

September 2017

Havebury News

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Inside this edition...



keepintouch with us this summer

The opinions of our tenants matter hugely to us and they help us shape what we do.

Throughout August, we contacted some of you by phone as part of our **Keep in Touch**

and **STAR** (Survey of Tenants and Residents) initiatives.

Keep in Touch allows us to gather details about your household, such as if you have changed your telephone number

or email address.

Meanwhile, **STAR** is a tenant satisfaction survey which asks for your thoughts on issues like the quality of your home and our repairs process.

Need Havebury News differently?

If you would like Havebury News in large print, on audio or translated, please call the main switchboard on 0300 3300 900.

havebury aktualności. Czy potrzebujesz egzemplarza o większym rozmiarze, na nośniku audio lub tłumaczenia? Aby otrzymać tę informację na egzemplarzu o większym rozmiarze, na nośniku audio lub tłumaczenia, zadzwoń: 0300 3300 900.

havebury новости. Вам нужна копия большого формата, на аудионосителе или перевод? Чтобы получить эту информацию, распечатанную в большом формате, на аудионосителе или ее перевод, звоните: 0300 3300 900.

havebury notícias. Precisa deste documento num formato de impressão maior, em áudio ou traduzido? Ligue para o 0300 3300 900 se quiser receber esta informação num formato de impressão maior, em áudio ou traduzido.

Contact us

☎ 0300 3300 900

Press option 2 for tenants, then:

- 1 for Home
- 2 for Accounts
- 3 for Area
- 4 for Tenancy
- 5 for Home Buy

or hold for reception

🌐 www.havebury.com

📘 HaveburyHousing

🐦 @Havebury

✉ Havebury House
Western Way
Bury St Edmunds
Suffolk
IP33 3SP

You can contact us with an emergency 24 hours a day. Our offices are open from 8.30am to 5pm from Monday to Thursday and 8.30am to 4pm on Fridays.

Universal Credit: Changes you need to know



Universal Credit is coming to Bury St Edmunds and Haverhill this October and you need to be aware of how this may affect your rent payments.

This new means-tested benefit will replace Income Support, income-based Jobseeker's Allowance, income-related Employment and Support Allowance, Housing Benefit, Child Tax Credit and Working Tax Credit.

Under Universal Credit, benefits will be paid to one claimant in your household as a single monthly payment, including payments towards your rent. You will become a full rent payer to Havebury if you are not already.

Stay ahead by following these tips:

- Ensure Havebury is aware you are going on to Universal Credit
- Ensure you claim Council Tax Reduction from your local council. Help with Council Tax is not included in your Universal Credit claim
- When making your online application, remember to tick 'yes' when completing the questions: 'Do you pay rent?' and 'Do you rent from a social housing landlord?'
- Universal Credit will not normally be paid for the first seven 'waiting days' of a new claim. Check to see if you are exempt by searching for Universal Credit at www.havebury.com
- Check to see if you are exempt from the restrictions on 18 to 21-year-olds claiming housing costs through Universal Credit: www.gov.uk/guidance/housing-costs-for-18-to-21-year-olds
- Register for a unique taxpayer reference number if you are self-employed, even if you do

not expect a tax liability. You should submit your income and expenditure monthly so ensure you have monthly accounts

- It may be six weeks before you receive a monthly payment of your personal allowance and your rent. If you won't be able to pay your bills on time, you need to ask for an advance payment on your claim or at your first appointment at the Jobcentre
- If you have difficulty in paying your rent, you can ask for help. Managed payments will mean that your rent will be paid directly to Havebury from Universal Credit. You'll need to flag this up during your first claim meeting with your Work Coach
- Update your Universal Credit claims with all changes as they happen as they will not be able to amend your claim in your favour retrospectively

If you have any questions about Universal Credit, contact a Havebury benefit adviser on 0300 3300 900 (options 2, 2, 3).

Want a job? Havebury can help

Whether you've just left school or training, have been out of work for a long time or want to get your first job, our Welfare and Employment adviser can help. Havebury recognises that making the first steps towards employment can be daunting, so give us a call and let us point you in the right direction.

Benefit changes mean that work is becoming the only option for many people. The introduction of Universal Credit in Bury St Edmunds, Sudbury, Braintree and Haverhill in October will help you keep more of your wages than ever before.

For more information, email our Benefits Team at myaccount@havebury.com.

Community Benefit Society

At the end of June we sent all Havebury tenants a letter about our proposed plans to change our corporate status.

The closing date for sending us your feedback was August 4. We'll review all the feedback that we have received from tenants and staff. This will then be given to Havebury Company Members to make a final decision at the Annual General Meeting on October 2.

We will continue to provide you with updates over the next few months, or you can keep up to date by visiting www.havebury.com/cbs.

If you have any questions, email us at cbs@havebury.com.



What you need to know about Mutual Exchange

You need to consider if you would change your tenancy type, for example to a fixed-term from an assured

You won't be able to move if you're on a **starter tenancy**

Your property must be in **good order** and you must consider whether you require any adaptations such as **wet rooms**

You need to make sure your **rent account** is clear

The size of the property offered is normally based on the **size of the family** living with you permanently

For more information, call 0300 3300 900 and speak to a member of the Tenancy team.

Did you know there is a dedicated group for Havebury tenants and families on **facebook?**

The group gives you a chance to have your say about what's happening at Havebury. Do a search and join up today!

Havebury Life Hacks

To test the life in your batteries, drop them from a height of around six inches. If they bounce more than once, they're on their last legs!

Demetrius' surprise arrival



Ben and Magda with their new baby Demetrius

A pair of new Havebury tenants got the perfect housewarming present when their baby boy was born at home - delivered by daddy, no less!

Magda da Silva and Ben Crane moved into their flat in Worlington Road, Mildenhall on April 20, and baby Demetrius arrived on the bathroom floor less than a month later.

New mum Magda, 23, explained: "At about midnight I had a sore belly, but I brushed it off because I wasn't due for another ten days. I thought it might have been something I'd eaten.

"By about 2am I realised I was having contractions as the pain was getting worse. We called the midwife, but she told us to wait until the contractions were more regular. They started to ramp up by about 4am, and the midwife said she was on her way."

Proud dad Ben added that his little girl from a previous relationship, four-year-old Grace, had been staying with the couple that week, so he called her mum to collect her.

"Grace was so excited," said the 29-year-old, who has his own garden maintenance business. "She wanted to be the first to meet him. And, luckily for Grace,

she got her wish as Demetrius was in something of a hurry to arrive. "I could tell he was coming, as the pain changed and I knew I needed to push," said Magda, who is currently on maternity leave from her role in an insurance company.

Ben stayed on the phone to the midwife, who gave him instructions as the labour progressed.

"She explained what I needed to do, and asked me what I could see," he said. "I told her I could see what looked like the head and then all of a sudden he was here. There wasn't any time to be nervous, I was just in the moment.

"I rubbed him with a towel to get him breathing. He started crying after five or ten seconds which seemed like ages at the time."

Magda, Ben and Grace then enjoyed a magical few moments with 5lb 15oz baby Demetrius before the medical services and Grace's mother arrived. "Not many big sisters can say they were the first to meet their brother," said Ben. "She is absolutely smitten."

How much is that doggy...

At Havebury, we're used to abandoned budgies and tortoises on the run, but this has to be a first!

Our very own 'Pet Rescuers' Andy Towler and Steve Cook came across this poor pup who found its way to freedom by climbing out of an open bedroom window. Perching itself on the roof tiles, it was clearly enjoying some glorious weather.

Andy said: "No one was in and the dog had been out there for ages. One of the neighbours came out to see what we were looking at, and said if we got it down she would look after it. So we got our ladder and rescued it!"



Send us your thoughts on your Havebury News

You may have noticed that your Havebury News has been given a revamp. We'd love to hear what you think - so please email us your thoughts at communications@havebury.com. We look forward to hearing from you!

You said...

Thank you for dealing so sensitively with a problem where a resident had allowed rubbish to build up in their garden. I spoke to two Havebury employees; both were very helpful.

SWS

Be mindful when using candles

Most of us are used to having naked flames in our homes, from boilers and fireplaces to gas hobs and log burners.

However, we don't always think of candles in the same way.

Unfortunately, these pretty additions to our homes can really increase the risk of devastating fires.

Avoid placing them near anything flammable, on surfaces like windowsills, or close to electronics or other heat sources.

You should also be careful when placing them on the rim of your bath or near curtains.

So remember:

- Don't leave a burning candle unattended
- Never mix candles and alcohol
- Candles get hotter than you think
- Always put your candles out completely

Affordable contents insurance from just 39 pence per week

Did you know that you can insure your home contents easily, at an affordable price?

Protect your treasured items with My Home, arranged in conjunction with the National Housing Federation. Prices start at 59p per week, or 39p per week if you're over 60.

To request a call back, email insurance@havebury.com or search for 'contents insurance' at www.havebury.com. For more information, visit www.thisisthemhome.co.uk or ring 0345 450 7288.

Reasons to choose My Home:

-  Flexible Pay-As-You-Go payment options
-  No excess, which means you do not pay the first part of the claim
-  Covers lost or stolen keys and freezer contents
-  Covers damage to internal decorations
-  You do not need to have a bank account



Willow Personal Alarms

Connecting You To Support 24/7

Enjoy the comfort of independent living in your own home with our pendant alarms.

Willow Personal Alarms connect you to support in the event of an emergency 24 hours a day, 7 days a week.

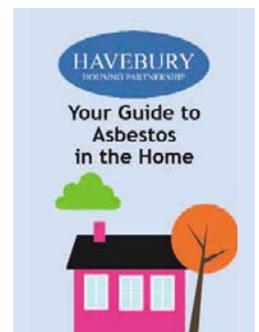
So whether you live on your own or with family, you'll have total reassurance and peace of mind.



**Call us today for a free consultation
01284 722279**

Asbestos leaflet is on its way to you

If your home was built before the year 2000, you will shortly receive a leaflet from Havebury about how we manage asbestos.



It's not unusual to come across asbestos in properties built in the 20th century. As a responsible landlord, Havebury has a duty to manage this material in our homes.

Look out for the leaflet popping through your door soon!

Your fire safety questions answered

You will no doubt be aware of the terrible events at Grenfell Tower in West London in June. Our thoughts go out to everyone affected by this tragic incident.

Havebury's main priority is the safety of our tenants, and such news highlights the importance of fire safety in our homes.

While we do not own or manage any high rise blocks, and while the cause of the Grenfell fire has yet to be established, some tenants have expressed concern about external wall insulation at their homes. As a result, we have put together answers to some questions we have received.



Q. My property has external wall insulation, should I be concerned?

A. We can reassure tenants that where Havebury has undertaken this work, the insulation used is fire retardant. It is also covered with an impermeable render, while there are fire breaks between each individual property to help prevent the spread of fire.

Q. What fire safety precautions does Havebury undertake?

A. All of our blocks of flats undergo regular fire risk assessments and we implement any improvements that are identified as a result. In addition, we comply with all legislation and Government guidance in relation to fire safety. In our

sheltered schemes, we also liaise with fire and rescue services, implementing a 'Safe to Stay' procedure. We carry out weekly fire alarm tests, along with regular fire risk assessments and health and safety inspections.

We have carried out fire safety improvement work in our flats, including fitting new fire doors, domestic smoke and heat alarms, and new bin stores. There is clear and accessible signage to advise residents of safety measures and what to do in the event of a fire.

Havebury does not own any properties of more than 18 meters high. We do not own any properties that have been clad with aluminium type panels. We have not used aluminium composite material panels for

cladding on any of our homes.

Q. What should I do if I have any questions about fire safety?

A. If you would like to report a fire safety issue regarding your home, please call our team on 0300 3300 900. You can also find more information on our website. Simply search 'fire safety'.

Register your appliances at www.registermyappliance.org.uk. You'll be the first to hear about product recalls, reassuring you that your appliances are safe.

Remember, fire safety is all of our responsibility

Here are a few tips to help you stay safe:

- Keep matches and lighters away from children
- Keep stairwells and communal areas clear
- Check your smoke alarms regularly
- Turn chargers off at night
- Never leave chip pans unattended
- Switch off and unplug all electrical equipment when not in use
- Position barbecues on a firm, level base and make sure that it is kept away from anything flammable, such as sheds, fences and shrubs

Turn chargers off at night

Leaving phones, laptops or e-cigarettes charging overnight can cause plugs to overheat, which can lead to devastating fires. So please always turn off your chargers when you go to bed. It's a simple action, but one which could save your life.



Improving neighbourhoods for everyone



Anselm Avenue has benefited from grass protection works



Improvements to the bin store at Clayhive Drive



Works done to the garden at Oakes Road

Almost £200,000 has been allocated by Havebury this year to the Neighbourhood Investment budget, with funding still available for further improvements.

So far this year, we have given more than £23,000 to local projects in Haverhill, plus villages including Tuddenham St Mary, Horringer and Stonham Aspal.

There are two funding streams in the Neighbourhood Investment budget; Community Investment Grants (CIG) and Environmental Improvements.

Should you wish to apply for a grant from our CIG fund, contact us on 0300 3300 900 or

email communityinvestment@havebury.com.

Amongst the projects we have supported are the renewal of the Thurlow play area and replacement railings for the Risby war memorial.

At Havebury, we are also keen on improving our own areas. That is why we have planned to invest almost £150,000 across several of the sites owned by us. So far this financial year, £38,000 has been successfully approved for projects in Bury St Edmunds, Fornham All Saints and Haverhill.

These improvements are decided upon following resident consultation, estate visits and

staff recommendations.

Our Neighbourhood Rangers work hard to find out what is needed in each area; they make sure that any works will help improve facilities or the location's general outlook.

If you feel changes can be made in your area, contact our Neighbourhood Estates team on 0300 3300 900 or email myarea@havebury.com

We have successfully carried out 19 improvements across our areas in the past year, including grass protection at Anselm Avenue. For more details, visit our website and search for Community Investment Grants.

Anti-social behaviour - we need your help

If you become aware of any anti-social behaviour in your area, please call us on 0300 3300 900 or send us an email at myarea@havebury.com.

Exciting estate plans on the way

The future is looking bright for Havebury's five main estates thanks to new Neighbourhood Vision Plans which encompass the next three years.

Since last year, documents have been drawn up to outline planned improvements for the Howard, Mildenhall, Priors, Clements and Chalkstone estates. The aim has been to identify priorities for each area, followed by carrying out any works and monitoring outcomes.

These vision plans are now available to view at www.havebury.com/neighbourhood-vision.

Send us your super snaps!

Are you aged between five and 16? Love taking selfies, scenic shots or surprise snaps of your family? If so, our fantastic Super Snap competition could be perfect for you!

All you have to do is send your best pic to us by Friday, October 27 – just ping it over to communications@havebury.com to enter, or via our Facebook or Twitter pages. Your photo can be of anything; your friends and family, where you live, something you enjoy.

There are two age groups, 5s to 10s and 11s to 16s. Each age group will have first, second and third prizes of £50, £20 and £10, and the two winners will be featured on the front cover of Havebury News' next edition.

Full terms and conditions can be found on our website; search Competition Rules at www.havebury.com. If you have any questions, email communications@havebury.com.



Estate grading continues



Havebury is committed to improving the areas we serve, and estate grading forms a vital part of our efforts.

This initiative, which was introduced in 2013, sees our staff working with Area Monitors to look at estates and villages in order to highlight any issues.

They look at the standard of work carried out by our grounds maintenance teams, report fly tipping and offensive graffiti, and

evaluate other recent improvements.

They determine whether there are further areas which could be enhanced, with each location then given a score out of 100.

The result is used to decide what work is required in the future, with the ultimate aim of improving the location's safety and appearance.

This year, we have carried out grading at the Mildenhall, Priors and Chalkstone estates, with more than ten possible projects set to be explored.

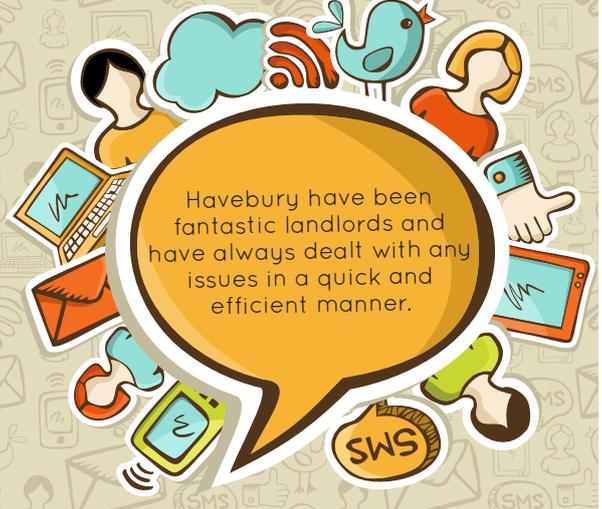
The team would also be happy to take any suggestions you may have for your neighbourhood.

You can find out when we will be carrying out estate grading in your area by calling the Neighbourhoods team on 0300 3300 900 or email myarea@havebury.com.

Havebury Life Hacks



You said...



Havebury have been fantastic landlords and have always dealt with any issues in a quick and efficient manner.

Fascinating finds uncovered

At Fentons Farm in Great Wheltenham, some Roman remains have been found - in the shape of a skeleton.

The bones were discovered on the phase two land to the rear of Erskine by Allen Archaeology.

The team was there to monitor ground which had been removed to form the drainage runs from the Phase 1 development.

We will be fully excavating the land in the near future; as it is thought that this site was once a burial ground, it is likely we will uncover more of the same.



New homes for Haverhill

At William Blake Court in Haverhill, the developer has almost completed the foundations and the timber frame is due to be erected.

When complete, each of these homes will have parking for one car.

However, each garden will have gates which will open to enable another car to be parked in the garden on a hard standing surface (*below*).

There will also be a downstairs wet room in each house, in addition to the upstairs bathrooms. The aim of this is to ensure that the tenants can remain in their homes for longer, with room for a carer upstairs.

Completion of these 15 affordable houses is due at the end of November.



Ten new homes complete in Warboys



The first ten homes at Station Road, Warboys have been completed and handed over by David Wilson Homes.

There is one two bedroom flat and nine one bedroom houses, all of which have been completed on time and to a lovely standard. The remaining 36 homes will hand over in phases until June 2019.

Ingham homes are being snapped up by tenants

New affordable homes at The Gables in Ingham have been completed, with Shared Ownership properties nearly ready.

Ingham Developments, a new local housebuilder, has created the homes to a high standard, with Magnet kitchens, open plan living space and good sized gardens.

Three of the homes will be for affordable rent, with the remaining two offered

under the Shared Ownership scheme.

All the homes have proven popular. The Shared Ownership properties were viewed by prospective purchasers in April who are keen to secure the deal, and all the homes for rent have seen high levels of bidding.

Affordable housing is a first for Ingham Developments, but we hope to see more released by the housebuilder in the future.



TRUST in Havebury for a brighter future



Havebury is committed to supporting all our tenants, and our TRUST programme helps us do just that.

Working alongside the county council's Suffolk Family Focus initiative, we can help you improve your qualifications, offer advice on job opportunities or talk you through your benefit entitlements.

We are supported by Jonathan Hopson, a family support worker from Anglia Care Trust, and Rev Jan

Fowler who provides mentoring and pastoral care.

Jan explained that she has been working closely with a family who moved to a Havebury home on a temporary basis after leaving another housing association.

"I have been visiting Peter, his partner Sally and his mother Brenda on a regular basis over the last year and a half, giving them advice and encouragement about managing their tenancy," she said.

"Since then, Peter has secured full time employment and Brenda has joined the local over-60s club."

She added: "They've done all the hard work, I just provided the encouragement they needed. They'll shortly be offered a fixed-term tenancy from Havebury which is fantastic news."

Brenda said that Jan had helped

the whole family improve their confidence. "She has been brilliant, in fact she has given me my life back. I can't thank her enough."

Peter, Sally and Brenda are just one family who are being supported by Jan and the TRUST programme.

Jan said: "When the tenants see that I'm a vicar, some of them do look at me with suspicion! But once they realise I'm not going to quote the Bible at them they are happy to accept my support. Their confidence can really improve just by me talking with and listening to them."

Jan's TRUST role also includes co-ordinating our volunteer mentors, and we are looking for new people to join the team.

If you would like to know more about becoming a TRUST volunteer, contact our Communities Team at myarea@havebury.com.

Upcoming events in your local area

Tour of Britain 2017, Stage 6: September 8 @ Newmarket and travelling through Mildenhall and Bury St Edmunds

Heritage Open Days: September 7- 10. Various events taking place across Norfolk and Suffolk

Ride for Life: September 29 to October 1. An exciting new cycling challenge giving you the opportunity to cycle across East Anglia. Visit www.each.org.uk for more details

Eerie Ely Guided Ghost Walks: From 7pm every Thursday from September 7 to November 30 @ Oliver Cromwell's House

Bury St Edmunds masterplan

Almost 6,000 ideas have been put forward for the future of Bury St Edmunds town centre.

Earlier this year, the local community was asked for their views by St Edmundsbury Borough Council in order to develop a masterplan to enhance the town.

More than 1,100 individuals and

community groups and organisations took part in the survey, which gave them the chance to offer feedback in detail. Amongst the recommendations were creating a park and ride, adding more public toilets and installing a fountain in Charter Square.

For more information, visit www.westsuffolk.gov.uk/bsemasterplan.

Havebury Life Hacks



Make healthy ice lollies for the kids by freezing yoghurts. They're simple to make and taste delicious - the little ones will love them!

WE WANT YOUR AWESOMENESS!



HAVE YOUR SAY AND MAKE A DIFFERENCE

We're looking for individuals to take part in our Performance and Scrutiny Panel meetings every couple of months. You can help us make improvements to our services - no experience required.

We'll pay for expenses, including travel costs, and we'll provide any training (which will look great on your CV). We'll even give you vouchers for attending!

If you can work as part of a team, are a clear communicator and have some great ideas, then get in touch.

Call our friendly Performance team on 0300 3300 900 (options 3, 1, 3) or email performance@havebury.com, quoting PSP1.