project is to enable Havebury to deliver better value for money and high customer satisfaction, as well as a streamlined approach to the larger repairs jobs and the re-letting of homes.

Repairs

Performance figures for the repairs service are broken down into emergency, urgent and routine repairs.

One way we compare ourselves against other organisations is by measuring the percentage of jobs completed on time on a quarterly basis.

<table>
<thead>
<tr>
<th>Period</th>
<th>Emergency</th>
<th>Target</th>
<th>Urgent</th>
<th>Target</th>
<th>Routine</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>April to June</td>
<td>99.6 per cent</td>
<td>99.6 per cent</td>
<td>90.7 per cent</td>
<td>98.7 per cent</td>
<td>92.4 per cent</td>
<td>98.4 per cent</td>
</tr>
<tr>
<td>July to Sept</td>
<td>99.5 per cent</td>
<td>99.6 per cent</td>
<td>93.1 per cent</td>
<td>98.7 per cent</td>
<td>91.1 per cent</td>
<td>98.4 per cent</td>
</tr>
</tbody>
</table>
Useful Telephone Numbers

ALL REPAIRS (Including out of hours)
08456 123 852

Calls to 0845 numbers are charged at between 0.5p and 2p per minute depending on the time of day from most BT landlines and are included in free call packages. Calls from other providers may vary and cost considerably more from mobile phones.

Our operators will ensure that your call reaches its destination or a message is taken!

Main Switchboard
08456 123 851

Our offices are open 9.00am - 5.00pm (Monday-Thursday) 9.00am - 4.00pm (Friday)
Some of our office hours are changing, keep an eye out for posters or visit our website.

Essential Numbers
SMS text service 07781 482888
Anti-Social Behaviour Hotline 08000 758999
Minicom – Bury St Edmunds 01284 722121
Minicom – Haverhill 01440 718484
St Edmundsbury BC – Bury (Switchboard) 01284 763233

Contact addresses

BURY ST EDMUNDS
Havebury House, Western Way, Bury St Edmunds, Suffolk IP33 3SP

HAVERHILL
Havebury House, Manor Road, Haverhill, Suffolk CB9 0EP

Don’t forget to check our website at: www.havebury.com
Or visit us on facebook

Safes Neighbourhoods

SNT Officers for St Edmundsbury:

BURY ST EDMUNDS EAST/WEST
Sgt Tully
PC Aronde PC Owen
PC Warby
PC Smith

PCSO Billier-Beer
PCSO Chittock
PCSO Lake
PCSO Smith

buryeastwest.snt@suffolk.pnn.police.uk

RURAL NORTH AND CENTRAL
(based at Sewleth)
Sgt Jay
PC Collins
PC Tate

PCSO Burke
PCSO Wilding
PCSO Robinson

stednruralnorth.snt@suffolk.pnn.police.uk

BURY ST EDMUNDS CENTRAL

Sgt Prouse
PC Ellis
PC Smith
PC Fox

PCSO Wilson
PCSO Morgan
PCSO Weller
PCSO Morton
PCSO Last

burycentral.snt@suffolk.pnn.police.uk

SNT Officers for Haverhill:

HAVERHILL SOUTH/NORTH

PC Beynon
PC Wright
PC Potter

PCSO Scott
PCSO Strahm

bathroom.snt@suffolk.pnn.police.uk

Haverhill SNT Sergeant - Sgt Bartley BURY ST

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Safer Neighbourhoods

To contact these officers, please ring the Central Call Answering number 01284 774100 and you will be connected to a member of your Safer Neighbourhood Team (SNT) for that area.

Havebury News is published by The Havebury Housing Partnership. Printed on paper made from 80% recycled materials