

Saffron News

Let us know your thoughts on this newsletter by emailing communications@saffronhousing.co.uk

AUGUST 2025 ISSUE 6

Welcome to the 6th issue of Saffron's Digital News Bulletin. We're excited to present the latest edition of 'Saffron News,' our monthly E-Bulletin designed especially for tenants and residents, bringing you news between issues of Saffron E-News magazine.

Inside this issue:

- We join the Safer Streets Initiative in Diss
- Smell gas in your home? Here's what you should do
- Share your thoughts in the Stop Social Housing Stigma survey

As always, we're eager to hear from you! Feel free to share your thoughts, opinions, and suggestions by emailing us at:

communications@saffronhousing.co.uk

From the Saffron Housing Comms Team!

NEED HELP?

- Report a repair: **01508 532000**
- Make a complaint:
complaints@saffronhousing.co.uk
- Report anti-social behaviour:
info@saffronhousing.co.uk or call **01508 532000**.
- Update your contact details:
info@saffronhousing.co.uk or call **01508 532000**.



E-NEWS

July's Saffron E-News magazine was published last month and is available to read by clicking [here](#). If you would like to receive a paper copy, please email communications@saffronhousing.co.uk



LISTENING, ACTING, IMPROVING!



As part of the Safer Streets Summer Initiative, the Neighbourhood Team went out and about in Diss last week alongside colleagues from Norfolk Police and Community Protection.

Over 2 days we visited Stark Close and Willbye Avenue, meeting with tenants and residents to hear your views and understand your concerns.

Operations Manager, Jennifer Hoyer and Tenancy Enforcement Specialist, Lee Gartside joined the walkabouts, gathering feedback on how we can work together to make your neighbourhoods safer.

We were able to address issues such as repairs, grounds maintenance, fly tipping and parking. Jennifer said: "It was really nice to hear feedback from the community, with one tenant saying it's a lovely area to live, and we want to keep it that way."

The Safer Streets Initiative is led by Police and Crime Commissioners, Chief Constables, and, supported by the Home Office, runs until the end of September 2025. The initiative focuses on reducing town centre crime, shop theft, street crime, and anti-social behaviour across the UK. Thank you to all who participated, giving valuable feedback and insight – for the greater comfort and wellbeing of all who reside in the area.

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SMELL GAS? HERE'S WHAT TO DO



The smell of gas within your property can be alarming and should be treated seriously. Understanding how to respond in a gas emergency can protect your home and, most importantly, keep you and your neighbours safe.

If you can smell gas and/or think there could be a gas leak, call Cadent immediately on **0800 111 999**, any time of day or night.

Cadent will notify us and we will give you some advice on what to do next. We will be advised by Cadent of any issues, and we will arrange for an engineer to repair any faults once it is safe to do so.

→ Do:

Open doors and windows to ventilate the property. Turn off the gas at the mains tap. This is usually located near the gas meter and has a handle that can be turned 90 degrees. If the gas leak is in a cellar or basement, do not enter and instead evacuate the building.

If you suspect you have a gas leak or smell gas, it is important that you don't do any of the following, as these could place you in further danger.

→ Don't:

Turn any power or light switches on or off.
Light any sort of flame within the area.
Use any appliances that could cause a spark.

Sometimes a gas leak can cause physical symptoms such as dizziness, tiredness, nausea, and headaches. These should ease when you leave your home, however we advise that you visit your GP if you've been exposed to a gas leak. If you find yourself with these symptoms but can't smell any gas, it could be a sign of a carbon monoxide leak. This should be treated the same way as a gas leak by calling **Cadent on 0800 111 999**.



Want to read more news stories? Head over to our website by clicking [here!](#)

SOCIAL HOUSING SURVEY

Stop Social Housing Stigma want to understand how well the social housing sector is doing at tackling the stigma that tenants can often experience. They have produced a tenant-led national survey, so that all tenants residing in the UK can have their say.

The survey aims to understand how tenants feel about living in social housing today. Participation in the survey is anonymous, however there is an

option to add your email address at the end if you want to be kept up to date with the results. The survey's closing date is 1st October 2025.

Please take the time to complete the survey, which you can access by clicking on the 'click here' link below. The results will help shape future policies to improve the experience of social housing, and address any ongoing issues related to stigma.

