



May 2024

Saffron E-News

The magazine for Saffron tenants

Saffron to plant
20 trees to
celebrate 20th
Birthday

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Lavender Meadow,
Wymondham -
Saffron's largest
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Welcome

to Saffron E-News



James Francis, CEO

Welcome to the spring edition of the Saffron News.

In this issue we are sharing updates on new developments, partners, community improvements, and important information on the various types of support we have on offer.

We recently completed our largest development to date at Lavender Meadow in Wymondham, which features a mix of social, affordable, and shared ownership houses, and bungalows, five of which are wheelchair accessible. Read about this on page 4.

In May this year, Saffron is celebrating its 20th Birthday. Read about how we will be marking the milestone on pages 6 and 15.

We are pleased to announce we have hired a new Citizens Advice Bureau worker, who will be offering independent advice and support in areas such as benefits, work, housing, and immigration. Find out more on page 9.

We have been working with our Tenant Communication & Support Group to create an information piece on the surveys we carry out on your homes, and what you can expect from us. Read about this on page 15.

If you would be interested in helping shape and evolve our communication with you, find out how you can join the Tenant Groups on page 13.

Saffron remains committed to looking at ways to improve our services, so If there is anything you wish to raise with us about the quality of your home, the service you are receiving from Saffron or support we might be able to provide, please contact us via email info@saffronhousing.co.uk or call on 01508 532000.

Wishing you all the very best,

James

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

May

16th

International Day of Light



June

16th

Father's Day



July

30th

International Day of Friendship



An event marking the completion of Lavender Meadow, a development of 90 new affordable and shared ownership homes, took place on 19th April.

The homes have been built by experienced property developer, Lovell. Work began in January 2022, with the final phase of the development completed in March 2024.

There are 61 affordable and 29 shared ownership homes, which are a mix of 1, 2 and 3 bed houses and bungalows, and 4 bed houses. As part of the 61 affordable homes, South Norfolk Council provided a grant to make 5 of the bungalows wheelchair accessible.

The homes are all fitted with Air Source Heat Pumps, which are up to 300% more efficient than gas boilers and offer a cost-effective way to heat the home whilst reducing its carbon footprint.



Saffron completes largest development to-date on former Wymondham Rugby Club site



Each home has achieved an Energy Performance Certificate (EPC) rating of B and can have electric vehicle charging and PV (solar panels) if needed in the future.

The development also commemorates former South Norfolk Councillor and Saffron Board member Barry Duffin, who sadly died last year, with the unveiling of 'Duffin Drive'.

Saffron's CEO James Francis says: "Barry was a much-loved friend, colleague and Board Member at Saffron Housing Trust and Crocus Homes. We hope the naming of Duffin Drive is a fitting tribute to Barry's significant contribution."

If you are interested in finding out more about Lavender Meadow, visit the Find a Home page on our website by clicking here: <https://www.saffronhousing.co.uk/>

Left: CEO James Francis, photographed alongside Barry's widow, Mrs Pam Duffin, and their daughter, Kate at the unveiling of 'Duffin Drive.'

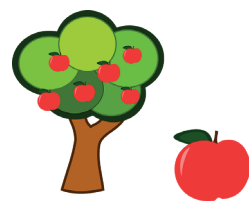


Did you know...?

The development brought 70 jobs to the site, with 6 apprenticeships created, including the recruitment of 'Women in Construction' member, Kim Watts, who joined our collaborators, Lovell Partnerships Ltd as an apprentice Finisher.

Of the 90 new homes created, 61 are affordable homes, and 29 shared ownership

A total of 670,000 bricks were laid overall!



Saffron to plant 20 trees to celebrate 20th Birthday



Saffron Housing Trust is planting an orchard of 20 fruit trees for the community, in celebration of its 20th anniversary this year.

Saffron staff and local residents planted the first 11 trees at Silfield Avenue playground, in collaboration with Wymondham councillors Lucy Nixon and Suzanne Nuri-Nixon, on Friday 23rd February.

This was in response to food poverty, a need for shade in the area, and environmental concerns. Residents are welcome to the apples, pears, cherries, and plums, and any food that has been left at the end of each season will be donated to the local food bank.

Councillors Lucy Nixon and Suzanne Nuri-Nixon came up with the idea after speaking with a local

mum who was concerned about the lack of natural shade at the playground.

Cllr Nixon said: "We thought if we actually plant fruit trees, not only are they providing shade, increasing biodiversity and all the other things that we know are great, but they are also going to provide a source of food and it's going to be fresh fruit that the kids that come and play here could come and pick."

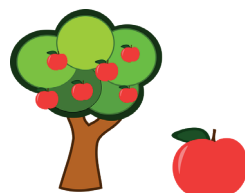
Elisabeth Ross, Saffron's Neighbourhood Officer for Wymondham, is looking forward to seeing how the trees bring the community together.

She said: "I think it's brilliant because it's going to give the local community access to free fruit. It's a proper community project and it will be left with the community to maintain, even though we will be supporting them in this."

Local resident Nicola Maunders, who lives near the playground, volunteered to help plant the trees.

She said: "I think it's absolutely wonderful. I think to have fruit trees growing in a residential area, where there's a play area, what it's doing is changing an area with just plain grass into a place with much more biodiversity."

Saffron is hoping to plant 9 more trees in the next year. If you live in Wymondham and want to see an orchard in your area, contact Elisabeth at: eross@saffronhousing.co.uk



Closure of Contact Care



Contact Care has now been replaced by Careline365, who are responsible for all of Contact Care's alarms, including monitoring and maintenance.

This means that any alarms activated will be sent to Careline365's Alarm Response Centre. The Contact Care phone line and email address will no longer be monitored/available, and the Contact Care team have now moved to new roles within Saffron.

We want to reassure you that Saffron completed a thorough due diligence process and selected Careline365 as the best company to continue providing an ongoing personal alarm service based on their reputation and experience.

Careline365 are a leading national personal alarm provider based in Norwich, with a dedicated 24/7 alarm response team and we are confident you will continue to benefit from the highest levels of care following the transfer.

If you have any questions, please contact Careline 365 on 0800 101 3333.

Saffron tenancies

Saffron's properties include a mix of shared ownership, social housing, and affordable housing. These include a mix of general needs properties and independent community living schemes which offer extra support.



Last year Saffron built:
51 social rent properties
73 affordable properties
33 shared ownership properties

Last year Saffron sold:
49 properties
23 of these were sold at auction
26 of these went to the local authority, who we are working with in an effort to help solve the housing crisis.

Saffron property surveys - Safety testing - Asbestos

Stock Condition Survey

We aim to carry out a Stock Condition Survey, which used to be called a Total Property Maintenance survey, on all our properties once within every 5 years. This allows us to spot property issues before they become a problem and deal with minor repairs quickly.

It means we can ensure your home is of a decent standard and meets the Government’s health and safety regulations. This is why you might also hear this being called the Decent Homes Assessment, or Health & Safety Risk Assessment survey.

We will let you know by letter when your home is due a Stock Condition Survey and will contact you by phone (or letter if that is your preferred method of contact) to organise a date and time to visit. The average survey will take around 45

minutes, and we will need to be able to access every area of your home.

To find out more about our Stock Condition Surveys, visit our website by clicking [here](#).

Safety testing

We also carry out regular servicing and inspections of different areas of your home, to make sure they are safe and working correctly. Once every 12 months we will carry out:

CO2 and Smoke Alarm servicing

And safety testing of:

Oil heating appliances (if applicable)

Gas heating appliances (if applicable)

Air Source Heat Pump (if applicable)

Once every 5 years we will carry out safety testing of: Electrical Systems.

Asbestos

We carry out Asbestos Management surveys of communal areas once a year.

We carry out further Asbestos Refurbishment & Development (R&D) surveys as and when needed, for example if we are planning to carry out building or maintenance works on your home. The below graphic shows an example timeline for surveys on your home:

Year 1	January	February	March	April	May	June	July	August	September	October	November	December
Year 2	January	February	March	April	May	June	July	August	September	October	November	December
Year 3	January	February	March	April	May	June	July	August	September	October	November	December
Year 4	January	February	March	April	May	June	July	August	September	October	November	December
Year 5	January	February	March	April	May	June	July	August	September	October	November	December

Key

- = Stock Condition Survey
- = CO2 and smoke alarm servicing
- = Electrical test
- = Oil/Gas/Air Source Heat Pump test

Introducing Saffron’s New Citizen’s Advice Bureau worker



citizens advice

A new Citizens Advice Bureau (CAB) worker, Augustine Edema, has joined Saffron. He will be offering independent advice and support to tenants in areas such as benefits, work, housing, and immigration.

Tenants & Communities Manager Emilie Hildreth said: “I am delighted to have Augustine starting. We have had a dedicated CAB worker in the past and it worked well, they helped lots of our tenants.

“Staff do not have the time, training, or insurance to give the advice that CAB can. They are a well-known brand and trusted by people.”

Augustine is looking forward to his new role. He said: “When I read about the Norfolk Citizens Advice at Saffron, I knew this was where I want to be because the idea is to support the people.”

“My aim would be to provide advice that helps people find solutions to their problems and maintain their dignity by showing them respect and empathy while working with me. I would want every client to know I listened attentively and for them to be empowered by the information provided.”

“I’m looking forward to working in collaboration with the team at Saffron to achieve the best outcomes for their clients.”

Saffron’s Income, Neighbourhood, and Wellbeing Teams will be able to make tenant referrals to Augustine. If you think you could benefit from this service, please get in touch with them by calling: 01508 532000 or emailing: info@saffronhousing.co.uk.

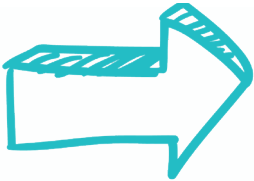
Each month we carry out Customer Satisfaction surveys which are a great way of gaining tenant feedback so we can see where we are doing things well or perhaps where we can improve.

The surveys ask questions about our key frontline services, such as our Customer Contact Centre, Anti-Social Behaviour and Housing Management. We also collect feedback from complaints and from our Community Triangles.

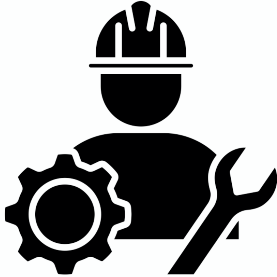
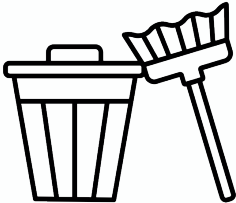
The table below contains some of your comments and the actions we have taken as a result. We always welcome your feedback, so if you would like to get in touch, please fill out the feedback form on the 'Contact Us' page on our website by visiting www.saffronhousing.co.uk.



You said...



...We did

<p>"The service engineer did not turn up for the first agreed time and date. So spent half a day waiting for no reason.... As the house is under a HOLD scheme trust no charge was made for this no show."</p>	<p>Spoken with contractor to ensure there is improved communication with tenants where appointments have to be cancelled.</p> 
<p>"Contractors could have cleaned up after themselves."</p> 	<p>Housekeeping and making good after visits is regularly discussed at craftworker team meetings: 'toolbox talks'. We are committed to making good and ensuring any mess is cleared up before our employees and/or contractors leave tenants' homes.</p>

Communication accessibility tools

We are committed to improving the accessibility of all our communication.

To do this, we have a range of tools available to support you if you have additional needs.

Read about these below.

Accessibility web tool

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



Read about each of the above icons, 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

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

- Telephone interpreting
- BSL interpreting
- Face-to-face interpreting
- Braille
- Video interpreting
- Translation.

Find out more on the Accessibility page on our website by clicking [here](#).

Become a Saffron Community Member

If you are looking for an opportunity to get involved and make a positive difference, you can become a Saffron Community Member (SCM).

You can take part in as little or as much as you like, such as:

Attending six-monthly meetings with our Board and Senior Leadership Team



Taking part in workshops or completing online surveys



Getting involved in our Community Triangles



Becoming a member of our tenant groups



Learn more about our tenant groups



You can now find out more about the members of Saffron's tenant groups.

We have recently launched two new pages on our website dedicated to the Tenant Communication & Support Group and the Tenant Scrutiny Group – committees made up of tenants who aim to represent your local community and improve the Saffron experience for everyone.



These pages tell you more about each group and what it aims to do, give you some background on each member, and update on the issues we are currently working on together.



You can also use these pages to contact the groups, raise any issues you might have and offer any suggestions or feedback about your tenant experience. Your comments will then be fed back to us during the group meetings.

To view the tenant group pages on our website, visit the 'Get Involved' page at www.saffronhousing.co.uk.

Tenant Communication & Support Group

This tenant group guides and influence Saffron's communications and provides tenant-to-tenant support.

Tenant Communication & Support Group



Tenant Scrutiny Group

This tenant group looks at performance, processes, and policies to improve tenant experience and our services.



Are you interested in becoming a SCM?

You can find out more about what is involved, how to join, and read the key talking points from the latest SCM meeting, by visiting the 'Get Involved' page on our website at www.saffronhousing.co.uk.

Meet the Tenant Scrutiny Group

Lauren Bromage - Chair

I joined the group because as a tenant I want to make a difference to Saffron's services and having previously worked for Saffron I have experienced both sides, and know that Saffron try their best but can sometimes get it wrong, so I want to help Saffron re-build the trust between them and tenants, and I want tenants to be happy and live in nice homes. I have been the Chair since 2019 and have a great group, we are all like-minded and dedicated in what we do, but still manage to have some fun too!

Steve Hastings - Tenant Scrutiny Group Member

I am now retired with a vast amount of corporate and international business experience which I found I can put to good use in helping Saffron develop and improve, both for the tenants and commercially, to make it more sustainable and fit for the future.

Fiona McGregor - Tenant Scrutiny Group Member

I got involved over 6 years ago with the previous Tenant Group after seeing an advert in Saffron's newsletter. I was felt very lucky to be given a home with Saffron, and I like to give something back and help other tenants. I am registered blind but that doesn't stop me from doing anything especially since I have had my guide dog Winnie in my life, who is 8 now. Winnie comes along to meetings and is loved by all of the group and staff. I also have been volunteering for the Girl Guides for over 35 years and really enjoy the voluntary work that I do with the guides and Saffron.

Mary Riddell - Tenant Scrutiny Group Member

Hi, I'm Mary, 59 years old, originally from Glasgow and moved to Norwich 20 years ago with my partner. I had to give up work through ill health. I missed seeing other people and wanted to do something for myself. I got the email and leaflet regarding Saffron tenant groups, and I decided to join so that I could give something back for the beautiful home Saffron has given me and my family. I wanted to be part of the changes Saffron are making for the better for all tenants.

Peter White - Tenant Scrutiny Group Member

Although I have lived all over the country I am originally from west London. I moved, for the second time, to Norfolk in 2016 and became a Saffron tenant in 2019. I have held various titles and positions in a variety of companies, including being a 'Technical Complaints Coordinator', a 'Biotech Technician' and a Logistics Manager. I have also been a professional musician as well as a published poet, and my hobbies include writing and recording songs and music - I am very aware of making sure that this pleasure does not impact my neighbours though! By being part of the Tenant Scrutiny Group, it is my hope to be able to use my varied life experiences in helping others.

Meet the Tenant Communication and Support Group

Cathy Combs - Chair

I became involved in the tenant group when Saffron expressed interest in changing the way they interact with tenants. My main purpose is to ensure tenants have meaningful input in creating solutions for any decision that affects them. I truly believe that collaboration with tenants can result in a groundbreaking model going forward. Creatively, we can work together for win-win situations for both Saffron and tenants.

Loraine Darmon- Tenant Communication and Support Group Member

I joined the tenant group because I want to be involved in improving the communication that Saffron has with tenants. This is a large topic, where there is scope for the tenant group to be able to make significant improvements.

Sarah Boycott - Tenant Communication and Support Group Member

I joined the tenant group to be more involved in my local community. I have a background in communications so this made a good fit. I think how we talk about things and share information is really important. Being part of the tenant group has helped me understand a lot more about how Saffron operates. The more tenants can be involved and listened to, the better for everyone.

Vicky Baxter - Tenant Communication and Support Group Member

My name is Vicky Baxter. I am 46 years old. I don't work due to being disabled. Originally, I'm from Nottinghamshire, so I'm a country girl at heart. I have lived in Norfolk for 26 years and have lived at my current property since 2007. I have been a Saffron tenant since 2000. I joined to give a voice to those who did not have one - I'm a big advocate for disabled rights and inclusivity in the community and in society as a whole.

Saffron turns 20!



We will be celebrating our 20th Birthday on May 17th 2024. In honour of this milestone, we will be planting 20 fruit trees this year for the local community. If you are also celebrating a big '20' between May 2024 and April 2025, we want to hear from you! Whether you are turning 20, celebrating your 20th wedding anniversary, or a 20th work anniversary, why not email us your photos and stories at communications@saffronhousing.co.uk by 15th May 2024, and we will share them on a dedicated 'Big 20!' page on our website, and in the next Saffron News.

Cost of Living help available

If you're struggling with the cost of living, there are many funds available that can help. Read about some of these below:



Tenancy Sustainment Fund

We have a Tenancy Sustainment Fund available to help those most in need. Last year the Tenancy Sustainment Fund allowed Saffron to distribute £130,000 to support 331 households who were on low incomes, partial Universal Credit or Housing Benefit. If you are struggling to pay your rent increase, find out if you qualify for the Tenancy Sustainment Fund by getting in touch with your Neighbourhood Officer on: 01508 532000 or at info@saffronhousing.co.uk.



Tenant Support & Wellbeing Service

If you're struggling with the cost of living, we offer a free, completely confidential service for you to use. The Tenant Support & Wellbeing Service is available around the clock, and offers counselling, money and relationship advice, and much more. Find out how to use it on our website by clicking [here](#).

External funding

We are working with partners to help tenants secure extra funding. Find out more about the support on offer through our website by clicking [here](#).



Extra help with living costs

Visit our '[Extra help with living costs](#)' page for information on extra funding and support for tenants

Importance of safety checks

Safety checks are essential and have to be carried out once a year*.

If safety checks are not carried out, or delayed, this could put you, and your neighbours, at risk.

The team carrying out safety checks are trained professionals who are there to protect you, and others around you.

They will NOT:

- Ask for any details about your tenancy.
- Ask for any personal information.
- Ask about arrears or any issues with Rent or Service Charge Payments.
- Ask about any court cases or complaints.

They are non-judgemental and will carry out their work as quickly as possible.

If you are contacted about a safety check, please arrange one as soon as you can, and keep to your booked appointment.

Where you know you will need to change your appointment, please call our Customer Contact Team on **01508 532000** and we can reschedule this for a better time for you. We can then use that timeslot for another tenant.



ELECTRICAL SAFETY ⚡



How to make sure your home is safe and hazard free.

[READ THIS POST](#)



Cost of Living Concerns?

Come and have a chat with



- We work through your Cost of Living challenges
- Explore your questions on money, debt and benefits
- Build you confidence managing your money
- Refer you to further specialist support

Meet us at :

Diss

Diss Foodbank
Hope Church
Vince's Road
Diss
IP22 4HG

**Mondays -
weekly
10 - 11:30am**

OR

Wymondham

Steps Community
Food Shop
Ayton Road
Wymondham
NR18 0QJ

**Tuesdays -
fortnightly
9:30 - 11am**

Call, text or WhatsApp

Mike
07704 303194

or

Drop in for a chat



Find solutions

Plan your spending

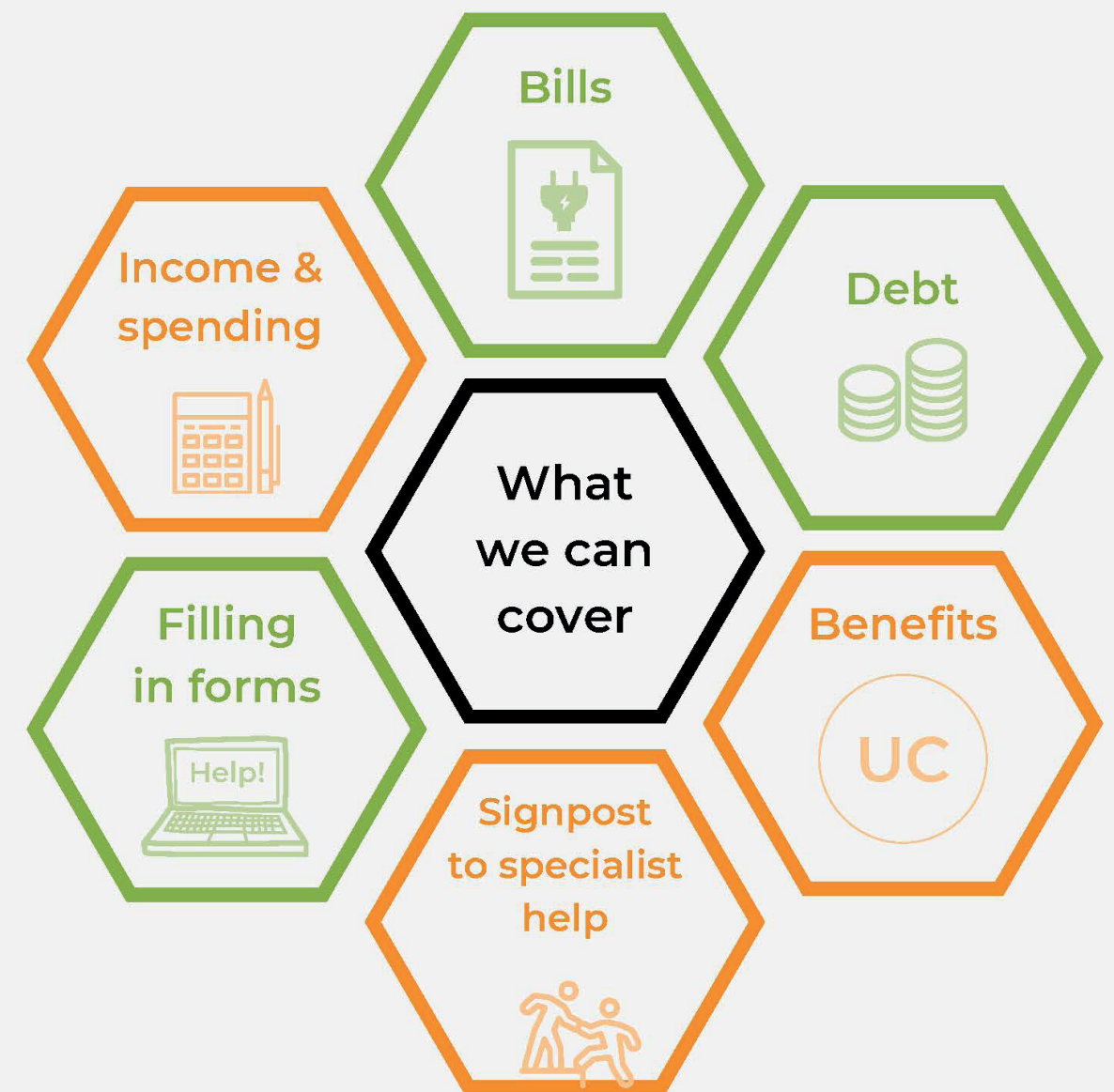
Plan your next steps

**We can
support
you to**



Your Own Place is a registered Community Interest Company 08751344

your own place



Visit our website to find out more
www.yourownplace.org.uk



Your Own Place is a registered Community Interest Company 08751344

Contact us



01508 532000



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



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www.saffronhousing.co.uk



Saffron Housing Trust



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[saffronhousingtrust](https://www.instagram.com/saffronhousingtrust)

Accessibility

If you need this magazine in an alternative format (large print, audio tape/CD or Braille) or require translation into another language, please contact us to discuss using one of the above methods.

Did you know you can receive Saffron News via email? If you would prefer to receive the digital version of our updates instead, please contact us at **communications@saffronhousing.co.uk** to provide your email address.