

Havebury News



**Summer
2019**

Inside this edition...



Our CEO reflects on his first six months



from us in the future. It's clear that Havebury is held in very high regard.

"The second is 'Place'; making sure that we continue to develop new homes where they are needed most. It is also about ensuring we get the balance right between investing in new homes and investing in your existing homes.

"Of course, what is great can always get better and there are some areas where I would like to improve our focus. I talked to the Havebury team about this when we held our staff conference in June.

"The last P is 'Pace' and that's about the speed at which we carry out new projects and make changes. We need to be good at planning and delivering what we say we will.

"We're calling this the three 'Ps'. The first is 'People'. At the heart of that is you, our tenants. You are the very reason we are all here and you can do so much to help us shape the services we deliver and feedback on how well, or not, we are doing.

"It's not rocket science. We just need to continue to deliver fantastic new homes, look after your existing homes and provide you with the services you need.

"I've had a really great first six months in the job as Havebury's new Chief Executive.

"I've been able to get to know the organisation, your homes, some of you and the great Havebury team. I've also been meeting with local councillors, MPs and other interested stakeholders.

"I want to make sure you continue to be front and centre of everything we do. This also includes the Havebury team which has been through a great deal of change. I want to ensure they too feel valued and supported; when they work well, they deliver the best service.

"I look forward to taking Havebury on that journey."

"This has helped me to understand how they see Havebury and what they want

Andrew Smith
Chief Executive

What summer means to Tom



"There is something that sings of summer when our beautiful English roses come into bloom.

Abbey Gardens will be full of smiling faces young and old, ice cream vendors are out in force. It's warm, it's sunny and the days are longer.

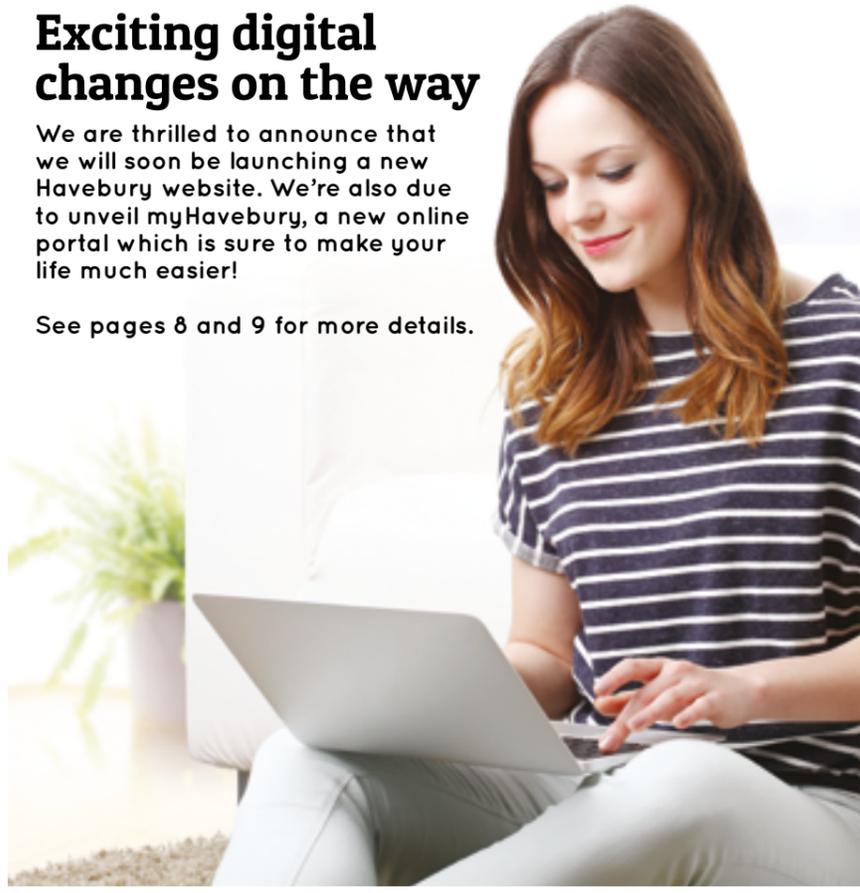
"The visitors arrive to see our marvellous town, the parks ring to the laughter of young children, and our great cathedral stands tall as the guardian of our town."

Tenant Tom Murray, who kindly submitted the lovely front page photograph of Bury Cathedral for this edition of Havebury News.

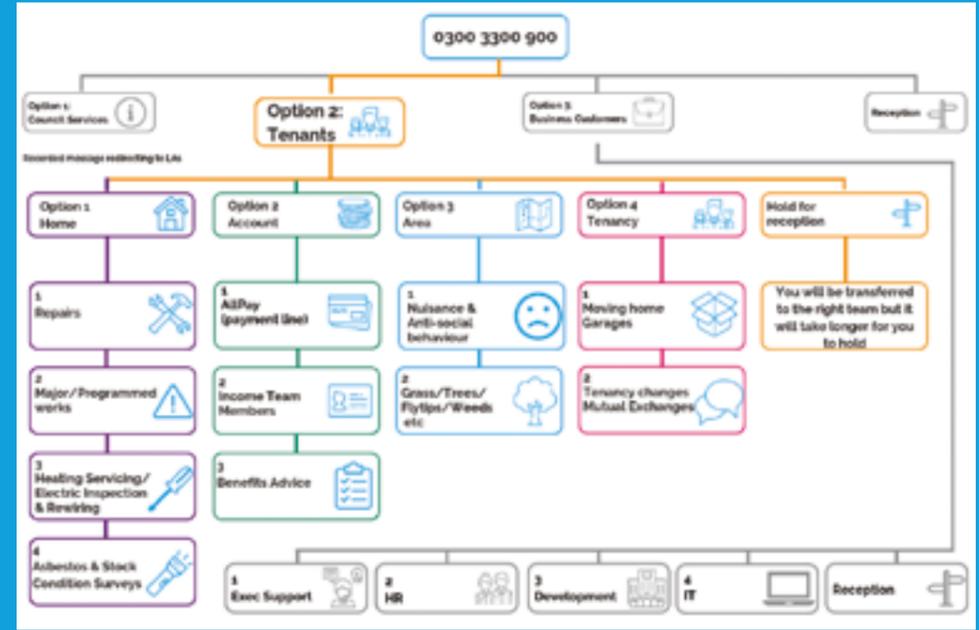
Exciting digital changes on the way

We are thrilled to announce that we will soon be launching a new Havebury website. We're also due to unveil myHavebury, a new online portal which is sure to make your life much easier!

See pages 8 and 9 for more details.



Want to get in touch with us by phone? Here are the numbers you need to know...



Contact us by phone, online or by snail mail

- 0300 3300 900
- 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.

Why you need contents insurance



Havebury does not insure your possessions against fire, flooding or theft. That's why we recommend you cover your and your family's belongings with home contents insurance.

Protecting your belongings has never been easier. **My Home Contents Insurance** is arranged on behalf of the National Housing Federation by Thistle Tenant Risk.

Why should you choose My Home Contents Insurance?

- Flexible, regular Pay-As-You-Go payment options
- Quick and easy to apply for
- No excess (ie you do not pay the first part of the claim)
- Covers fire, theft, flood, water damage and other risks
- Covers internal decorations
- Covers accidental damage to sanitary fixtures such as toilets and washbasins
- Covers external glazing for which you are responsible
- Covers lost or stolen keys
- You do not need to have special door or window locks
- You do not need to have a bank account

There are three ways to apply:

1. Email insurance@havebury.com to arrange a call back from our Insurance team.
2. Visit www.thistlemyhome.co.uk or call 0345 450 7288.
3. Download an application form at bit.ly/myhomecontentsinsurance, fill in your details and send it to insurance@havebury.com.

Please note that the minimum value of possessions you can insure is £9,000 or £6,000 if you are aged over 60.

Premiums start from £1.26 per week for over 60s and £1.66 per week for under 60s.

Tumble dryer and balcony safety tips



Tumble dryers come with the risk of overheating or, in the worst case scenario, catching on fire. We've compiled these handy dos and don'ts to ensure you stay safe:

Do:

- Clean your filter after every use
- Unplug the tumble dryer when not in use
- Only put clothing in the dryer

- Ensure ducting is clear and free of build-up
- Ensure external vent is clear and unobscured
- Spin or wring clothing before drying

Don't:

- Leave the dryer unattended when in use
- Use overnight when in bed
- Overload the dryer
- Dry bulky items or trainers
- Leave dried clothing on top of the dryer

Similarly, there are some fire safety issues if you have a balcony. Please keep your balcony clear of combustible materials and don't:

- Have barbecues on your balcony
- Put up screening
- Use your balcony as a storage area
- Discard smoking materials over your balcony

idverde off to a fantastic new start

idverde is the UK's leading outdoor facilities management provider, delivering grounds maintenance services to clients across the country.

idverde is pleased to have been working in partnership with Havebury Housing since February this year, when the company was awarded the three-year contract to care for the gardens and green spaces around Havebury's properties across Suffolk, Norfolk and Essex.

You have probably spotted idverde's teams in your local area carrying out tasks such as grass cutting, shrub bed and hedge maintenance, litter picking and sweeping.

At the start of the contract, idverde carried out a significant amount of works including applying bark mulching into shrub bed areas nominated by Havebury. Grass cutting works commenced in mid-March as the new teams settled into their rounds and adjusted to new technology which focuses on delivering a high output and quality of cutting.

The teams have now settled in very well, with four teams spread out across the contract. The standard of grass cutting has vastly improved across all areas and this will continue whilst the grass growing season continues.



The current staffing levels allow idverde to have two additional horticulture teams consisting of two personnel per team.

These teams are now working on summer shrub bed containment.

idverde looks forward to continuing its relationship with Havebury Housing and its residents, and will be working with both tenants and Havebury's support teams to ensure the ongoing development of the service for all concerned.

For more information about idverde, visit www.idverde.co.uk.

Anne's floral surprise



"A couple of days later I had a call from them. They told me it had been a good year for orchids and suggested I mark it with a cane.

"They would then ask their operatives to look out for it.

"I happened to be at home the day they came to cut the grass. I spoke to the operative and he was very pleased to be able to help. He had been told to look out for the cane marker.

"Being interested in all things nature-related, I was delighted to find a bee orchid growing happily amongst some other wild flowers and grasses on one of Havebury's green areas. I messaged Havebury and asked if it could be left.

"When he had finished and I went to have a look, he had actually spotted another orchid nearby and mowed round that one too. I would just like to thank Havebury and idverde for being so conservation aware. Amazing."

"Havebury was pleased to hear about the orchid and contacted idverde.

Anne Nod
Nunnery Green
Wickhambrook

Thank you!

"Danny and Ben made a fantastic job of the grass today. It wasn't easy to cut but they were great. Thanks Havebury for a quick turnaround."

Susan Clarke-Green,
St Nicholas Close,
Bury St Edmunds



Keep us posted

Have you got a garden to shout about? Or have you made any unusual discoveries like Anne (left)? We'd love to hear about them for future editions of Havebury News. Drop us a line at communications@havebury.com to fill us in on your green-fingered news!

A look at the work of Havebury's vital independent living advisors

From left, Independent Living Advisors Amanda Larcombe, Karolyn Jacobs and Gillian O'Donnell



Havebury-run properties and those run by other supported housing providers for groups such as the homeless or other vulnerable people.

We conduct health and safety checks and fire risk assessments to make sure that standards are being met. We also carry out building checks.

In addition, we routinely assess current residents, as well as potential residents prior to offering them supported accommodation. We make referrals to other agencies such as care givers, medical practitioners and social services.

One of the most important and satisfying part of our jobs is empowering older folk to live the best and most fulfilling lives that they can, whilst helping them retain both their sense of humour and their dignity.

By definition, an ILA has to be a 'people' person who can use their knowledge and experience to interact sensitively with residents from all walks of life.

We signpost people to agencies which can help them with various tasks. These include assisting with household chores or shopping, arranging benefits advice, organising befriending for the lonely or isolated, and

offering ideas for assisted technology solutions to make life easier and more practical.

We also promote the use of our Willow Alarm Service which is ideal for those who live alone or who may have health concerns. A Willow Alarm gives peace of mind to family members who know that their loved one can call for help if they are on their own and need support.

ILAs act as mediators, facilitators and organisers within the sheltered schemes; for example, we may need to settle neighbourly disputes where we need to employ all our empathy and tact.

We organise meetings with social services and care teams in situations where residents may be struggling to cope.

We encourage residents to arrange social events so that those people who are unable to get out and about benefit from interaction with others.

Our job is challenging, ever-changing and variety is certainly the spice of our lives. Working as an ILA is not dull and it's not for the faint hearted. But it is one of the best reasons I can think of for getting out of bed in the morning.

Havebury's Independent Living Advisors (ILAs) are responsible for the day-to-day running of our independent living schemes, writes Jan Smith.

We also work to extend our services to the over 65s within the wider community.

Our role is divided between looking after buildings and looking after people. We are the link between the office and the people we support.

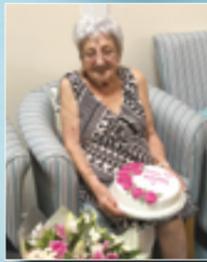
We work in mobile roles between



A big happy 100th birthday to our Vi!

We'd all like to wish a very happy 100th birthday to Vi Gorham, who lives at Beetons Lodge in Bury St Edmunds.

Vi was presented with a cake and flowers to mark her amazing milestone. Many happy returns, Vi!



Interested in our independent living schemes?



Independent living is for those who wish to live independently but enjoy having the access to assistance if required.

It gives individuals a sense of security knowing that help is available to them should they ever need it in the future. Our independent living schemes consist of one or two bedroom flats, bungalows and traditional bedsit accommodation.

Most have a communal lounge area, kitchen, laundry and a bathroom or shower suitable for residents with mobility requirements.

We currently have schemes in Barrow, Bury St Edmunds, Clare and Fornham All Saints. For more info, email independentliving@havebury.com or you can download a brochure at bit.ly/independentlivingschemes.





Havebury's digital takeover will make your life easier, both online and off



We're very excited to tell you that we've been working really hard on a new online tenant portal called myHavebury.

We hope myHavebury will make your life much easier, giving you the chance to make payments, amend direct debits, report repairs and schedule technicians' appointments online.

You'll be able to use the portal on Android and Apple devices, on tablets, desktop PCs and laptops.

Lots of work has been going on behind the scenes to bring you this new service which offers huge benefits for you as a tenant.

For example:

- You can report repairs at any time of day or night
- All your tenancy details can be viewed at the click of a button
- You can make or amend payments 24/7
- You can keep an online record of your repairs
- You will have more flexibility when it comes to visits from our technicians

We've already shown a trial version of myHavebury to a number of tenants, who gave it a big thumbs up. Their comments on the portal included:

- "It's really friendly. I feel like I've got more control of my account."
- "It's much more straightforward than the way we do things online now. I like it."
- "It's really straightforward and easy to use."
- "The language makes sense. It doesn't have loads of big words that I don't understand."

Over time, myHavebury will expand to give you even more options. Next year, you'll be able to report fly tipping, abandoned vehicles, tree issues and grounds maintenance concerns.

You'll also have the option to log anti-social behaviour, make changes to your contact details and even amend or terminate your tenancy.

Once myHavebury goes live, you'll receive a leaflet to explain how you can sign up and use this exciting new service.

New website coming soon!



Meanwhile, we've been beavering away to bring you a new website which will be more user friendly and engaging, as well as more visually appealing.

Social media - get connected

As always, we'd also love you to connect with us on social media via [Facebook](#) and [Twitter](#).

These channels offer the latest news about where you live, while there are also regular competitions you can enter.

Please do follow us and engage with us!



Our panels need you!



Equality, diversity and inclusion is at the heart of everything we do at Havebury.

We aim to support diversity, improve inclusion outcomes and promote equal opportunities among tenants, employees and the wider community.

There are a number of things we do to ensure equality, diversity and inclusion are integral elements of our work, we have:

- An Equality and Diversity Policy which covers all aspects of our services
- A forum which includes staff, tenants and independent members

This Equality, Diversity and Inclusion Forum plays a key part in ensuring that the services we provide are tailored to the

needs of the communities and individuals we serve.

We do this through contributing to our Equality Impact Assessments. These evaluate the impact of our work on tenants, stakeholders and members of staff making sure our policies and processes don't discriminate.

The forum also has input in our Action Plan, which includes promotions and ways to further improve access to our services.

If you have an understanding of equality, diversity and inclusion or have an interest in supporting those affected by related issues, why not consider becoming part of our forum?

This would give you the opportunity to improve accessibility for those with

specific needs and promote inclusion for all.

You will need to attend evening meetings from 5pm to 7pm four times a year, and attend necessary training sessions and occasional additional meetings.

Please email residentinvolvement@havebury.com for more details.

Don't just take it from us!

"Joining the scrutiny panel helped me gain confidence to apply for a new job and I really enjoyed helping Havebury to improve services."

"I have recently been appointed to Havebury's Operations Committee, too!"

Sarah, Scrutiny Panel member

Tenants' sporting memories explored



We have teamed up with The Sporting Memories Foundation to encourage our older tenants to reminisce about their personal sports highlights.

Residents of Havebury's independent living scheme, St Edmunds Place in Bury St Edmunds, were joined by Sporting Memories' Suffolk project co-ordinator for the first session.

Ella Barnett, Hayley Lambert and Mel Warner from Havebury were also present to chat all things sport

over afternoon tea. Discussions included sporting legends and the tenants' favourite sport at school.

Participants also played a game of Guess the Tune before a friendly but competitive game of bocce, which is similar to bowls.

The Sporting Memories Foundation aims to tackle dementia, depression and loneliness through the power of sport. For more information, visit www.sportingmemoriesnetwork.com.

Apply for your free water butt now!



Want to save money on your water bills? You can now apply for a free water butt from to help you do just that.

Members of the Tenants' Forum were given a £50,000 Tenant Priority Budget and invited to choose how best to spend the money.

They chose water butts because of the dual benefits of saving tenants money and helping the environment at the same time.

Tenants' Forum Chair Sandy Norris said: "We are very conscious of the fact that we need to save water, and that rain water is great for our plants and our gardens."

"Tenants unanimously agreed that we should use our priority

budget for water butts and Havebury have very kindly agreed to use their technicians to install them.

"This is a one-off gift from Havebury and so we would urge tenants to look after their water butts, and also be patient as the installation takes place."

"Tenants should also be advised that, if they share a down pipe with their next door neighbour, they can still request their own water butt."

She added: "Hopefully in the near future we will be able to have a competition for the best gardens on our estates and villages."

For more information and to apply for a water butt, visit bit.ly/freewaterbutt.

Living with a non-dependent person? You may be better off claiming Universal Credit...

Are you responsible for paying your rent and are sharing your home with a non-dependent person? If so, you could be missing out on potential benefits.

A non-dependent person is someone like a friend, a parent, a child who is over the age of 18 or another relative.

If your non-dependent is earning more than £143 per week, you might benefit from making a claim for Universal Credit instead of staying with Housing Benefit.

This is because, under the Housing Benefit system, the deductions from your payments increase the more the non-dependent is earning.

So if the non-dependent living with you earns £143 a week, your monthly deduction is £155.35.

If they are earning £451 a week, your monthly deduction takes a big jump to £436.15.

However, if you opted to claim Universal Credit instead of Housing Benefit, your deduction would remain at £73.89 no matter how much the non-dependent is earning.

It's important to note that switching from your current benefits to Universal Credit can be quite a change.

So make sure you receive a benefit check to go through your circumstances first.

There are some exceptions to the deduction rules under Universal Credit. For example, there are no deductions if the claimant is registered blind or in receipt of Attendance Allowance.

There are also no deductions under Universal Credit if the non-dependent is:

- in receipt of pension credit
- getting Carer's Allowance
- a prisoner
- responsible for a child under five years old

For more information about the Universal Credit system, please contact our friendly team on 0300 3300 900, selecting option 2, option 2 again then option 3.



Shared ownership can help you get on the property ladder



Would you love to own your own home but just can't stretch to it in the traditional way? If that sounds like you, why not consider the shared ownership scheme?

Havebury has created a number of one and two bedroom apartments at Tayfen Road in Bury St Edmunds which are being offered under this initiative. Through the scheme, you would share ownership of the property with Havebury.

If you are eligible for the scheme, you would buy part of a home at Hops Court, and pay rent on the part that you do not own. You would also pay a service charge.

Initially, you can buy up to 75 per cent of the property, and you can choose to increase your share as time goes on.

Havebury is welcoming applications from those who have registered for the Help to Buy scheme through Help to Buy East and South East.

We will consider your financial position to assess whether or not you can afford the purchase, and whether or not you would be able to buy a home on the open market.

For more information, contact Bychoice Estate Agents on 01284 769598 or burystedmunds@bychoice.co.uk. You can also visit www.bychoice.co.uk.



Calling all tenants: We want your news!

Do you have something to shout about? Have you run a marathon, celebrated a big birthday or volunteered your time to help your local community? If so, we'd love to hear from you! We want Havebury News to be packed with features about our tenants - but we need you to help make this happen.

Email communications@havebury.com with anything you think we should know about. For example, Jayne and Tony Dougan got in touch to thank us for their new bungalow in Windmill Green, Stanton, where they'll soon be celebrating their 40th wedding anniversary.

Meanwhile, tenants of Thingoe Lodge in Fornham told us that they'd raised £32 for Bear's Hug, a children's cancer charity.

The money was raised at a neighbourhood barbeque and quiz (pictured below), bringing their overall charity total to a fantastic £414.

We think achievements like these deserve to be celebrated, so please do get in touch with news of your own. And, of course, we'd be thrilled to receive photos that we can use in future editions of Havebury News.

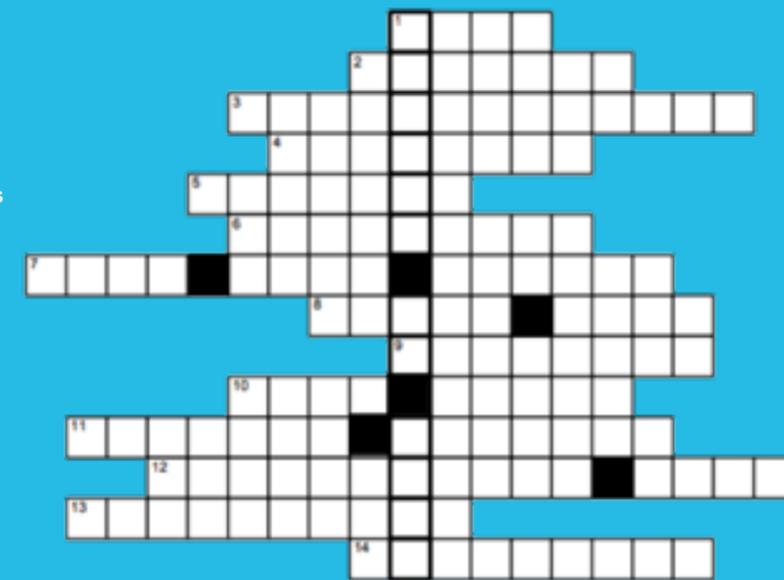
We look forward to hearing from you!



Find the missing words to win a prize

Fancy winning a £50 Love2shop voucher? All you have to do is answer the questions below and figure out what the missing words are running through the middle of the puzzle. Once you know the answer, email communications@havebury.com or call us on 01284 722032.

1. Your place on the plane
2. All your bags and suitcases
3. Hotel, apartment, bed & breakfast, campsites etc
4. This is what you wear when you get in the sea
5. Another word for travel
6. Something that you will always remember
7. When you travel for long hours by plane
8. A book that contains information about a place
9. A thing that makes you remember a place where you have been
10. When you visit another city for the weekend
11. When you go on a tour organised by a travel agency
12. When you go around a city and see all the famous buildings
13. A dominant mood or emotional tone
14. The starting point of a journey



The competition ends at 5pm on Friday, September 13. Good luck!



Our cyclists raise £700 for hospice

A team of female cyclists from Havebury have used their pedal power to raise more than £700 for St Nicholas Hospice.

Rachael Grimmer, Terri Hammond, Hayley Lambert, Marie McCleary, Sarah Morris, Sarah Moulding and Angela Treagust cycled a combined total of 260 miles at the Women on Wheels event in Bury St Edmunds.

Havebury sponsored the event, which was open to both keen cyclists and newcomers to the sport. Starting at Nowton Park, the participants could choose to ride 10, 25, 50 or 70 miles.

Marie McCleary, Havebury Director of Resources and Company Secretary, said: "Havebury was very proud to sponsor the event this year for such a great local cause.



From left: Angela, Terri and Marie



From left: Rachael, Hayley, Sarah Moulding and Sarah Morris.

"It was fantastic to see women of all ages and abilities coming together to raise a great deal of money and awareness for St Nicholas Hospice. We thoroughly enjoyed the event and look forward to next year!"

Have you completed a charity challenge? Let us know, and you could feature in the next edition of Havebury News! Email us your about your achievements, with photos if possible, at communications@havebury.com.



**Royal Air Force
Benevolent Fund**

- ✓ FINANCIAL ASSISTANCE
- ✓ WELLBEING BREAKS
- ✓ FAMILY AND RELATIONSHIPS
- ✓ EMOTIONAL WELLBEING
- ✓ INDEPENDENT LIVING
- ✓ TRANSITION

If you served in the RAF, including National Service, or are the partner of somebody who served and need our help, get in touch today.

FREE CALL 0800 169 2942 rafbf.org/help