



August 2024

Saffron E-News

The magazine for Saffron tenants

**Win up to £75
in the Saffron
Community
Member Prize
Draw.**

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'Over to You'
The column written
by tenants for
tenants**

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Welcome to Saffron E-News

Welcome to the August edition of Saffron E-News. We are delighted to announce our first-ever article written by Swallowtail tenant, John Froggat, in our brand-new column, ‘Over to You’ on page 6. If you are interested in writing an article for Saffron News, please get in touch using the email address on page 6. This is a great opportunity to have your say on issues and share news that you think other tenants will enjoy reading about, so please do contribute.

On page 4, we announce the refurbishment of Clare House in Diss: 26 self-contained flats open to vulnerable individuals and families in need of longer-term accommodation. The temporary housing scheme will soon open its doors to South Norfolk families facing homelessness, thanks to the positive partnership working between South Norfolk Council and Saffron.

Now is the time to become a Saffron Community Member – we are currently offering members the chance to win £75, £50 and £25 in the Saffron Community Member Prize Draw. Turn to page 9 to find out how you can get involved and make a positive difference to other tenants’ lives.

On page 17 we discuss the importance of understanding ‘invisible’ disabilities, with a special focus on autism awareness, in particular ‘sensory overload’. We welcome ideas to enhance communication accessibility for all tenants and look forward to hearing your suggestions.

We are committed to looking at ways to improve our services. If there is anything you wish to raise with us about the quality of your home, the service



James Francis, CEO

you are receiving from Saffron or support we might be able to provide, please email info@saffronhousing.co.uk or call 01508 532000. Wishing you all the very best.

James

Above photograph: James Francis is photographed with Saffron tenant Irma at her 90th birthday celebration in June at Barley Court.

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

August 26th

Summer Bank Holiday



September 5th

International Day of Charity



September 10th

Suicide Prevention Day



Partnership creates much needed housing for South Norfolk



A new temporary housing scheme will soon open its doors to South Norfolk families facing homelessness, thanks to the positive partnership working between South Norfolk Council and Saffron.

The refurbishment of Clare House in Diss will see 26 self-contained flats open to vulnerable individuals and families in need of longer-term accommodation, in a bid to tackle the 100-strong waiting list for long-term housing.

Our CEO James Francis says: “We are extremely proud to have been working alongside South Norfolk Council to meet the increasing need for temporary housing in the area.

“Clare house has a proud community legacy and we are thrilled to have transferred the property to South Norfolk in a venture that will tackle temporary accommodation needs, and enable Saffron to invest even more in new and existing homes that will benefit the local community, and address long-term housing need.

“We hope to continue working alongside South Norfolk Council on more projects like this in the future, as partnership working is key to meeting the acute housing need for the local area.”

There are currently over 100 Norfolk households in emergency accommodation, which is not sustainable long-term to meet the needs of individuals and families. The soaring cost of temporary accommodation facing councils across the UK is well publicised, but it can be tackled by this type of partnership working.

Trevor Holden, Managing Director of Broadland District and South Norfolk Councils, says: “The opening of Clare House is a real example of what you can do working in partnership with people you trust to deliver fantastic outcomes for our communities, when they need them the most.

“Clare House will absolutely help us with our temporary accommodation needs, but it’s much, much bigger than that. It’s a symbol of our fantastic partnership with Saffron where we are focused on making a real difference to the lives of the people we serve.

“The scheme will offer a safe space and ongoing support from housing officers to help residents get back on their feet.”

NEED ADVICE?

Tenants can seek advice by calling **01508 532000** or emailing 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.



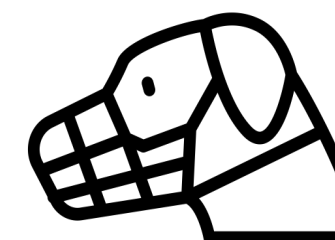
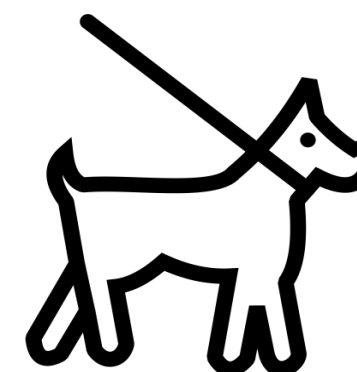
WEBCHAT

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 above.

Polite Notice

Tenants are kindly reminded that pets must remain under control when Saffron representatives visit their home. To ensure appropriate Health and Safety we request that dogs are kept away from the area where our team may be carrying out repairs or inspections.





'Over to You!' The column written by tenants *for* tenants

There's a lot more to living at Swallowtail Place here in Acle that meets the eye.

There have been various activities ranging from visits to garden centres, quizzes, a twenty piece ukulele band (turned out nice hasn't it!) regular domino games, a selection of arty crafty things (no offence intended) with knitting and sewing and a short church service held monthly in the games room. There is no obligation to attend and what's even better they're all free! What's on can be discovered by looking at the television screen in the main entrance, or looking at the monthly diary which is put through your letterbox.

There is a small residents committee led valiantly by Violet and I am sure they would welcome suggestions for future events. Please do feel you can get involved so do volunteer yourself.

As independent living we are free to stay and go as we please. You don't have to be in by 7 o'clock but do remember your key fob as it could be a long night say on the park bench! There are also different activities close nearby on our doorstep. The Acle sports and social club is just around the corner where you can, depending on the time of

year, watch football, cricket or bowls live. There's a licensed bar and bar snacks available for when you don't want to cook or the Norfolk sun is beating down relentlessly.

Every Tuesday between 9.20 and 2pm there is the Acle Voluntary Association which uses the church hall opposite to meet for friendship, quizzes, a lot of jigsaw puzzles and (a roll of drums please) a two course home cooked meal. It's independent of the events at Swallowtail and there is transport and assistance available if you wish. They do make a charge which is currently £19 per session. If you're interested call Wendy on 07879 025773, who will make you very welcome.

But don't forget Tracey and her staff who run the excellent Swallowtail Bistro. The food is varied and cooked to order so it's lovely and fresh. And no I am not on commission!

So to conclude please join in and enjoy all the facilities here and around Swallowtail Place; it is after all your home.

Very best wishes,
John Froggatt



Left: Swallowtail Place; the view from John's balcony.

Construction begins for affordable housing in Great Moulton

In May we started the construction of an affordable housing development in Great Moulton.

The site, off Heather Way, will feature 7 properties in a mix of 1 bedroom houses (2), 2 bedroom houses (2), 2 bedroom bungalows (2), and a 3 bedroom house. All homes will achieve the highest energy performance rating of A and will have Air Source Heat Pumps and solar PV panels.

The homes will be built by Abode Construction and the development is due for completion by March 2025. Joe Bootman, Head of Land and Planning, said: "We are delighted to be developing these highly energy efficient homes with the assistance of our partners Abode Construction and South Norfolk Council.

"Affordable housing is an essential component

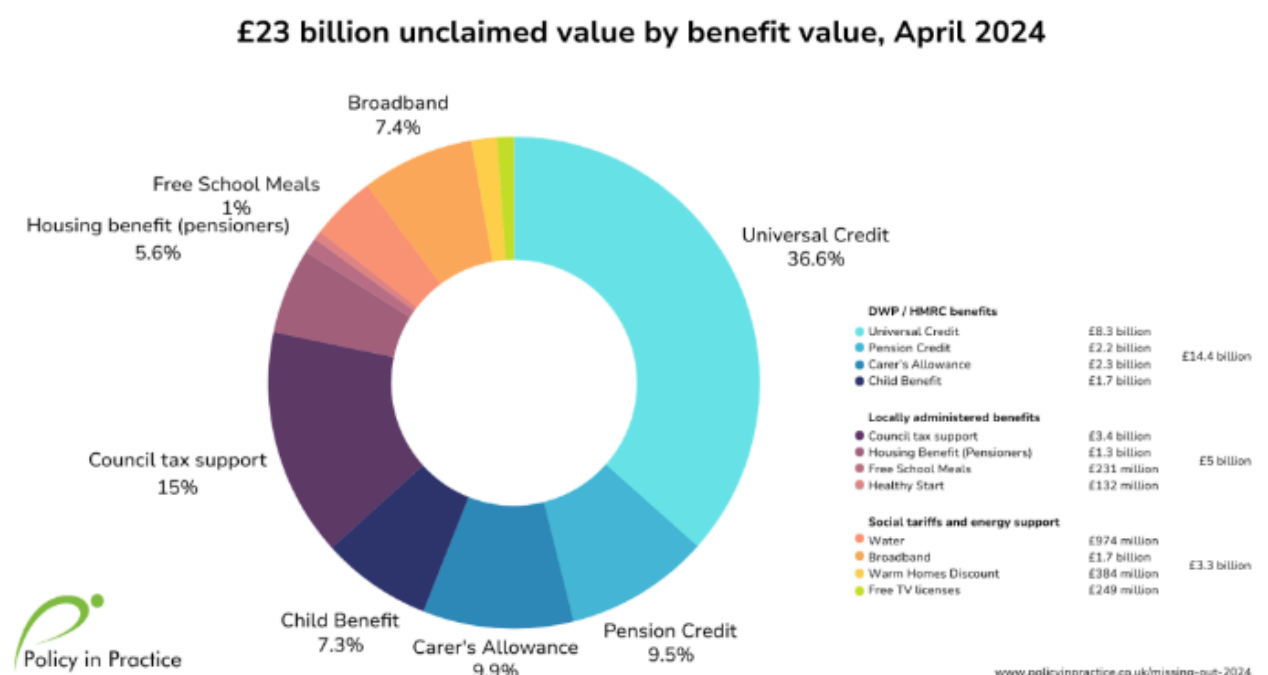
in sustaining our rural communities and these new homes will provide a comfortable, low-cost place for people from Great Moulton, or with a connection to the parish, to live."



Extra help with living costs

Could you be missing out on unclaimed benefits? A new report: 'Missing out 2024 - Policy in Practice' finds the total amount of unclaimed income-related benefits and social tariffs is now £22.7 billion a year. Follow the link to our website below, where you can calculate if you may be missing out. Here, you can also find details of funds and workshops designed to provide help with living costs.

<https://www.saffronhousing.co.uk/advice-and-support/extra-help-with-living-costs/>





Trowse resident's centenary celebration

Congratulations to Mrs Suzy Carter for reaching her 100th birthday on 4th June! Suzy (pictured left) celebrated her birthday at home - Saffron Housing Trust's The Dell in Trowse - surrounded by her family and friends. We were delighted to join in celebrating Suzy's centenary and hear some wonderful stories of her life from the birthday girl herself. Many happy returns, Suzy!



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



Becoming a member of our Tenant Groups



Saffron Community Member Prize Draw



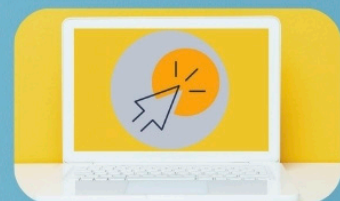
We are celebrating two years of Saffron Community Membership with a prize draw of a

£75, £50 and £25 gift voucher

To find out more and to sign up to be a Saffron Community Member use the link below before the 15th September for your chance to win.

<https://www.saffronhousing.co.uk/get-involved/be-a-saffron-community-member/>

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/

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.



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.

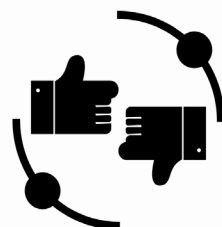
The table below contains some of your comments and the actions we have taken as a result. We always welcome your feedback, so if you would like to get in touch, please fill out the feedback form on the 'Contact Us' page on our website by visiting www.saffronhousing.co.uk.

You said...

...We did

"You did not like the term 'customer' in the title of our Chief Customer Officer"

We changed the title to 'Chief Tenant Officer.



"You suggested ways to capture tenant feedback following work carried out by Saffron internal labour teams and external contractors"

The Service Delivery Officer is now capturing real time tenant feedback.



Recently changed your contact details? Update them here.

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 and postal address. If you've recently moved, or changed any other of your contact 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](#).



Help shape the future

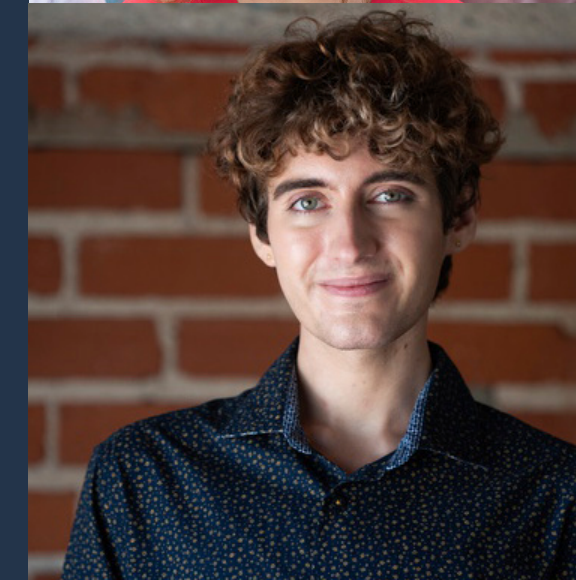
Saffron has engaged with In-house Research to collect your feedback across a range of services provided by us.

In-house Research may contact you by phone or email to take part in a short survey about a recent experience.

Calls will be come from:
01508 408778

Emails will be from:
saffron@feedback.inhousereseach.uk

You may opt-out of these communications at any time.



Don't let **near misses** go unreported

Examples of near misses may include

Poor lighting in communal areas

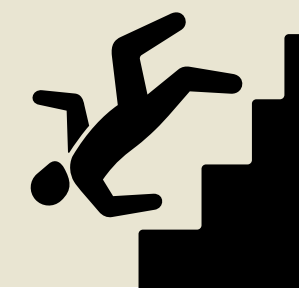
Damaged or scorched electrical sockets

Faulty stair treads



If you've suffered a near-miss in your home, let us know. Reporting is easy, and can be done through your Neighbourhood Officer, Wellbeing Coordinator, or by contacting us using the details below.

info@saffronhousing.co.uk
01508 532000





What is domestic abuse?

Domestic abuse means an incident, or pattern of incidents of violence or abuse, by someone who is or has been an intimate partner or family member, regardless of gender or sexuality.

Sign of domestic abuse

Unexplained or unusual bruising or injuries.
One person always talking over the other or answering for them.
Are you called out to the property to carry out a repair such as broken windows, smashed in doors – is this something you have had to do on various occasions – were the explanations plausible?
Does one customer seem to hold the purse strings? This could be a sign of financial control.



How can Saffron support you?

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. Our Neighbourhood Officers have all completed specialist domestic abuse training and can help refer you to domestic abuse services.



How to report domestic abuse

If you think you are suffering from domestic abuse, or if you would like to report it on behalf of someone you believe is experiencing domestic abuse, you can report concerns of abuse using our Domestic Abuse Reporting Form, link on the right.

All crimes must be reported through to the police to investigate. Always call 999 if someone is at risk of immediate harm; your call will be transferred to Police who will know it's an emergency.



What will happen once we receive a report of domestic abuse?

Once your report has been received, a trained member of staff will be in touch within 1 working day. We will assess your current situation and create an action plan with you. To make sure you get the right support we may work with other agencies such as Women's Aid, Refuge, Victim Support, the police and local authorities. Where appropriate, we may also refer to a Multi-Agency Risk Assessment Conference (MARAC).



Safety equipment

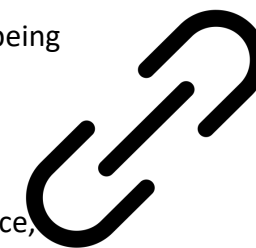
Our Neighbourhood Team offer free safety equipment to survivors of domestic abuse to use in their homes. The equipment is there to help enhance your safety and give you peace of mind. It includes:

- Door handle alarms
- Window alert alarms
- Door braces



Useful links

- Through Life & Progress, we offer a Tenant Support and Wellbeing Service for tenants. It is a free, completely confidential independent service, giving tenants 24/7 access to professional and confidential telephone counselling, advice and support.
- For more information about the Tenant Support & Wellbeing Service, click here or call 0330 094 5593.
- Or you can click **here** to visit their website and log in with the following details:
 - Username: saffronhousingtrust
 - Password: tenantsupport



Norfolk Integrated Domestic Abuse Service (NIDAS)

Website: www.nidasnorfolk.co.uk Phone: 0300 561 0555
Email: referrals@nidasnorfolk.co.uk
Opening hours: Weekdays: 9am - 6:30pm Weekends: 9am - 3pm
Out of hours: 0808 2000 247

Domestic Abuse Reporting Form

www.saffronhousing.co.uk/advice-and-support/domestic-abuse/domestic-abuse-form/

Repair Responsibilities & Response Times

The responsibility for looking after your home is a joint one. We are responsible for most repairs, but you are also responsible for some.

We are responsible for:

- Maintaining the structure and exterior of your home.
- Your home's main services.
- Communal areas.

Generally, you are responsible for:

- Decorating the inside of your home.
- Keeping the inside and outside of your home clean.
- Fixing damage caused by members of your family and visitors.
- Some minor repairs.

We ask that you:

- Report faults and repairs as soon as you notice them.
- Make sure you keep appointments to allow our staff access to carry out repairs, servicing, and maintenance work.
- Pay for any deliberate damage or repairs due to neglect.
- Get permission from us before starting any improvements or alterations to your home. Please see the Help Sheet **'Tenants Own Improvements'**
- Maintain your own appliances such as cookers or portable heaters, and repair any improvements you have made, such as showers.
- Replace locks if you lose your keys.
- Replace light bulbs and fuses.
- Leave your property free from rubbish and in a clean and tidy condition when you end your tenancy.
- Take reasonable precautions to prevent damage by fire, water, or vandalism.
- Insure your possessions, like carpets and electrical goods to cover fire, flood or theft.



How quickly will you carry out my repair?

The priority we give your repair will depend on how urgent it is. We give each job a priority target which decides how long it should take to complete:

Contact us:

- Emergencies: 24 hours.
- Urgent repairs: 5 working days.
- Routine repairs: 20 working days.
- Other maintenance: 6 months.

What is an emergency repair?

Emergencies are repairs that are dangerous and need to be fixed straight away, such as:

- Total loss of power.
- Severe storm damage.
- Blocked sewers.
- Securing the property.
- Flooding, including major plumbing faults.
- Total loss of heating: at certain times of year and for vulnerable tenants (temporary heating may be supplied).

We will come out within 24 hours to make your home safe. If the repair cannot be completed at that time, we will tell you what else needs to be done and make an appointment with you as soon as possible to complete the works.

What should I do if I have an emergency repair out of office hours?

When we attend an out of hours emergency, we will only carry out essential work to stop the situation from becoming worse, such as turning off a faulty appliance and making it safe. Any repair work will not normally be possible until the following working day. For out of hours emergencies – on a working day before 8:45am and after 5:00pm (4:15pm on a Friday) – please call 01508 532000. The service also operates throughout weekends and during national and bank holidays.

Our target response times for repairs

Saffron are responsible for the following within 24 hours:

- Necessary repair to reinstate where there is a total loss of electric power.
- Total or partial loss of heating or hot water between 1st November and 31st March (Autumn/Winter).
- Unsafe power or lighting socket or electrical fitting.
- Necessary repair to reinstate total loss of water supply.
- Total or partial loss of gas supply.
- Blocked flue to open fire or boiler.
- Blocked or leaking foul drain, soil stack or toilet pan where there is no other working toilet in the dwelling (other than misuse by tenant).
- Toilet not flushing (where there is no other working toilet in the dwelling).
- Main water tap which cannot be turned (other than renew washer).
- Internal leaking from water or heating pipe, tank or cistern.
- Insecure external window, door or lock on ground floor.
- Loose or detached banister or handrail not caused by tenant neglect.
- Rotten timber flooring or stair tread (making safe).
- Lock changes (Saffron will recharge you if it is necessary to gain access due to lost keys).

Accessibility and Saffron Housing Trust

Saffron are responsible for the following within 5 working days:

- Total or partial loss of heating or hot water between 1st April and 31st October (Spring/Summer).
- Blocked sink, bath, or basin (other than misuse by tenant).
- Tap which cannot be turned (other than renew washer).
- Door entry phone not working.
- Mechanical extractor fan in internal kitchen or bathroom not working.
- Faulty light switch.
- Faulty socket.

Saffron are responsible for the following within 20 working days:

- Gutters and external pipes.
- Communal hallways, steps or other means of access.
- Replacing internal door latches and handles.
- Garages and outbuildings that exist at the start of your tenancy or are later put up by us.
- Re-washing dripping taps (sinks, baths and basins).
- Replacing tiles around baths, basins, sinks and kitchen units.
- Common entrances, halls, stairways, passageways and door-entry systems.
- Play, parking, storage and any other external common areas.


Saffron are responsible for the following within 6 months:


- Replacing washing lines, posts and rotary driers in communal areas only.
- Gates and fencing that backs on to communal areas (e.g. car parks) or public spaces (e.g. public alleyways).

Tenant responsibilities:

- Plumbing-in of washing machines and dishwashers, including extra pipework.
- Replacing light bulbs and fluorescent tubes.
- Replacing fuses and resetting circuit breakers.
- Replacing lost keys.
- Repairing minor damage to plaster and decorative defects.
- Replacing door chains.
- Adjusting doors where new carpets are fitted.
- TV aerials.
- Removing own carpets/ floor coverings to enable other repairs.
- Any equipment, fixtures, fittings or appliances installed or replaced by you.

Contact us:

 01508 532000

 info@saffronhousing.co.uk

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.

In 2023, Saffron teamed up with leading disability academic and advocate - Dr Katherine Deane, from University of East Anglia (UEA), in a bid to improve accessibility in all communications for tenants.

The research programme was designed together with Dr Deane, and we made sure that we reached out to a broad range of tenants and stakeholders. Although only a small group took part in the research - three tenants, two carers and one colleague - we reviewed their feedback against patterns we had seen in our tenant contact and complaints.

Dr Deane was also provided with access to this data to help her identify the main challenges we faced and determine the steps we needed to take to improve the tenant experience for those with accessibility needs.

James Francis, CEO, explains the importance of moving quickly with the recommendations: "We knew that we could address some of the challenges raised immediately and we set about improving things at the same time as starting to explore the longer-term challenges such as technology improvements. For example, we manually identified access needs across the whole of our tenant community and established an access needs database that we are now using when we communicate with tenants. This has enabled us to use a much wider range of communication methods and adaptations, such as audio, large print and screen reader sensitive captions and layout."

As well as tenants' physical accessibility needs, it is important that Saffron continues to address those with 'hidden' accessibility needs such as learning disabilities, auditory disorders, and autism spectrum disorders. Wreningham Tenant, Mark, recently raised some important points with regards to his own difficulties with sensory overload, a significant facet of his autism. Explains Mark, "sensory overload is when your five senses—light, sound, taste, touch, and smell—take in

more information that your brain can process. Overwhelmed by all the input, the brain responds as it would to a life-threatening situation and enters fight, flight, or freeze mode. This causes mental health to decline, depression and anxiety to worsen, brought on from living in a very noisy, chaotic, overwhelming world where neurotypicals thrive."

We know that we still have work to do to improve communications accessibility, and we welcome ideas to improve communication accessibility for all disabilities. You can reach out to us by calling **01508 532000** or by emailing info@saffronhousing.co.uk.

Website accessibility is a priority as we work to improve the accessibility of all communications. This means we want to make sure our website is readable and understandable by all. To do this, we have a range of tools available to support you if you have additional physical and non-physical needs. The Accessibility tool (pictured below) can be found by clicking the Accessibility button at the top of our website. Clicking on each icon offers a different area of support.



If you find any problems on our website or think we are not meeting accessibility requirements, contact us on: 01508 532000, or email: info@saffronhousing.co.uk and ask to speak to the Communications Team. If you need information on our website in a different format such as an accessible PDF or braille, email info@saffronhousing.co.uk or call 01508 532000 and we will come back to you within 10 working days.

We 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.

For more information about autism, please visit the National Autistic Society [National Autistic Society](http://autism.org.uk) (autism.org.uk).

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

OR

Wymondham

Steps Community
Food Shop
Ayton Road
Wymondham
NR18 0QJ

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

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

Call, text or WhatsApp

Mike
07704 303194



or

Drop in for a chat

Find solutions

Plan your spending

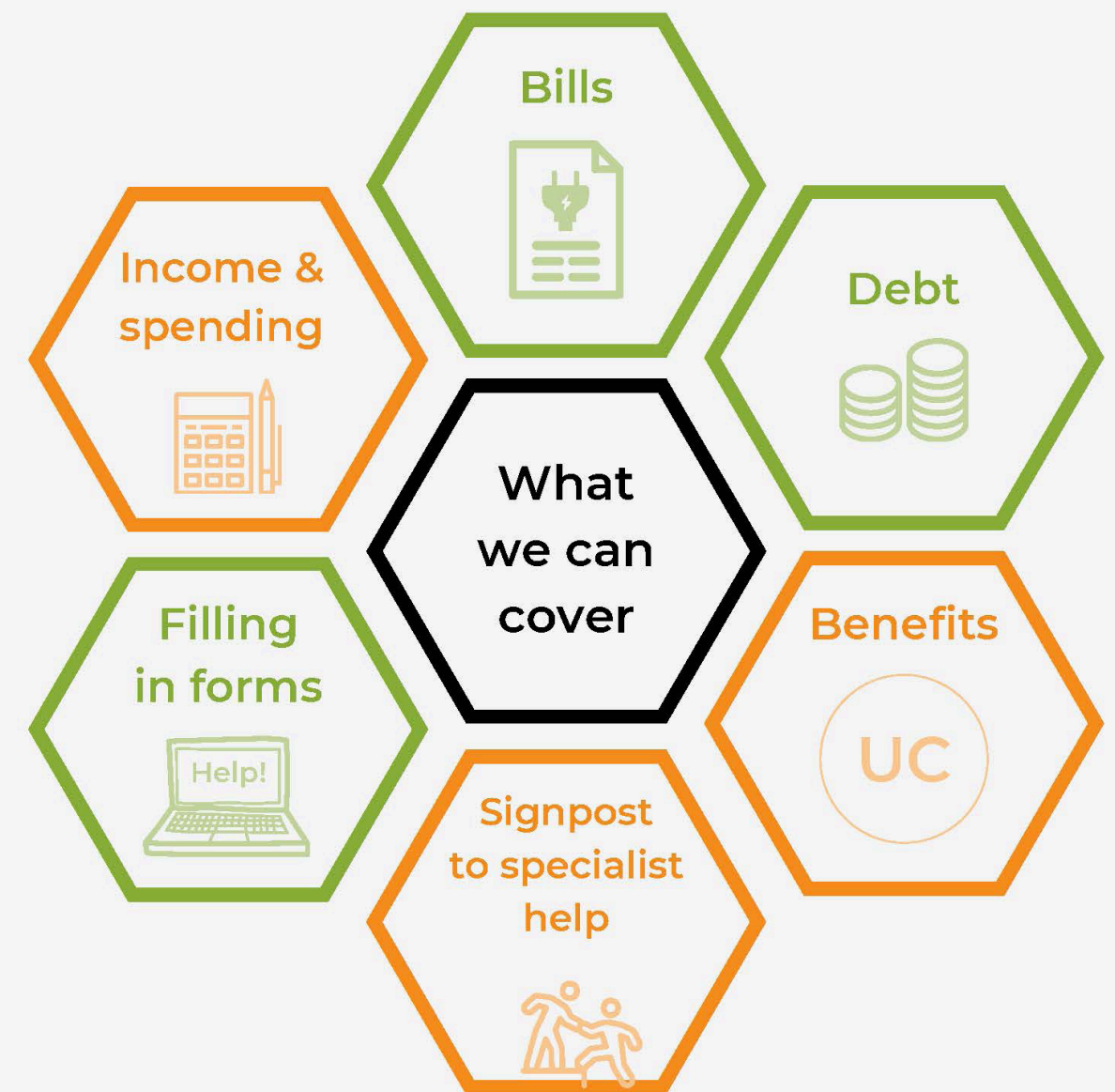
Plan your next steps

**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



info@saffronhousing.co.uk



www.saffronhousing.co.uk



Saffron Housing Trust



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



[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.