



March 2026

Saffron E-News

The magazine for Saffron tenants and residents



COLTISHALL DEVELOPMENT

10 high-quality, affordable homes open their doors to individuals and families in housing need



News



Advice



Information



Events

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Welcome to Saffron E-News



James Francis, CEO

Welcome to the spring edition of Saffron E-News. We're pleased to bring you our latest updates, tips, developments and stories from across our Saffron community.

In this issue, we take a look at fire safety, especially for those living in spaces with shared communal access. Please take time to read through this information, which you can find on pages 6-7. It can help protect the lives of you and your family, prevent injuries, and minimise property damage to your home.

You can also read about our updated Tenant Alterations Policy. Over the last few months, we've been working with you to develop an updated version of this Policy, aimed at making home improvements possible. We want you to feel able to personalise your living space while ensuring that alterations remain safe,

sustainable, and well managed.

The updated Tenant Alterations Policy reflects a new way of working here at Saffron - focusing on practical solutions and open communication. You can find out more on page 5.

If you feel you can make a difference to your community, we have an exciting opportunity for a Saffron tenant to join the Saffron Housing Trust Board. The Board includes 3 positions for tenants, service users or people with lived experience. We know how important it is for someone with direct, first-hand experience of everyday life in a Saffron home to bring their insight and ideas to the table. Turn to page 15 for more information, and to apply.

On page 17, we're delighted to share Agata's story. Read how life for Agata and her family improved thanks to recent works carried out in her home. From heat pump installation, radiator replacement, to insulation and window replacements, Agata shares her experiences. A big thank you to Agata for sharing her feedback and how we've been able to make a real difference. Turn to page 17 to read her story.

As always, we welcome your feedback and suggestions. Please get in touch through our contact details provided on the last page. Your ideas, suggestions, and input helps us grow and improve, ensuring that Saffron continues to be a place that feels like home for everyone.

Thank you for being a valued member of our community.

Wishing you all the very best,

James



The Tenant Support & Wellbeing Service is run by Life & Progress. Specialist advisors are available to talk to and support you. Turn to page 17 to find out how to get in touch.

Key dates and keeping you 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

April 2nd

Autism Awareness Day



June 5th

World Environment Day



June 15th

International Day of Families



Tenant Alterations Policy: 6 months of positive change

Since March 2025, we have been working closely with you to create an updated Tenant Alterations Policy to help make home improvements possible, enabling you to personalise your home, while making sure that alterations are safe, sustainable, and well-managed.

The new policy has seen us adopt a way of working that focuses on practical solutions and open communication. We encourage and support exploration of safe, compliant, and workable alteration options, focusing on finding solutions. If circumstances dictate we are unable to find a solution, we'll always explain why.

We now welcome a wide range of requests, working proactively with you to help make home improvements possible wherever it's safe and appropriate to do so. Our supportive, tenant focused approach now includes:

- Welcoming a wider range of requests—from conservatories and ponds to cat flaps and EV chargers.
- Holding weekly collaboration meetings with our Asset and Land Teams.
- Speaking directly with you to understand your needs and help you navigate the process.
- Finding practical ways to overcome challenges that would previously have resulted in a declined application.

Lindsay, a member of Saffron Tenant Group who worked on the policy, commented: "Seeing the results of the work to change the alterations and permissions teams process has been so exciting.

"Changing a culture in an organisation is very challenging, however, I feel like there is genuine enthusiasm from Saffron management about this new approach to working with tenants.

"Continuing in this way is set to make a real impact to the tenant experience at Saffron. What would have been a flat 'no' response in the past is now



"we hear you, we may not be able to do it that way but let's work together to see how we can make this work for you".

'Saffron is finally starting to try and work with the tenants' perspective at the heart of its approach, and I can see a possibility of a much brighter tenant experience for the future if we keep working with Saffron in this way."

What's improved so far:

- More approved applications
- Better support and guidance
- Increased engagement with tenants
- Working directly and collaborating with tenants

What we're focusing on next:

The development of this report has highlighted areas for service improvement, especially around logging and reporting information, and transparency. Our ongoing focus includes:

- Improved logging and reporting systems
- Ensuring all tenants are aware of the policy and how to access it so you understand how we can best support you
- Encouraging you to seek advice before starting any works, avoiding delays or complications.

The updated Tenant Alterations Policy represents a positive cultural shift within Saffron. By focusing on practical solutions, we're helping you feel more supported—and more at home. We're now concentrating on finding solutions and supporting you to personalise your homes safely and responsibly.

Together, we're building a service that reflects our values of partnership, empowerment and trust.

Success stories from the last 6 months



• Creative solution for a cat flap

Front door cat flaps aren't usually permitted, but after discussing alternatives, the tenant found a safe option: replacing a windowpane with one that incorporated a cat flap. The Asset Team agreed, and the installation went ahead—one happy tenant, one very happy cat!

• EV charging made possible

Despite a public footpath between the home and parking space, the team helped the tenant explore alternatives. A resubmitted application for a "charge gully" met all requirements and was approved.



• Conservatory requests approved

A tenant faced several hurdles, including drainage and electrical considerations. By working together with the Property Team and installer, solutions were identified—and the conservatory was approved.

Damp and mould

Damp or mould issues in your home can affect your health, your comfort, and how you feel in and about your home. That's why we treat it seriously and act quickly when something's not right.

Damp and mould can occur in many different forms and for many different reasons. If you notice any signs of damp or mould, please contact us straight away, especially if the problem is getting worse or affecting your health. We'll always treat this as a priority.

How to report damp and mould

As soon as you notice damp or mould, please let us know by phone or email.

Call us on **01508 532000**.

Or you can email us:



healthyhomes@saffronhousing.co.uk

Please note: emails are monitored Monday–Thursday, 8:45 AM–5:00 PM and Friday, 8:45 AM–4:15 PM. In the event of an emergency, please call **01508 532000**.

What happens next?

When you report a damp or mould issue, we'll assess the severity and offer clear advice on what can be done next. If you're able to send us photos when you report the problem, that really helps us understand the issue more quickly.

We will treat cases of significant damp or mould, or any health-related concerns, as urgent repairs. You don't need to wait until it gets worse. Get in touch and we'll work with you to put it right.

We'll then work with you to resolve the issue and may request photographs of the affected areas. If we need to inspect the area to get more information, we may also arrange an appointment with you. We will also explain and agree any work that we may need to do, or actions that you can take, to resolve the damp or mould problem.





FIRE SAFETY

Living in a place with shared communal access?

It's important to be aware of these fire safety guidelines!

Fire safety at home is crucial for protecting lives, preventing injuries, and minimising property damage. Small fires can escalate quickly, so understanding risks and taking appropriate precautions is important. With the right knowledge and preparation, fire risks can be significantly reduced for you and your family.

This information is issued in line with the Fire Safety (England) Regulations 2022 and applies to all Saffron buildings with shared communal access.

You can contact us directly (see over the page) should you have any concerns over fire safety within or around your home. Each property this relates to will be subject to periodic fire risk assessments which will be shared with you once completed, along with other fire safety information. Please read this information carefully and keep for future reference.



What to do if there is a fire in your flat:

- Alert all occupants inside
- Leave the flat immediately if it's safe to do so
- Close the doors behind you
- Raise the alarm by calling 999
- Do not use the lifts
- Go to a place of safety outside the building.

What to do if you can't leave your flat:

- Stay in the room furthest from the fire
- Close all doors
- Place damp towels, bedding or similar along gaps around the doors
- Go to a window and try and signal for help.

When calling the Fire Service, tell them:

- The full address of the building
- Which flat the fire is in (if known)
- Whether anyone is trapped or needs assistance. (Stay on the line in case more information is needed.)



Fire Evacuation Strategy – STAY PUT

All Saffron flat blocks and specialised housing schemes operate a STAY PUT fire evacuation policy. Each flat is designed to contain fires and prevent spreading. If a fire occurs in another flat or a communal area, and you are not affected by smoke or heat, you should remain inside your flat.

This means:

If a fire occurs in another flat or a communal area, and you are not affected by smoke or heat, you should:

- Remain inside your flat
- Flats are designed to resist fire and smoke for a

significant period, usually at least 60 minutes.

- The Fire and Rescue Service will attend and manage the incident.

Only leave your flat if:

- Fire, smoke, or heat is affecting you, or you are instructed to evacuate by the Fire Service
- The fire is in your own flat (close all doors behind you when you leave)
Please take note of the evacuation procedures which are displayed in the communal areas of your block.



General fire safety advice for everyone

- Keep communal corridors, stairways, and landings clear at all times
- Do not store personal items, mobility scooters, or charging equipment in communal areas unless authorised
- Take care when cooking and never leave cooking unattended
- Do not tamper with fire safety equipment
- Test your smoke alarm inside your accommodation at least once a month.



Fire Doors



Fire doors and frames are essential for keeping you and your neighbours safe, and must not be tampered with, altered, damaged or disabled.

All flat entrance doors including those in specialised housing schemes are fire doors. They are critical in keeping you and your neighbours safe from fire.

Please ensure that:

- Fire doors (including flat entrance doors) are kept closed when not in use, and not propped open
- Attachments shouldn't be made to the doors, as damage can prevent them from functioning properly during a fire. This includes drilling into, and hanging items off fire doors such as door bells, coat hooks, and door numbers.

Any faults or damages such as damage to a fire door, doors that do not close properly, missing or damaged seals, closers, or hinges should be reported promptly to info@saffronhousing.co.uk

Did you know?



Each flat entrance door closes fully in under 25 seconds!



Further information and how to contact us

Fire safety information is available online, and we can also provide fire safety information on request, as required. If you have any questions about fire safety in your building, please get in touch:

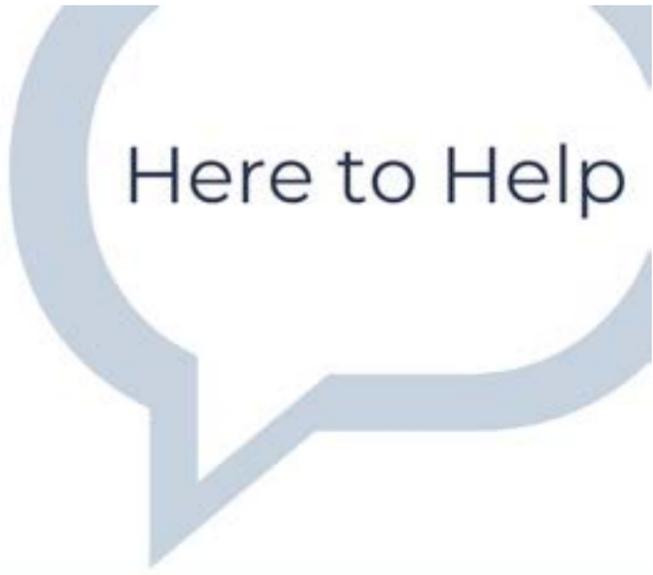
By email - info@saffronhousing.co.uk

Telephone - 01508 532000

Online – www.saffronhousing.co.uk/my-home/fire-safety-health-and-safety/

Thank you for reading. Your cooperation helps keep everyone safe!

Feeling overwhelmed by a challenging situation? We understand that navigating complex issues can be daunting. Did you know you can access free, confidential, and impartial advice from Norfolk Citizens Advice?



Norfolk Citizens Advice provide free, confidential, accredited and impartial advice on a broad range of issues. Their goal is to help everyone find a way forward. People come to Citizens Advice with all sorts of issues, whether facing a crisis, or considering their options.

email: info@saffronhousing.co.uk

Ben is an experienced adviser who will be available to support all Saffron tenants. He has worked extensively with food banks and outreach services across Norfolk, gaining a broad understanding of various areas of advice. With a strong background in benefit applications, he can offer guidance on a wide range of issues, including benefits advice, income maximisation, housing, employment, energy issues and debt-related concerns. He is passionate about helping those who may feel overwhelmed with their current circumstances, providing clear and practical support to help clients navigate challenges and find the best possible solutions.



Call 01508 532000

Tenants can seek advice from Ben by getting in touch by phone or email. You will be given a referral consent form which gives permission for us to share your request with Norfolk Citizens Advice.



Experienced Citizens Advice advisor, Ben is available to support all Saffron tenants.

If you feel overwhelmed with your current circumstances, Ben can provide clear and practical support to help navigate challenges and find the best possible solutions.

We spoke with several members of our tenant community to hear just how Ben provided advice and support in a variety of circumstances.

Thanks to all who came forward to share their experiences. We hope that in doing so, others feel encouraged to reach out to Ben for support and advice. See page 8 for how to get in touch.

Knowledge, the 'how to': Samantha Hunwicks

"Ben's help from CAB was invaluable at a time that I needed support. I found him to be so considerate and knowledgeable. Without his help I would not have been able to accomplish what I did."

Financial support: Sarah Marjoram and Shaun Gallagher

"He was polite and knowledgeable about all matters and very respectful. I would recommend him to anyone who is having trouble with issues."

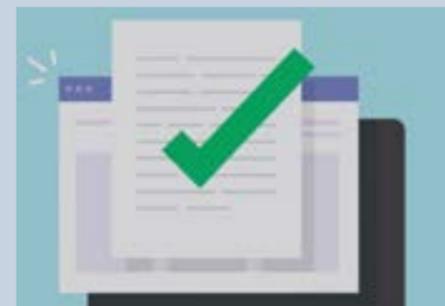
Sarah and Shaun were subject to the bedroom tax on their Universal Credit, which was having an effect on their finances. Ben was able to help them contact Universal Credit and have the bedroom tax removed because of an exemption due to Sarah's PIP. This helped increase their finances.



Pension Credit Application: Michael Lister

Ben assisted Michael with completing a UC50 form and later with a Pension Credit application.

"I found the process of filling out the forms quite daunting but was grateful for Ben's help to complete this. He was a nice, pleasant lad that helped me a great deal."



Blue Badge Application: Susan Goff

Ben assisted Susan with a Blue Badge application. It was during this conversation that a potential eligibility for Attendance Allowance was identified. A follow up appointment was arranged where Susan was assisted to apply for this and was successfully awarded.

"Ben was very helpful and he suggested I apply for attendance allowance which I then got."



Development updates



New Wymondham development

We are delighted that South Norfolk Council Development Management (Planning) Committee has unanimously approved Saffron's proposed scheme for 110 affordable homes in Wymondham.

We will soon be offering a mix of high-quality, sustainable homes, ranging from 1 to 4-beds, for both social rent and shared ownership, in a development designed to meet the needs of the local community. Homes will be built to Energy Performance Rating A and will be heated by energy-efficient Air Source Heat Pumps.

Joe Bootman, Commercial Director at Saffron, shares his thoughts for the project: "We are delighted to get approval for more quality, affordable homes in Wymondham, with those with a local connection to the town to get priority.

"We have a strong track record of building and managing affordable housing in Wymondham, including the redevelopment of the old rugby club site in 2024.

"This landscape-led scheme, which is sensitive to its edge of town setting, will provide a new community that is well-located to the existing settlement and close to transport links, with generous green open spaces and accessible homes built to modern high energy standards to provide genuinely affordable homes.

"We look forward to getting started on the site in due course, once final details have been concluded."

Look out for future updates as this exciting new development unfolds.

NIDAS conference

In November, Neighbourhood Officer, Alex Spinks and Operations Manager, Jennifer Loades-Hoye attended the NIDAS (Norfolk Integrated Domestic Abuse Service) Domestic Abuse Champion Annual Conference, which focused on domestic abuse and intersectionality (how social categorisations such as race, class, and gender are given, and how they can overlap to discriminate or disadvantage).

The conference featured presentations from Age UK Norfolk, SignHealth and MAP (Mancroft Advice Project) Norfolk, each highlighting the unique experiences of older people, young people in relation to mental health and the Deaf Community in the context of domestic abuse.

If you think you are suffering from domestic abuse, or if you would like to report it on behalf of someone, you can do so using our form, via the link [here](#).

Once your report has been received, a trained member of staff will be in touch within 1 working day to assess your situation and create an action plan with you.

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

For more information about our domestic abuse services, please visit our website, by clicking [here](#).



New development opens in Coltishall

In February, we had the pleasure of hosting Cllrs Sue Inwards Holland and Natasha Harpley, alongside our partners at Broadland District Council, to celebrate the handover of 10 high-quality, affordable homes in Coltishall (pictured below).

The development, delivered by Crocus Homes, Saffron's commercial development arm, offers 6 affordable rent homes in a mix of 1 and 3-beds, of which 1 will be a wheelchair-accessible bungalow, and 4 shared equity homes, in a mix of 2 and 3-beds.

We look forward to welcoming a new community of tenants and residents to Coltishall, and to the development of more affordable homes in phase 2 of this project.



Martham 'Topping Out' event

On February 27th, Saffron and Crocus Homes celebrated 'Topping Out' (Topping Out refers to the completion of a building's structure) at our Martham development, with partners Great Yarmouth Borough Council, Chaplin Farrant, Howes Percival, and 1st Martham Scout Group.

This milestone brings us a big step closer to delivering 65 new affordable homes to the Martham community. A huge thanks to Homes England for their crucial support in this project, which will prioritise local individuals and families in housing need.

The homes will be a mix of shared ownership and affordable rent properties, ranging from 1 to 4-bed, each built to the highest Energy Performance Certificate rating of A.

We're grateful for our dedicated colleagues and partners, whose hard work and skilled craftsmanship is bringing this development to life.

Watch this space!



In the community



Skip Day success in Hethersett!

Thank you to all who braved November's chilly temperatures to attend the Community Skip Day at Horseshoe Road in Hethersett.

The event was organised to help dispose of larger unwanted items and rubbish, and provide a practical solution for those who may find waste disposal challenging.

Luke, of Horseshoe Road, commented: "It's so handy being able to use the skip to throw all my unwanted things away, especially in the run-up to Christmas. I don't have a car and can't drive to the tip, so I found this really handy. It's so nice and easy!"

Community skip days also offer us a chance to connect with you in your community, and discover how best we can support your neighbourhood in thriving, from clearing out weeds to helping you move larger items for disposal from your home to the skip. Colleagues who took part in the event included members of our Housing, Neighbourhood and Communications teams.

Neighbourhood Officer and organiser of the event, Gareth Smart, said: "It was a pleasure organising this for everyone, with much positivity and happiness on Horseshoe Road!"



Christmas lunch at Thomas Manning Road

Neighbourhood Officer Paul Quick and Wellbeing-Coordinator Sarah Wright hosted a Christmas lunch for 11 residents at Thomas Manning Road on 12th December. They were kindly supported by Margaret and Carol, volunteers at nearby Hope Church (photographed above with Paul and Sarah).

Residents thoroughly enjoyed the event, where they tucked into homemade soup, sausage rolls, cheese scones, mince pies - and trifle! Afterwards, teams of 2 enjoyed competing in the Christmas Quiz.

Wellbeing events are hosted monthly, enabling residents to benefit from engagement activities at our Independent Living Community Schemes.

Swallowtail resident, Barbara celebrates her centenary birthday

Barbara Wright (photographed above right) celebrated her 100th birthday on 1st December with family and close friends at Branford's Restaurant, Caister. This followed a party, organised by resident friends, on Saturday evening at Swallowtail Place, her current home.

Barbara moved from Caister to Swallowtail Place at Acle 3 years ago, one of the first residents to live independently in this delightful, new retirement home. She has embraced her new life there with lovely people.



Barbara, born in Great Yarmouth, has lived a full life and enjoys good health. During the 2nd World War she was evacuated to Retford. She became a proficient knitter and sewer and embarked on many other hobbies in the coming years and to date. Upon returning to her home she entered the world of work including becoming a bank clerk, office worker, secretary and skilled hairdresser.

The first few years of married life in her late 20s were spent on coffee farms in Kenya. She recalls those wonderful years with many lively stories spent with great friends, family, pets and wildlife. Her daughter, Melissa, was born there in 1955 followed by her son, Adam, in 1964.

Barbara returned to live in Great Yarmouth and Caister in the late 60s and rekindled long-time friendships. In her 50s she joined local Bowls Clubs and continued to play indoor bowls at local and national level until 2019.

Written by Barbara's daughter, Melissa Haylett.

Community litter pick in Diss

In February, a group of 4 local tenants and residents joined Neighbourhood Officer, Paul Quick at a community litter pick event in Diss.

"The afternoon proved both productive and rewarding" commented Paul. "Together, we collected litter and helped give the area a much tidier and more welcoming appearance. Beyond the clean-up, the session also gave us a great opportunity to walk around the neighbourhood and talk about how we can continue improving the place we call home.

"During our walk, we identified some aspects in need of attention, including areas affected by fly-tipping and some ground maintenance issues that could benefit from improvement. These observations will help guide the next steps in keeping Blomefield Road clean, safe, and pleasant for everyone.

"A huge thank-you to the residents who took the time to get involved. Your effort and community spirit make a real difference!"



WE'VE UPGRADED!



AND HAVE BEEN
LOOKING AT WAYS
TO MAKE IT EASIER
FOR YOU TO GET
THE HELP AND
INFORMATION YOU
NEED

★ Better ways to connect

★ New ways to share your thoughts

★ Better tools, less repetition

★ Faster responses

We are excited to share that in February we launched a brand-new phone, email and chat system! While you won't see a big difference in how you contact us, these "behind the scenes" changes will help support you better.

How this benefits you:

- Better ways to connect: Whether you call us or use our online chat, our new system helps us respond more quickly and provide a smoother experience.
- Improved service: Our team will have better tools to track your requests, meaning you won't have to repeat information as often.
- Making things easier: We've streamlined our phone menu, making it faster for you to reach the team you need.

- Listening to you: We'll be adding new ways to hear your feedback so we can keep improving our services based on what matters to you.

A small request from us!

As our team gets used to the new system, things might take just a moment longer than usual. Please bear with us - we are working hard to ensure everything is set up perfectly so we can serve you as quickly and efficiently as possible.

Our contact details remain the same:

Phone: 01508 532000

Email: info@saffronhousing.co.uk

website: www.saffronhousing.co.uk

BECOME A SAFFRON BOARD MEMBER

We have an exciting opportunity for a Saffron tenant to join our Board as a Tenant Board Member



We have an exciting opportunity for a Saffron tenant to join the Saffron Housing Trust Board. The Board for Saffron consists of 3 positions that are filled by tenants, service users or people with lived experience. At Saffron we also have a Tenant Group who work closely with Saffron colleagues, the Board and Committees to support and enhance a positive experience for tenants and residents.

The Board comprises of up to 12 Board Members, including 3 Tenant Board Members. Saffron recognises the importance of having tenants on the Board, and we are looking for someone to bring direct, first-hand experience of everyday life in a Saffron property to the Board.

The Board plays an important role in ensuring the Trust's success while adhering to all legal and regulatory requirements. This includes directing

and overseeing the Trust's operations, offering leadership, and establishing strategic goals, along with various other responsibilities.

Time Commitment:

- 5 Board meetings a year
- Committees and/or subsidiary Boards
- 3 away days a year - Occasional Strategy Sessions.

The initial term for this role is 3 years, with a maximum duration of 6 years.

The deadline for applications is 17th April 2026.

To learn more and download the application pack, please visit our website, by clicking [here](#).

Air Source Heat Pump advice - and top 5 tips for use!



Air source heat pumps are an alternative method for heating your home. If you have a heat pump installed, you can reduce your environmental footprint and potentially lower your energy bills over time. Air source heat pumps are powered by electricity and work by taking heat from the outside air and using it to raise the temperature within your home.

Heat pumps look like air-conditioning units, and their size varies based on the amount of heat required for your home—generally, the greater the heat demand, the larger the heat pump will be.

Heat pumps provide warmth at lower temperatures compared to gas and oil boilers. As a result, they may need to operate for extended periods to reach a comfortable temperature in your home.

A heat pump has the potential to decrease your heating costs, but this largely depends on what system you are replacing—particularly those that are more expensive to operate, such as electric storage heaters, oil or coal. Additionally, the efficiency of your heat pump and whether you are on a heat pump tariff will also play a significant role.

5 tips for using your Heat Pump

- Take time to fully understand your heating controls and how to best set up the heat pump in line with your daily routine.
- Allow the annual service arranged by Saffron Housing to take place every 12 months. This ensures that everything is running at maximum efficiency and any faults are fixed.
- The harder a heat pump has to work, the more electricity it will use. For the most cost effective results, set your controls to provide a lower temperature over a longer period of time. Most controllers have a night-time setting called “set back”. This has the heating running at a lower temperature overnight, and then set to increase the temperature when you wake, and start moving about in the morning.
- Move onto the most economic electricity tariff from your utility provider, and make them aware that you have an ASHP as some providers have specific renewable tariffs.



- Make sure there are no items obstructing the external unit so that a steady flow of air is maintained. See above infographic!

"Our home is now a much better place to live." Agata welcomes installation of heat pump



Diss tenant, Agata recently contacted us to pass on her thanks for the work carried out in her home, including a heat pump installation, radiator replacement, insulation and window replacement. She highlighted the team's professionalism and spoke of the positive impact on her family's living conditions.

"I would like to express my heartfelt thanks to you and your entire team for the outstanding work carried out in my home", Agata explained.

"From installing the heat pump and replacing all the radiators, to completing various other improvements, everything was done with great care and professionalism.

"Every member of the team worked incredibly hard to improve the living conditions for me and my children, and the difference it has made to our home is remarkable," she commented.

"I would also like to extend my sincere thanks to the contractors for their excellent coordination and commitment. Their careful planning and numerous visits ensured that all the necessary work — including window replacements and home insulation — was completed smoothly and efficiently.

"Our home is now warmer, more comfortable, and a much better place to live. Please convey my heartfelt appreciation to the entire team for their professionalism, kindness, and exceptional service. I greatly appreciate your help."



The Tenant Support & Wellbeing Service offers a free MyMindPal app for mental health. It provides exercises and techniques to reduce stress and enhance life enjoyment, including:

- Managing daily stress and negative thoughts
- Calming techniques for relaxation
- Boosting positive thinking styles
- Mindfulness practices for present moment enjoyment
- Tips for building healthy habits.

Available on iOS and Android, the app requires a personal invite code for registration, accessible via the My Saffron tenant portal, by emailing info@saffronhousing.co.uk, or calling **01508 532000**.

For more information about the Tenant Support & Wellbeing Service call **0330 094 5593**, or login to their website www.tenantcare.co.uk/ with the following login details:

Username: [saffronhousingtrust](https://www.saffronhousingtrust.co.uk)
Password: [tenantsupport](https://www.tenantsupport.co.uk)



Discover our new chat space.



Built to submit questions.

For quick and easy answers 24/7

In February, we launched a new and improved online chat space, designed to provide you with instant support and quick answers to your questions. This new platform makes it easier than ever to get the information you need, whenever you need it.

Webchat offers 24/7 communication, ensuring you're always supported. The enhanced search functionality lets you find the information you need with minimal effort, providing relevant results.

Key features

- **24/7 ANSWERS:** Our knowledge base is available around the clock
- **ENHANCED SEARCH:** Our search functionality offers 3 relevant results to help answer your question. These answers can help you understand who to get in touch with, any documents that need to be completed and any relevant next steps to help resolve your query.
- **EASY AGENT CONNECTION:** Connect instantly with a live agent (available from 8.45am -5pm Monday to Thursday, 8.45am-4.15pm Friday) if your query requires more personalised support.

Your feedback

We value your feedback and are committed to continuously improving our services. Why not get in touch and let us know what you think? Please let us know by emailing info@saffronhousing.co.uk. Alternatively, you can call us on **01508 532000** or write to us: **Saffron Barn, Swan Lane, Long Stratton, NR15 2XP.**

How do I access Webchat?

It's easy to start chatting! Simply log onto any page of www.saffronhousing.co.uk and look for the purple webchat icon at the bottom of the screen. Click the icon to open the chat window and start your conversation.

We're confident that our new online chat space will significantly improve your support experience. We encourage you to try it out and let us know what you think!

SOLAR ENERGY AND YOUR TENANCY

IF YOU'RE A TENANT IN A SAFFRON PROPERTY WITH SOLAR PANELS, YOU'RE BENEFITTING FROM LOWER BILLS....AND A FANTASTIC GREEN INITIATIVE!

How you benefit Tenants with solar panels enjoy reduced electricity bills. This is because, during daylight hours, the electricity used in your home is supplied in part by the solar energy generated. This reduces the amount of electricity you need to purchase from your energy supplier. Importantly, you're not completely dependent on the grid for your electricity, and you're less affected by rising energy prices.

Excess energy and Saffron Housing Trust Any value created by unused energy fed back to the grid will be used by Saffron, for the benefit of all tenants. Any changes to this policy will be communicated clearly in the future.

A sustainable future Solar panels are a great way to reduce your carbon footprint, thanks to the sun-powered energy your panels create!

Important information regarding energy company promotions

You may have received information from energy companies encouraging people to obtain codes to sell excess energy back to the grid. Energy company promotions for selling energy back to the grid won't apply to you, unless you're a homeowner or you own the panels outright. However, you'll still continue to benefit from reduced bills resulting from your use of the energy generated by the solar panels.

For more information about energy efficiency, including our Decarbonisation Scheme, please visit our website by clicking [here](#).

Contact us



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Saffron Housing Trust



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saffronhousingtrust

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.

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