

Saffron *news*

Housing Trust

Thank you to those of you who returned your feedback form which we enclosed with July's Saffron News.

It was great to hear largely positive comments about how helpful and tidy our craftworkers are when they visit your home: *'Workmen always clear up and are approachable and helpful. Thank you' 'I have been in one of your properties for I believe 40 years now always had good service, workmen polite, never have reason to complain'.*

We did have some complaints that we responded to and also suggestions for improvement - so thank you.

All of your comments help us to improve our services to you.



We all know we need more homes for people with care needs and Saffron and NorseCare are delighted that so many people wish to come and see how Bowthorpe Care Village provides such a high level of care within great surroundings. We would like to thank our tenants at The Meadows for their tolerance as we show colleagues from other organisations around.



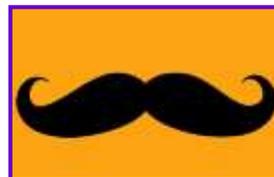
David Orr, Chief Executive of the National Housing Federation (NHF)* was a recent visitor. David visited at the beginning of the Starts at Home campaign which celebrates supported housing such as The Meadows and said: "It's great to see Saffron working in partnership with local partners to deliver such high quality homes like those in Bowthorpe Care Village. Places like this offer a fantastic opportunity for people to live independently and with dignity but with access to the care and support services they need"



Thank you to our tenants in Trowse for their support .

*The NHF represents the work of its housing association members and campaigns on a range of housing and social policy issues. The Federation's members provide approximately two and a half million homes for more than five million people.

Find out more about these inside





LAST YEAR 2016/17:

46 LEVEL ACCESS SHOWERS

11
IMPROVED ACCESS TO PROPERTY



4 STAIRLIFTS HAVE BEEN ADDED INTO HOMES

2 WASH DRY WCs

1 EXTENSION

11 OVERBATH SHOWERS INTO HOMES



NUMBER OF MINOR WORKS FUNDED BY SAFFRON

156

**SO FAR THIS YEAR (APRIL - AUGUST 2017)
THE AIDS AND ADAPTATIONS WE HAVE COMPLETED ARE:**

23
LEVEL ACCESS SHOWERS

1
STAIRLIFT

8
OVERBATH SHOWERS

5
IMPROVED ACCESS TO PROPERTY

News from Chris Rayner, Saffron's Director of Asset Management



I want to take this opportunity to inform you of the changes we have made to the way we carry out our regular heating services. These changes have been made to make sure that we continue to have Health & Safety at the forefront of our service to you. This streamlined process will make us more efficient, more cost effective thus reducing the costs to you and to Saffron.

We will operate on a 10 month cycle, offer appointments - which will of course be mutually convenient - and text, email or write to you to remind you when our staff will be attending. This process will also maintain the quality and good condition of Saffron Group's housing stock in respect of all Saffron Group heating appliances and fittings - which in turn benefits you in your home.

I hope you will also take a look at the facts and figures about our Aids and Adaptions work on the adjoining page. These show you what we achieved in the last financial year and how things are progressing this year.

Our Head of Property Mick Masters says: "Last year Saffron accessed over £300,000 of funding for our customers to help them improve their daily lives by assisting them to live independently.

Saffron also funded and provided Minor Adaptions at a cost of £15,000 for small improvements to help with day to day living covering items such as handrails and lever taps etc.

All applications for Disabled Facilities Grants (DFG) are 'means tested' and should be done with the support of an Occupational therapist (Social Services) referral, this can be accessed through your Local Authority."

If you wish to discuss the possibility of applying for a grant or would like to know if you meet the criteria prior to applying, then Saffron will be happy to arrange for a visit to explain and discuss this in confidence with you. You may feel that you need to consider your housing options in meeting your longer term needs.

Please call 01508 532000 and you will be transferred to a dedicated officer who will be happy to help.

£3.40 per week / £14.73 a month + £30 installation fee



- Installed for you throughout East Anglia
- Use fully explained & demonstrated by our trained staff
- Waterproof alarm button with a Neck Cord or Wrist Strap
- 24 hour monitoring, 365 days a year by our dedicated Call Centre in East Anglia

Call: 0800 917 4680



Contact Care

In our communities



Visit www.childcarechoices.gov.uk to find out the range of support available to parents to help with childcare.

There is also detail on Support While You Study for those at 6th Form college or school .

Find out if you are eligible at www.childcarechoices.gov.uk

No access to the internet? Why not go along to your local library where there is free access.

Norfolk County Council has also just launched its Open Library service in some local libraries where self service hours are on offer. Ask at your local library or for more information or go to www.norfolk.gov.uk

You can also find out more about library services in Suffolk by asking at your local library, calling 01473 351249 or going to www.suffolklibraries.co.uk

Do you have a spare bedroom?

South Norfolk Council has single people of all ages in need of accommodation, many of whom are working.

Taking in a lodger could help you:

- feel more secure by not being alone in the home at night,
- feel less isolated or lonely
- financially towards your rent and bills.

A lodger could even help with some household jobs such as mowing the lawn or putting the bin out!

To find out how we could help please contact, Denise Lawson on dlawson@s-norfolk.gov.uk or 01508 533716.

This service is only available to tenants in South Norfolk and there may be a charge to cover administration costs.



Grow a Mo, save a Bro

The moustache is our ribbon.
This Movember, grow your Mo and use it to raise funds for men's health.



If you have taken part in Movember before you will know that it raises awareness of men's health at the same time as being a bit of fun. If you are Growing a Mo this year let us know how you get on - we would love to see some photos we can use on our social media! £10 Love2Shop voucher for the best one.

Find out more about their work at www.uk.movember.com



New beginnings

Karen Moore, Executive Director of Corporate Services



Karen is responsible for our Corporate Services Directorate which comprises Governance, HR, Communications, Health & Safety and our Customer Contact Centre. She has worked at a senior level in the housing sector for over 20 years, with 10 years' experience as a Corporate Services Director with other housing providers in East Anglia. She also ran her own business for 5 years, has an MBA and is a Chartered Member of the Chartered Institute of Personnel and Development."

Karen says: "I've really enjoyed my first month at Saffron – staff, customers and board members have been very friendly and welcoming and it's been fascinating going out and visiting our customers and properties to try to understand what it's like being a Saffron customer. There's a lot going on, and Saffron's increased focus on customer service is something I'm delighted to be a part of. The Corporate Services Team's role is to support our customer facing colleagues and we have a great team who are skilled and dedicated to providing both internal and external customers with an excellent service moving forwards."

New apprentices - Joe and David



We are delighted to have recently welcomed two new apprentices, Joe and David, to Saffron. Joe will be working with our heating team and David our electricians.

They have been with Saffron for about a month and David says "I am loving it, it's been great going out very day and I am learning lots" and Joe said "everyone has been really friendly and it is not intimidating".

In the last 13 years Saffron has had 33 apprentices complete their training and they have worked with a range of departments including finance and development as well as with our craftworker teams. We are very pleased to be nurturing new employees and giving them a comprehensive training in the skills which will help us to provide a better service to you in your home.



If you access to the internet and are interested in hearing more from our apprentices visit our YouTube page: <https://www.youtube.com/c/saffronhousing>

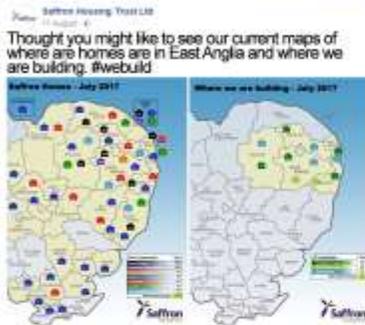


Can you spot Quacky Racer?

A member of Saffron did not perform so well recently... Quacky Racer took to the water, along with 78 other ducks, for the annual Break charity Grand Norwich Duck Race. Unfortunately it wasn't his day and he did not end up with a podium finish. Better luck next year Quacky Racer!

What do we post on Facebook and Twitter?

We keep people up to date with what's happening at Saffron.



Please meet our new apprentices! They both started this week and our 'loving it'!
@Apprenticeships @SNorfolkCouncil @placeshapers
pic.twitter.com/P7kc50TW75



We share our current property and job vacancies!

Top Tweet
Over the last 6 months



Top Facebook Post
Over the last 6 months



We let you know of local events near you & share things that might be of interest.



What would you like to see on our Facebook and Twitter page?

Let us know by contacting us on Facebook, Twitter or email
communications@saffronhousing.co.uk
or call 01508 532001



Another great Facebook and Twitter page to follow is Contact Care.
Find them on Twitter @ContactCare_

Out with the Old

Just a reminder that the old round £1 coins (as shown on the left) can be refused in shops after **Sunday 15th October**.

You can still take them to a bank or Post Office where they will exchange them for you until a yet to be publicised date.



In with the New



The new polymer £10 notes went into circulation on Thursday 14th September 2017.

The old paper £10 notes will remain in circulation until Spring 2018 with at least three months' notice of the withdrawal date.

It is expected that more machines will be ready to receive these following the issue of the polymer £5 note in September 2016.



Not everyone wishes to join in on Halloween so please think about this when you are Trick or Treating on or around the 31st!

If people are happy to see you they normally have a pumpkin outside or shining in their window.

Remember, Remember

Please remember that people and animals can be startled and frightened by sudden loud noises so please consider others as you celebrate Guy Fawkes Day on 5th November.

Stay Safe!



We will share details of organised firework displays on our social media - so let us know if there is one happening in your area!

communications@saffronhousing.co.uk

We are open at Saffron Barn, Swan Lane, Long Stratton NR15 2XP

Monday	8.45 - 5.00pm
Tuesday	8.45 - 5.00pm
Wednesday	8.45 - 5.00pm
Thursday	8.45 - 5.00pm
Friday	8.45 - 4.15pm

Closed on Saturday, Sunday & Bank Holidays

Our 24hr number is 01508 532000

You can also get in touch with us at these email addresses:

Repairs@saffronhousing.co.uk – for all general repairs enquiries

Heating@saffronhousing.co.uk – for all heating repair & servicing enquiries

HousingEnquiries@saffronhousing.co.uk – for all housing and tenancy enquiries

Info@saffronhousing.co.uk – for all other enquiries

Or contact us via:

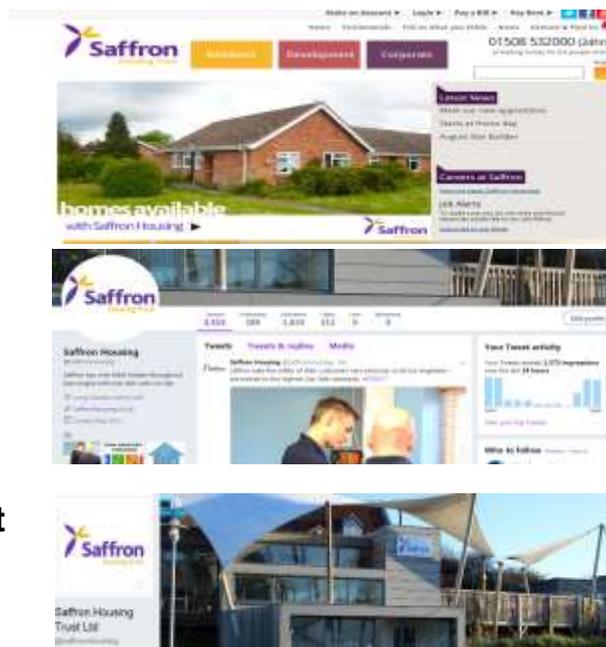
www.saffronhousing.co.uk



[@saffronhousing](https://twitter.com/saffronhousing)



[Saffron Housing Trust](https://www.facebook.com/SaffronHousingTrust)



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