



SAFFRON NEWS

E - B U L L E T I N

WELCOME TO JANUARY'S SAFFRON NEWS BULLETIN.
KEEPING YOU INFORMED WITH UPDATES, REMINDERS, AND
HELPFUL TIPS.

NEWS - INFORMATION - REMINDERS - HOW-TO'S.





FIRE SAFETY

WITH KNOWLEDGE AND PREPARATION, FIRE RISKS CAN BE SIGNIFICANTLY REDUCED FOR YOU AND YOUR FAMILY.

Fire safety at home is essential to protect lives, prevent injuries, and minimise property damage. Small fires can escalate rapidly, so it's important to understand risks and take precautions.

Contact us directly should you have any concerns over fire safety within, or around your home.

Call us on 01508 532000, or email info@saffronhousing.co.uk.

You can also head over to our website, where you'll find more of our key fire safety information:

<http://www.saffronhousing.co.uk/.../fire-safety-health.../>



EVACUATION PROCEDURE

- All Saffron flat blocks and specialised housing schemes operate a STAY PUT fire evacuation policy.
- Each flat is designed to contain fires and prevent spreading. If a fire occurs in another flat or a communal area, and you are not affected by smoke or heat, you should remain inside your flat.
- Only leave your flat if fire, smoke, or heat is affecting you, or you are instructed to evacuate by the Fire Service.
- If the fire is in your own flat, close all doors behind you when you leave.

WHAT TO DO IF THERE'S A FIRE IN YOUR FLAT

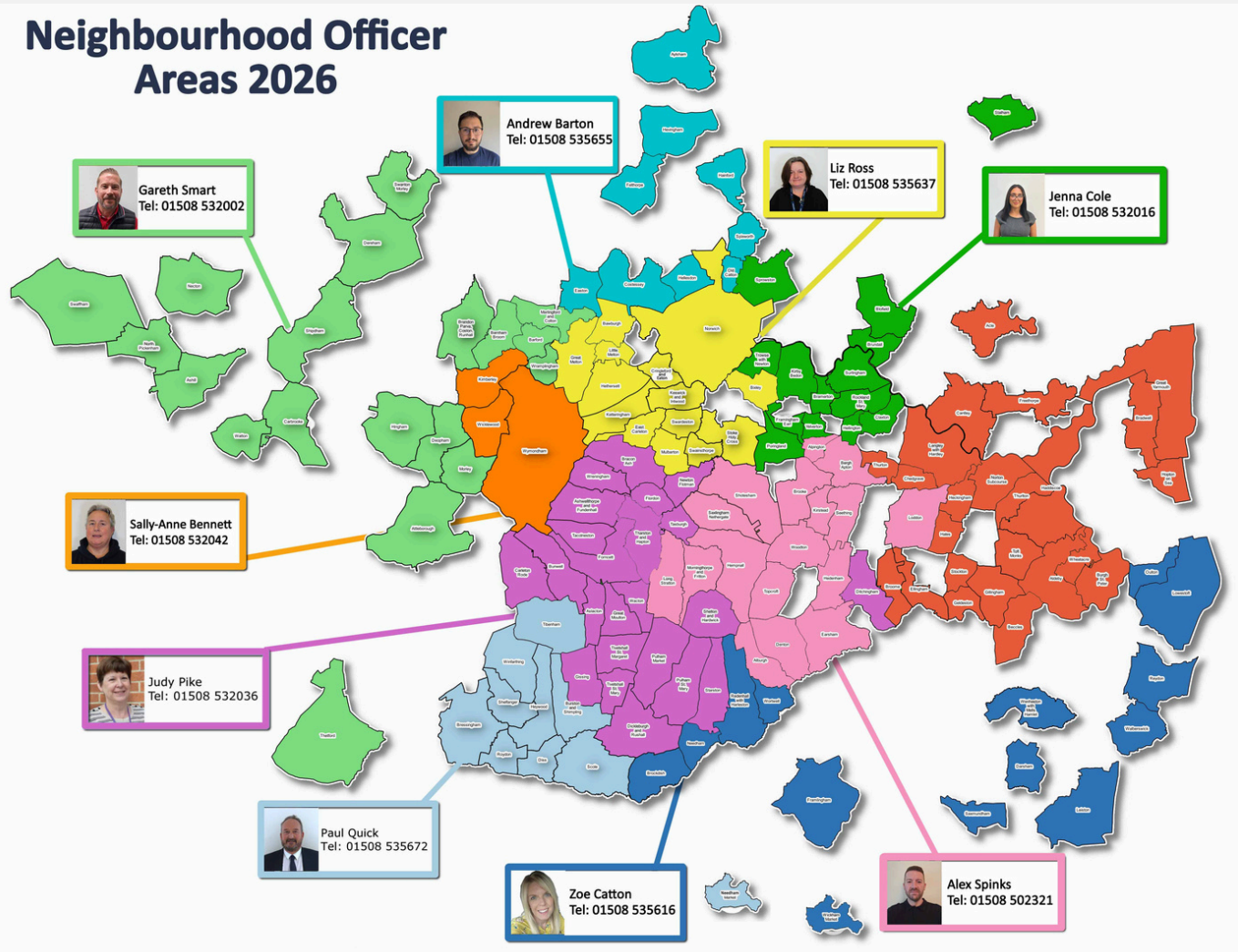
- Alert all occupants inside
- Leave the flat immediately if it's safe to do so
- Close the doors behind you
- Raise the alarm by calling 999
- Do not use the lifts
- Go to a place of safety outside the building.





NEIGHBOURHOOD OFFICERS

Neighbourhood Officer Areas 2026



Did you know your Neighbourhood Officer is here to support you and your community? As your essential connection to Saffron, they play an important role in making sure your neighbourhood is safe, well-maintained, and thriving. Your Neighbourhood Officer is your first point of contact for any tenancy-related questions or concerns. Whether you need support with Anti-Social Behaviour issues, or guidance on matters like domestic abuse, they're here to help.

This month, we made some changes to our Neighbourhood Officer patches. We've added some new faces to our team, enabling us to better meet your needs. We remain dedicated to providing consistent service while continuing to build a strong sense of community. Find out who your Neighbourhood Officer is now on our website [here](#).



WINTER WARMTH GUIDE

ARE YOU HAVING DIFFICULTY MANAGING YOUR ENERGY BILLS WHILE TRYING
TO STAY WARM THIS WINTER?

WITH ENERGY COSTS ON THE RISE, THE NEXT PAGE REVEALS SOME HELPFUL TIPS TO HELP
YOU STAY COMFORTABLE AND MANAGE YOUR BILLS



CHECK YOUR TARIFF!

ARE YOU ON THE
BEST ENERGY DEAL?
CHECK WITH YOUR
ENERGY SUPPLIER ABOUT
THE BEST TARIFFS
AVAILABLE, INCLUDING
ASHP TARIFFS.



TENANCY SUSTAINMENT FUND

OUR TENANCY SUSTAINMENT
FUND SUPPORT HOUSEHOLDS
WHO ARE ON LOW INCOMES,
PARTIAL (NOT FULL)
UNIVERSAL CREDIT OR
HOUSING BENEFIT.



USE ASHP SET-BACK MODE

FOR SMARTER ELECTRICITY
USE THE "SET BACK" NIGHT-
TIME SETTING, WHICH KEEPS
HEATING AT A LOWER
TEMPERATURE OVERNIGHT
AND INCREASES IT BEFORE
YOU WAKE UP.



CONSULT CITIZENS ADVICE

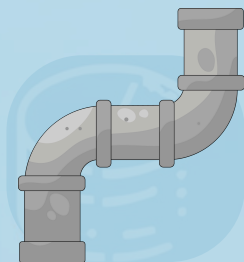
CITIZENS ADVICE IS A GREAT
RESOURCE FOR ENSURING YOU
ARE ON THE RIGHT ENERGY
TARIFF AND CLAIMING ALL
ENTITLED BENEFITS.

**citizens
advice**



PROTECT YOUR PIPES

COVERING OR 'LAGGING'
YOUR EXTERNAL PIPEWORK
WITH FOAM TUBES FROM
YOUR LOCAL DIY STORE WILL
MAKE SURE YOUR PIPES
WON'T FREEZE THIS
WINTER.



AVOID FROZEN PIPES

FREEZING TAPS AND PIPES CAN
LEAD TO FLOODING IN YOUR
HOME. PROTECT OUTDOOR TAPS
BY COVERING THEM WITH AN OLD
TOWEL OR T-SHIRT SECURED WITH
DUCT TAPE OR USING AN
INSULATED TAP COVER.



HEAT SMARTER!

IT'S MORE EFFECTIVE TO RUN A
HEATING SYSTEM AT A LOWER
TEMPERATURE FOR LONGER
PERIODS. THIS KEEPS HEAT
CONSISTENT AND PREVENTS
HEATING THE PROPERTY FROM
A COLD START.



Saffron
Housing Trust



SAFFRON'S CEO JOINS 'PLACESHAPERS' BOARD

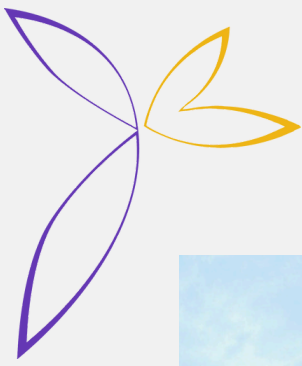
CEO of Saffron Housing Trust, James Francis has joined the board at PlaceShapers, the national network of housing associations working together to build vibrant places for communities.

James joins as part of a board made up of chief executives from other member organisations. James said: "I am looking forward to contributing to the positive and collaborative work of PlaceShapers during this pivotal time for the housing sector."

I believe those that embrace the challenges of the external environment will be able to do more for the communities we were established to serve."

Read more about PlaceShapers on their website, [here](#).





AFFORDABLE HOMES OPENING IN COLTISHALL



Saffron will soon be providing 10 high-quality, affordable homes in Coltishall, for individuals and families in housing need.

The development, delivered by Crocus Homes, Saffron's commercial development arm, will offer 6 affordable rent homes in a mix of 1 and 3-beds, of which 1 will be a wheelchair-accessible bungalow, and 4 shared equity homes, in a mix of 2 and 3-beds.

Keep an eye out on our social media channels and website for further updates on this story.



COLLABORATION WITH BREAK CHARITY

Saffron is helping young care leavers to live independently for the first time, through a project led by Break Charity.

We are providing much-needed homes for young people who will be supported by Break in a range of areas such as tenancy, developing life skills, taking part in activities, and work experience opportunities. The scheme, a collaboration between Saffron, Break, and South Norfolk Council, will offer support to young care leavers until they are ready to manage their tenancy independently.



GET IN TOUCH

As ever, we'd love to hear from you. Please let us know your thoughts, opinions and suggestions! There are several ways you can get in touch - please take a look at the options listed below. This news bulletin is also available in large print, Braille, or audio format. To request an alternative format, please email us at communications@saffronhousing.co.uk



CALL US ON
01508 532000



EMAIL US AT
[COMMUNICATIONS@SAFFRONHOUSING.CO.UK](mailto:communications@saffronhousing.co.uk)



SAFFRON HOUSING TRUST
SAFFRON BARN
SWAN LANE
LONG STRATTON
NORFOLK, NR15 2XP



VISIT OUR
WEBSITE:
WWW.SAFFRONHOUSING.CO.UK



INSTAGRAM
[@SAFFRONHOUSING TRUST](https://www.instagram.com/saffronhousingtrust)



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