# Saffron E-News

The magazine for Saffron tenants and residents



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# Welcome



Welcome to the summer edition of Saffron E-News: our first firesafety special!

Please take a moment to read through this essential information - fire safety at home is crucial for protecting lives, preventing injuries, and minimising damage to your home. Turn to page 10 for more details.

On page 21, we excitedly announce our first-ever community drop-in sessions! Join us in August and September for 'Saffron on Tour' as we assist you in preparing for upcoming energy efficiency upgrades. We will be hosting a series of informal drop-in sessions in the community from August to September 2025 for tenants and residents and then into 2026, providing information about the sustainability upgrades that may be required in your home.

This month we are pleased to introduce the new Saffron Tenant Group, which builds upon the great work of the previous Tenant Scrutiny and Tenant Communication & Support Groups. If we are to deliver on our guided principals that 'every tenant deserves the best possible home and service', having a unified approach to tenant communications, scrutiny and influence is really important. I'm looking forward to seeing all the great work that this group will help us to deliver. Turn to page 4 to learn more and discover how you can get involved. The Saffron Tenant Group has been working hard on redesigning how the group, along with all tenants and residents, will collaborate with Saffron moving forward.

Don't miss the heartwarming story of Saffron tenant Shaun on page 6, where he shares his remarkable journey from homelessness and hardship to a new life filled with hope and stability in his new flat in Beccles.

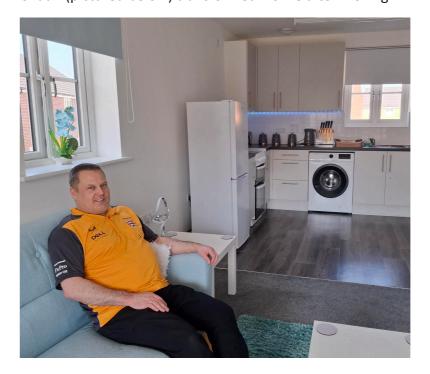
Lastly, on page 8, you'll find the latest Tenant Satisfaction Measures. A heartfelt thank you to everyone who participated in the survey. Your feedback drives service improvement, and helps us to understand what you think is important.

If you have any concerns regarding the services you receive from Saffron, or any support we might offer, please reach out via email at info@saffronhousing.co.uk or call 01508 532000.

Wishing you all the very best,

#### James

Shaun (pictured below) transformed his life after moving in.



#### **Keep in Touch and** Save the Date

Keep an eye on our social media channels below for useful tips, information and ways to get involved.



Facebook -**Saffron Housing Trust** 



Twitter/X-@saffronhousing



Instagram saffronhousingtrust

#### **August**

International Assistance Dog Day



#### September

12th

Stand Up to Cancer Day



#### October

10th World Mental Health Day



# **New! Saffron Tenant Group**

Saffron Tenant Group replaces the previous Tenant Scrutiny and Tenant Communication & Support Groups.



Welcome to our Saffron Tenant Group! We've been working hard redesigning how the Tenant Group and wider tenants and residents will be working with Saffron going forward. This new structure should create more opportunities for everyone to have a voice.

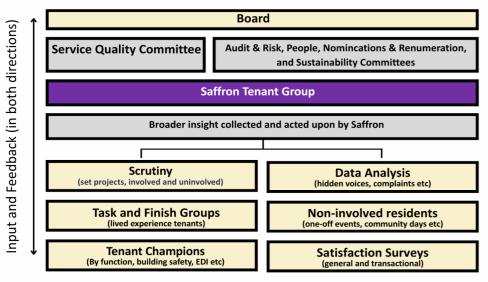
The role of our group has also changed, and we

will now: monitor, oversee, approve and influence aspects of Saffron including policies, procedures, priorities and strategies. We will hold Saffron to account, ensuring that the wider views of tenants and residents' form part of the decision-making process.

We will be involved at the earliest opportunity including designing engagement activities, reviewing feedback, making recommendations and writing policies, strategies and procedures. By being involved from the start we can ensure that everyone's views have been considered and included.

We will also ensure that Saffron closes the loop by clearly communicating what changes or improvements have been made, and where changes are not possible, explain why. We will monitor the effectiveness of changes, tracking what works and identifying reasons if something doesn't work as intended. Saffron Tenant Group

#### **Proposed Resident Engagement and Influencing structure**



The graphic, left, shows how Tenants and Residents will link, through the Saffron Tenant Group directly to Saffron's Committees and Boards. There will be regular opportunities to take part in activities outlined in the green boxes. These will vary in length and commitment. There will also be a mixture of online and in-person activities run during the day, evening and weekends.

If you would like to find out more or are interested in joining the group, please email **getinvolved@** saffronhousing.co.uk or ring 01508 532000 and ask to speak to a member of the Tenants and Communities



#### **Your Voice Matters: Tenant** Complaints: How they help build trust

By Tallia Langston

Hi everyone, welcome to the 4th edition of my quarterly blog. At Saffron, we have been interviewing tenants to listen and learn about their experiences of making a complaint. And so in this issue, we are examining why complaints are made, how we learn from them and how we go about taking care of the root causes.

Tenant complaints. They're a part of life in social housing, but are they simply about things going wrong? Dig a little deeper, and you'll find the real story is often about how those initial questions are handled, or how tenants are kept informed of the progress.

It's sometimes easy for us to forget that for tenants, their house is their home, and of course you

take pride in your home, which can often make a situation that requires a complaint deeply personal and emotional. Before a complaint is even lodged, most tenants will try to resolve issues and reaching out is often a last resort.

What tenants primarily want is to feel heard, and to trust that their issues are being taken seriously. We know from conversations that tenants want reassurance that someone is on it, and that action will be taken.

It's also crucial to remember that many tenants face additional vulnerabilities, whether it's related to age, disability, mental health, or financial insecurity. Inconsistent, negative, or confusing communication can significantly aggravate existing problems, leading to increased anxiety and frustration, so we are working hard to communicate clearly, without jargon and with empathy, but when we don't get that right we know it's frustrating.

All too often, it can feel like there are reasons not to help, and this can turn minor issues into major grievances. A leaking tap becomes a symbol of neglect; a missed phone call, evidence of a lack of concern.

Of course, poor internal communication and disconnected systems have hidden costs. The lack of a shared approach damages trust and ultimately impacts tenant satisfaction.

While complaints processes are often good at resolving individual cases, they frequently return tenants to the same systems that caused the problem in the first place. It's like applying a bandage to a broken leg - it might temporarily cover the wound, but it doesn't fix the underlying issue.

By changing focus from simply reacting to complaints to actively addressing the underlying causes, learning from our tenants and improving the way we communicate, we are looking to build a more positive and trusting relationship with our tenants. Ultimately, we want to deliver a better service for you all, while continually striving for change. Just a little reminder, if you'd like to share your experiences do email me at MRC@saffronHousing.co.uk.

Thanks so much for reading!

# In the Community





Shaun's story, below, demonstrates his remarkable journey from homelessness and hardship to a new life filled with hope and opportunity. After experiencing a difficult period, including homelessness and family illness, Shaun has found stability and happiness in his new flat in Beccles. Shaun's flat symbolises a fresh start: he is now studying, working, and has a new partner, marking a complete transformation in his life.

#### **A New Chapter**

Shaun never imagined he'd be here. Just months ago, life was a relentless struggle. Following a painful split from his wife, he found himself

homeless for 15 long months. His refuge was his parents' one-bedroom flat, sharing a settee while his dad battled a terminal illness.

Today, Shaun's life is unrecognisable. He's not just surviving; he's thriving! More than just bricks and mortar, Shaun's flat represents a complete turnaround, a testament to resilience, and a symbol of hope. Fortunately, Shaun's flat features a sunny balcony, overlooking a quiet residential street, and bi-fold doors, both of which flood the living space with natural light.

Shaun's transformation extends beyond his living situation. He's now studying, pursuing a passion he'd previously put on hold. He's also working, providing him with a sense of purpose and financial independence. And, adding another layer of joy to his life, he's found love again.

Shaun's story is a powerful reminder that even in the darkest of times, hope can prevail. His new flat in Beccles isn't just a place to live; it's a symbol of resilience, a testament to the human spirit, and the foundation for a brighter future. From the depths of homelessness to the joys of a balcony overlooking a promising future, Shaun's journey is truly inspiring.

Above left: Shaun is now settled into his new flat in Beccles.

#### Ice Creams on the Green!

Residents over at our Independent Community Living Scheme at Thomas Manning Road, Diss, enjoyed a recent 'Ice Creams on the Green' event under the much-needed shade of the nearby trees. 18 residents and family members joined the event, organised by Wellbeing Co-ordinator Sarah, who served tea, coffee, lemonade, and - all importantly -ice creams, in what turned out to be Norfolk's hottest day of the year, with temperatures peaking at 29 degrees. Thanks to all who attended - it was lovely to see everyone together, enjoying the ice cream!





Norfolk Citizens Advice provide free, confidential, accredited and impartial advice on a broad range of issues. Their goal is to help everyone find a way forward. People come to Citizens Advice with all sorts of issues, whether facing a crisis, or considering their options.

# Here to Help



email: info@saffronhousing.co.uk

Ben is an experienced adviser who will be available to support all Saffron tenants. He has worked extensively with food banks and outreach services across Norfolk, gaining a broad understanding of various areas of advice. With a strong background in benefit applications, he can offer guidance on a wide range of issues, including benefits advice, income maximisation, housing, employment, energy issues and debt-related concerns. He is passionate about helping those who may feel overwhelmed with their current circumstances, providing clear and practical support to help clients navigate challenges and find the best possible solutions.



Call 01508 532000

Tenants can seek advice from Ben by getting in touch by phone or email. You will be given a referral consent form which gives permission for us to share your request with Norfolk Citizens Advice.



# Tenant Satisfaction Measures Survey 2024-2025

We asked 694 tenants for their views by phone, email, and post between April 2024 and February 2025. The tenants that took part in the survey reflect our wider tenant population in terms of property type, location, and household profile. We used a mix of contact methods and made sure to include tenants from different types of homes and backgrounds to make the survey fair and inclusive. The results give a clear picture of what tenants think about Saffron.

This survey and report meet all the requirements set by the Regulator of Social Housing and follow national standards for good research. We've also followed best practice used across the housing sector, including advice from Housemark on how to measure tenant views and report results clearly. The way we carried out the survey means the findings can be trusted and used to support our reports to the regulator, improve our services, and strengthen how we work with tenants.

In summary, three key questions from the survey have shown an upward trend in results from 2023 to 2024: overall satisfaction, satisfaction with repairs, and the time taken to complete repairs. The graphic overleaf (page 9) illustrates a comparison between

the results of 2024-2025 and those of 2023-2024. For a comprehensive overview of the results, please visit our website here or search TSMs at www.saffronhousing.co.uk.



of information gathered from surveys conducted which have been designed by the Regulator for Social Housing. Saffron, along with every other social housing provider in England, Wales and Northern Ireland, must complete surveys about what our tenants think about the services they receive. The survey is made up of 12 questions. In addition, we need to report to the Regulator of Social Housing about 10 management measures. The questions for these surveys are set centrally by different providers are comparable. We employ TLF

> You may be familiar with the infographic, left, that notifies tenants and residents on social media and in our newsletters when to expect a call or email from TLF Research. This is so TLF Research can ask the 12-question survey that makes up the Tenant Satisfaction Measures.

It's worth a reminder here that TLF Research may periodically contact you by email or phone. Phone calls will be conducted between 9am and 8.30pm, and the number TLF will be calling from will always start with the area code 01484.

Tenants Satisfaction Measures (TSM's) are made up

the Regulator of Social Housing (RSH) so results from

to complete our surveys on our behalf.



#### TELL TLF RESEARCH WHAT YOU THINK

We are using TLF Research to gather your feedback on a range of services provided by us. TLF Research may contact you by email or by phone (area code 01484) for a short survey about your experiences. Phone calls will be made on weekdays only, between 9am and 8.30pm.

Your responses can remain anonymous if requested, and you can decline to answer any questions. No identifying information will be included in published reports, and you can opt out of communications at any time. For more information, please visit our website via the link below.

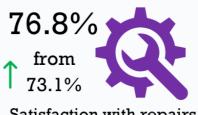
> WWW.SAFFRONHOUSING.CO.UK/ABOUT-US/OUR-PERFORMANCE/ TENANT-SATISFACTION-MEASURES-TSMS

# **Tenant Satisfaction Measures**

2024/25 from 2023/24



Overall satisfaction



Satisfaction with repairs



Satisfaction with time taken to complete most recent repair



82% 2025/26 target

 $73.4\% \uparrow_{71.3\%}^{\text{from}}$ 

home is well maintained

Satisfaction that the

80.9% \

Satisfaction that the home is safe



Satisfaction that the landlord listens to tenant views and acts upon them

♠ from

Satisfaction that the landlord keeps tenants informed about things that matter to them



Agreement that the landlord treats tenants fairly and with respect



Satisfaction with the landlord's approach to handling complaints



and well maintained

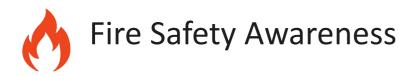


Satisfaction that the landlord makes a positive contribution to neighbourhoods



Satisfaction with the landlord's approach to handling anti-social behaviour

Satisfaction that the landlord keeps communal areas clean



Fire safety in the home is essential for protecting lives, preventing injuries, and minimising property damage. A small fire can quickly escalate into a life-threatening situation, meaning it's important to understand the risks and take the right steps to reduce them. Fires can cause devastating loss, but with the right knowledge and preparation, you can significantly reduce the risk and ensure the safety of your family. Please take time to read through the information on the following pages. For more information about fire, evacuation procedures and other health and safety topics, visit our website <a href="here">here</a> or search 'fire safety' at <a href="https://www.saffronhousing.co.uk">www.saffronhousing.co.uk</a>.



## **Electrical safety - advice on staying safe**

Electrical appliances are responsible for an overwhelming amount of fires in UK homes every year. Below are some simple steps to take that will keep you and your family safe in your home.

#### 10 tips for staying safe

- Make sure any appliance has a fused plug, and the fuse is the correct rating, usually shown in amps. This will prevent overheating.
- Any appliance used should have a British or European safety marking when you buy it.



- High powered items such as tumble dryers, washing machines, microwaves etc, should always be plugged into their own wall socket.
- If using an extension lead, be careful not to overload it. Leads should not have more than 13amps used through them whether there is one socket or five.

  Remember: 5 amps + 5 amps + 3 amps = 13amps.

- Try and avoid the use of extension leads, especially block plug adapters, which are commonly used to double or triple the amount of plugs you can put into a mains socket. Always stick to one plug per wall socket wherever possible.
- Always check the condition of appliances before use, don't use them if they are damaged or show signs of scorch marks, loose wiring and exposed cables etc.
- Always turn off appliances which aren't being used, and never leave items like electric heaters or tumble dryers running at night, or when you are out.
- Reep appliances clean and in good condition. Clean lint/fluff from tumblers dryers, clean oils and fats from ovens and keep vents free of dust. Check these frequently to reduce the chances of fires happening.
- Has your appliance been recalled? It's always useful to check. Some appliances such as tumble dryers can be checked for any manufacturers safety recalls by entering the make and model into a google search. If yours is affected, it should be unplugged immediately and not used.
- Never carry out any alterations or additions in your home without consulting the Saffron Housing Permissions team. We can provide minor adaptations such as moving light switches and sockets, usually for tenants with additional medical needs. Alternatively, we can grant permission for you to make these arrangements yourself with a certified electrician. For more information on how to apply for an alteration or permission, see the 'Improvements and Alterations' section of our website by clicking here.

If you have any concerns over fire safety, you can contact us:

By email at: info@saffronhousing.co.uk

Or by telephone: 01508 532000





## **Safe use of Portable Heaters**

We understand that some tenants use portable heaters to supplement their home heating. While these heaters can be helpful, they must be used safely to avoid the risk of fire or injury. Please read and follow the advice below to keep yourself and your neighbours safe.



#### Choose the right heater



- Use only heaters with a UKCA or CE safety mark.
- Choose models with a thermostat and automatic cut-off to prevent overheating.
- · Avoid using gas heaters indoors. We would always recommend an oil filled heater wherever
- Never use open flame heaters such as portable paraffin, gas or LPG heaters indoors.

#### Using your heater safely



- · Keep heaters at least 1 metre away from curtains, furniture, bedding, and clothes.
- Place the heater on a flat, stable, and non-flammable surface.
- Never cover or drape anything over the heater, even to dry clothes.
- Keep children and pets away from the heater at all times.
- Switch off and unplug the heater when not in use or when leaving the room.

#### Electrical safety



- Plug heaters directly into a wall socket do not use extension leads or multi-socket adaptors.
- Regularly check the plug and cable for signs of wear or damage.
- Don't run cables under carpets or rugs this can cause overheating and fire.

#### When not to use a heater



• Do not use a portable heater in the bathroom unless it is specifically designed for bathroom use.

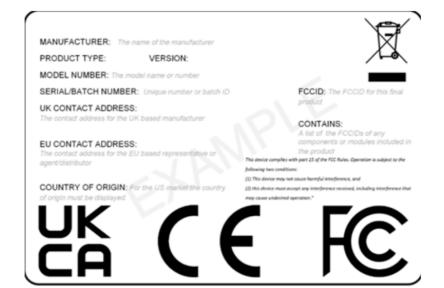


- · Do not use heaters while you're asleep.
- Avoid using heaters in escape routes such as hallways or near front doors.

#### Stay alert. Stay safe.



- If your heater smells unusual, makes strange noises, or trips your power, stop using it immediately.
- · Never leave the heater unattended while it's on.
- Make sure your smoke alarms are working test them weekly.
- The below image is an example of a UKCA safety and CE mark on a product.



#### Need advice or help?



If you're worried about your heating, need help choosing a safe heater, or want support with your home's energy efficiency, please contact us using the details below.

We're here to help you stay safe and warm.



# Safe use of Battery-Powered **Equipment in the Home**



This safety notice is designed to help you use battery-powered equipment safely in your home. Devices such as mobile phones, tablets, e-scooters, cordless tools, toys, and other rechargeable products can pose a fire risk if not used or charged correctly.

#### Common battery hazards

- Overheating due to faulty or damaged batteries
- Using incompatible or damaged chargers
- Charging on beds, sofas, or near flammable materials
- · Devices left charging overnight or unattended
- · Replicate ('knock-off') or poor-quality devices.

#### Buying battery devices safely

- Always buy from reputable retailers
- Check for CE or UKCA safety marks
- Avoid very cheap or unbranded products sold online
- Look for items that meet British or European Safety Standards.

#### Safe charging and usage

- · Always use the charger provided by the manufacturer
- · Place devices on a hard, flat surface while charging
- · Never charge on soft furnishings like beds or sofas
- Unplug devices when charging is complete
- Keep batteries away from direct sunlight or heat sources
- Do not charge batteries overnight or when you're not home.



#### What to look out for

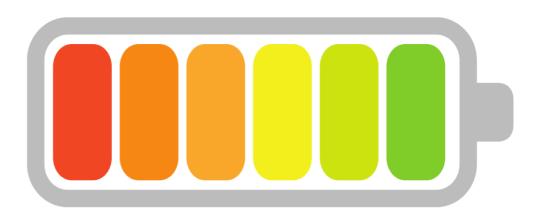
- · Batteries swelling, leaking, or producing an unusual amount of heat
- Burn marks around device ports or cables
- Devices that fail to charge properly or get hot quickly
- · Strange smells or smoke during use or charging.

#### What to do if you're worried

Stop using the item immediately and unplug it. Report any concerns to us using the contact details below. If there is any sign of fire, smoke, or danger, call 999.

Your safety is our priority. Please take care when using or charging battery-powered equipment.

For more advice or to discuss safer options, please contact us using the details provided below.





# Safe Storage and Charging of Mobility Scooters and E-Bikes

Mobility scooters are essential for many tenants, but they must be stored and charged safely to reduce the risk of fire. This also includes other battery powered devices such as e-bikes and scooters. This guidance applies to all tenants living in houses, flats, sheltered housing, and specialised housing schemes.

Mobility scooters and e-bikes contain powerful batteries that, if not stored or charged correctly, can pose a significant fire risk. Fires involving mobility scooters and e-bikes can spread quickly and put lives at risk, especially in buildings with multiple occupants or limited escape routes. Only purchase products with a UK safety mark or CE mark as they have been through proper safety tests.

# Do's - Storing your scooter/ E- Bike safely

- **Use the scooter store provided.** If you live at a scheme with a scooter store always use this for storing your scooter.
- Keep it away from escape routes. If you live in a flat block or scheme, all internal
  corridors are also your means of escape and must be kept clear. Store your scooter/ ebike where it will not block doorways, hallways, or access to exits. Ideally an e-bike will be
  stored outside in a shed or in the bike store provided.
- Ensure good ventilation. Store the scooter/ e-bike in a well-ventilated area to prevent heat buildup. This is not an issue when the vehicle is switched off.
- Use a fire-resistant mat. Place a fire-retardant mat under the scooter if storing on carpet or near flammable materials.
- Switch it off when not in use. Always turn off the scooter fully before storage.

# Do's - Charging safely

• Use the correct charger. Only use the charger provided by the manufacturer.





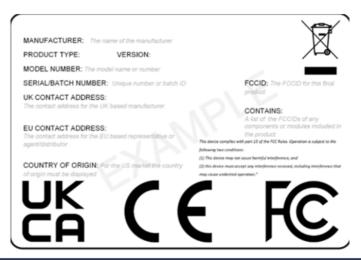
- Charge wherever possible in the scooter charging room provided. If this isn't possible
  charge them in the lounge of your home, never in hallways or escape routes, and never in
  communal areas of flats.
- **Do not overcharge.** Follow manufacturer guidelines and avoid charging overnight or when you're out of the home.
- Charge away from flammable materials. Keep the charging area clear of curtains, furniture, or bedding.
- Inspect regularly. Check the battery and charger for damage, overheating, or unusual smells. If any doubt, do not use.



# Don'ts - Things to avoid

- **Do not block escape routes.** Never park or charge your scooter/ e-bike where it may prevent safe evacuation both within your home or in the common area of flats/ schemes.
- **Do not use extension leads.** Plug the charger directly into a wall socket.
- **Do not charge in communal areas.** Unless specifically permitted and supervised, charging must be done in the scooter store provided, or in your own property.
- Do not modify the charger or battery. Using non-approved parts increases the risk of fire.
- Never purchase from third party retailers. Always purchase them in store, or from a reputable online retailer. Avoid cheap imports.
- **Don't use the battery if it shows signs of damage**. If the battery is damaged it may be at higher risk of fire and should be disposed of safely or exchanged for a new one.

The below image is an example of a UKCA safety and CE mark on a product.



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- Charge wherever possible in the scooter charging room provided. If this isn't possible charge them in the lounge of your home, never in hallways or escape routes, and never in communal areas of flats.
- Do not overcharge. Follow manufacturer guidelines and avoid charging overnight or when you're out of the home.
- · Charge away from flammable materials. Keep the charging area clear of curtains, furniture, or bedding.
- Inspect regularly. Check the battery and charger for damage, overheating, or unusual smells. If any doubt, do not use.



# What to do if you have concerns

If you are unsure whether your scooter is safe to store or charge, please contact your housing officer or scheme manager. We're here to help you stay mobile and safe.

Remember: Your safety, and that of your neighbours, depends on careful and responsible use of mobility scooters.

For more advice or to discuss safe storage options, please contact us through the details provided below.







safety

### **Contact us**



**1** 01508 532000

#### **Info@saffronhousing.co.uk Info@saffronhousing.co.uk**

We will offer INTRAN translation services for those who do not have English as a first language. We have access to Language Line, a telephone interpreting service incorporating over 100 languages.

# You Said, We Listened

# **Enhancing Tenant** Communication

We value clear and open communication with all Saffron tenants. The following article demonstrates how we have learned from recent feedback from tenants regarding the notification process for a recent communal area works.

#### **Addressing Recent Concerns**

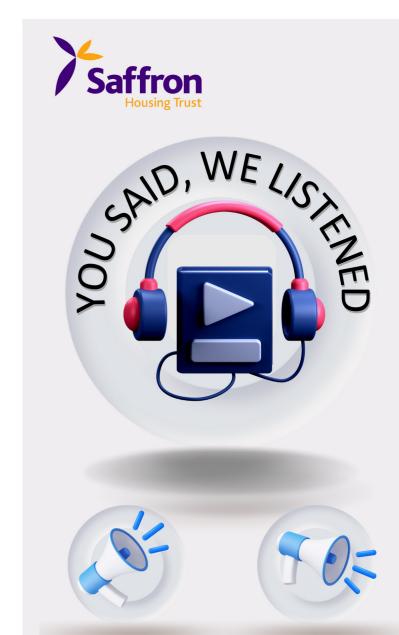
In July 2024, tenants received a letter informing them of planned painting works in communal areas during the 2024/25 financial year. The work was completed in March 2025. We've since received feedback that the initial notice, while provided well in advance, lacked a specific start date and sufficient advance warning for tenants.

A tenant raised a valid point: that in the case of vulnerable tenants they would need at least 21 days' notice to inform carers and social workers of planned disruptions. As this was the second piece of feedback we received we have not only responded to these points, but have also thought about how we can learn from this example and improve things moving forward.

#### **Our Commitment to Improvements**

Although our tenancy agreement stipulates that 7 days' notice for works inside individual homes is required, we recognise the need for a more extended notification period for communal area projects. Although we notified tenants, we recognise that as we didn't specify the actual dates of the work, which led to confusion, and was not effective communication.

Looking ahead, we are committed to providing at least 21 days' notice for all planned communal area works, including sending a follow-up reminder before work takes place. We will also add a note to our records specifically for schemes that house tenants with additional needs to ensure this extended notice period is always put in place.



Additionally, we are actively investigating ways to improve our reminder systems. This includes exploring options for sending out reminders closer to the start date of planned works to ensure tenants have the most up-to-date information.

We were pleased to hear that the tenant who raised the concern was happy with the quality of the work completed by our contractors. Positive feedback like this, alongside constructive criticism, helps us understand what we're doing well and where we can improve. This learning is vital to delivering a positive tenant experience.

# Tenant Support & Wellbeing Service Confidential information and counselling



Your Tenant Support & Wellbeing Service from Life & Progress is here to help you. The service provides practical information, resources, and counselling to help you balance your work, family and personal life.

Available no matter when or where, anytime, any day, support is just a telephone call away. You can even find support online. There is no limit to the number of issues you can gain support on and there is no cost to use the service.



You are encouraged to contact the service as soon as an issue presents itself and before matters become more serious.

The service can offer support to help you cope successfully with life events, helping you stay happy, healthy and fully focussed on life and work.



Support and advice when you need it 24 hours a day, 365 days a year



The two main features included within your Tenant Support & Wellbeing Service are:

#### Counselling and Advice

#### MyMindPal App

help you handle life's daily challenges, as well as providing you a safe place to

If you are using an Android device, open the "Play Store" app and search for

"App Store" and search for "mymindpal

Once you have found the MMP App,

This will be required



#### The right help at the right time

This confidential service is available

around-the-clock, 24/7, over the telephone and online.

The service aims to answer your questions quickly and will also refer you to the most appropriate source of support, including counselling, legal, financial, childcare and consumer experts.





Mental-Fitness App



Online Support





## Accessing the service

The service can be accessed at any time simply by calling into the service on the Freephone

Upon speaking to a trained service representative, you will be supported and they will help you determine the best course of action to resolve your issue.

You may benefit from simply talking with the service representative, or you may wish to receive more specialist support or

expert who will assist you with the issues you are

## Tenant Freephone: 0330 094 5593

www.tenantcare.co.uk

Username: saffronhousing Password: tenantsupport





# Informal Energy Efficiency Drop-In Sessions



Join 'Saffron on tour' as we help you prepare for the next phase of energy efficiency upgrades that may be required on your Saffron home! Starting in the NR14 and NR15 postcode areas, we will be running a series of informal sessions in the community from August/September 2025 for tenants and residents, and then into 2026.

You may be aware that up to 170,000 homes across England are set to gain from energy efficiency upgrades as part of the the Warm Homes Plan. This initiative will assist more families in reducing their energy bills and enhancing their living spaces. The government support has now been allocated to local authorities and social housing providers, enabling us to deliver warmer, more energy efficient homes, and support our commitment to help lower energy bills and create more comfortable living spaces for tenants and residents.

Look out for further updates by email and on social media for dates in your community!

# Progress made at The Oaks development in Harleston

Progress is now well underway at The Oaks, our new-build Independent Community Living Scheme in Harleston, with groundworks beginning earlier in July. Upon completion, the scheme will consist of 107 brand-new Independent Community Living homes for individuals aged 55 and over with additional care needs.

The start of works were marked with a traditional 'breaking ground' ceremony in May. Attendees included Councillor Thomas and Councillor Wilby from Norfolk County Council, Councillor Sacks from South Norfolk and Broadland District Council, James Francis, CEO at Saffron Housing Trust, and Simon Medler, Regional Managing Director at Lovell.

"The Oaks will not only provide good quality, affordable and much-needed independent living homes, but enable residents to live safely with the care they may need, whilst retaining their independence in a thriving community", commented James Francis.

Norfolk County Council has provided £4.37m of capital funding to support the scheme named by local children and now known as The Oaks - as part of its Independent Community Living programme to build more modern, attractive, and sustainable homes for later life across the County. Funding has also been awarded to the development by Homes England. As part of a wider housing development being created on the site, the Independent Community Living Scheme will include a mix of 1 and 2 bed affordable apartments and shared ownership bungalows. On-site, 24/7 care and support will enable people to remain independent in a home of their choice.

Facilities on site will include a hairdressing salon and communal gardens. Further information, including how to apply to rent an apartment at the scheme, or purchase a shared ownership property, will be published prior to the scheme being completed in the autumn of 2027.



Above and below: Computer-Generated Imagery courtesy of Matt Pearce at Pearce 3D.



Below from left to right: Simon Medler, Regional Managing Director at Lovell, Cllr Alison Thomas of Norfolk County Council and James Francis.





'Know the Signs' is an exploitation awareness campaign from Norfolk Community Safety Partnership. Saffron works closely with the Police and Norfolk safeguarding teams to ensure we keep our tenants and communities safe.

The campaign covers all forms of exploitation relating to children, young people and adults. It aims to raise awareness of the signs and types of exploitation, encourage people to report or seek support if they suspect someone is being exploited, and raise awareness of the work of partner agencies to address exploitation.

If you have any questions around this campaign, please visit www.knowthesigns.info where you can find information and the necessary reporting tools.



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