



A Registered Charitable Industrial and Provident Society



BORO NEWS

AUTUMN 2011

Welcome to East Boro's Autumn 2011 Newsletter and hello to any new tenants that have joined the Trust since the Summer newsletter was published. In this edition don't miss details on upcoming social events, news on your latest Tenant Reps, details on our latest housing schemes and the results of the East Boro in Bloom garden competition. We hope you find the newsletter informative and welcome your contributions.

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TENANTS CONSULTATIVE COMMITTEE UPDATE



In September only one meeting took place for the TCC (sheltered and general needs.) The TCC (supported living) will again be rescheduled for later in the year.

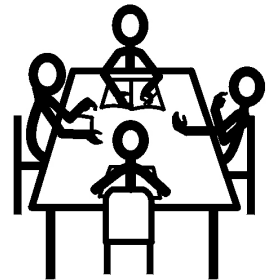
At this meeting Tenant Reps again discussed proposed changes by Dorset County Council to Sheltered Housing Support Services and undertook a general review of the range of services offered by East Boro in relation to other housing providers. We were pleased to welcome new Tenant Rep Mike Hunter who will represent Bartley Court/East Borough.

Don't forget - TCC meetings are now held at schemes. The December meeting will be at Christophers on Friday 9th December. We'll also be visiting schemes in the coming months to encourage others to join the TCC. In October a visit was made to Cecil Court and we look forward to welcoming Mr Dunford at the December meeting.

CALLING ALL TENANTS...

Want to tell us what you think about your scheme, the repairs service, your support service, social events and more?

Why not become a Tenant Rep for your scheme and represent your fellow tenants?



We meet four times a year and can offer to cover your travel costs to and from meetings. If you would like to get involved please phone Emily Cambrook, Communications and Tenant Liaison Manager, on 01202 883503.

YOU SAID...

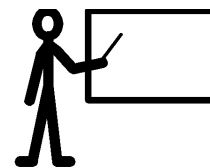
- You were disappointed at the introduction of a message on the phone-line when contacting Head Office - Faulkner House.

WE DID...

- The Trust notes this comment and in response would say: the phone line message was introduced back in April in an attempt to improve customer service so that when the phone lines are busy, you know we are there and will handle your call as quickly as possible. Instead of an automated voice message, the Trust deliberately chose to personalise the message so you are still greeted by a member of staff, albeit asked to hold on the line until a Receptionist becomes free to answer your call. The Trust office receives in the region of 100 phone calls a day over eight hours so its unlikely you'll get the answer service but it's there as a back up. Please remember your call is initially answered by a Receptionist who will pass your call to the relevant staff/department, rather than answer your query there and then. So in fact, you can help us by knowing who or which department you want to speak to, so that we can handle your call as efficiently as possible.

Housing News is the section of Boro News which aims to bring you top news from the housing sector or details of East Boro performance statistics.

HOUSING NEWS



ANNUAL GAS SAFETY INSPECTIONS

The annual gas safety programme is now underway across all East Boro properties. Thank you to all tenants for the courtesy shown to the Contractors whilst they carry out the annual boiler safety certificate tests.

RESPONSE REPAIR NEEDS

All tenants living in self-contained accommodation only, will have, or will shortly be, receiving a letter from Chief Executive Kevin Hodder with regards to response repair needs. Please note the details within this letter, for your information. In summary this includes a six month review of East Boro's Repairs Service since its transfer under the subsidiary company East Boro Housing Services Limited, with the opportunity to highlight any outstanding or new repair needs requiring attention. A list of the response times and categories is also included for your reference.

For information, planned maintenance work completed to date this financial year includes:-

- soakaway renewals at The Willows
- Replacement water tanks at Cecil Court
- Redecoration works at Pergins
- Bathroom adaptations to some flats at Ashmore, Cecil Court, East Borough and properties at Holland Road
- Damp-proof work at Smith's Court
- Installation of a stair-lift at Bartley Court
- Sewer remedial works at Dillon Court
- New entrance doors to flats at Christophers
- A new dining room at Newton's House

On the agenda for the rest of this year we have:-

- Digital upgrades (to complete where required)
- Front door entrances, fascias and soffits at Pergins
- Installation of a door entry system at Chesil Flats

OFFICE OPENING TIMES - REMINDER

Please remember the **Trust Office is open from 9am to 5pm only** (Monday to Friday.) Outside of these hours Reception is not staffed so please leave a message on the answer machine. Always use your Careline in an emergency.

BLOOMIN' MARVELLOUS

EAST BORO IN BLOOM

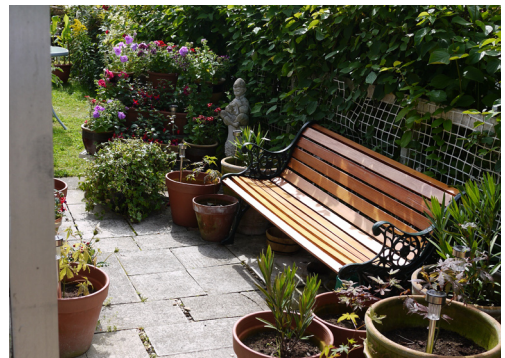
Thank you to all those that took part in the 2011 East Boro in Bloom Competition! Entries were low this year, yet on going around the schemes, judges Margaret Turner and Nigel Spencer were impressed with the many individual displays which would have competed strongly with the winners. The 2011 results are:-

BEST POTTED PLANTS:-

We saw some excellent work and really colourful displays this year. The winner was Terry from Cyril Wood Court who was nominated by his neighbour Andy and who showed very inventive use of pots in a very tight space. Well done to the other entrants who obviously put in a lot of work.



BEST INDIVIDUAL GARDEN:- The consistently good work of Mrs Curry at Dillon Court who has always been a strong contender, paid off this year and we awarded her the overall prize for a fine show. There were many really well tended plots and so many which were excellent but not entered. Perhaps next year more tenants might challenge Mrs Curry for the prize.....



BEST SCHEME GARDEN:- We saw some really colourful shows, with other schemes now getting closer to our overall winner – Christophers at Merley. This clearly is a team effort by the tenants and it shows what can be done when everyone gets together. Another outstanding show, but they will be under pressure next year if other schemes continue to improve.



Congratulations to all the winners and thank you again to all those of you that entered the competition. A selection of photos from the entries (top to bottom) include Meadow Point, Cyril Wood Court and Dillon Court.

EAST BORO IN BLOOM - PRIZE-GIVING

Winners of the Best Scheme Garden category were presented the trophy and certificate by judges Nigel Spencer and Margaret Turner at a scheme get-together in late September. Garden vouchers and certificates have been sent to the other winners. Very well done to all!



Social Diary is the section of Boro News that provides details of any upcoming social events at East Boro schemes or out and about, publishes any pictures of them and is your opportunity to make any announcements to fellow tenants.

SOCIAL DIARY

DAY TRIPS

Sheltered Housing tenants:- So far this year we have run a trip to Exbury Gardens with another in the diary for November to enjoy the Christmas shop at Haskins. We are also planning a shopping trip to the retail outlet in Street and Christmas preparations are well underway - details to be sent out very soon! Looking ahead to next year we are planning:-

March	Longleat Safari Park or Abbotsbury Swannery
June	Swanage trip, fish and chip lunch with free time to explore Swanage

September - to be decided. Where would you like to go? Send a note in to the office or phone and tell us your ideas...

Supported Living Learning Disability tenants:- Tenants in Weymouth have enjoyed a Summer BBQ but as yet we have no other trips - except the usual Christmas disco of course - in the diary. Where would you like to go? Tell your Support Worker or send your ideas into Faulkner House Head Office.

TENANTS CONFERENCE

As requested by the Tenants' Consultative Committee, the **Tenant's Conference for Sheltered Housing** will be held during the Autumn - details will be circulated to all schemes shortly. The **Tenant's Conference for Supported Living Learning Disability** will be held in Spring 2012.

CHRISTMAS EVENTS

With Christmas cards and decorations already in the shops it's not long now until its time to celebrate Christmas 2011! This year we will again be running a Christmas lunch for Sheltered Housing tenants and a Christmas Disco for Supported Living Learning Disability tenants. Details will be sent out to all tenants during November.

COMPETITION WINNERS

Congratulations to Mrs Gibbins of Blake, winner of the Summer 2011 Word Search competition and to Mr White of Meadow Point, winner of Quiz Time. See page 10 for more competitions!

BOARD OF MANAGEMENT UPDATE

GENERAL UPDATES

The 2011 Annual General Meeting saw some changes to East Boro's Board of Management, including the retirement of Board Member Mrs Pamela Hoyle. Many of you will have met Pam during bath-shower replacement assessments or at tenant meetings. Pam first joined the Trust in the eighties, supporting the Trust for some 23 years. We wish her well in her retirement.

It was with sadness that East Boro learned of the unexpected passing of Board Member Malcolm Kell in July. Malcolm had served the Trust for 12 years and his contribution and good humour will be sadly missed.

Therefore at the July AGM Co-opted Board Members Desmond Fowler and Michael Soper were voted to become full members of the Board of Management and we welcome Mrs Eileen Hayward and Mr Charlie Sheldrick as Co-opted Board Members.

OUT OF HOURS SUPPORT

SHELTERED HOUSING:



Don't forget all sheltered housing properties have a Care Line to provide emergency response at the touch of a button. The East Boro Reassurance Service is also available from 5pm to 9am Monday to Friday, and 2.30pm to 9am Saturday, Sunday and Public Holidays. **East Boro's Reassurance Line is 01202 888584.**

SUPPORTED LIVING - LEARNING DISABILITY:

Don't forget all Supported Living properties have a Care Line to provide emergency response 24 hours a day. Outside of your direct support hours you can also phone the East Boro office, Monday to Friday, 9am to 5pm. Remember, in an emergency use your Care Line!

OUT OF HOURS MAINTENANCE

FOR CATEGORY 1 EMERGENCIES ONLY

OUT OF HOURS EMERGENCIES: Signpost Services: 07977 014950

OUT OF HOURS GAS EMERGENCIES: Signpost Gas Services: 07977 014343

PLEASE REMEMBER only category one emergencies require out of hours call out. All other repair needs should be reported to either the East Boro office, a Sheltered Housing Warden or a Support Worker. A copy of East Boro's Right To Repair Scheme Policy can be obtained from the Office on request.

DEVELOPMENT UPDATE

GENERAL UPDATES

Since the Summer Boro News, East Boro have officially opened Mary Hillman Court, its latest supported living housing scheme in Broadstone, Poole. September also saw the completion of a new build scheme at Poundbury, Dorchester, pictured on the front of this newsletter.

Mary Hillman Court, Broadstone

A new build scheme of seven flats for Supported Living Learning Disability tenants who receive support from an independent care agency. This scheme was built under an NHS funded project. Named after the late Councillor Mary Hillman, who championed work for people with learning disabilities, the new flats at Mary Hillman Court were opened by Mayor of Borough of Poole Councillor Graham Wilson, Leader of the Council Elaine Atkinson and Mr Greg Hillman.

Cambridge Court, Poundbury

A new build scheme of seven flats for Supported Living Learning Disability tenants who receive support from an independent care agency, this is the first specialist scheme of its kind on the Poundbury estate. The name Cambridge Court was chosen by HRH The Prince of Wales. A formal scheme opening will take place in 2012 and it is hoped we may be lucky enough to have a Royal guest...

EAST BORO STAFF UPDATE

East Boro uses Boro News as a way to keep you up to date with any changes to the East Boro staff team. Since the Summer edition there have only been a few changes to the team:-

In the Support Team we welcome Relief Support Assistant Anna Chesher (Supported Living West) and Support Workers Joanne Bairstow and Kylie Rolls and Relief Support Worker Amanda Goodwin (all Supported Living East) whilst in the Maintenance Team we welcome Barbara Warboys as a part-time Admin Assistant.

In an effort to recruit volunteers to assist the Trust, we welcome Volunteer Coordinator Claire Booth who also leads East Boro's new private care and support service Always Help at Hand, as described in earlier newsletters.

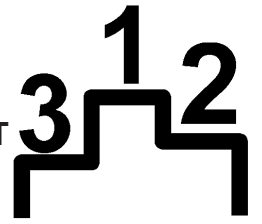
We bid farewell to Support Worker Alison Titheridge as well as Admin Assistant Claire Kennedy who worked on the Poundbury development contract.



THE BORO NEWS NEWSLETTER IS ALSO AVAILABLE ON AUDIO CASSETTE. IF YOU WOULD LIKE ONE OF THESE TAPES PLEASE CONTACT THE OFFICE.

COMPETITIONS

COMPETITIONS CAN ONLY BE ENTERED BY EAST BORO TENANTS. ONE CORRECT ENTRY WILL BE SELECTED FROM EACH COMPETITION TO WIN A £10 PRIZE.



WORD SEARCH: NAME: _____ ADDRESS: _____

Y	F	G	X	O	L	I	Q	U	O	R	I	C	E
T	W	B	L	C	M	O	W	S	H	L	V	F	M
B	Q	I	Y	I	H	S	P	B	I	F	C	O	Z
O	X	L	N	P	L	O	T	O	F	F	E	E	S
N	T	T	F	E	R	O	C	K	G	P	A	E	H
B	S	F	U	D	G	E	V	O	V	Z	Q	P	E
O	F	V	R	Q	X	U	H	J	L	L	S	T	R
N	Z	A	Y	U	R	X	M	Q	L	A	T	I	B
S	E	N	O	U	G	A	T	S	Q	G	T	Z	E
P	J	E	L	L	Y	B	E	A	N	S	X	E	T

WORD SEARCH
'In the sweet shop'

Bon Bons
Chocolate
Fudge
Jelly Beans
Liquorice
Mints
Nougat
Pear Drops
Rock
Sherbet
Toffees
Wine Gums

QUIZ TIME: NAME: _____ ADDRESS: _____

Q. IN 1966, BRITAIN'S FIRST SAFARI PARK WAS ESTABLISHED IN THE GROUNDS OF WHICH HOUSE?

A. _____

Q. BOTTLED MILK FROM JERSEY AND GUERNSEY COWS HAS A FOIL CAP OF WHAT COLOUR?

A. _____

Q. IN ASTROLOGY, IN WHICH TWO MONTHS COULD YOU HAVE BEEN BORN IF YOUR STAR SIGN WAS SAGITTARIUS?

A. _____

Q. IN SPORT, WHAT COLOUR IS THE BACKGROUND TO THE OLYMPIC FLAG?

A. _____

Q. 'THE RAIN IN SPAIN' IS A SONG FROM WHICH MUSICAL?

A. _____

Q. WHAT IS THE MORE COMMON NAME FOR THE CHINESE GOOSEBERRY?

A. _____

PLEASE RETURN YOUR ENTRIES DIRECTLY TO THE OFFICE OR VIA YOUR SUPPORT STAFF BY 30TH NOVEMBER 8