

Havebury News

Winter 2019



Season's greetings from all at Havebury!

Inside this edition...



Season's greetings from us at Havebury

Welcome to this festive edition of Havebury News! On behalf of us all here at Havebury, we hope you enjoy a restful holiday season with your loved ones, and wish you the very best for a wonderful 2020.

Remember, we're always looking for your stories for future issues, so do get in touch via email at communications@havebury.com if you have anything you'd like to share with us. In the meantime, you will find our office holiday opening hours below. Please note that our out-of-hours service will be available on 0300 3300 900 over the holiday period.

Tuesday 24 December	8.30am to 4pm
Christmas Day	Closed
Boxing Day	Closed
Friday 27 December	8.30am to 4pm
Monday 30 December	8.30am to 5pm
Tuesday 31 December	8.30am to 4pm
New Year's Day	Closed
Thursday 2 January	8.30am to 5pm
Friday 3 January	8.30am to 4pm

Have you got a lucky Golden Ticket from us?

We've sent out 20 Golden Tickets with this issue of Havebury News - ten in the print edition and ten with the email version.

If you're one of our lucky winners, you can trade your Golden Ticket for a £20 Love2shop voucher.

These can be spent in all sorts of high street stores, including Debenhams, TK Maxx and Boots. Perfect for last-minute Christmas shopping or a little treat for yourself!

If you have a Golden Ticket, call 01284 722032 or email us at communications@havebury.com. You will be required to provide proof of your winning ticket.



Want Snow White tickets with a 10% discount? Oh yes you do! Read on...



Haverhill Town Council and Haverhill Arts Centre are offering Havebury tenants 10% off tickets to Snow White and the Seven Dwarfs. This fantastic show at the arts centre is playing until December 30.

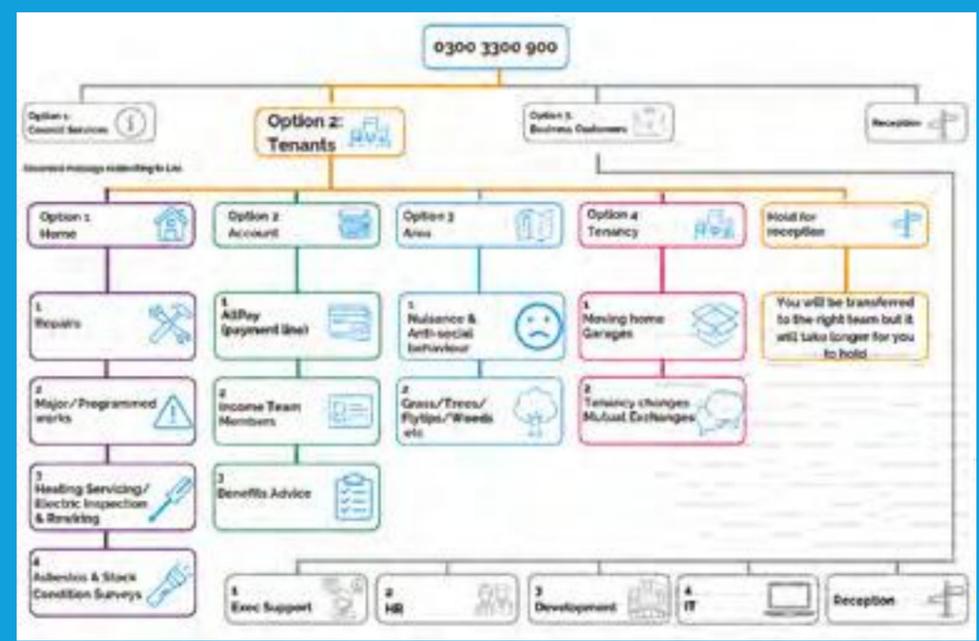
To claim your discount and book tickets, call 01440 714140. For more information about the panto, visit www.haverhillartscentre.co.uk.

Thank you to our talented front page snappers!

A huge thank you to the Havebury tenants and friends who kindly sent in their holiday snaps for our front page. Hayley Clarke, Amelia Florian, Charlotte Gardiner, Samantha Hall, Laura Lampell, Ellen Lane and Julie Anne Taylor will all receive a £15 Love2shop voucher from Havebury.



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



Contact us

- 0300 3300 900
- havebury.com
- [HaveburyHousing](https://www.facebook.com/HaveburyHousing)
- [@Havebury](https://twitter.com/Havebury)
- Havebury House
Western Way
Bury St Edmunds
Suffolk
IP33 3SP

You can contact us with an emergency 24 hours a day.

Our usual opening hours are 8.30am to 5pm from Monday to Thursday and 8.30am to 5pm on Fridays.

Please see p3 for our opening hours over Christmas.

How to stop the holiday from breaking the bank

We understand that it is an expensive time of year and that people can find it hard to meet all their financial obligations during the festive season.

However, if you pay by Direct Debit, we can increase your rent payments a little throughout the year, meaning that you can then request a payment holiday when you need it.

Please note any request can only be approved if your account is in credit to cover the payment holiday.

For more details, contact the Income Team on myaccount@havebury.com or call 0300 3300 900, choosing options 2, 2 and 3.

You can avoid falling behind on your rent by following these suggestions:

- Don't spend more than you can afford, even though it can be tempting

- Budget for your rent when calculating how much to spend on food, drink and holidays
- Join a savings scheme such as the Credit Union. This will help you put money away safely for your holidays and Christmas budgeting next year
- If you do find that you are unable to pay your rent, please contact a member of the Income Team.

They will make a payment arrangement to quickly bring your account into order without the need for legal action

- If you have debts with other organisations, seek advice from Citizens Advice or call the Money Advice Line on 0300 500 5000 for budgeting tips



Increases to rents announced by Government

New Government policies have been announced for councils and housing associations regarding how much rent can be charged to tenants in 2020. After four years of reducing rent by 1%, new rents can now be increased each year.

This is calculated by the level of the Consumer Price Index (CPI) for the previous September, plus up to 1%. The CPI is an indicator of how the UK economy is performing, and it has an impact on interest rates, tax allowances, wages, state benefits and more.

The new formula is similar to the one used before the four-year decrease period and applies to most of our tenancies. Exceptions to this are

shared owners, residents at Tayfen properties and leaseholders. All of these have their own increase formulas and processes.

Notice will be sent out by the end of February, giving you at least 28 days' notice of the increases. We will notify your local council if you receive Housing Benefit. If you receive the rent element of Universal Credit, you must contact the Department for Work and Pensions when you receive your increase letter.

We will adjust any Direct Debits and you will receive written confirmation of your revised payments. If you pay by standing order, please contact your bank to change your payments.

such changes, so we need to hear from you in order to keep your account up to date.

Contact us at myaccount@havebury.com or call 0300 3300 900 (options 2, 2 and 2).



Please keep us posted

If the amount of your Housing Benefit has changed and you pay your rent by Direct Debit, please contact us to let us know. We no longer receive a letter from the local authority benefits team to advise us of

myHavebury offers 24/7 online service



As a Havebury tenant, you can now access lots of our services 24/7 using our new online portal myHavebury which went live this autumn.

This new online service allows you to:

- view your tenancy documents
- make payments and have more control of your account
- manage your Direct Debits
- report repairs and make appointments that are convenient to you

Our fantastic in-house team developed myHavebury with the aim of building a digital service that you could access whenever you wanted to, at any time of day or night.

"We are proud of the strong relationship we have with our tenants and we wanted our online offer to reflect that," said Paul Rowley, Assistant Director of ICT. "What's more, we were lucky enough to have the technical skills to build myHavebury in-house."



To sign up to myHavebury, visit my.havebury.com. myHavebury can also be downloaded as an app via the Apple App Store and Google Play.

"This gave us full control over how the information is presented, while we also had the opportunity to use new technologies to improve the experience."

Tenants were involved throughout the development process of myHavebury, from storyboarding to testing to ensure it was functional, accessible and user friendly.

Sandy Norris, Chair of Havebury's Tenants' Forum, said: "We found the format simple and easy to use. This is essential for older tenants who are not computer literate. It was easy to report a repair and choose an appointment date and time."

Our journey for MyHavebury is just beginning. It is an ongoing project, and tenants will see plenty more benefits over the coming months and years as we start to offer more services.

"myHavebury modernises the service offer we provide to our tenants," said Eleanor Darling, Customer Service and Involvement Manager. "We wanted to ensure we built a system that doesn't just tick a box but makes a real difference to the service we provide our tenants."

Havebury tenants who sign up to myHavebury by January 31 will be entered into a prize draw to win £150 worth of Love2shop vouchers.

Apply for free to the EU Settlement Scheme

If you're an EU, EEA or Swiss citizen, you and your family can apply to the EU Settlement Scheme to continue living in the UK after 30 June 2021.

Over 1 million such residents in the UK have applied to the scheme for free. Having Settled Status also assists them with identification, employment and benefit matters.

We are encouraging as many of our tenants as possible to check the Government website to ensure they and their families are covered in the future, once the UK has left the EU.

Once you have successfully applied, you will receive either a settled or pre-settled status.

Please note that you will not be asked to choose which you're applying for. The status you receive will depend on how long you've been living in the UK at the time of your application. Your individual rights will be different depending on which status you are given.

The term EEA includes the EU countries as well as Iceland, Liechtenstein and Norway. The EU Settlement Scheme is now open with a deadline of 30 June 2021.

With certain exceptions, you will need to apply if you:

- are an EU, EEA or Swiss citizen
- are not an EU, EEA or Swiss citizen, but a relative is

- were born in the UK but you are not a British citizen
- have a UK 'permanent residence document'
- are a family member of an EU, EEA or Swiss citizen who does not need to apply (including those from Ireland)
- are an EU, EEA or Swiss citizen with a British citizen family member

Visit www.gov.uk for more info about the Settlement Scheme.





Equality, diversity and inclusion at Havebury

Havebury believes our diversity is a source of strength. We recognise that the families who use our services and our members of staff come from many ethnic, religious, socio-economic and cultural backgrounds.

We know we all vary in our health, experiences, beliefs, genders and sexualities.

Equality is about ensuring that every individual has an equal opportunity.
Diversity is about embracing our psychological, physical and social differences.
Inclusion is when we all feel respected as valuable members of our communities.

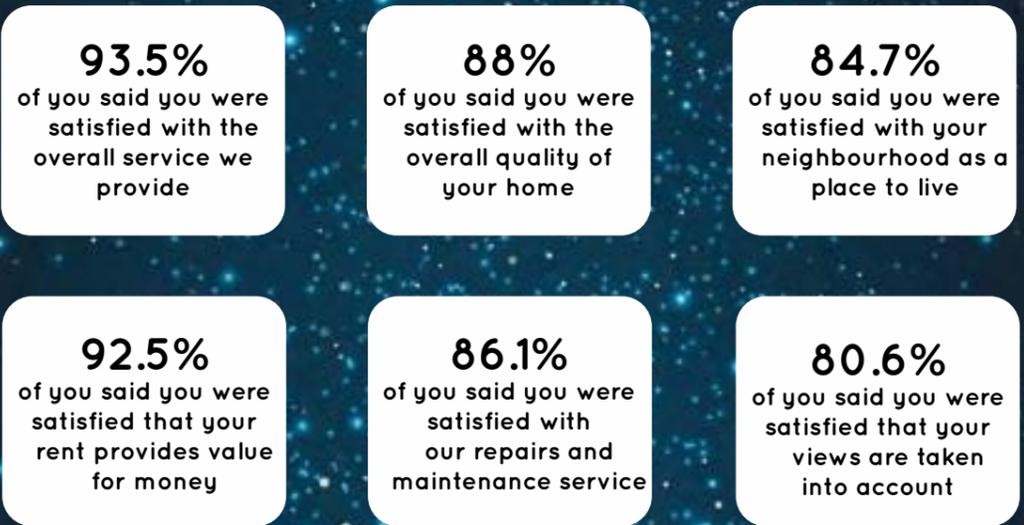
We aim to improve equality and inclusion outcomes for

our residents, customers and partners. We promote national and international days that acknowledge and celebrate equality, diversity and inclusion.

Please look out on Facebook, Twitter and our own publications to see what we do to ensure equality, diversity and inclusion. Be part of an inclusive Havebury.

STAR Survey 2019

Between July and September, 1,393 of you were kind enough to talk to us on the phone as part of our annual STAR Survey. This review tells us how we're doing in terms of customer satisfaction, and gives you the chance to share any issues you may have. We are delighted to say that the answers were very positive, as you can see by the results below:

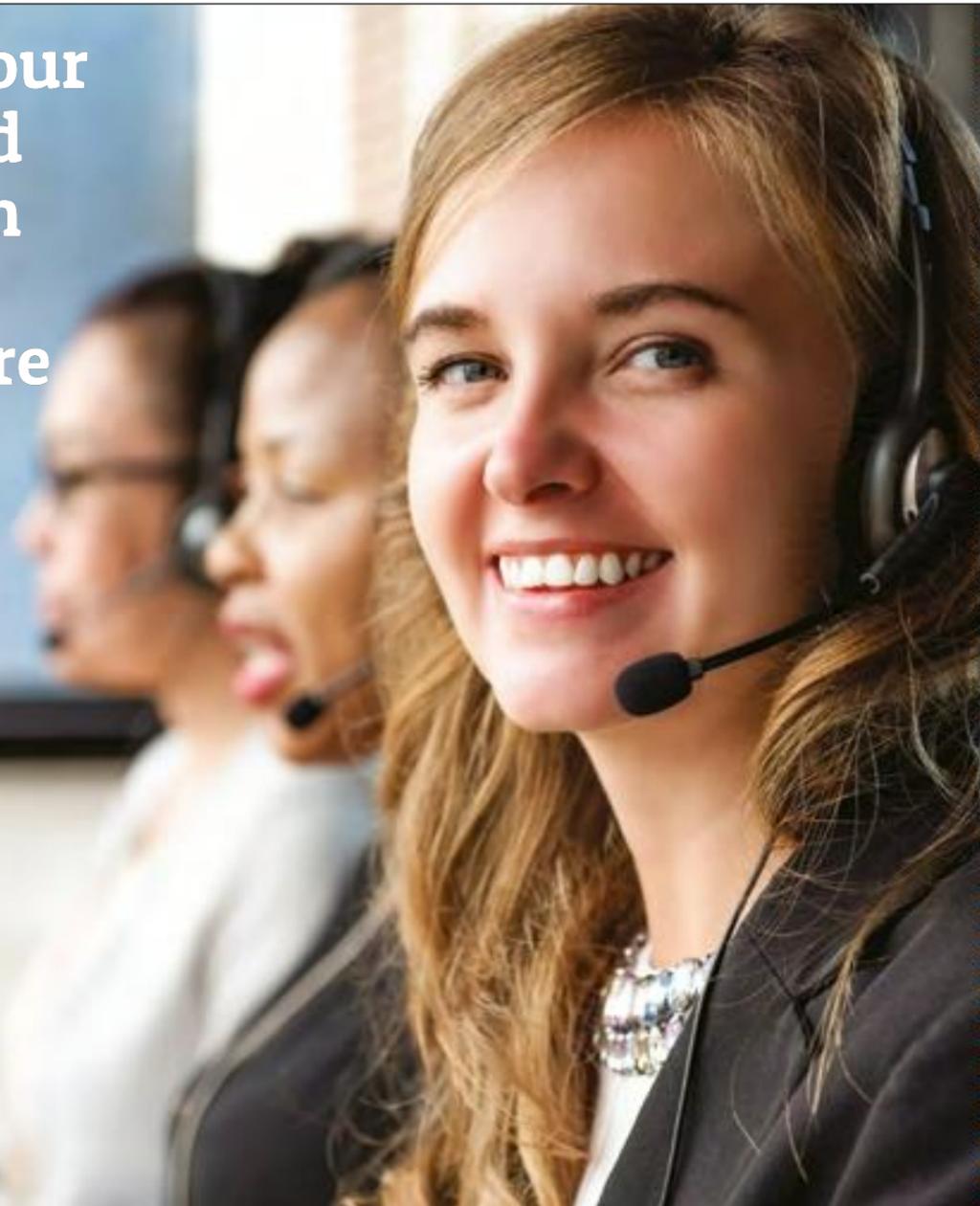


Our tenants also told us the things they particularly appreciate about Havebury, which include:
being quick to respond | our friendly, polite and helpful staff | our efficiency
our communication | our reliability | our accessibility

The STAR survey is a great exercise to help us understand where we are getting things right and to highlight the areas which may need a little work. As a result of your feedback, we will be concentrating on the following priorities over the next 12 months:

- Improving communication within our teams and ensuring we always keep you informed about timescales and progress
- Continuing to build and provide sustainable homes for you to live in
- Conducting up-to-date neighbourhood visions on a selection of our estates
- Encouraging your feedback throughout the year
- Ensuring we notice and rectify any estate issues through our new Tenancy and Estates Team (see page 8 for more details)
- Continuing to improve and manage our working relationship with idverde to ensure our estates and grounds meet your expectations

Changes to our Tenancy and Estates team will help us respond more quickly and efficiently



You may have noticed that we've made some changes to our Tenancy and Estates services over the last few months.

Now, when you phone us about an issue, the person on the phone will work proactively with you to resolve the situation there and then.

This is because you no longer have one specific person looking after your area - any member of the Tenancy and Estates team can help you.

We pledge to resolve simple enquiries within two working days. If we cannot help, we will signpost you to the best person or organisation to contact.

If the issue requires a follow-up visit, we will arrange a Tenancy and Estates officer or a Ranger to visit ASAP. Indeed, some of our team members are now not based in the office at all.

This means they can be out and about in the community, making home visits to resolve problems and issues more efficiently.

Our Tenancy and Estates team will:

- Resolve urgent health and safety issues within one working day
- Investigate and respond to more complex enquiries within five working days
- Provide regular updates in the event of ongoing issues until these are resolved
- Discuss reports of anti-social behaviour within one working day, and produce an action plan
- Conduct health and safety inspections of internal communal areas four times a year
- Contact all new tenants within six weeks

If you have a Tenancy and Estates query, contact the team by email on myarea@havebury.com or call 0300 3300 900, choosing options 2, 3 and 1.

Together with Tenants: Our promises to you



The National Housing Federation, the voice of housing associations in England, has put together a draft charter to help create stronger relationships between tenants, residents and housing associations.

The six main parts of the charter are:

- **Relationships:** Housing associations will treat all tenants and residents with respect
- **Communication:** Tenants and residents will receive clear, accessible and timely information from their housing association on the issues that matter to them
- **Voice and influence:** Views from tenants and residents will be sought and valued and this feedback will be used to inform decisions
- **Accountability:** Tenants

and residents will work in partnership with their housing association to independently scrutinise and hold their housing association to account

- **Quality:** Tenants and residents can expect their homes to be good quality, well maintained, safe and well managed
- **When things go wrong:** Tenants and residents will have simple and accessible routes for raising issues, making complaints and seeking redress

We have carried out two consultation sessions with our Tenants' Forum to explore the charter. We discussed their views and considered how we are currently demonstrating these six commitments. Here is some of the feedback we received:

Relationships
We asked: "How do you know when a relationship is respectful?"
They said: "Trust, clarity and honesty."

Communication
We asked: "What does 'clear,

timely and accessible' mean?"
They said: "For meetings we should have (information) one week in advance."

Voice and influence
We asked: "How do you know when you are being valued?"
They said: "(When) Havebury is doing the right thing for tenants."

Accountability
We asked: "What are your views on how we scrutinise?"
They said: "The (Tenants) Forum get to challenge working policies which is good."

Quality
We asked: "What does 'good quality' mean?"
They said: "(Having) repairs to the same quality as a private home."

When things go wrong
We asked: "When things go wrong, what's the most effective form of support?"
They said: "Communication should be timely, relevant and right."

For more about Together with Tenants, visit www.bit.ly/TogetherWithTenants



Kevin's boots are made for walking

As one of our supported gardeners, you can imagine that Kevin Bowman walks a fair distance each day.

In fact, between April and October this year, Kevin walked more than 3,350,000 steps, or just over 1,870 miles.

That's the equivalent of walking from Bury St Edmunds to Land's End, then from Land's End to John O'Groats and back to Bury!

Kevin has worn out two pairs of boots and countless pairs of gloves.

How can I recycle over the holiday?

The festive season means an increase in waste. UK households will use a staggering 300,000 tonnes of card. But the good news is that lots of this can be recycled to be used again.

Top festive recycling tips:



- Remove ribbons, bows and tape before recycling wrapping paper
- Please note that foil based paper cannot be recycled
- Flatten cardboard boxes to save room in your blue bin

Did you know? The card used over Christmas would cover the London Eye almost 50,000 times.



- Clean food from card and paper packaging before recycling
- Recycle glass bottles and jars at your nearest bottle banks
- Recycle your Christmas cards and sweet tins in your blue bin

New recycling centre for Bury St Edmunds

Rougham Hill Recycling Centre is now closed.

Your new and improved Recycling Centre is now open at the West Suffolk Operational Hub (see right).



For more information, visit www.suffolkrecycling.org.uk.

- Check out #foodsavvy for tips to help you reduce food waste and use up leftovers
- Remember to check what your collection days will be over Christmas; some collections are made earlier than usual
- You can recycle even more at your local Recycling Centre
- Shiny wrapping paper can't be recycled; dispose of it in the black bin or avoid buying it in the first place

Recycling Centres



There are 11 Recycling Centres across Suffolk for residents to take household waste for reuse, recycling or disposal.

Opening times from October to March are 9am to 4pm. They are closed on Wednesdays, Christmas Day, Boxing Day and New Year's Day). Find your nearest one at www.suffolkrecycling.org.uk.

The new flagship Recycling Centre in Farnham Road has replaced the former Recycling Centre at Rougham Hill, Bury St Edmunds, which has now closed its doors permanently.

A charity Re-use shop, which will take materials suitable for reuse from our Recycling Centres, has also opened on site.

Connect with Havebury

We love hearing from you and have a variety of ways you can interact with us. Of course, there's our website, plus [Facebook](#), [Twitter](#), [LinkedIn](#) and [YouTube](#). Just search for Havebury and you'll easily find us.

In particular, we'd like to hear your thoughts on Havebury News; what you want to read about and any story suggestions you may have. You can tell us your thoughts via an online survey at www.havebury.com.

We look forward to interacting with you on our social media channels in 2020!



136 free water butts installed

You still have time to request a free water butt from Havebury thanks to a Tenant Priority Budget fund of £50,000.

A total of 136 free water butts have been installed over the last few months on a first come, first served basis.

Water butts are great for the environment and can reduce your water bills in the summer months.

If you'd like one, please fill in a form at www.surveymonkey.co.uk/r/V78W9Y6 or email repairs@havebury.com using the headline WATER BUTT REQUEST.

You can also call the Havebury telephone number on 0300 3300 900, choosing options two, one and one. Afternoon calls are preferable.

Havebury will supply and fit your water butt whilst making the necessary changes to the guttering downpipe at the time of fitting.

Please note that Havebury is not responsible for the on-going upkeep of your water butt and will not fix or replace it if it breaks.

Congrats to little Aida!

A lucky two-year-old won a colouring competition as part of Havebury's International Literacy Day celebrations.

Children were asked to colour in a house at Haverhill Library, and were given a book and a bag to take home with them.

All of the designs were put into a hat with the winner, Aida from Haverhill, drawn at random. She won a £30 gift voucher for Clarks.



Send us your old snaps

We'd love to see any old photos you have of the region through the ages, interesting landmarks from days gone by or fascinating characters you have known! Email them to communications@havebury.com and you may see them in a future edition of Havebury News.



Don't struggle in silence this Christmas: help is out there



As tinsel and fairy lights adorn the streets up and down the country, it can be easy to overlook how the festive season can be the hardest time of the year for some.

Last year, during the holiday season, Samaritans - the only charity that is there for anyone struggling to cope 24 hours a day, 365 days a year - responded to more than 300,000 calls for help.

On Christmas Eve 2018, while many were hanging up their stockings and getting ready for Santa's arrival, almost 1,650 dedicated Samaritans volunteers were reporting for duty at branches across the UK and Republic of Ireland.

The very next day, over 1,475 Samaritans volunteers headed to branches and responded to thousands of calls for help from people feeling overwhelmed on Christmas Day.

Each volunteer answered an average of 12 calls per Christmas shift, with callers sharing a wide range of personal challenges from mental and physical health

struggles to family issues, relationship problems and isolation and loneliness.

So, if you're not feeling full of seasonal cheer this year, remember you can always call Samaritans for support on 116 123. You can also send an email to jo@samaritans.org if you prefer to write things down.

Meanwhile, here are some tips to look after your wellbeing this festive period, from charity Mental Health Matters:

Connect

Feeling lonely? Talking to and interacting with the people around you, whether that be family, neighbours or a friendly 'hello' to the person standing in the queue behind you at the shops, may help.

Keep your expectations of the festive period realistic

Many of us have a perfect vision of what the holidays should look like, and are disappointed when they don't live up to our expectations. Remember, nobody has a perfect holiday or a perfect family, so don't pressure yourself to live up to unrealistic standards.

Coping with anxiety

Seasonal parties and events can be stressful if you struggle with social anxiety. Don't feel pressured to say 'yes' to every invitation. You are allowed to decide which festive events and traditions are most important and enjoyable for you. Feel free to decline other activities.

Seasonal prep causing stress?

Getting organised can be a huge source of stress, and is it easy to feel there's too much to sort, or too much pressure on you. Don't hesitate to reach out for help if you need it.

Ask a friend or family member to help you with chores, or contact local mental health services who can offer support, advice and resources.

Take some 'me time'

The holidays can be an overwhelmingly social time, with gatherings of family, friends and colleagues. Don't forget that you're allowed to set aside some 'me time' as well, such as curling up to read a favourite book or watch a holiday TV special.

Visit www.mhm.org.uk for more.

12 Days of Kindness Calendar

1 Christmas Day

If you know someone who is spending the day alone, give them a call for a chat.

2

Be kind to the environment by sorting out your recycling ready for collection.

3

Give someone an unexpected compliment.

4

Look into ways you can volunteer in your local community in 2020.

5

Handwrite a letter to someone you haven't seen for a long time.

6

Strike up a conversation with a stranger.

7

Offer to babysit for someone so they can go out on New Year's Eve.

8 New Year's Day

Make your new year's resolutions, including ways you can show kindness to others.

9

Be kind to yourself after the festivities and enjoy a long bath, a walk or your favourite tv show.

10

Make a scrapbook of things that happened in 2019 for a loved one.

11

If you're having a new year clear-out, take your unwanted items to a charity shop.

12

Make a tasty treat for a friend who needs a little boost.

Festive Puzzles

FIND THE ANSWERS ON OUR WEBSITE.



Wordsearch

criastolly
shtcarolsu
artsmrriol
ndottreene
tsyascicse
ahsei holly
decoration
lidchosdsy
toscchrdec

carols
christmas
decoration
holly
santa
toys
tree
yule



- Across**
4. Guided the Wise Men
 7. Gifts
 10. "O Come, all __ Faithful"
 11. White flakes that cover the ground
 13. Why the shepherds were in the field
 15. Santa's colour
 17. Striped candy
 18. "Silent Night, _____ Night"
 19. The wise Men came from a _____ country
 20. "They looked up and saw a _____"
 21. Christmas log
 22. "The First Noel, the angel did ____"
- Down**
1. Where Christmas decorations are hung
 2. "____ with Gladness, Men of Old"
 3. "____ Came Upon the Midnight Clear"
 5. "Glory ____ the New-born King"
 6. They pull Santa's sleigh
 8. Toy makers at the North Pole
 9. He lives at the North Pole
 12. Decorations that hang on doors
 14. Traditional Christmas bush
 16. What stars do
 17. Christmas song

kids' stuff

JUST FOR ADULTS

Exclusive special offer for Havebury tenants inside!



**Until Monday, 30 December 2019
£15, concessions £13**

**Haverhill Arts Centre, High Street, Haverhill
01440 710174 | www.haverhillartscentre.co.uk**



**HAVERHILL
TOWN COUNCIL**

haverhillartscentre