

December 2024

# Saffron E-News

The magazine for Saffron tenants

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Welcome to Saffron E-News

Welcome to the winter edition of Saffron E News.

We are delighted to introduce Tallia Langston, newly appointed Member of the Board Responsible for Complaints, in her new quarterly blog written especially for Saffron tenants. Tallia is also a tenant, a Board Member, and Sub-Committee Member here at Saffron.

In this issue we are sharing updates on Saffron’s Decarbonisation Scheme as we continue to work alongside families as more homes have been fitted with Air Source Heat Pumps. Many of you whose homes have been fitted are reporting positive experiences, including a reduction in bills, and warmer homes. Find out what you have to say about the pumps on pages 14-15.

We have also hired Jenny Summers, Domestic Abuse and Safeguarding Specialist, who, over the coming months will be working to achieve the DAHA (Domestic Abuse Housing Alliance) accreditation for Saffron Housing. This accreditation will reflect our commitment to meeting safeguarding and statutory duties, and will improve staff wellbeing and safety - and enhance partnerships and collaborations. The accreditation

will embed standards of good practice and ensure the right response is given at the right time.

We were thrilled in October, when 3 families got in touch to share photos and tell us about life at home. We’d love to hear from you, so if you’d like to share your news stories and photographs in this magazine, please do email them to us at [communications@saffronhousing.co.uk](mailto:communications@saffronhousing.co.uk).

We are always 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 email [info@saffronhousing.co.uk](mailto:info@saffronhousing.co.uk) or call 01508 532000.

Wishing you all the very best for a peaceful Christmas and happy New Year.

James

Front cover: photograph published by kind permission of tenant Keeley Spencer and family.

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

February 2025

Financial Wellness Month



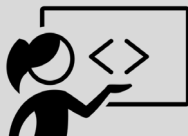
February 2025

LGBT+ History Month



February 10th 2025

National Apprentice Week





# Introducing Jenny Summers, Domestic Abuse and Safeguarding Specialist

## Help with support and housing due to domestic abuse

If you are experiencing domestic abuse or considering ending a relationship due to abuse, Saffron Housing is able to help you navigate this process. You may have concerns about what will happen to your home/tenancy and its important that get advice as early as possible. Don't hesitate to contact our Customer Services Team on **01508 532000**. We will work with you in a sympathetic, confidential way and can provide you with support and guidance on tenancy and safeguarding issues including:

- Homelessness
- Occupational Orders
- Joint tenancies

We understand that every case is different and that peoples circumstances will change and we are here to advise you on what options and support is available. We will give you information about other agencies that are also able to offer advice and support, and with your permission, refer you for help.

## Help to remain in your home

Saffron Housing is able to offer help in remaining safe in your home. Help in taking legal measures to prevent the abusive person from coming into your home, and also taking steps in making sure your home is safe for you. If you are a survivor of domestic abuse and want to stay living in your home, please contact the Customer Service Team on **01508 532000** to discuss the Sanctuary Scheme and other services that may be available to you.

## Safe Accommodation

Saffron Housing is committed to the Support in Safe Accommodation Strategy and ensuring that the organisation protects and assists survivors of domestic abuse in line with The Domestic Abuse Act 2021.



Above: Jenny Summers, Domestic Abuse and Safeguarding Specialist.

## Refuges

Several refuges in Norfolk and Suffolk and across the country offer a safe place for individuals and their children to stay when fleeing abuse. Refuges are able to provide the much needed space in which important decisions can be made without fear. You can find out more about Refuges through the Police or your local authority.

## Leeway and Dawn's New Horizon

Free counselling for domestic abuse victims is available to those who live in South Norfolk and Broadland District Council through the charity, Dawn's New Horizon. The charity is able to provide counselling to support newly rehoused victims of domestic abuse. Leeway is a Norfolk based charity that supports adults and young people looking to break free from domestic abuse.

## Cover your tracks online

Visit Women's Aid's useful guide on covering your tracks and staying safe online.

## Christmas period

While many people settle into the festive period, for some tenants the holidays may be a difficult time - the risk of domestic abuse happens all year round but can be heightened during the festive season.

Even though schools, workplaces, GP surgeries and other 'safe places' will be closed over Christmas, please know that help is still available during this time and other support services are available.

Always dial 999 if you or someone else are in immediate danger and ask for the police.

Everyone should be able to feel safe and happy over Christmas in their home, but for some, home is a stressful or dangerous environment. Domestic abuse can impact anyone and can take many forms, such as coercive control or financial abuse.

If you are experiencing domestic abuse, please do reach out to any of the available support services that are open to you this season.

## Getting help

Domestic abuse is a crime. Call the Police on 999 if:

- If you or someone in your household is at risk of assault or injury
- Your safety is threatened
- In an emergency

If you need urgent Police help but can't speak you can use the Silent Solution System, you make a 999 call without having to speak by listening and responding to the call handler by either:

- Tapping the keys (if you can) and press 55 when prompted by the automated Silent Solution system
- Coughing

This will alert the Police that it is a genuine 999 call and help tell the Police that you need urgent help.



## Tenant Census 2024

We'd like to extend a sincere thank you to everyone who took the time to complete the recent Tenant Census. Your participation is valuable in helping us understand our community better. We appreciate your input and are grateful for your continued engagement.



## Magazine contributors

Would you like to feature in the next Saffron E-News? We'd love to share more opinion pieces, stories and photos from our tenant community! Got something to say about Saffron E-News? We'd love to hear your feedback! All communications should be emailed to [communications@saffronhousing.co.uk](mailto:communications@saffronhousing.co.uk)





## Your support to help us maintain your home

We understand everyone is busy, and we always try to give as much notice as possible when we need to visit your home to carry out maintenance and ensure your safety.

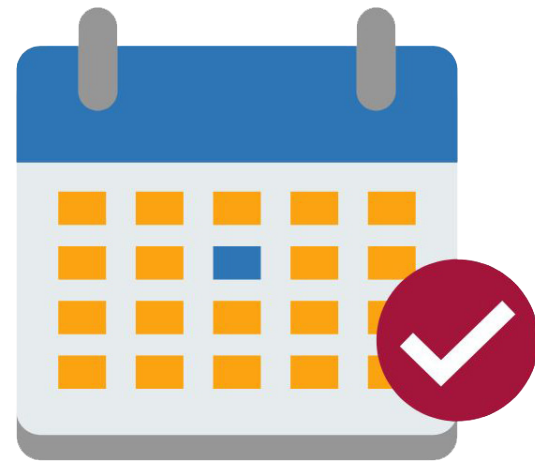
Lately, we've had more cases where no one is at home when we arrive. So, we'd like to remind you why it's important to be at home when we've arranged a visit:

As part of your tenancy we need to visit your home to:

- \* **Check gas and electrical safety**
- \* **Fix things that you have reported**
- \* **Address any issues that make your home unsafe or unfit to live in**
- \* **Carry out safety surveys to ensure your home is safe and well maintained.**

If we contact you about a visit for a repair or safety check, please let us know if you can't make the appointment. We can then arrange a new time that works for both of us.

Thank you for your support. If you have any questions or special requirements, please don't hesitate to get in touch.



Please call our Customer Contact Team on **01508 532000** if you need to rearrange a booking. We can reschedule this for a better time for you.



## Saffron raises fire safety awareness with AICO workshops

Saffron has built on colleagues' skills to enable them to reassure tenants in the event of a fire alarm, through valuable workshops delivered by home safety leader AICO in October.

The workshops, hosted by Saffron, were designed to raise awareness of the importance of fire safety and carbon monoxide systems within our homes. The sessions taught colleagues to identify the differences between detector types, how they work and where they should be fitted, and how to recognise the different sounds of a smoke and carbon monoxide alarm activation.

Terry Waterson, Electrical Manager, said: "Following our first 'fire and carbon monoxide awareness' event I'd like to thank the facilitators 'AICO' and everyone that found time in their busy schedules to attend.

"A combination of over 50 Saffron colleagues and tenants from across all aspects of our organisation over the 2 days benefitted from this expert insight. We hope it gives reassurance to our tenants that Saffron Housing Trust as a whole recognises that safety in this area evolves over time and we intend to keep pace with change.

"By listening to the experts and engaging with each other some fantastic interaction took place and several learning points came to light that have enhanced our understanding. An example of this will be an enhanced information sheet embedded within our Customer Contact Team process enabling them to 'troubleshoot' common issues when alarms activate for unknown reasons."

The workshops were held in an accessible mobile pop-up at Saffron's office on 15th and 16th October, and were also open to tenants.

Peter White, a tenant and member of Saffron's Tenant Scrutiny Group, said: "To actually see the difference between the devices was very helpful with a greater understanding and appreciation of the 'newer' technologies now being used."





# Tallia Langston

## Who am I and what is MRC?

*We are pleased to introduce Tallia Langston, newly appointed Member of the Board Responsible for Complaints (MRC). Tallia is also a tenant, Board Member, and Sub-Committee Member here at Saffron Housing Trust.*

Tallia has many responsibilities as MRC, and those responsibilities are all about making sure that we listen and learn from every complaint.

Says Tallia, "I was honoured and excited when asked to take on this role, because I love complaints! Complaints help organisations learn, improve and put things right."

### Who am I and what is MRC?

Welcome to the first edition of my quarterly blog as Member of the Board Responsible for Complaints (MRC) for Saffron. I'm Tallia Langston: a tenant, a Board Member, and Sub-Committee Member here at Saffron Housing Trust. In April I also became MRC.

If you'd like to read my Board profile, please click the link here: [www.saffronhousing.co.uk/about-us/our-people/](http://www.saffronhousing.co.uk/about-us/our-people/)

In April, Housing Associations like ours embraced a new set of regulations. Those regulations added new roles and many fantastic changes to the ways we're inspected - and expected - to run our Housing Association.

MRC is one of the new roles introduced. It stands for Member Responsible for Complaints, and was introduced by The Housing Ombudsman.

I have 15 responsibilities as MRC, and those responsibilities are all to help make sure that we at Saffron listen and learn from every complaint. We call this a positive complaint handling



culture. If you'd like to read more about my 15 responsibilities, then please click the link below:

[www.housing-ombudsman.org.uk/centre-for-learning/key-topics/mrc/expectations-for-the-role/](http://www.housing-ombudsman.org.uk/centre-for-learning/key-topics/mrc/expectations-for-the-role/)

I was honoured and excited when asked to take on this role, because I love complaints! Complaints help organisations learn, improve and put things right. Complaints also demonstrate that people feel safe and empowered to tell us what went wrong.

My role as MRC is to champion a positive complaints handling culture, and to make sure that themes and patterns staff see in any complaint are addressed, all the way from Tenant to Board.

My role isn't to respond to complaints individually. The complaints team are still the fantastic and dedicated people who will be listening and responding to your individual complaints.

They can be reached by email at [complaints@saffronhousing.co.uk](mailto:complaints@saffronhousing.co.uk), by phone on **01508 532000**, or by speaking to any member of staff at Saffron, including Housing Officers.

I will be reading some individual complaints when I complete my complaints audits, and in future I'm hoping tenants and residents who have chosen to become Members of Saffron will help me with those audits once individual complaints have been anonymised.



Listen



Learn



Reflect



Revise



Improve



Tallia Langston - MRC

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

If you'd like to sign up to become one of Members, please see the advert below. Look out for my next MRC Blog in the New Year.

Tallia.

An audio version of this article is available on our website, here: [www.saffronhousing.co.uk/about-us/our-news/latest-news/tallia-langston-blog/tallia-langston-blog-who-am-i-and-what-is-mrc/](http://www.saffronhousing.co.uk/about-us/our-news/latest-news/tallia-langston-blog/tallia-langston-blog-who-am-i-and-what-is-mrc/)

Developing a:

**Positive  
Complaints  
Handling  
Culture**

**Empowerment  
Trust**

**Putting things right**



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



At Saffron it is important to us that we hear what you have to say. One of the best ways of doing this is to become a Saffron Community Member.

If you are a tenant or community leader, becoming a Saffron Community Member gives you lots of opportunities to get involved in our work to make a positive difference, and help shape our tenant community.

As a member, you can take part in as little or as much as you would like, such as:

- Attending six-monthly meetings with our Board and Senior Leadership Team
- Taking part in workshops or completing online surveys
- Taking part in our Community Triangles

Wish to join us? Follow the link below to sign up:  
[www.saffronhousing.co.uk/get-involved/be-a-saffron-community-member/](http://www.saffronhousing.co.uk/get-involved/be-a-saffron-community-member/)



### Have your say!

We'd love to hear your feedback about this edition of Saffron E-News! Email us at [communications@saffronhousing.co.uk](mailto:communications@saffronhousing.co.uk)



# Over to You!

*3 families got in touch with us in October to tell us about life at home. We'd love to hear from you, so if you'd like to share your news stories and photographs in this magazine, please do email them to [communications@saffronhousing.co.uk](mailto:communications@saffronhousing.co.uk).*

*We look forward to hearing from you!*

## Keeley and Jamie

Keeley and Jamie, pictured below and on this magazine's front cover, said they had nothing but praise for Saffron.

They moved into their new home last summer and, say the couple, compared to their previous housing association Saffron are fantastic, helpful, courteous and pleasant to deal with.

Keeley and Jamie are pictured below with their twins.



David in Gillingham

## David Forecast

David, pictured left, enquired about an energy survey which resulted in a heating upgrade, including new windows, doors and insulation. He's noticed a difference in his electricity bills already. David said, "Saffron listen and help if you need it, they really care. I have to say, I'm made up with my new heating system. I have gone from storage heaters, spending upwards of £60 per week to £65 per month. Thank you, Saffron."

## Helen

Helen, below, lives in a beautifully decorated 2 bedroom bungalow in Earsham. She absolutely loves her plants. "It brings the outside in!" says Helen.



Keeley and Jamie in Cantley



Helen in Earsham



## NEED ADVICE?

Tenants can seek advice by calling **01508 532000** or emailing [info@saffronhousing.co.uk](mailto:info@saffronhousing.co.uk). You will be given a referral consent form which gives permission for us to share your request with Norfolk Citizens Advice.



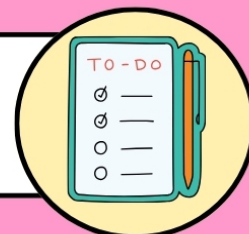
Saffron Housing Trust now fund an Advisor from Norfolk Citizens Advice, who can offer advice online, over the phone and in-person to all tenants, which is completely independent and impartial. Tenants can effectively 'jump the queue', getting advice when needed.

Norfolk Citizens Advice can offer financial guidance, help with court forms and offer some guidance on tax or legal issues. They can offer limited access to free legal advice from a Solicitor, and can also advise on immigration up to Level One and can refer for onward support.



Norfolk Citizens Advice advise on a whole range of subjects including consumer rights, benefits, housing, work, finances, debt, family, law and courts, health, and pension guidance to people aged over 50.

Norfolk Citizens Advice give limited support in probate and wills, helping you to access information and understand paperwork, transcribing if needed.



## Norfolk Citizens Advice

Saffron Community Foundation fund an in-house Advisor from Norfolk Citizens Advice (NCA). Augustine Edema offers advice online, over the phone and in person to tenants, which is completely independent and impartial. Having Augustine working with us helps you to jump the queue and get advice how and when you need it.

If you you feel you may benefit from this service, please call **01508 532000**, or email [info@saffronhousing.co.uk](mailto:info@saffronhousing.co.uk). You will be given a consent form, which enables us to share your request directly with Norfolk Citizens Advice.

## Understanding your Online Contact Needs and Preferences Survey

This month (December), we compiled a survey that was sent to tenants by email about the My Saffron Tenant Portal.

Currently, the portal can be used to:

- Pay rent
- Amend your personal details when you need to raise an enquiry
- Receive updates over a secure link which has advantages over sending an email.

The portal also gives access to information and resources such as our Tenant Support & Wellbeing Service.

Additionally, we would like to establish a greater understanding of your online contact requirements and preferences. This is so we can explore all future possibilities that will enable us to better meet your needs.

The survey will take approximately 8–10 minutes to complete. Your feedback will help us explore ideas and is invaluable to us.

If you haven't yet completed the survey you can do so via the link [here](#).



## HELP US IMPROVE!

### 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 phone (01484 467072) on weekdays only, between 9am and 8.30pm, for a short survey about your experiences.

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/](http://WWW.SAFFRONHOUSING.CO.UK/ABOUT-US/OUR-PERFORMANCE/)

We are working with a company called TLF Research who will be calling tenants to ask a few questions in a short survey. They will call different tenants every 3 months, so you shouldn't receive a call more than once.

The survey is part of a new system the government (Regulator of Social Housing) has introduced to assess how well social housing landlords, which includes Saffron, are doing at providing good quality homes and services.

They have introduced 22 Tenant Satisfaction Measures (TSMs) which aim to make landlords' performance more visible to tenants, and help tenants hold their landlords to account. TLF is a reputable company that specialises in measuring customer experience. They are collecting feedback to advise us on what we are doing right, and where we need to improve.



## What are TSMs?

You can learn more about TSMs, including what they are, who takes part, and read our latest results on our website by [clicking here](#).



# Decarbonisation project: Air Source Heat Pumps

Last year, Saffron completed Wave 1 of the Social Housing Decarbonisation Scheme, which saw 126 Saffron homes fitted with energy-saving upgrades. We fitted Air Source Heat Pumps in these homes - all of which had an Energy Performance Certificate (EPC) rating of D or below. On some properties with the lowest EPC ratings, we also fitted new windows, doors, ventilation and insulation.

Now in Wave 2 of the scheme, more homes have been fitted with Air Source Heat Pumps. Many tenants whose homes have been fitted with the heat pumps are reporting positive experiences, including a reduction in bills, and warmer homes. Find out what our tenants have to say about the pumps on these pages.

You can download our current literature about Air Source Heat Pumps by clicking on the link [here](#).

Below: image of Saffron tenant Robert Ingram.



Saffron tenant Robert Ingram had his house retrofitted with improvements including new windows and an air source heat pump.

He said: "I think the air pump thing is a brilliant idea – I'm happy with it."

**"The pump was set up for me, so I didn't have to worry"**  
**Nigel Thompson**

**Sarah South, Saffron Tenant**

"We're thrilled with our new air source heating. We leave it on 20 degrees all the time and if it seems extra chilly we just put it to about 21. It works well for us and we're pleased we had it done. Electric has gone up about £10 a week but that's better than the £150 a month we used to have to find for oil. Thanks again."

## Testimonials



★★★★★  
**David Ward**  
**Saffron Tenant**



**"Efficient, easy to use heat pump"**  
**David Ward**

"Excellent system. It's cut my heating bills in half"

"Efficient, easy to use heat pump"

"I thoroughly recommend to everyone"

"The pump is so quiet, I never hear it"

"Quiet and so easy to use. A very good system, even in my old house, that controls itself"

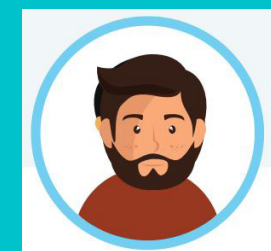
★★★★★  
**Nigel Thompson**  
**Saffron Tenant**



"The pump was set up for me, so I didn't have to worry"

"I'm no longer worried about the price of oil"

"Go for it, especially if you currently use storage heaters"



"It took 3 days to install with very little disruption, by friendly, considerate staff"





## Saffron Community Membership

At Saffron it is important to us that we hear what you have to say. One of the best ways of doing this is to become a Saffron Community Member!

If you are a tenant or community leader, becoming a Saffron Community Member gives you lots of opportunities to get involved in our work to make a positive difference, and help shape our tenant community.

As a member, you can take part in as little or as much as you would like, such as:

- Attending six-monthly meetings with our Board and Senior Leadership Team
- Taking part in workshops or completing online surveys
- Taking part in our Community Triangles.

Wish to join us? Follow the link below to sign up:

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



### Saffron Community Member Prize Draw winners

We are delighted to announce the winners of our Saffron Community Member Prize Draw! The competition, announced earlier this year, was held in celebration of two years of Saffron Community Membership. The winners are:



**Ian £75**

**Michelle from Forngett St Peter £50**

**Neil from Framlingham £25**



Interested in making a difference? Take a look at our web page [here](#) for more information about membership. We look forward to welcoming you on board!

## Saffron set to deliver more affordable homes in Martham



Above: Image and CGI credit to Chaplin Farrant.

Saffron Housing Trust has received planning approval to deliver 65 affordable homes in Martham.

The plans were approved at Great Yarmouth Borough Council Development Management Committee on Wednesday 18th September, subject to Section 106 Agreement.

James Francis, CEO at Saffron Housing Trust, commented: "We are committed to working with local partners to tackle housing need and provide affordable, high-quality homes for people across Norfolk and Suffolk. These new homes have been designed to create sustainable, affordable living for residents."

The development will feature a mix of sustainable homes, ranging from 1 to 4-bedrooms, for both social rent and shared ownership. They will be built to the highest Energy Performance Rating of A and will be heated by energy-efficient Air Source Heat Pumps.

Oliver Bumstead, Pre-Contract Manager at Saffron, says: "We are delighted to receive approval for more quality, affordable homes, and will be prioritising local connections to support people and the Borough's housing need."

"They will be built to high energy standards and will provide homes that are affordable for our residents to live in. We would like to thank Great Yarmouth Borough Council, and our partners who have worked hard to help us get to this stage, and we look forward to getting started once final details have been agreed."



## Community Skip Day



In November, tenants in Geldeston and Loddon attended our ever-popular Community Skip Day. With the sun shining brilliantly on a cold and crisp day, staff worked under blue skies alongside tenants who were especially happy to have help clearing their gardens.

In Geldeston, one particular household benefitted in numerous ways: a Mum and two teenagers (woken especially early for the occasion!) brought items to the skip and lent a wheelbarrow for the larger items. We were also able to offer an Essential Grant for a Bulky Waste collection to another family who had electrical items to dispose of.

Andrew Wade from Geldeston Parish Council joined us for a walk around and was delighted with the amount of rubbish we cleared from the car park as well as gardens where tenants were struggling.

Neighbourhood Officer Debs Johnson said: 'A huge thank you to everyone who made it such a brilliant event.'

Look out for more Community Skip Days coming to your area soon!

Attended by: Neighbourhood Officers Debs Johnson, Gareth Smart, Matt Underwood. Neil Belson, Health & Safety Manager, Jenna Cole CCT, Augustine Edema, Citizens Advice, Ali Pridmore from South Norfolk & Broadland Council Environmental Health Team and Andrew Wade from Geldeston Parish Council.

Photo above (Geldeston) L-R: Matt, Gareth, Augustine, Ali, The Skip! Neil, Jenna, tenants and Elliott. Below: Neighbourhood Officer, Jenna Cole with staff and tenants.



## Harleston housing update

We are thrilled to be handing over the first properties to tenants on our new Harleston scheme at the beginning of January 2025.

The development, which will be delivered with the help of funding from Homes England, is Saffron's largest development yet and will include 151 affordable properties, and 203 homes for sale that are being sold by local housing builder, Lovell Partnerships LTD. There will be a mix of 1-, 2-, 3- and 4-bedroom houses for rent and shared ownership. There will also be 6 wheelchair user bungalows with the help of funding from South Norfolk Council. In addition, there will be an Independent Community Living Plus site of 91 apartments for rent, which are also receiving Homes England funding, and 16 older persons shared ownership bungalows, which should start on site in Early 2025.

Homes on the site will all be fitted with Air Source Heat Pumps which will provide enough heat and hot water for the homes, whilst also lowering carbon emissions. Several of the homes will also be fitted

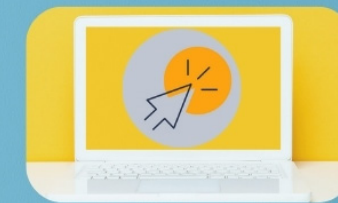
with solar panels to achieve a SAP A-rating (a way to measure energy efficiency, with A being the highest rating).

It is anticipated the whole site, including a new Independent Community Living Scheme, will be completed in 2029.

*Below: Harleston development photographed in October 2024.*



## My Saffron Tenant Portal



“I think the layout of the tenant portal is clean and clear. I like that I can log an enquiry, I think that's a great tool that keeps us informed of our progress. I think its great that we can clearly view our accounts, seek help, and manage payments all in one place, and the navigation is nice and clear.”

Saffron Tenant

[www.saffronhousing.co.uk/contact-us/my-saffron-portal/](http://www.saffronhousing.co.uk/contact-us/my-saffron-portal/)

Have you signed up to our tenant portal, 'My Saffron?'

The portal allows you to:

- Pay your rent
- Amend your personal details when you need to raise an enquiry
- Receive updates over a secure link which has advantages over sending an email

You also have access to information and resources such as our Tenant Support & Wellbeing Service.

You can view your balance and transaction history in the portal whenever you need.





# WEBCHAT

I N S T A N T  
C O M M U N I C A T I O N  
Q U I C K & E A S Y  
A N S W E R S  
2 4 H O U R S A D A Y

Did you know you can get quick and easy answers to your questions by using our online Webchat service, available 24-hours a day? Webchat queries can be escalated when necessary to a member of our Customer Contact Team from 8.45am-5pm Monday to Thursday (4.15pm Friday).

To access Webchat, visit any page of our website and click on the purple Webchat icon, as shown here.



## Recently changed your contact details? Update them on the 'My Saffron' tenant portal.

We're keen to keep you up-to-date on all things Saffron! The best way for us to keep in touch is via your current email, phone number and postal address. If you've recently moved, or changed any other of your contact detail preferences, please update them via the 'My Saffron' tenant portal. If you haven't yet signed up, you can do so via the link [here](#).

## You Said, We Listened

We are committed to listening to tenants and acting upon what you tell us. Our 'Service Standards' outline what to expect from us when we communicate with you, carry out repairs in your home, and what we have in place to help us continually improve. We look for feedback from you in various ways:

- Customer Satisfaction Surveys (Transactional).
- Surveys with Saffron Community Members
- Tenant Satisfaction Measure Surveys (Perception)
- Feedback via social media
- Surveys following Saffron Community Foundation Grants
- Meetings with our Tenant Groups
- Engagement activities with SCMs
- Complaints and compliments
- Feedback from face-to-face meetings with our tenants and residents during visits, events or any other interaction we may have
- Consultations

### Service Standards

#### You Said

We asked you to help us review our Service Standards and you told us in that these should be separated into service areas to make it easier for tenants to find the relevant information, and that they should be clear, concise with no jargon. Tenants also told us to be more accountable if we do not meet these standards.

#### We Listened

New Service Standards have been written to incorporate the feedback. We now have separate Service Standards for each service area, and these will be monitored by each department to ensure that they are compliant.

### Repairs Inspections

#### You Said

That following repairs inspections tenants were not told the outcome of the survey. There was also not sufficient information recorded to book repairs follow on jobs, or to ensure that the job could be carried out properly.

#### We Listened

As a result, we have installed new IT software that enables our inspectors to effectively capture their findings in a more comprehensive way. This has made it easier for staff to book in the follow-on repairs accurately and without delay, and clearly share our findings with tenants.

### Craftworkers' Technology

#### You Said

The technology craftworkers had to view jobs when at work was not fit for purpose.

#### We Listened

We upgraded craftworkers' technology with new tablets to ensure they can access systems when out.

### Service Charges

#### You Said

Update the website with general information about service charges like other Housing Associations have on their websites.

#### We Listened

Our website now has a dedicated rents and service charge page which features information about service charges.



**Life & Progress**

## Tenant Support & Wellbeing Service



We offer a free, confidential Tenant Support & Wellbeing Service, available 24/7 for all tenants offering information and advice on lots of topics. Specialist advisors are available to talk to, and there is no limit on the number of issues you can gain support on. The issues they can help with include:

- Mental health and wellbeing
- Relationships
- Family matters
- Managing debt
- Workplace issues
- Your rights as a consumer
- Health & Wellbeing
- Tackling stress & anxiety
- Managing debt & budgeting
- Relationships

For more information about the Tenant Support & Wellbeing Service call **0330 094 5593**. Alternatively, you can visit our website for more information via the link below:

[www.saffronhousing.co.uk/advice-and-support/tenant-support-wellbeing-service/](http://www.saffronhousing.co.uk/advice-and-support/tenant-support-wellbeing-service/)

# Cost of Living Concerns?

Come and have a chat with

**your own place** working in partnership with

**Saffron**  
Housing Trust

- 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**

Your Own Place is a registered Community Interest Company 08751344



## Contact us

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01508 532000



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



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[www.saffronhousing.co.uk](http://www.saffronhousing.co.uk)



Saffron Housing Trust



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



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

Saffron Housing Trust is a Registered Society and an exempt charity, registered in England by the  
Financial Conduct Authority

Register Number 32427R. Regd Office: Saffron Barn, Swan Lane, Long Stratton, Norfolk, NR15 2XP