

Saffron News

Tenant magazine | Summer | 2026

Relaunched!

Welcome to our new
edition of the tenant
newsletter.

Highlights

Steel signing ceremony at the new
independent community living
scheme, The Oaks

Looking after our neighbourhoods

Partners and residents join Saffron
Housing for successful community
action day

Welcome

to the summer 2026 edition of Saffron News, the Saffron Housing tenant newsletter.

We're pleased to bring you the latest updates, advice, developments and stories from across our Saffron community.

In this issue, we focus on Anti-Social Behaviour (ASB) awareness and share highlights from our community engagement event in Great Yarmouth earlier this summer. The event gave us a valuable opportunity to speak directly with you about issues affecting your neighbourhood. We are also currently reviewing our ASB service to ensure we continue to provide the best possible support for you and your community, and we'll be sharing more details in the coming months.

I'm also delighted to share that in May, Saffron received two Highly Commended Awards at the East of England Energy Efficiency Awards. One award recognised our continued commitment to providing energy-efficient homes and sustainable improvements for tenants, while the second acknowledged the decarbonisation project at Marion Robert Court in Hethersett. These awards reflect the strength of our partnerships and our commitment to creating warmer, more sustainable homes. You can read more about this achievement on [page 9](#).

Another exciting development is the progress we've made on our new tenant portal. In June, we held a successful feedback

session with tenants, giving us the opportunity to demonstrate how your ideas and suggestions have shaped the design of the portal. It was particularly rewarding to show how your feedback has influenced everything from the structure and content to the language used throughout the platform, while also discussing the next stages of development. Find out more on [page 18](#).

As always, we welcome your feedback and suggestions. Please get in touch using the contact details on the final page. Your ideas and input help us improve our services and ensure Saffron continues to be a place that feels like home for everyone.

Wishing you all the very best,

James
James Francis
Chief Executive Officer
Saffron Housing



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Accessibility

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**.



info@saffronhousing.co.uk



01508 532000



saffronhousing.co.uk



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



[saffronhousing](https://www.facebook.com/saffronhousing)



Steel signing ceremony at new independent community living scheme, The Oaks

We recently celebrated a huge milestone in the development of our new Independent Community Living scheme, The Oaks, due to open in Harleston next autumn.

Louie Marino, 11, a year 6 student at Harleston Sancroft Academy primary, added his name to the foundations of the building at a ceremonial steel signing on Thursday 11 June.

The scheme will provide 91 affordable apartments for individuals aged 55 and over with additional care needs, in a collaboration made possible through the support of Homes England, Norfolk County Council, Lovell, and care provider Radis.

The Oaks will aim to help people live independently for longer, from within their local community.

Louie won a competition, hosted by Saffron and Sancroft Academy Primary in April 2025, to name the scheme. His winning entry was chosen as it called attention to the beautiful countryside around Harleston.

The scheme will feature a mix of 75 1-bed and 16 2-bed affordable apartments. Facilities on site will include a café, hairdresser, guest room with en-suite shower, and communal garden. Residents will have peace of mind with on-site care and support delivered by experienced community care provider Radis.

The scheme will also provide 16 affordable bungalows, in a mix of 6 one-bed and 4 two-bed for older persons shared ownership, and 6 one-bed bungalows for adults with care and support needs.

L-R: Joe Bootman, Louie Marino, Cllr Scott Hussey, Sam Sinclair

Annual safety inspections

As your landlord, we are legally obliged to carry out essential safety inspections once a year in your home.

These inspections help identify any underlying faults and are crucial to the safety of you and your family. Items we review include:

- Smoke & carbon monoxide alarm checks
- Electrical safety assessment
- Gas appliance and heating inspection
- General property safety review
- Oil check (where applicable)
- Air Source Heat Pump service (where applicable).

If your home is heated by oil, we will be unable to carry out a service if your oil tank is empty. Please check your tank prior to us visiting and let us know if you need to rearrange your appointment once your tank has oil.

Please help us to help you

You will receive advance notice of your scheduled inspection date and time, and we ask for your cooperation to ensure we can complete all necessary maintenance and servicing inspections and help us maintain a safe and comfortable living environment for you. Remember, our team is always here to assist you with any questions or concerns you might have regarding the inspections or any other property-related matters.

Need to reschedule?

We understand that unforeseen circumstances happen. If you need to change your appointment, please call our Customer Contact Team on **01508 532000** as soon as possible. We'll reschedule for a time that works better for you, and use your original slot for another tenant.

Our Customer Contact Team is not only available for rescheduling but also to answer any queries or offer guidance regarding the inspection process. Please get in touch if you have any special requirements or need additional assistance during the inspection.

Thank you for your cooperation.



You are not alone

Domestic abuse support at Saffron Housing

We believe that tenants, and those living with them, should never live in fear of violence from a partner, former partner, or other members of their household including carers.

We provide support and advice for tenants or members of their household suffering from or threatened with violence and/or abusive behaviour. Our Neighbourhood Officers have all completed specialist domestic abuse training and can help refer you to specialist domestic abuse services.

What is domestic abuse?

Domestic abuse is not just physical violence. It is any type of abuse from someone you have (or have had) a relationship with, including economic, emotional, sexual or mental abuse.

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.

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.

Further information

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 can help you navigate this process. Perhaps you have concerns about what will happen to your home/tenancy. If so we recommend you seek our advice as soon as possible.

Don't hesitate to contact our Customer Services Team or your Neighbourhood Officer by calling **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 - 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 can offer help in remaining safe in your home. We can support you to take legal measures to prevent the abusive person from coming into your home, and also ensure your home is made 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.

Cover your tracks online

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

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.

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.

Looking after our Neighbourhoods

A summer update from Grounds Maintenance

Our Grounds Maintenance Team is now in one of their busiest periods of the year: summer!

Following a wet start, the higher moisture levels and longer daylight hours have created favourable growing conditions. Grass and hedges are growing rapidly, and our teams are working hard to keep on top of this seasonal growth. Priority hedges are currently being cut back to maintain clear access routes and ensure visibility splays remain safe for both pedestrians and vehicles.

Alongside this, we are continuing to care for our newly planted trees by watering the saplings that were planted over the winter months. This is especially important during the warmer summer period, helping them to take root successfully and thrive in the long term. Residents may also notice our new MEWP (Mobile Elevated Work Platform) in action; this has already been put to good use on some of our larger tree works, allowing us to carry out operations more safely and efficiently.

All remaining hedge cutting will begin once the nesting bird season has concluded in September. This approach ensures we remain environmentally responsible while still maintaining our green spaces to a high standard.

Mown the equivalent of over
204
football pitches equivalent of amenity grass (grass in communal areas)

Planted
33
heavy standard trees which, once mature, are expected to remove approximately 33–65 kg of airborne pollutants annually

Carried out over
225
routine playground inspections to make sure they are in a safe and functioning condition for the community

Thank you for your continued cooperation and support as we manage these seasonal demands and keep your neighbourhoods looking their best.

Saffron Housing Trust celebrates double recognition at the East of England Energy Efficiency Awards



Saffron Housing Trust is proud to announce that we received two Highly Commended Awards at the East of England Energy Efficiency Awards, held on 21st May.

The awards celebrate organisations and projects that demonstrate exceptional commitment to improving energy efficiency across the region.

Saffron Housing was shortlisted in 2 categories. The first, Regional Housing Association or Landlord of the Year, recognised the ongoing dedication to delivering energy efficient homes and sustainable improvements for tenants. Saffron Housing was delighted to receive a Highly Commended Award in this category.

The second nomination was for Regional Large-Scale Project of the Year, acknowledging the decarbonisation works at Marion Robert Court in Hethersett. Saffron once again secured a Highly Commended Award, a testament to the quality, impact, and ambition of the project.

In March 2025, £1.8 billion in government support was allocated to local authorities and social housing providers. Saffron Housing was successfully awarded £7 million in Wave 3 of the Warm Homes Social Housing Fund programme to decarbonise our properties over the next 3 years.

In 2025, the first year of the Warm Homes 3 programme, we successfully completed works across 265 properties, significantly exceeding our original target of 150 homes. We are currently taking advantage of the summer months to accelerate the programme further.

The aim of the programme is to improve the energy performance of the least efficient houses



under Saffron management. Some of these properties were fitted with an Air Source Heat Pump, which offer an efficient, eco-friendly, and low maintenance heating system for the home.

We also fitted new windows, solar PV panels, doors, ventilation or insulation to some properties. These upgrades were made only when required, determined by assessment (evaluation of a property’s condition and energy performance) to improve the energy efficiency rating of the property.

Many tenants who took part in the programme are reporting positive experiences, including a reduction in bills, and warmer homes.

Richard Egle, Carbon Reduction Manager, said:

“We are extremely proud of this recognition. These awards highlight the strength of our partnerships and our commitment to delivering sustainable, energy efficient homes for our tenants.”

Tenant Satisfaction Measures (TSM)

Survey 2025-2026

Saffron Housing, along with every other social housing provider in England, Wales and Northern Ireland, must complete surveys about what you think about the services you receive.

Between April 2025 and February 2026, we surveyed tenants and residents by phone, email, and post. We increased the number of participants in the survey from 694 last year to 1,430 this year, helping us better understand how you feel about your home and our services.

The survey is made up of 12 questions, called Tenant Satisfaction Measures. We are required to report the survey results to the Regulator of Social Housing, in addition to information about 10 Management Measures.

The results provide valuable insights into your views. A number of areas saw improvements,

including communal areas and neighbourhood contribution, while perceptions of listening and anti-social behaviour remained nearly unchanged.

- Repairs completion time shows a small improvement, with approximately 7 in 10 of you satisfied with how quickly repairs are completed.
- Maintenance of communal areas: 61.2% of you told us you are satisfied with the condition of communal areas.
- Our neighbourhood contribution: More than 6/10 are satisfied with our contribution to your neighbourhood.

Thank you to everyone who participated - your feedback is invaluable as we continue to improve our services and engagement.

More information

For more information and to see the results in full, please visit: saffronhousing.co.uk/about-us/our-performance-and-tsms/tenant-satisfaction-measures-2025-2026-survey-results

IFF Research

We want to understand what matters most to you and where we can improve. That's why we carry out Tenant Satisfaction Measures (TSM) surveys every 3 months.

Our current round started earlier this month and is run by our new research partner, IFF Research. They may contact you by phone, from **0330 027 0371**, or by email at opinions@iffresearch-dm.com – this is a genuine survey on our behalf.

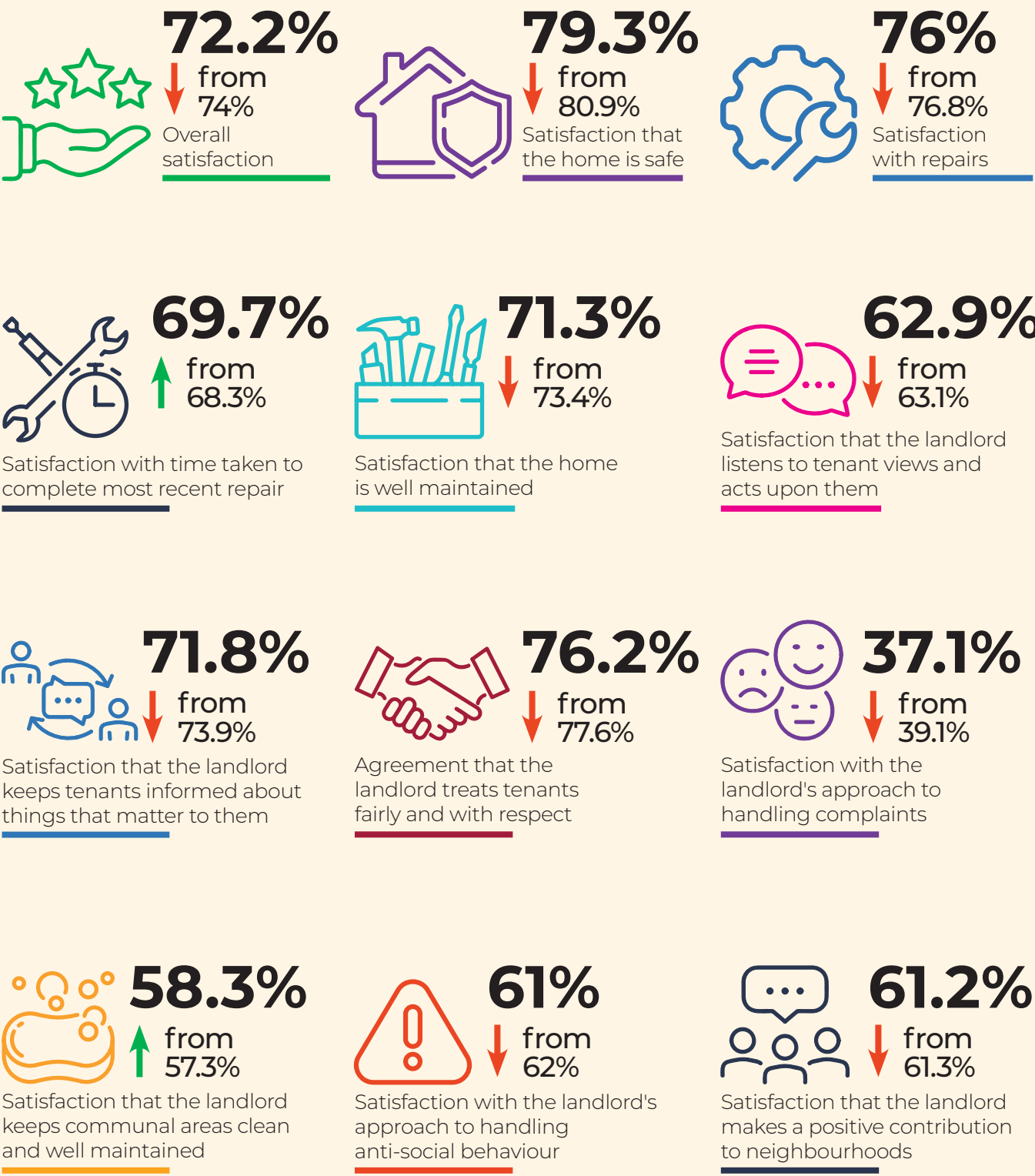
Your feedback is already shaping improvements, including:

- Clearer communication
- Supporting safety in your home
- A refreshed approach to neighbourhood management
- Better resolution when things go wrong.

This survey is part of requirements from the Regulator of Social Housing. All feedback is handled securely in line with GDPR and the Market Research Society's code of conduct. Find out more about how your data is protected: iffresearch.com/gdpr

Learn more about Tenant Satisfaction Measures: saffronhousing.co.uk/about-us/our-performance-and-tsms/find-out-more-about-tenant-satisfaction-measures

Tenant Satisfaction Measures



Understanding hoarding

Support for tenants

At Saffron Housing, we understand that hoarding is a complex and sensitive issue that can affect anyone.

It's not just about clutter or untidiness – it is a recognised mental health condition and is considered part of the obsessive-compulsive disorder (OCD) spectrum. Our approach is centred on empathy and practical support, with one clear goal: helping you to stay safe and remain in your home.

What is hoarding?

Hoarding is when a person struggles to let go of possessions, often resulting in a build-up of items that can, in excess, make everyday living difficult and greatly impact health and emotional and mental wellbeing.

It's important to recognise that hoarding is not a choice or lifestyle preference. It often develops as a complex response to underlying emotional, psychological, or life experiences.

The impact of hoarding

Hoarding affects more than just the individual – it can have wide-ranging consequences. For example:

- Increased risk of accidents in the home, such as trips and falls
- Blocked exits and walkways
- Exposure to dust, damp and mould, or pests
- Poor sanitation in severe cases, increasing exposure to diseases
- Social isolation
- Exposure to fire hazards.

Hoarding often goes hand-in-hand with:

- Depression
- Anxiety disorders
- Obsessive-compulsive tendencies.

Its effect on an individual's mental wellbeing is complex and far reaching, often leading to feelings of shame, isolation, and overwhelm. Those affected by hoarding often experience anxiety and distress about letting others into their home; access can therefore be difficult to obtain. We recognise that agreeing to a Neighbourhood Officer entering your home can be a significant and difficult initial step. Our staff work sensitively to support this important first step, helping to guide you on your journey.

Positive mental health and a 'new property': a tenant's story of progress

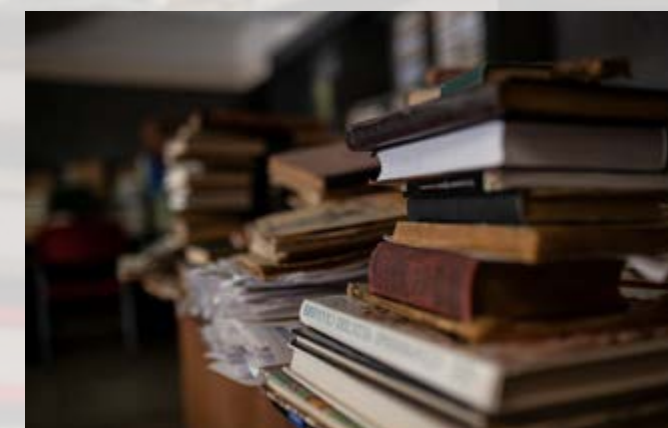
Patience, trust, and the right support have significantly improved one Saffron tenant's quality of life. Read on to discover how their life has quietly transformed.

When a colleague raised concerns about the condition of a property, we reached out to the tenant, who appeared to be experiencing hoarding behaviours. They shared that they would feel more comfortable engaging with us if a female Neighbourhood Officer attended visits. We were able to accommodate this request; however, it took time to build trust and gain their confidence.

Initial visits focused on welfare checks, reassurance, and creating a supportive environment. During these early conversations, they explained they felt embarrassed about the condition of their home, which had become significantly cluttered.

As the relationship progressed, a rapport developed. Small, manageable changes began to slowly transform their home and, most importantly, their wellbeing.

A gradual and structured approach was agreed, taking one small step at a time. This included sorting belongings into bags for donation to charity shops and others for disposal. Over multiple visits, and with full involvement in all decisions, they made steady progress. With additional support from their friends, most rooms have now been cleared to a safe and tidy standard.



At a recent visit, they were proud to show the progress they had achieved. They shared that the changes had positively impacted their mental health and remarked that they now feel as though they have a "new property."

How we can support you

We have clear procedures in place to respond to hoarding while offering support. These procedures are designed to balance two important priorities:

- Your wellbeing and independence
- Safety for you and the wider community.

We also support applications to access funding to cover clearance costs, skip hire, storage, waste disposal and other practical costs.

Where there are risks, such as fire hazards, blocked exits, or structural concerns, we work with you to reduce these risks while keeping you involved every step of the process. During our initial assessment we use the 'clutter rating scale' - a visual tool used to measure the severity of hoarding in a home and help keep track of progress.

We recognise that hoarding often requires specialist support. Because hoarding can be complex, we work with a range of partner organisations such as health services and support agencies to ensure you can access the help you need. This approach helps ensure that any physical risks, mental health needs, and housing concerns are all addressed together, rather than separately.

What to do if you feel you need support

For tenants, the first point of contact is always your Neighbourhood Officer. They are available to listen, offer advice, and guide you towards the right support. You are not alone - help is available.

If you are worried about your own situation, or concerned about a friend or neighbour, please don't hesitate to get in touch. Early conversations can make a big difference and help prevent situations from becoming more difficult over time. By working together with tenants, support services, and the wider community, we can create positive, lasting change.

Partners and residents join Saffron Housing for successful community action day

Saffron Housing, Great Yarmouth Police and Great Yarmouth Environmental Rangers Team came together last month for a successful community environmental action day in Great Yarmouth as part of Anti-Social Behaviour (ASB) Awareness Week.

The event brought together local partners and residents to help improve the environment around the Old Fire Station and Trafalgar House, while also providing an opportunity to engage directly with residents on issues affecting their community.

Representatives from the organisations met with residents throughout the afternoon, offering advice and information on responsible waste disposal and recycling. The event aimed to promote cleaner, safer neighbourhoods and encourage residents to play an active role in maintaining their local environment.

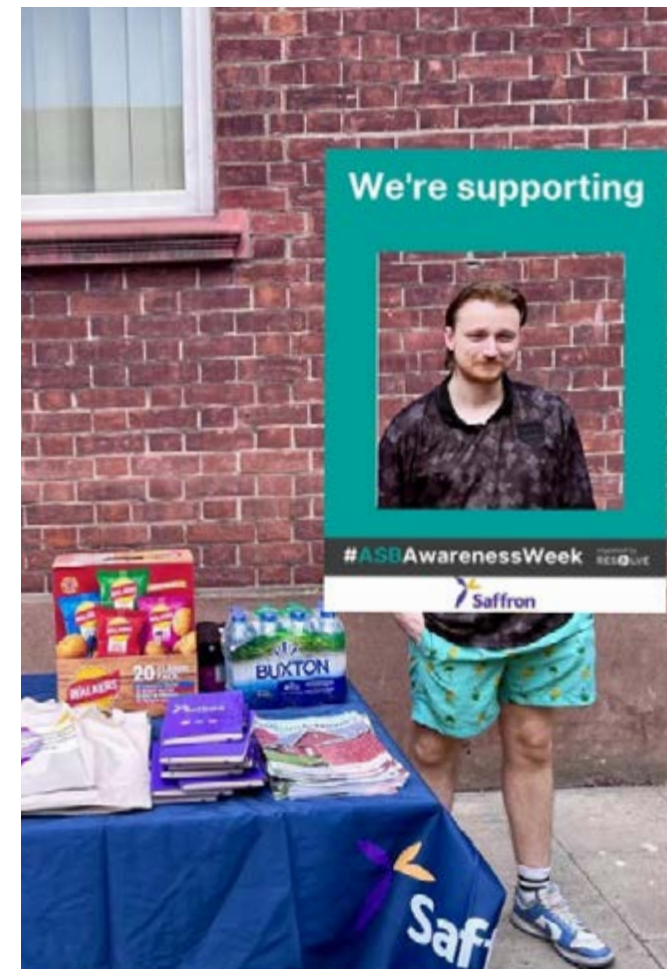
Working alongside our partner agencies, partner company RGM carried out a thorough clearance of waste from the bin storage area, helping to improve the appearance of the site, and address concerns raised by the residents who attended.

Officers from Great Yarmouth Police were also on hand to speak about issues affecting the area, providing advice and listening to concerns about community safety and anti-social behaviour.

Neighbourhood Officer, David Taylor, who attended the event, said: "Thank you to everyone who attended and supported this important event. It was a fantastic opportunity for local organisations and residents to work together to improve the environment and discuss the issues that matter most to the community. By continuing to work in partnership, we can help create cleaner, safer places for everyone."

Head of Housing, Anne Brighton, said: "Brilliant to see residents, partners and local services coming together for a day of action and conversation to understand the issues that matter to the community. The conversations will help to shape our future partnership work and neighbourhood plans."

To find out more about responsible waste disposal and recycling in Great Yarmouth, please visit: great-yarmouth.gov.uk/article/8296/About-waste-management



Saffron Housing

ASB Case Review Observation

Saffron Housing colleagues recently had the opportunity to observe an ASB Case Review, a multi-agency process that gives victims of persistent anti-social behaviour the opportunity to request an independent review of how agencies have responded to their reports.

The observation formed part of our colleagues' professional development, with a view to chairing future reviews. This strengthens our commitment to working in partnership with other agencies to address ASB within our communities.

It highlighted the importance of:

- Independent scrutiny
- Effective partnership working
- Keeping victims at the centre of discussions and decision-making.

Key takeaways from the session included:

- Following ASB policies and procedures consistently
- Communicating clearly and regularly with residents
- Managing expectations regarding available actions and potential outcomes
- Maintaining a strong victim-focused approach throughout the process.

Observing the review reinforced the importance of collaborative working and ensuring that victims feel heard, supported, and involved in the decisions that affect them.

For more information about the ASB Case Review process visit saffronhousing.co.uk/advice-and-support/anti-social-behaviour

Sprowston community litter pick

In June, members of the Neighbourhood Team carried out a litter pick and estate inspection at Woodland Place in Sprowston as part of our ongoing commitment to supporting tenants and keeping the area clean, safe and welcoming.

As well as helping to tidy the area, the team identified opportunities for improvements that could further enhance Woodland Place.

The visit also provided a great opportunity to meet with tenants, listen to any concerns and offer advice and support where needed. These important conversations help us better understand how we can provide support to tenants and make continued improvements to the local area.

Hot weather advice and support

While there are many who enjoy the summer sunshine, the heat can impact us in ways we are not typically used to, and expose us to environmental hazards that put us and our families in danger.

Remember, if you, a family member, or a neighbour are struggling, we are here to support.

Who is at risk of becoming unwell during the hot weather?

Hot weather can affect anyone. But for some people, it can bring health complications, some of which can be serious.

How can I keep cool when it's hot?

There's lots you can do to keep cool:

- avoid the sun when it is strongest, typically between 11am and 3pm. If outdoors, apply high protection sunscreen regularly, wear a wide-brimmed hat and seek shade.
- limit physical activity, or plan physical activity for times of the day when it is cooler, like the early morning or evening.
- avoid hot, closed spaces like stationary cars.
- wear loose, light-coloured clothing. Dark colours and synthetic materials absorb and trap heat.
- stay hydrated throughout the day, not only when thirsty. Limit caffeine and alcohol, which contribute to dehydration.
- spray or sponge your skin with cool water. Cold packs wrapped in a cloth and put under the armpits or on the neck can also help.



Keeping your home cool

Read on for some quick and easy steps to keep your home cool during the hot weather.

- Keep curtains drawn or blinds down during the day.
- Open windows (when it is safe to do so) when the air feels cooler outside, for example at night, to get air flowing through your home. **Important:** Please don't remove or adjust window restrictors in your home.
- Use electric fans if the air temperature is below 35°C, but do not aim the fan directly at your body, or point directly at babies, as this can lead to dehydration.
- Check that your heating is turned off.
- To reduce heat generated inside, turn off lights and electrical equipment that are not in use, and consider cooking at cooler times of the day.
- Move to a cooler part of the house, especially for sleeping, if possible.

Getting help

Please also let us know if you have a health condition, a disability, or personal circumstances which may affect you during the hot weather, and which may be helpful for us to know. We will talk with you to better understand any support needs you may require.

- If you feel that the inside of your home is too hot, especially if you have family members who are at higher risk of becoming unwell, call us on **01508 532000**
- Or email: info@saffronhousing.co.uk
- Alternatively, please speak with your Neighbourhood Officer. If you're unsure as to who this is, please visit our Neighbourhood Officer page: saffronhousing.co.uk/advice-and-support/neighbourhood-officers

Complaints

Listening, acting and rebuilding trust

Recently, a tenant contacted us after the bathroom work they'd requested to support their health and disability needs resulted in changes that had not been agreed, and a breakdown in communication.

Consequently, the tenant felt they had "not been consulted or given any choice" and their needs "were not considered for a second."

What we did

Mark, our Customer Resolutions Officer, took ownership of the case and worked with the tenant to put things right.

This included:

- correcting the bathroom works so the space was accessible again
- completing outstanding repairs
- maintaining regular, proactive communication with the tenant
- agreeing compensation, which the tenant accepted.

Putting things right

The tenant later confirmed the bathroom was "fully accessible... done to a good standard" and "much easier to use."

The feedback shows that, while the outcome mattered, it was how the situation was handled that made the biggest impact.

From the start, the tenant felt their experience had been understood: "I feel that you have been very considerate of the tenant perspective and the impact that this has had on my day-to-day life."

The tenant described the communication as "friendly, professional, frequent, clear and very consistent" and said it felt "very human" – a reminder that tenants experience us as one organisation, not separate teams or systems.

Trust was rebuilt because actions followed words. The tenant said they "didn't have to chase at any point", showing the value of ownership and communication.

This case also highlights the impact one dedicated colleague can have. Mark was specifically thanked for his empathy, clear communication, ownership and respectful approach: "Thank you... your empathy and understanding throughout was fantastic."

Why this matters:

This case demonstrates what drives trust in practice:

- Listening and showing we understand the tenant's situation
- Being clear, consistent and human in our communication
- Delivering on what we say we will do
- Taking ownership so tenants don't have to chase.

A well-handled complaint can rebuild trust, even when the original experience has been difficult. When we get things right, even difficult experiences can become "a fantastic step in rebuilding trust."

To learn more about the complaints process at Saffron Housing, including how to make a complaint, please visit: saffronhousing.co.uk/contact-us/make-a-complaint



A helping hand can make a huge difference

Welcome to your tenant support and wellbeing service



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.



Counselling

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**

Issues covered

Your Life & Progress TSWS can gather information and offer support on a wide range of work, family and personal issues, including but not limited to:

- Health and wellbeing information
- Mental health and wellbeing
- Relationships
- Family matters
- Managing debt
- Workplace issues
- Your rights as a consumer
- and much more...



The right help at the right time

The 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.



Tackling stress & anxiety



Parental Challenges



Health & wellbeing advice



Around-the-clock support



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.

Call us today in confidence

Freephone 0330 094 5593

www.tsws-access.co.uk
Username: **saffronhousingtrust**
Password: **tenantsupport**

Listening first

How your feedback is shaping the tenant portal

In June, we ran a successful tenant feedback session for the new tenant portal design – an important milestone in what has been a collaborative journey at every stage of the project.

What made this latest session particularly rewarding was the opportunity to clearly demonstrate how your ideas have come to life. We were able to demonstrate:

- What you originally told us through research and feedback
- How your insights directly influenced our design approach
- How your needs have translated into the structure, screens, and language of the portal
- Where we're still working through more complex challenges behind the scenes – setting realistic expectations and outlining how we'll continue to deliver as each stage progresses.

The session was positively received, and we are excited about the momentum building around the project so far!

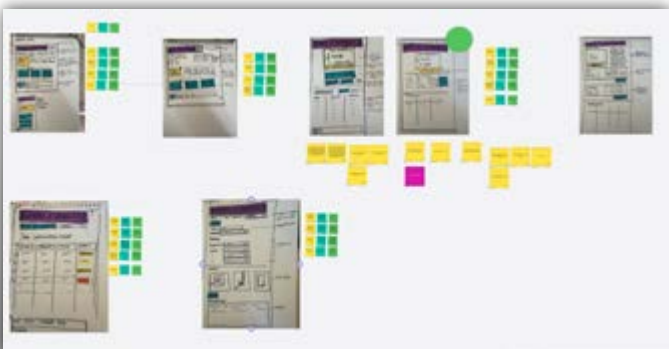
Key areas of focus

From the beginning, we've concentrated on making meaningful improvements that reflect what you need on day-to-day basis.

Our main priorities include:

- Simplifying the overall structure to make navigation more intuitive
- Reducing clutter and removing jargon to improve clarity
- Shifting the look and feel away from internal business software toward a more modern, app-like experience
- Improving accessibility throughout to ensure inclusivity
- Making key information clearer and easier to find.

These changes are already beginning to reshape how the portal feels to use – making it more approachable, efficient, and less overwhelming.

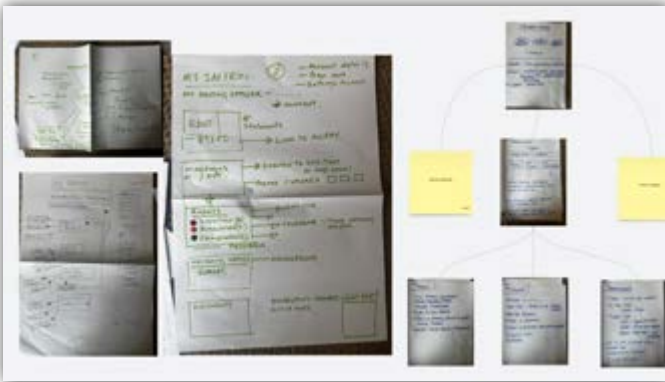


What tenants are saying

The most encouraging outcome from the session was the overwhelmingly positive feedback from you! Your responses highlighted not just functional improvements, but also an emotional shift in what the portal means to you:

- “Clean”
- “Easy to follow”
- “Less stressful”
- “Intuitive”
- “Way better than I expected at this stage”

While it's still early days, this level of feedback confirms we're heading in the right direction.



A collaborative process

Perhaps most importantly, the session reinforced that this is not just a design exercise, it's a genuinely collaborative process. You have recognised that your input has been taken seriously and translated into real improvements.

One comment stood out and perfectly captures the spirit of the work:

“I think it's the fact that you listen to the people talk, rather than forcing a Saffron version of reality on us – you've actually listened to what we need and what we want and built it accordingly.”

That sentiment is exactly what we set out to achieve.

Involving the tenant group throughout the design and development process isn't just helpful, it's transformative. By embedding tenant insight at every stage, we're creating something that genuinely meets your needs, rather than making assumptions on your behalf.

The progress so far is something to be proud of, but more importantly, it's a strong foundation for what comes next.

The Saffron Tenant Portal has lots of benefits which you can access 24/7. From paying your rent to viewing your balance and transaction history, to keeping on track with your responsive repairs, the portal is a quick and easy way to find out important information and carry out tasks relating to your tenancy.

To access the Saffron Tenant Portal, please visit saffron.powerappsportals.com



Social Tenant Access to Information Requirements (STAIRs)

The UK Government and Regulator of Social Housing has introduced a new standard called the Social Tenant Access to Information Requirements (STAIRs).

This statutory requirement is designed to give social housing tenants better access to information about how their homes and housing services are managed. The aim is to improve openness, transparency and understanding across the social housing sector.

When are the changes happening?

The new requirements will be introduced in 2 stages:

From 1st October 2026

We must publish key information about our organisation and services, so it is easy for you to find and access.

From 1st April 2027

You will have a legal right to request certain information from us. We will be required to respond within set timescales.

What information will be available?

The information is grouped into 7 categories:

Governance and Decision-Making

How Saffron Housing is run, including information about our leadership, policies and decision-making processes.

Spending

How we manage and spend money, including grants, service charges and other financial information.

Housing Stock Management

How we maintain and invest in our homes, including repairs, safety checks and improvement programmes.

Performance

Information that shows how we are performing as a landlord and how well we are delivering services.

Housing Services

Details about the services we provide to you.

Lists and Registers

Important organisational lists and registers relating to the management of social housing.

Social Housing Management

Information about how our service is organised, managed and delivered.

Where can I find this information?

All published STAIRs information will be available on our website's dedicated STAIRs webpage.

If you do not have access to the internet, or need information in a different format, please contact us and we will be happy to help provide the information.

Looking ahead

Before April 2027, we will provide more information about:

- How to submit a STAIRs information request
- How requests will be managed and reviewed
- How to raise concerns or appeal a decision if you are unhappy with the outcome.

We are committed to being open and transparent, and these new requirements will help you access information about the services you receive.

TOWER CLOSE COMMUNITY ACTION DAY

WORKING TOGETHER TO MAKE TOWER CLOSE
CLEANER, SAFER AND STRONGER

COMMUNITY LITTER PICK

SKIPS AVAILABLE FOR HOUSEHOLD WASTE
DISPOSAL

FREE REFRESHMENTS &
ACTIVITIES FOR CHILDREN

MEET LOCAL SUPPORT SERVICES AND
PARTNER ORGANISATIONS

EVENT DETAILS:

FRIDAY 7TH AUGUST
9AM – 2PM

TOWER CLOSE
COSTESSEY



How to contact us

✉ info@saffronhousing.co.uk

☎ 01508 532000

24 hours a day, 7 days a week

For more information

🌐 saffronhousing.co.uk

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

📘 [saffronhousing](https://www.facebook.com/saffronhousing)

Our address

Saffron Housing Trust

Saffron Barn

Swan Lane

Long Stratton

Norfolk

NR15 2XP

Saffron Tenant Portal

To access your Saffron Tenant Portal, please visit

saffron.powerappsportals.com

Accessibility

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**.