

April 2025



# Saffron E-News

The magazine for Saffron tenants

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# Welcome

to Saffron E-News



James Francis, CEO

Welcome to the spring edition of Saffron E News.

In this edition, we are excited to provide updates on new developments - providing much needed homes in this area, partnerships that support tenants, community features and essential information regarding the types of support we offer.

Last month, you may have read about the £1.8 billion in government support that was allocated to local authorities and social housing providers, enabling housing associations like Saffron to deliver warmer, more energy efficient homes. We are delighted to announce we have successfully been awarded £7 million to improve the energy efficiency to our properties over the next 3 years, helping you with fuel efficiency and supporting the environment. Read about what this means for your home on page 8.

We have been working with the Saffron tenant group to successfully update our Alterations and Permissions Policy. 13 tenants joined a special Task and Finish group to look at the whole service. In the end, 88% of the recommendations were included in the final policy. This is a positive example of what can be achieved when we work together with tenants to improve our services. I am proud of what we've achieved together.

In February, we were thrilled to begin welcoming local tenants into 7 new, affordable rented 1,2 and 3 bedroomed homes at Heather Way, Great Moulton.

We are also pleased to welcome Norfolk Citizens Advice Worker Sue Whitworth to Saffron. Sue is an experienced advisor who is passionate about supporting tenants and providing the information needed to find the best resolution to a range of challenges. Every referred tenant will benefit from an in-depth assessment – turn to page 9 to find out more.

And last, but by no means least, please have a read of Saffron tenant Tallia Langston's blog on page 5. 'Your voice matters: what happens when you make a complaint' takes a look behind the scenes of Saffron's complaints management. Tallia focuses on what we're learning, what's changing, and how your voice really does make a difference. An audio version of Tallia's blog is available on our website [here](#).

Wishing you all the very best,

*James*



Meet tenant, Callum (above), who took up his tenancy with us in September 2024. During a recent Starter Tenancy visit, he was pleased to tell us how his 4-year old daughter wanted a strawberry bedroom. They both love their 1st floor flat and the large communal garden. Callum is currently finishing an apprenticeship to be an Electrician and one day hopes to work for Saffron!

## Key dates and keeping up to 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**

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### June

Pride Month



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### July

**30th**  
International Day of Friendship



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### July

Plastic-free July





## 7 new homes for local tenants at Great Moulton



In February, we were thrilled to begin welcoming local tenants into 7 new, affordable rented homes at Heather Way, Great Moulton. The official handover from the contractor Abode Construction to us took place on 13th February 2025.

Works started on the site back in May 2024, and comprises of 7 affordable rented 1, 2 and 3 bedroomed properties.

All homes on the new site in Great Moulton have been fitted with Air Source Heat Pumps which will provide enough heat and hot water for the homes whilst also lowering carbon emissions.

Richard Bland, Head of Development at Saffron, said: "The development at Heather Way provides

much-needed affordable homes for people with a local connection to the village. Built to high energy efficient standards, these homes reflect Saffron Housing Trust's commitment to providing high quality energy efficient homes across our core areas of operation".

Speaking for Abode Construction, Adrian Peacock, Construction Director, said: "We are delighted to have completed our first project for Saffron, and to have contributed to the essential provision of quality and affordable housing so close to our home in nearby Long Stratton".

*Above photo: 5 of Abode Construction's Team with 3 of Saffron's Development Team.*





Listen



Learn



Reflect



Revise



Improve



Tallia Langston - MRC

*"I love complaints! Complaints help organisations learn, improve and put things right."*

Developing a:

**Positive  
Complaints  
Handling  
Culture**

**Empowerment  
Trust**

**Putting things right**



complaints@saffronhousing.co.uk  
01508 532000

## Your Voice Matters: What happens when you Make a Complaint

By Tallia Langston

I'm Tallia, and I'm a tenant just like many of you. I also sit on Saffron's Board and serve as the Member Responsible for Complaints (or MRC for short). Every three months, I share a bit about what's going on behind the scenes with our complaints management. I focus on what we're learning, what's changing, and how your voice really does make a difference.

This time, I want to talk about the impact of complaints, not just on the people making them, but on Saffron too. Because when someone takes the time to raise a complaint, it's usually because something's gone wrong, and they care enough to want it put right! I recently spoke to our Complaints team about a tenant who got in touch because they were fed up with the state of their neighbourhood. They'd been living there for over a year and had raised issues more than once, things like uncut grass and problems with shared parking spaces. They were frustrated because despite their reports nothing seemed to change. Understandably, they felt ignored. On top of that, they were also living with health challenges, which made the situation even more difficult.

So, they made a formal complaint. And it made a difference! Some of the things they raised were

quick fixes, like getting the grass cut regularly, while others needed more planning. But the key thing is, once the complaint was logged, the right people got involved and took action. Not only was the grass cut, but extra repairs were done to their home, and new ideas were put in place for the wider neighbourhood, like adding communal washing lines. Importantly, the team kept in touch with the tenant, and they told us they finally felt listened to. There's still work to do, but they felt seen – and that's huge.

For me, that's what being the MRC is all about. I'm here to work with Saffron to listen to tenants and learn from every complaint. It's not about pointing fingers, it's about making things better. Every time you speak up, whether it's about a repair, your neighbourhood, or how services are run, you're helping shape a better experience for everyone.

I know it can feel daunting or frustrating to complain, I've been there myself. But I promise you, it's worth doing. You're helping us learn, grow, and do better.

If you've got something you want to share, or even just a thought or a question about how complaints work, I'd love to hear from you. You can email me directly at **MRC@SaffronHousing.co.uk**

Thanks so much for reading – and I'll be back with another update in June. Until then, take care and keep raising your voice for positive change!



## Become a Saffron Board Member

We have an exciting opportunity for a Saffron tenant to join our Board in a Board Member role.



We have an exciting opportunity for a Saffron tenant to join the Saffron Housing Trust Board!

The Board is collectively responsible for ensuring the success of the Trust and its compliance with all legal and regulatory obligations. It does this by directing and supervising the Trust's affairs, providing leadership, and setting the organisation's strategic aims, amongst other responsibilities.

Saffron reserves 3 positions on its Board for tenants, who are nominated by our Tenant Group following an application and selection process.

The time commitment for Members of the Board is 7 Board meetings a year, 2 away days a year, and occasional Strategy Sessions. You may also be asked to join a committee or a subsidiary Board. The role is for an initial 3 year term, to a maximum of 6 years.

Find out more, or to download the application pack, please visit our website using the link below:

[www.saffronhousing.co.uk/get-involved/become-a-saffron-board-member/](http://www.saffronhousing.co.uk/get-involved/become-a-saffron-board-member/)





## Pets at Properties

### A Fur-riently Reminder for Pet Owners

We love that so many residents and tenants have furry (or feathered!) family members! To help keep everyone safe, we kindly ask that pets are kept in another room while our team carries out repairs or inspections.

This helps us work safely and efficiently, ensuring the best service for you. Of course, assistance dogs are always welcome.

Thanks so much for your cooperation—we really appreciate it!

### Zero tolerance on abuse

We believe that tenants and residents have the right to be listened to, understood, and treated with respect. Our employees also have these same rights.

We encourage our employees to be courteous, helpful, and sensitive to all tenants' needs and circumstances, and we work hard to be open, transparent and accessible to all.

We also believe that our employees deserve fair treatment and respect, free from intimidation, harassment, or threats of violence.

While recognising that tenants and residents may sometimes feel frustrated or angry about issues raised with the Trust, we consider behaviour that escalates from anger into aggression towards our employees, making them feel threatened or unsafe, to be unacceptable.

Examples of unacceptable behaviour include:

- using foul language or swearing at our employees;
- any forms of physical violence towards any of our employee
- verbal abuse directed towards our employees in any form;
- including verbally insulting our staff;
- racial abuse and sexual harassment;
- abusing employees on our social media platforms;
- verbally abusing our employees during telephone calls.

Our Unacceptable Behaviour Policy explains how we approach situations involving the behaviour or actions of individuals. The policy can be downloaded on our website, here: [www.saffronhousing.co.uk/about-us/reports-policies-and-strategies/](http://www.saffronhousing.co.uk/about-us/reports-policies-and-strategies/)





# Saffron benefit from £7 million Government 'Warm Homes' Fund

At Saffron, we want to make your home as energy-efficient as possible to help lower energy bills and create a more comfortable living space. In 2023, we took part in Wave 1 of the Social Housing Decarbonisation Scheme, a government-funded project to improve the least energy-efficient homes under our management. Now in 2025, we are close to completion of Wave 2, which saw hundreds more homes retrofitted to reach an energy efficiency rating of at least C.

Through this scheme, we installed energy-saving upgrades such as:

- Energy-efficient windows and doors
- New radiators
- Solar panels
- Air source heat pumps

On 11th March, £1.8 billion in government support was allocated to local authorities and social housing providers, enabling housing associations like ours 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.

We have successfully been awarded £7 million in Wave 3 of the Warm Homes Social Housing Fund programme (previously called Social Housing Decarbonisation Scheme) to improve the energy efficiency of our properties over the next 3 years.

With up to 170,000 homes across England set to gain from these energy efficiency upgrades as the Warm Homes Plan progresses, this initiative will assist more families in reducing their energy bills and enhancing their living spaces.

The government set the rules for this scheme, which meant homes with the lowest Energy Performance Certificate (EPC) rating (D or below) were prioritised for upgrades. The lower the EPC rating, the higher the priority for improvements.

## What Work Was Done?

- Homes with an EPC rating of D or below had air source heat pumps installed.
- The homes with the lowest EPC ratings also received new windows, doors, insulation, ventilation, and solar panels where required.



## Why Didn't My Home Get Solar Panels?

Not all homes are suitable for solar panels, and not all properties require solar panels to increase their EPC rating to C. Our focus remains on getting as many properties to EPC C as possible, rather than fitting additional equipment when it is not required. We are using a fabric- first approach as this is the best long-term plan to improve living conditions and reduce fuel poverty. This approach addresses the building itself, ensuring effective ventilation. High-efficiency windows are fitted, and doors, loft, wall cavity or external walls are insulated where required. These provide the most benefit and last for at least 30 years.

If further improvements are required to get a property to EPC C we'll also include heat pumps or solar panels. We can achieve this in most homes without the need for solar panels, meaning we can spread costs therefore increasing the energy efficiency of more homes.

## We're Here to Help! Get in touch here:

- [info@saffronhousing.co.uk](mailto:info@saffronhousing.co.uk)
- 01508 532000





# Here to Help

Norfolk Citizens Advice are a local charity providing free, confidential, accredited and impartial advice on a broad range of issues.

Their goal is to help everyone find a way forward, whatever problem they face.

People come to Citizens Advice with all sorts of issues. They may be facing a crisis, or just considering their options.



**Call 01508  
532000**

Sue Whitworth is an experienced advisor who is available to support any Saffron tenant. Sue is passionate about supporting clients who may be finding life overwhelming, and providing the information needed to find the best resolution. She has a wealth of knowledge on debts and money problems, energy issues and living well. Sue adopts a holistic approach to support each client, and is especially experienced in healthy living issues, including stopping smoking, exercise and healthy eating.



**Email [info@saffronhousing.co.uk](mailto:info@saffronhousing.co.uk)**

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

**citizens  
advice**

Did you know we have recently appointed Norfolk Citizens Advice, Sue Whitworth who lends her expertise in supporting all Saffron tenants? Every referred tenant will benefit from an in-depth assessment.



- WE PROVIDE SUPPORT AND ADVICE FOR TENANTS OR MEMBERS OF THEIR HOUSEHOLD SUFFERING FROM OR THREATENED WITH VIOLENCE AND/OR ABUSIVE BEHAVIOUR.

- DOMESTIC ABUSE MEANS AN INCIDENT, OR PATTERN OF INCIDENTS OF VIOLENCE OR ABUSE, BY SOMEONE WHO IS OR HAS BEEN AN INTIMATE PARTNER OR FAMILY MEMBER, REGARDLESS OF GENDER OR SEXUALITY.



## DOMESTIC ABUSE ● ADVICE FOR TENANTS

- NEED TO FLEE? IF THE TIME COMES WHEN YOU NEED TO LEAVE YOUR HOME, CONSIDER TAKING WITH YOU: PRIMARY AND SPARE PHONE, CLOTHING AND TOYS FOR ANY CHILDREN, MEDICATION, A FORM OF ID, BANK CARDS, PROOF OF INCOME OR BENEFITS, SOME MONEY.
- IF YOU THINK YOU ARE SUFFERING FROM DOMESTIC ABUSE YOU CAN REPORT IT TO US BY SCANNING THE QR CODE BELOW.



- ALTERNATIVELY, YOU CAN CALL US ON 01508 532000. OUR LINES ARE OPEN MONDAY TO THURSDAY 8:45AM - 5PM, FRIDAY 8:45AM - 4:15PM.



### What is Domestic Abuse?

Domestic abuse is not just physical violence. It means an incident, or pattern of incidents, of violence or abuse, by someone who is or has been an intimate partner or family member, regardless of gender or sexuality.

Abusive behaviour includes acting in a controlling, coercive or threatening manner; typical actions might include taking your money, stopping you seeing your friends and family, or threatening your children or pets. Domestic abuse can affect anyone.

### How can Saffron support you?

Saffron prioritises domestic abuse awareness, training and support across the organisation, and nearly 10% of our workforce are Domestic Abuse Champions. Our Neighbourhood Officers have all completed specialist domestic abuse training and can help refer you to domestic abuse services.

## How to report domestic abuse

If you think you are suffering from domestic abuse, or if you would like to report it on behalf of someone you believe is experiencing domestic abuse, you can report concerns of abuse using our Domestic Abuse Reporting Form via the QR code on the right, or the web link, here: [www.saffronhousing.co.uk/advice-and-support/domestic-abuse/domestic-abuse-form/](http://www.saffronhousing.co.uk/advice-and-support/domestic-abuse/domestic-abuse-form/)

## What will happen once we receive a report of domestic abuse?

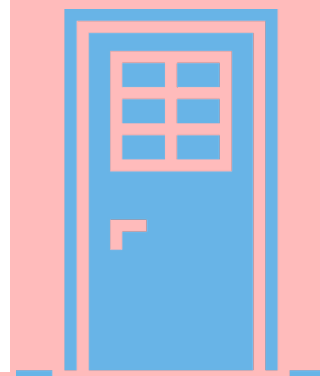
Once your report has been received, a trained member of staff will be in touch within 1 working day. We will assess your current situation and create an action plan with you. To make sure you get the right support we may work with other agencies such as Women's Aid, Refuge, Victim Support, the police and local authorities. Where appropriate, we may also refer to a Multi-Agency Risk Assessment Conference (MARAC).



## Safety equipment

Our Neighbourhood Team offer free safety equipment to survivors of domestic abuse to use in their homes. The equipment is there to help enhance your safety and give you peace of mind. It includes:

- Door handle alarms
- Window alert alarms
- Door braces



## Useful links

### Suffolk Domestic Abuse Helpline

Website: [www.suffolkdahelpline.org.uk](http://www.suffolkdahelpline.org.uk)

Phone: 0800 977 5690

### Leeway Refuge Services

Website: [www.leewaynsupport.org](http://www.leewaynsupport.org)

Email: [referrals@leewaynwa.org.uk](mailto:referrals@leewaynwa.org.uk)

Phone: 0300 561 0077

### Helplines

Police - Non-emergency - 101

National Domestic Abuse Helpline 24hrs

- 0808 2000 247

Respect, a helpline for perpetrators

- 0808 802 4040

Norfolk Integrated Domestic Abuse Service (NIDAS)

Website: [www.nidasnorfolk.co.uk](http://www.nidasnorfolk.co.uk)

Phone: 0300 561 0555

Email: [referrals@nidasnorfolk.co.uk](mailto:referrals@nidasnorfolk.co.uk)





# Neighbourhood Officer Patch Changes 2025

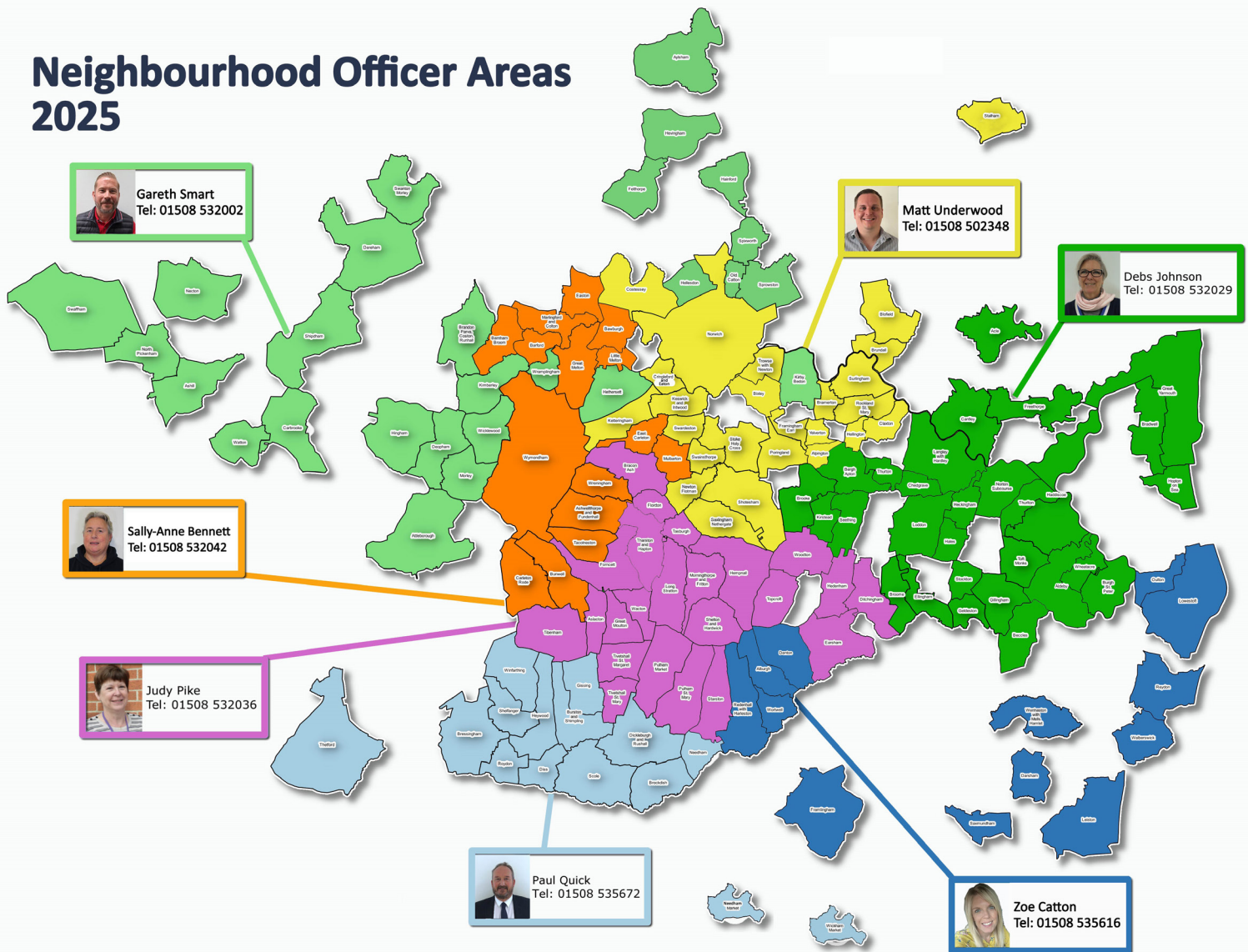
Some changes to our Neighbourhood Officer patches have recently been made. These changes occur when Housing Officers are on leave or on secondment, and to accommodate additional resources within our team.

Changing patches is a common practice to help Housing Teams remain responsive to organisational goals and tenant needs. Effective handovers will ensure that this change is beneficial for all stakeholders.

As part of ensuring that we deliver a positive tenant experience, please be assured that when undergoing a patch change, our Neighbourhood Officers complete a thorough patch handover with the previous Neighbourhood Officer, allowing the new Neighbourhood Officer to prioritise and effectively address the most critical problems first. We will of course ensure continuity of service, while remaining community focused.

To find your Neighbourhood Officer, please see the list opposite or the map, below.

## Neighbourhood Officer Areas 2025



For an queries please email [info@saffronhousing.co.uk](mailto:info@saffronhousing.co.uk) or call 01508 532000

Acle	Debs Johnson
Alburgh	Zoe Catton
Aldeby	Debs Johnson
Alpington	Matt Underwood
Arminghall/Bixley	Matt Underwood
Ashill	Gareth Smart
Ashwellthorpe	Sally-Anne Bennett
Aslacton	Judy Pike
Attleborough	Gareth Smart
Aylsham	Rebecca Eames
Barford	Rebecca Eames
Barnham Broom	Rebecca Eames
Bawburgh	Rebecca Eames
Beccles	Judy Pike
Bergh Apton	Debs Johnson
Blofield	Matt Underwood
Bracon Ash	Judy Pike
Bradwell	Debs Johnson
Bramerton	Matt Underwood
Bressingham	Paul Quick
Brockdish	Paul Quick
Brooke	Debs Johnson
Broome	Debs Johnson
Brundall	Matt Underwood
Bunwell	Sally-Anne Bennett
Burgh St Peter	Debs Johnson
Burston	Paul Quick
Cantley	Debs Johnson
Carbrooke	Gareth Smart
Carleton Rode	Sally-Anne Bennett
Catton (Norwich)	Matt Underwood
Chedgrave	Debs Johnson
Claxton	Matt Underwood
Colton	Rebecca Eames
Costessey	Rebecca Eames
Crangleford and Eaton	Matt Underwood
Darsham	Zoe Catton
Denton	Zoe Catton
Deopham	Gareth Smart
Dereham	Gareth Smart
Dickleburgh	Paul Quick
Diss	Paul Quick
Ditchingham	Judy Pike
Earsham	Judy Pike
East Carleton	Matt Underwood
Easton	Rebecca Eames
Ellingham	Debs Johnson
Felthorpe	Rebecca Eames
Fersfield	Paul Quick
Flordon	Judy Pike
Fornsett (St Peter & St Mary)	Judy Pike
Framingham Earl	Matt Underwood
Framlingham	Zoe Catton
Freethorpe	Debs Johnson
Fritton	Judy Pike

Fundenhall	Sally-Anne Bennett
Geldeston	Debs Johnson
Gillingham	Debs Johnson
Gissing	Paul Quick
Great Melton	Gareth Smart
Great Moulton	Judy Pike
Great Yarmouth	Debs Johnson
Hackford	Gareth Smart
Haddiscoe	Debs Johnson
Hainford	Rebecca Eames
Hales	Debs Johnson
Hapton	Judy Pike
Hardwick	Judy Pike
Harleston	Zoe Catton
Heartsease	Matt Underwood
Heckingham	Debs Johnson
Hedenham	Judy Pike
Hellesdon	Rebecca Eames
Hellington	Matt Underwood
Hempnall	Judy Pike
Hethersett	Gareth Smart
Hevingham	Rebecca Eames
Heywood	Paul Quick
Hingham	Gareth Smart
Hopton	Debs Johnson
Keswick	Matt Underwood
Ketteringham	Matt Underwood
Kimberley	Gareth Smart
Kirby Bedon	Matt Underwood
Kirstead	Debs Johnson
Lakenham	Matt Underwood
Langley with Hardley	Debs Johnson
Leiston	Zoe Catton
Little Melton	Rebecca Eames
Little Plumstead	Matt Underwood
Loddon	Debs Johnson
Long Stratton	Judy Pike
Lowestoft	Zoe Catton
Marlingford	Rebecca Eames
Morley	Gareth Smart
Morningthorpe	Judy Pike
Mulbarton	Matt Underwood
Necton	Gareth Smart
Needham	Paul Quick
Needham Market	Paul Quick
Newton Flotman	Matt Underwood
North Pickenham	Gareth Smart
Norton Subcourse	Debs Johnson
Norwich	Matt Underwood
Oulton	Zoe Catton
Poringland	Matt Underwood
Pulham Market	Judy Pike
Pulham St Mary	Judy Pike

Reydon	Zoe Catton
Rockland St Mary	Matt Underwood
Roydon	Paul Quick
Runhall	Gareth Smart
Rushall	Paul Quick
Saxlingham Nethergate/Thorpe	Matt Underwood
Saxmundham	Zoe Catton
Scole	Paul Quick
Seething	Debs Johnson
Shelfanger	Paul Quick
Shimpling	Debs Johnson
Shipdham	Gareth Smart
Shotesham	Matt Underwood
Spixworth	Rebecca Eames
Spooner Row	Sally-Anne Bennett
Sprowston	Rebecca Eames
Stalham	Matt Underwood
Starston	Judy Pike
Stockton	Debs Johnson
Stoke Holy Cross	Matt Underwood
Surlingham	Matt Underwood
Suton	Sally-Anne Bennett
Swaffham	Gareth Smart
Swainsthorpe	Matt Underwood
Swanton Morley	Gareth Smart
Swardeston	Matt Underwood
Tacolneston	Sally-Anne Bennett
Tasburgh	Judy Pike
Tharston	Judy Pike
Thetford	Paul Quick
Thurlton	Debs Johnson
Thurton	Debs Johnson
Tibenhams	Judy Pike
Tivetshall St Margaret	Judy Pike
Tivetshall St Mary	Judy Pike
Toft Monks	Debs Johnson
Topcroft	Judy Pike
Trowse	Matt Underwood
Wacton	Judy Pike
Walberswick	Zoe Catton
Watton	Gareth Smart
Welborne	Gareth Smart
Wenhaston	Zoe Catton
Wheatacre	Debs Johnson
Wickham Market	Paul Quick
Wicklewood	Gareth Smart
Winfarthing	Paul Quick
Woodton	Judy Pike
Wortwell	Zoe Catton
Wrampingham	Gareth Smart
Wreningham	Sally-Anne Bennett
Wymondham	Sally-Anne Bennett
Yelverton	Matt Underwood





# NO FLY TIPPING

(dumping waste illegally)

We kindly ask that you please:  
Dispose of your rubbish correctly by  
using the communal wheelie bins



Be aware of the impact your rubbish  
has on others. Waste encourages  
pests and vermin and spreads disease

Fly-tipping could result in fines  
and subsequent prosecution



# BIN YOUR LITTER!



Fly-tipping is the illegal disposal of waste, ranging from a single bin bag to larger items like sofas. This practice negatively impacts neighbourhoods and the environment, while also affecting the well-being of our tenants and residents.

Zoe Catton, Saffron's Neighbourhood Officer for Lowestoft, regularly encounters fly-tipping and littering. Zoe says, "Having seen fly tipping and the impact it has first-hand I've had meetings with the Environmental Health Department from Suffolk County Council. Working together we drew up a plan of action to try and find a solution to the problem. At the end of March, signs were placed around affected bin store areas and communal entrances, advising tenants of the correct approach to waste disposal."

During this time, Zoe also received a complaint from a tenant who expressed her dismay at how the neighbourhood was treated, and the impact it has on mental health as well as having a detrimental impact on the local environment. Fly-tipping can pose risks to children, who may be playing outside near discarded items dumped near play areas. It often attracts vermin and pests, leading to unpleasant smells and the potential spread of diseases.

As a criminal offense, fly-tipping is taken seriously. Environmental Health teams respond quickly to reports, aiming to trace the source of the waste, which could lead to fines and subsequent prosecution.

Zoe requests that rubbish and unwanted items are disposed responsibly, ensuring wheelie bins are used for regular waste. For larger items, please contact your local council or consider services like Freecycle, Gumtree, or Facebook Marketplace.



## Community Skip Day in Diss!

*Above: the combined Saffron Teams and Police Officers.*



In March, the local community came together for a spring clean, catch up and skip day in Ladbrooke Close, Diss. The skip day was organised to support the local community as it can be difficult to have a good clear out and dispose of some items in the normal refuse collections. Skip days also provide our Neighbourhood Officers with an opportunity to engage with local communities, meet tenants and learn how to best support our communities to thrive.

The day turned out to be beautifully sunny, the perfect start for our Community Skip Day, and we had some eager tenants waiting to drop off items bright and early, allowing us to chat to tenants and offer support from various different departments such as our Customer Contact Team, Alterations, Health and Safety, Citizens Advice, our Communication Team, Operation Support, and of course the Neighbourhood Team. Police officers also attended the event, supporting positive community engagement and discussing local issues of importance.

Saffron team members also knocked on doors to advise of the skip day and to introduce themselves. They were also keen to understand any concerns, answer any questions or book repairs or alteration requests.

Diss tenant, Janet, told us she felt “over the moon” about the skip day: “this means I’ll have more room in my garage! I think it’s a brilliant idea. It’s great to reduce fly-tipping and reminds me to have a good rummage and put items aside for any future skip days.”

The skip day was a huge success not only filling two skips loads, carrying out some litter picking, clearing fly tipping but also it was great to spend time in the community with tenants. A special thank you to all involved who dedicated their support and time to the event.

## Home contents insurance

As your housing provider, Saffron insures the external (outside) structure of your home. This means that the building itself is protected against various risks. However, this insurance doesn’t cover the contents inside your home, for example personal possessions such as furniture, clothing and white goods.

Some of you may already have home contents insurance, but if you don’t, please be aware that if any of your possessions are lost, stolen or damaged you will have to pay to replace them. Having home contents insurance ensures that you do not have to worry about these costs, making it a good investment for both your peace of mind and financial security.

For more information about home contents insurance, turn to page 9, where you’ll find details of our Citizens Advice colleague, Sue Whitworth, who is best able to advise you.





# You Said, We Listened

## Changes to Our Alterations and Permissions Policy

We've updated our Alterations and Permissions Policy and it's all thanks to the input of our tenant groups.

When changes were first proposed two years ago, tenant groups raised concerns. We paused and brought in Tpas, tenant engagement experts, to help us carry out a full review. A group of 13 tenants joined a special Task and Finish group to look at the whole service, not just the policy. At first, not all their suggestions were agreed. But after more feedback and discussion, we went back and made further changes. In the end, 88% of the recommendations were included in the final policy.

The Task and Finish meetings ran between April 2024 and July 2024, after which the group made 51 recommendations to make changes to the service. Out of which, 63% were agreed by Managers, a further 10% were agreed with a slightly amended format, and 25% were declined.

If you've been turned down for an alteration in the past, like a conservatory, pond or French doors, you're welcome to reapply under the new policy. We thank you for your patience while understanding that if we receive a lot of applications, it may take us a little longer to respond.

The draft Policy, which had been updated with the agreed recommendations, went to the Service Quality Committee for approval in October 2024. The Committee did not approve this as they felt that more could be done in collaboration with the tenants to find solutions, or an innovative approach to allowing Tenants to make alterations such as ponds, conservatories and French doors. They felt strongly that we should be adopting these to demonstrate we are listening to tenants' voices.

Saffron colleagues revisited the original recommendations and applied the advice from SQC. Another meeting was held with members of the Task and Finish Group, who were happy with the final approved recommendations. Subsequently 88% of the recommendations have been agreed (compared to 64% originally), 8% partially agreed (which was 10% originally), and only 4% declined (which was 26% originally). SQC have now approved the new Alterations and Permissions Policy which reflects the changes that were made as a result of listening to our tenants. It became a longer process, which we recognise did not always run smoothly. We have since met with some of the Tenants involved to discuss their experience of the Task and Finish process and are using our learnings to create a set of guiding principles to use in future engagement. We're proud of what we've achieved together, and we'll keep working with tenants to improve our services.



Tpas, England's leading tenant engagement experts, are a not-for-profit organisation, representing members across England since 1988. They promote, support and champion tenant involvement and empowerment in social housing across England. Tpas is dedicated to bringing tenants, residents, landlords and contractors together through a wide range of services, independent and impartial advice, support, consultancy, training and opportunities to talk to other tenants.

Tpas are dedicated to improving tenant engagement standards across the country. Membership is made up of local tenants and landlord organisations, including Saffron, covering 3 million homes.

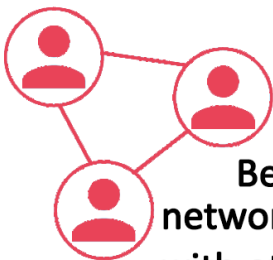
Saffron's Chief Tenant Officer, Julia Prichard, spoke at the Tpas England National Engagement Professionals Conference 2025 in Nottingham in March: "It was an absolute privilege to speak at the Tpas Engaging Professionals National Conference - a room full of passionate people focused on shaping the future of social housing and delivering for tenants. I loved sharing Saffron's journey, how we're harnessing AI and sentiment analysis to keep improving, and the importance of pushing boundaries to do the right thing, every time."

To access our Tpas membership, which is available to Saffron colleagues and tenants, please visit [www.tpas.org.uk/member-search](http://www.tpas.org.uk/member-search) and find Saffron in the list of members to register yourself and access our membership benefits.

## Some of benefits include:



**Fortnightly e-newsletter** keeping you up to date on all things Tpas and housing. You can set up an account by visiting - [www.tpas.org.uk/landlord/tenant/create-member/296](http://www.tpas.org.uk/landlord/tenant/create-member/296).



**Be part of an online networking group** to engage with other tenants.



**Learning and networking** at online member events, webinars and virtual

**roundtables** on a variety of key subjects – all events can be booked on their website [www.tpas.org.uk/tpas-events/training-and-events](http://www.tpas.org.uk/tpas-events/training-and-events)

Tpas also have an online networking group. If you would like to join, please contact [getinvolved@saffronhousing.co.uk](mailto:getinvolved@saffronhousing.co.uk)

You can find out more information and register on their website - [www.tpas.org.uk/Tenant](http://www.tpas.org.uk/Tenant) or by calling **0161 868 3500**



# Tenant Support & Wellbeing Service

## Confidential information and counselling



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.

## Life & Progress

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

Providing you with practical information, advice and guidance on a wide range of personal, family, work and everyday living issues.

You also have access to Support in the Moment telephone counselling, and online support.

TSWS Freephone: 0330 094 5593  
TSWS Website: [www.tenantcare.co.uk](http://www.tenantcare.co.uk)  
Username: saffronhousingtrust  
Password: tenantsupport

### MyMindPal App

MyMindPal, your mental fitness app, will help you handle life's daily challenges, as well as providing you a safe place to go when things are on top of you.

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

If you are using an iPhone, go to the "App Store" and search for "mymindpal".

Once you have found the MMP App, install and then open it, then simply click the "Get Started" button. Your App access code is SHLAP22MMP

This will be required  
when registering.



Counselling and Advice



Mental-Fitness App



Online Support



Around-the-clock support



SCAN ME



## Accessing the service

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

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 counselling.

Whatever your situation the service will help – and if appropriate, put you in touch with an expert who will assist you with the issues you are facing.

**Tenant Freephone:**  
**0330 094 5593**

**[www.tenantcare.co.uk](http://www.tenantcare.co.uk)**

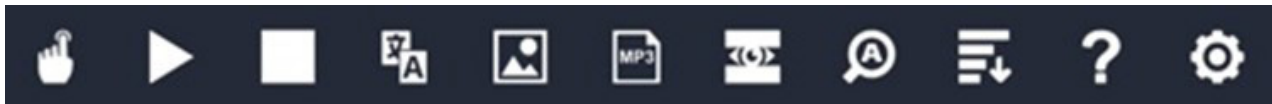
Username: saffronhousing  
Password: tenantsupport

# Communication Accessibility Tools

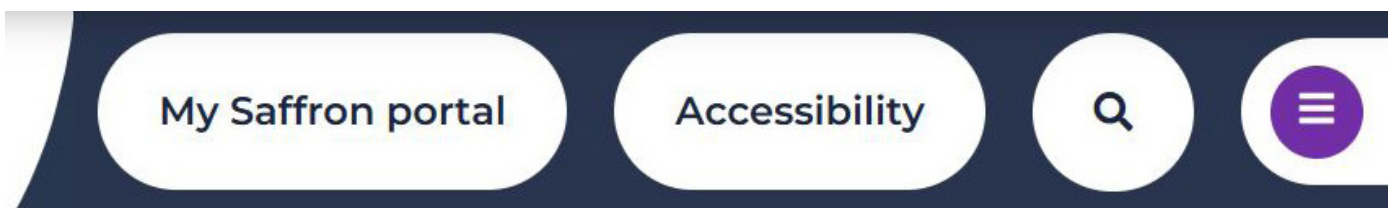
We are committed to improving the accessibility of all our communications. To do this, we have a range of tools available to support you if you have additional accessibility needs.

## Accessibility Web Tool

On our website we have an accessibility tool which looks like this:



You can access the accessibility tool by clicking on the accessibility button, which is located in the top right corner on any page of our website.



The accessibility tool is made up of a series of icons designed to support your individual needs. Each icon and its functionality is described below, from left to right:

- [finger image] Starts reading the website page out loud
- [play button] Reads selected text or reads from the top of the page
- [square] Stops reading and clears highlights on the page
- [translation button] Provides written and spoken translations in many languages
- [image button] Displays pictures related to text selected on the page
- [mp3 button] Converts selected text into an MP3
- [eye icon] Blocks distractions on screen with a tinted mask
- [magnifying glass] Enlarges text as it is read out loud
- [graph] Removes clutter from the screen, displaying only the main text
- [question mark] Shows a simple help page that explains what the ReachDeck toolbar does
- [cog] Customises options to suit your own needs

## INTRAN

Another tool we have to help support your communication needs is INTRAN.

INTRAN is the largest interpreting and translation partnership in the country, offering interpreting and translation services directly through Saffron.

So, if you are deaf, blind, hard of hearing, or English isn't your first language, contact us on **01508 532000** or by email at **info@saffronhousing.co.uk** to arrange support with INTRAN.





## Contact us

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01508 532000



Saffron Housing Trust, Saffron Barn, Swan Lane, Long  
Stratton, NR15 2XP



info@saffronhousing.co.uk



www.saffronhousing.co.uk



Saffron Housing Trust



@saffronhousing



saffronhousingtrust

## Accessibility

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We offer INTRAN, a communication service which provides interpreting and translation services for people who are deaf, hard of hearing or do not have English as a first language.

If you require support communicating with us, please contact us using one of the above methods so that we can arrange support with INTRAN.