



edition

news for customers of flagship suffolk heritage

The launch of Foyers Health

Improving health habits for life



FREE Key Ring attached!



You can now follow us on Twitter

flagship
suffolk heritage



Welcome to the Voice

Flagship Suffolk Heritage is currently in the process of recruiting a Managing Director. As Managing Director of Flagship Kings' Forest, I am pleased to take on the role of Interim Managing Director at Suffolk Heritage in the meantime.

This issue of Edition is once again packed with information and news from your area. From estate walkabouts, sheltered housing open days and new homes, to performance information, credit unions and an art competition, I think you will find something here for everyone!

Enjoy your read!

Richard Radcliffe
Interim Managing Director



New name, same great repairs service

A new name is coming to a street near you – VINCI Facilities.

You may remember that last year Haymills, one of our main repair contractors, went through some financial difficulties. Although we experienced a few operational problems the company was quickly bought by VINCI Facilities and a normal repairs service was resumed very quickly.

To reflect the change, over the summer, you will see the Haymills name phased out.

The 68 or so vans dedicated to the Flagship contract will have the Haymills logo replaced with VINCI Facilities and Flagship branding. But don't worry - the team will remain the same and the service provided will be to the same high standard.

However, if you're in any doubt about the person who arrives at your home to complete a repair you should ask to see identification.

You can also call Flagship Response on **0845 601 3390**.

Rent online



Remember – you can pay your rent online at flagship-housing.co.uk. Or why not set up a Direct Debit to make paying your rent even easier? Simply call Flagship Response on **0845 601 3390** and ask for a form. You can pay weekly, or monthly on either the 1st, 15th or 25th of each month.

Gas Servicing? Not your problem? Think again!

Do you know when your gas heating was last serviced? Do you have a copy of the Landlord's Gas Safety Record?

If you answered "no" to either of the above, then call us now.

As your landlord, legally we have to make sure the servicing is carried out once within 12 months. But this is not just our responsibility. You too, are required to make sure this essential work is carried out.

Going on holiday? Or working



abroad? Don't miss the 'due date'!

Make sure you know when the next service is due. Make sure you have a copy of the Landlord's Gas Safety Record. Make sure you are home for your next service.

Contact Aaron Services on **01362 851315**, Monday to Friday 8.30am to 5pm or Flagship Response, 24-hours, on **0845 601 3390**.

Make that call. Keep that appointment. Be safe.

Radio Presenting

Are you aged between 13 and 17? Do you have regular internet and PC access? Are you interested in radio presenting and broadcasting?

If the answer is YES! then maybe we can offer you a chance to shine under the spotlight.

Spotlight is a part of the Gravity Digital Network and can offer you the chance to learn all the skills necessary

to present your own radio show and to learn about what goes on behind the scenes in the Radio Industry.

There is so much to learn, including presenting skills; broadcasting law; script writing; imaging; editing; software development, as well as branding and promoting.

You could even find yourself presenting regularly on Spotlight.



If this sounds interesting and you want to know more contact Robert Moulden at robert.moulden@flagship-housing.co.uk or Jackie Howard at jackie.howard@flagship-housing.co.uk.

Summer Activities

Kessingland Fete

Saturday 17 July // 12noon – 5pm

**Hall Road Open Space
(Behind Marram Green)**

- many stalls ■ games for children ■ bouncy castle
- fancy dress parade and entertainment!

Staff from Flagship Suffolk Heritage will be there on the day! Please come along and join in the fun!

Aldeburgh Carnival is being held on 16 August and Flagship Suffolk Heritage would like to enter a float into the parade! So we need your help!

If you would like to be involved and can help in any way, please contact Esther Sullivan (esther.sullivan@flagship-housing.co.uk) or Carrie Fisher (carrie.fisher@flagship-housing.co.uk) or by phone on **0845 601 3390**.

New café opens at Marram Green

A new public café was opened at the end of March in Kessingland.

Dunes Café was launched at the Marram Green Very Sheltered Housing scheme on Hall Road, and it is already proving to be a welcome facility for young and old. The café is situated next to the library within the scheme.

To celebrate the opening, a fun day was arranged by the new owners of the café, Kessingland Parish Council and Flagship Suffolk Heritage. Activities such as a puppet show, raffle and a quiz were held during the day, along with an Easter egg hunt for the children.

New café leaseholders Helen



and Roberto Meneghello, who run The Dunes Café were thrilled with the turn-out on their first day. Helen said, "It's all very exciting, funding has been approved by Foundation East and through the NHS Small Grants, we are hoping to train young people in catering."

Jacqueline Holland's mum is a resident at Marram Green

and she is very pleased with the arrival of this new facility. She said, "It's so reassuring to know that Mum will be eating at regular times without me having to worry."

To begin with the café will be open every day from 9.00am to 4.00pm Mondays to Sundays to gauge demand.

Marie-Claire Delbrouque, Flagship Suffolk Heritage's Area Manager for Kessingland said, "The café will not only benefit the residents of Marram Green but bring the village community together."

For further enquiries about shared equity and outright sale apartments at Marram Green, please contact: **01603 255416**.

Gateway to Homechoice

All social housing in the Suffolk Coastal District is now advertised through Gateway to Homechoice.

This system is operated in partnership with six other councils. Applicants can see details of all vacancies across the districts, each week and apply for specific properties to meet their needs.

There are two easy ways to register for housing:

Visit the website at gatewaytohomechoice.org.uk. It takes about 30 minutes to complete registration. If you do not have internet access at home, you can use the computers at the Council offices in Woodbridge Monday to Friday, or Felixstowe on Monday and Wednesday. Your local

library also has computers you can use.

If you are unable to register online, call Suffolk Coastal District Council's Homechoice Team on **01394 444822**. They will arrange for someone to call you back to go through your application.

Once registered, you can "bid" for up to two properties each week. All available social rented housing is advertised four ways:

Online – at gatewaytohomechoice.org.uk

Newsletter – sent to people in Bands A, B and wanting sheltered housing

Libraries – to view and bid

available properties
Council offices – in Woodbridge and Felixstowe to view and bid

Bids can be placed online, by automated telephone service **0845 270 0724** or by text on **07781 486643**.



New team members

We are pleased to welcome two new team members.

Lynne Riddoch has been working with us for a while, and has been offered the permanent role of Community Manager in Lowestoft.

Alice Moore has also joined the North team as Community Manager for the Waveney area.

Along with Helen Cobley, Community Manager for Lowestoft, Lynne and Alice hold a surgery at Lowestoft every Wednesday morning. You can find them at The Shaw Trust Building, 15 Milton Road East between 9.30am and 12.30pm.

See the back cover for details of all our other surgeries.



Fly tipping - getting tough

Fly tipping is a big problem in Lowestoft, and Waveney District Council are getting tough on it.

Fly tipping is the illegal dumping of waste. Typically it can be general household waste; domestic items such as fridges, beds and washing machines; garden waste; commercial waste such as builder's rubble; tyres and clinical waste. In fact, it could be almost anything dumped anywhere it shouldn't be. It is unsightly, unhealthy and costs taxpayers and private landowners an estimated £150 million every year to clean up.

Recently, a member of the Council's Cleansing, Refuse and Environmental Services team went through some fly tipped rubbish and found out who it belonged to. The owner was then served with a fixed penalty notice and was ordered to remove their waste.

Please ensure that you dispose of your rubbish properly. If you want more information on disposing your rubbish, have a look at the Waveney District Council website at waveney.gov.uk.

Myland Community Crew

Are you interested in having fun? Want to make new friends and help in your local area? Then why not join the Myland Community Crew?



Last year the Crew put on over 25 events. These included fun days, orienteering, bug hunts, clay model making, visits (one in particular saw them touring Colchester United Stadium and watching a game!) They also did sports activities, made butterfly feeders, went bowling and celebrated Halloween and

Christmas. All events are open to young people between 7 and 12 years old.

If you are interested, or would like more information, contact PCSO Julie Miller on **07966 196823** or Chris Halls, Community Street Warden, on **07817 179275**.

New homes in Fressingfield

Customers have recently moved into newly built homes on New Street in Fressingfield. The homes comprise a mix of flats, houses and bungalows for affordable rent, and houses for shared ownership.

The £1.5 million development of the 14 homes received £439,000 funding from the government's Homes and Communities Agency.

Mr and Mrs Blowers moved into a two bedroom house recently and are very happy. "We moved from a flat in Alburgh, having spent nine years on the waiting list," said Mrs Blowers. "But it was really worth the wait! We absolutely love our new home. It

is very quiet and at last we have a garden."

Mr and Mrs Blowers' two sons live in the village too, with one of them having just moved onto the same development with his wife and two young children. "Having my family so close is just lovely, it's the icing on the cake really," said Mrs Blowers.



Improvements to Beaver Court

Customers living at Beaver Court in Ipswich have benefitted from some improvement works.

Works to the flats on Schreiber Road include the provision of a new bin store, new fencing, alterations to the drainage and the re-carpeting of the internal communal areas.



Flagship says 'turn it off!'

Staff from Flagship visited Castle Hill Infants School in Ipswich to demonstrate to pupils the benefits of being green. Children got involved with a presentation about saving energy, learning that when an electrical appliance is not in use you should 'turn it off'.

This was the first time Flagship's Green Team had visited a school in Suffolk to promote the 'turn it off' campaign. A short film was shown to help children understand the consequences of forgetting to switch things off. After a role-playing game about deciding what waste should go

into the three recycling bins: paper, cans or plastic, the school children were rewarded for their efforts and enthusiasm with a recycled pencil case, pencil and wind-up torch.

Flagship is keen to visit schools throughout the region to promote green issues in a fun and informal way.

When asked what she thought of the morning's assembly, seven year-old Keisha said, "I liked it when the Mum stopped using the car and walked her son to school. We have to look after the environment and keep it safe."



Fun Day in Ipswich

A Resident Fun Day was held at Jamestown Boulevard in Ipswich on Thursday 15 April. It was arranged by the Griffin Wharf Community Association, Sophie Rawlings, Community Manager, and Andy Bridge from Circle Anglia. Residents on the estate were invited and a number of organisations were involved.

Representatives were on hand from many organisations, offering guidance, information and support. These included Ipswich Borough Council, Chris Mole Local MP, Councillor

Smart, Circle Anglia, Police, Neighbourhood Watch, What's Up Twilight project (a government funded project with workers who engage with young people on the street), Girl Guides and local martial arts groups. Asda kindly sponsored the BBQ food.

Flagship Suffolk Heritage's Environmental Roadshow was on hand to offer energy saving advice. They also gave away free energy saving monitors; pencil cases made from recycled tyres; pencils made from recycled CD's; eco friendly hessian bags; energy saving light bulbs and wind-up torches.



Replanting

A communal garden at Cornwall Road in Felixstowe has been improved thanks to the people living in the area.

On Saturday 10 April, Karen Glover, Community Manager, Mel Mayhew, Community Ranger, Grounds Maintenance, three customers and a private tenant all spent a few hours weeding, tidying flower beds, digging over the soil and planting new plants to make the garden a much nicer place to be.

"It was really good to spend some time in the fresh air helping to make this a really nice garden," said Karen. "The plants were funded by Flagship from the Environmental Improvements budget, and it was good to work together to improve the area."

Dog fouling

Several complaints have been received about dogs fouling around the Pine Close area of Felixstowe.

However, if you are a dog owner, it is important to clear up after your dog, wherever you live. Dog faeces can cause toxocarasis, (which can lead to serious illness and blindness), food poisoning and other diseases.

Inconsiderate dog owners could face a fixed penalty fine of £80 or a fine of up to £1,000 if there is a conviction in the Courts.

Dogs should never be allowed

out in public areas unsupervised. Ideally, dogs should be trained from an early age to "go at home" in their own garden before or after a walk rather than during. If dog fouling occurs away from home, the person in charge of the dog must clean up after the dog. Any suitable plastic bag will do. The bagged faeces can be deposited in the nearest litter bin or taken home for disposal.

You can report any dog fouling problems by calling Suffolk Coastal District Council on **01394 444000** or email scsltd@suffolkcoastal.gov.uk.



**Grundisburgh
Fun Day
Friday 20
August 2010
On the
playing field**

**Lots to keep
the kids
entertained!
Colouring
competition
Bouncy castle
Stalls
And much more!**

**See local
adverts for
more details!**

**Simon joins
the team!**



We welcome Simon Williams to the team. Simon is Community Manager (Sheltered) at The Walk and The Grove in Kesgrave.

House!

A charity all-day bingo event was held at Winifred Fison House sheltered scheme, in Melton, at the end of March.

Customers from The Grove in Melton, Morley Avenue and Carthew Court in Woodbridge, and The Walk in Kesgrave were invited to Winifred Fison for a day of fun.

Starting with coffee and biscuits, the bingo soon got underway. A break was taken at lunchtime to enjoy fish and chips before the afternoon session began. The fundraising was brought to a conclusion with tea and cake and a raffle. The day raised £200 which was donated to the New Horizons Lunch and Leisure Club in



Woodbridge, for a trip to the seaside in the summer. The club is run by Age Concern and is held every Tuesday and Thursday, 10am – 3pm. The cost for the day is £12 (£15 if you need transport) and includes a lovely home cooked lunch. There are often trips out and always a range of crafts and activities such as flower arranging, quizzes, card games, board games, entertainment, art

classes, arm chair exercises, book clubs, manicures and much more.

The club also have their own newsletter, with members contributing paintings, poems, articles and lots more. If you live in the Woodbridge area and would like to know more about the club, or if you would like to make a donation, please ring **07841 460383**.

Sheltered Staff Training

To continually improve the service we deliver to our customers, our team of sheltered housing staff have been undergoing an extensive training programme.

Over the past six months, courses have been carried out covering subjects such as dementia; food hygiene; child protection; moving and handling; infection control, health and safety and fire, to name just a few.

Elaine Stamp, Quality Assurance Support Manager for Flagship, has been co-ordinating the training. "It is imperative that our staff members are fully capable of carrying out their job role to the highest level. This training has acted as a refresher for some team members, and has given a great insight and knowledge to others."

"The training has been really good and I have learnt so much" said Julie Robertson, Community

Manager. "It has also been great to spend time with other community managers working within sheltered housing."



Seeing things more clearly

Every time we publish a newsletter, we also print 750 large print versions for our customers who have trouble reading the normal version.

As the number of customers requiring large print grows, so too does the cost. The normal newsletter costs just 33p per copy to produce and send out. Compare this to the £2.56 it costs per copy for large print, and you can see how expensive these are.

However, it is very important that each and every one of our customers has the opportunity to read the newsletter. With this thought in mind, we carried out some research and discovered the

magnificent “sheet magnifiers”.

These A4 sheets of magnifying plastic are easy to hold and magnify small text to a very readable size. And, because they are made of plastic, they are won't break if they are dropped. With a price tag of £1.53 per sheet, they are cheaper to supply than one copy of the newsletter in large print.

We asked some customers to tell us what they thought of the magnifiers, so customers living at The Old Maltings, a sheltered scheme in Swaffham, put them to the test. The feedback was favourable with the majority of the customers preferring

this method to the large print.

As a result, all customers' currently receiving large print newsletters will be sent a magnifier to keep. We will also ensure that any new customers requesting large print are provided with a magnifier to enable them to read the text easily.

There are also other ways you can read the newsletter: Did you know that each issue is available online at flagship-housing.co.uk? An audio-taped version is also available for those who request it. Future plans include downloadable audio from the website, email versions and audio CD's – watch this space for more information!

Paint with Vinci

Paint with Vinci will be held on **31 July 2010**
at **Swayne Close, Thefford**
Sessions will be held at
8.30am - 12 noon & 1pm - 4.30pm

Paint with Vinci is a free basic decorating skills workshop open to any Flagship tenant!

If you are interested, contact Jackie Howard on

01603 255870

or email jackie.howard@flagship-housing.co.uk



flagship

VINCI
FACILITIES

Complaints

Since the 30 November 2009 Flagship Suffolk Heritage has started to record stage 1 complaints so that we can analyse trends and learn lessons in order to improve on the services we provide.

Table 1 below gives the outcome of the investigation into 38 stage 1 complaints that were received from the period 30 November 2009 to 31 March 2010.

Table 1

| Status | No. |
|---------------------------|-----------|
| Upheld | 21 |
| Partially Upheld | 7 |
| Not Upheld | 3 |
| Still under investigation | 6 |
| TOTAL | 38 |

Table 2 provides information on the type of complaint received. As can be seen from this information the majority of complaints are about repair and void works.

The claim of injury is being dealt with by our insurers.

Table 2

| Category Of Complaint | No. |
|------------------------|-----|
| Repair | 14 |
| Housing Management | 7 |
| Standard of Void Works | 4 |
| Estate Management | 3 |
| Staff Member | 3 |
| Owner Occupier | 2 |
| Sheltered Housing | 2 |
| Gas Servicing | 1 |
| Planned Maintenance | 1 |
| Personal Injury | 1 |

Lessons Learnt

The majority of the lessons learnt are to do with improving communication with the customer and between departments and steps have been taken to address this.

The lessons learnt from the complaints with regards to void works are being taken into consideration as part of the review of the voids process that is currently taking place within Flagship Suffolk Heritage.

The information relating to complaints about repairs and gas servicing have been shared

with the asset management department.

Stage 2 and Ombudsman

We have 1 customer who requested that their complaint be progressed to stage 2 of the complaints process. The Managing Director met with the customer and the complaint has now been resolved to the customer's satisfaction. We have no cases currently with the Housing Ombudsman.

If you have a complaint please tell us about it by calling Flagship Response on **0845 601 3390**. Alternatively, talk to your Community Manager or any other member of staff.

If you prefer, you can email or write to us with your complaint, although this is not necessary. When you tell a member of staff about your complaint, we will discuss ways that we can put it right together.

Our leaflet "How to Make a Complaint" is available from our offices and to download from our website at flagship-housing.co.uk.

De-humidifier Amnesty

Have you been lent a de-humidifier by Flagship Suffolk Heritage?

If so, please give us a call on **0845 601 3390** and we will arrange to collect it.



Sheltered Housing Open Day

Did you know we provide a wide range of sheltered housing designed to specifically meet the needs of older people?



Sheltered housing may be the next step for you if you are finding life a little more difficult with the advancement of age. Our schemes are designed to promote and assist your independence with the support of our Sheltered Team and Mobile Support staff. Staff are not there to 'do' for you, but rather help you get the services and assistance you may need to enable you to stay in your own home whilst checking on your welfare on a daily basis.

Sheltered housing should not be confused with residential care homes. Our staff are not on duty in the evening or night-time, but will respond to emergency calls via the alarm system to Flagship Telecare.

The types of sheltered housing we have to offer comprise a mixture of flats and one or two bedroom bungalows situated around a communal area for everyone to enjoy. Some schemes even have a guest room where family can stay when they visit. All our properties have a 24-hour pull-cord alarm system connected to Flagship

Telecare, ensuring staff can respond to emergencies day or night.

Social activities are an important part of living on a scheme, with activities such as coffee mornings, craft afternoons, darts, bingo, lunch clubs and interesting outings to join in with.

If you think that sheltered housing may be for you, why

not come along to our Open Day at Richard Kitson Court in Wickham Market on 8th July? We will be there between 10am and 4pm to show you around the scheme and answer any questions you may have. Alternatively, you can call Flagship Response on **0845 601 3390**, who will be pleased to give you further information on the service and location of our sheltered housing schemes.



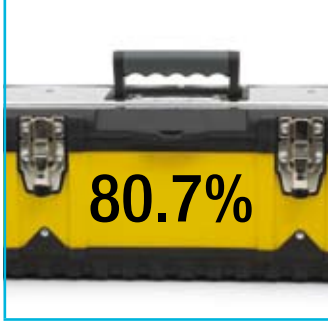
How are we performing?

Figures from
April 2010

Overall customer
satisfaction



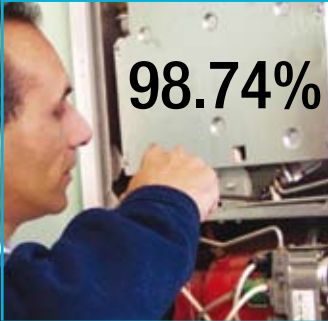
Repairs satisfaction



Tenant Census - % of our
customers who responded



Gas appliances serviced



% of telephone calls
answered immediately



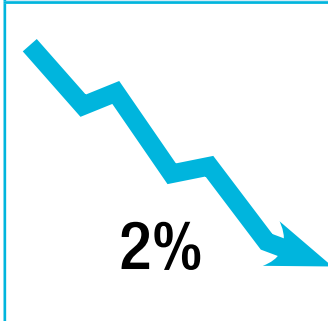
Average time to answer
telephone calls



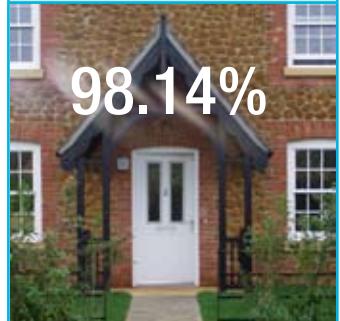
Average days it takes us
to re-let a house



Current rent arrears as
a % of annual rent due



Homes that meet Decent
Homes Standard



Flagship's Youth Assembly

Are you aged between 13 and 18?

Do you want to have your say about the services you get from Flagship?

Then join our new Youth Assembly today!

Flagship's Youth Assembly is a brand new venture so why not get in right at the start and shape how it works. We want to find out more about your home and your community and how we can best improve it for you.

You can start getting involved right now by going to flagship-housing.co.uk and clicking "Customer Zone!", then clicking "Getting Involved" and then "Youth Assembly" and filling out the short questionnaire. You can also register your interest in joining the Youth Assembly at the same time! Alternatively, you can call Jackie Howard on 01603 255870 or email Jason Martin at jason.martin@flagship-housing.co.uk



Credit Unions

Credit Unions are small non-profit financial organisations set up by people with something in common, to benefit their community. There are over 500 Credit Unions nationwide.

A Credit Union offers loans, savings and current accounts to their members. With financially turbulent times surrounding us all; these Credit Unions help those who can't get access to ordinary, run-of-the-mill bank products.

They have become a lifeline for many living in less well-off circumstances, and offer a welcome alternative to payday loans, doorstep lending or loan sharks.

The primary functions of the Credit Unions are savings and borrowing. They aim to help you take control of your money by encouraging you to save what you can, and borrow only what you can afford to repay. In essence, they're a savings and loan co-

operative, which just means the members pool their savings to lend to one another and help to run the Credit Union.

This is done in a 'not-for-profit' way, so the cash is only used to run the services and reward the members...and NOT to pay outside shareholders like most other financial institutions.

Throughout the year, those running the Credit Unions must put aside enough money to ensure they don't go bust. Any money that's left over is channelled back to those who have a savings account as a 'dividend', or it's used to try and improve the overall service.

To keep all the money safe, Credit Unions can't lend out all their members' savings or plough the remainder into anything that carries too much risk. Plus all money in savings unions has the same Government protection as bank savings accounts.



Recruitment of Tenant Board Member

We recently advertised for a new Flagship Suffolk Heritage Tenant Board Member.

We had expected to be able to carry out the recruitment process during April, however this has not been possible.

The rules ask for an 'appointments panel' to be in

place, and at the time of writing, this is not possible. When the panel has been formed it will meet and consider all the applications we received. We will then write to all those who applied to let them know whether or not they have been invited for an interview.

We very much regret this

delay but thank all those who have made applications and shown an interest in Flagship Suffolk Heritage.



Independence and security by the coast

Marram Green, Kessingland, Suffolk NR33 7AH



ARE YOU OVER 55?

You could qualify for a stunning new apartment at Marram Green! Previous requirement for four hours care a week no longer applies.

- Café bar and restaurant
- 24-hour care and support
- Landscaped gardens
- Securely protected environment

Assisted living and peace of mind with our **2 bedroom** apartments with full-time manager for the over 55's. Situated on **The Sunrise Coast** between Southwold and Lowestoft.

Shared equity and outright purchase from

£90,000*

01603 255 444

W: flagship-homes.co.uk

E: sales@flagship-homes.co.uk



Real help now



service right - first time

flagship

homes

All purchasers must live in or have a family connection to Suffolk. *Price is for a 75% equity share purchase, no rent is payable on the remaining share. Viewing by appointment only. Terms and conditions apply. Call for full details.

Don't just talk the talk, walk the walkabout

You may already be familiar with the idea of an estate “walkabout”. Maybe you’ve already been on a walkabout with us? Walkabouts are when a group of customers get together with their community manager to walk around the neighbourhood. Sometimes other people, like

the community ranger or the Police, will come along too.

The purpose of the walkabout is to identify problems in the area, and to talk to other customers living in the area, to find out what issues they may have noticed. The community manager, and ranger, will

identify any work that needs doing in the area. The walkabouts are held regularly, and dates for July, August and September are shown below. Why not make a note in your diary today? If you would like more information, please contact your community manager on **0845 601 3390**.

| Location | Date | Time | Community Manager |
|--|--------|-----------------|-------------------|
| Godfreys Court, Lowestoft | 7 Jul | 1pm | Lynne Riddoch |
| Heath View, Kesgrave | 12 Jul | 9am | Lauren Smith |
| Ferguson Way, Kesgrave | 12 Jul | 9.45am | Lauren Smith |
| High Street, Lowestoft | 14 Jul | 2pm | Lynne Riddoch |
| Gosford Heights, Beccles | 16 Jul | 10am | Helen Cobley |
| Brandeston Road, Earl Soham | 20 Jul | 11am | Tina Finbra |
| Danforth Close, Framlingham | 20 Jul | 2pm | Tina Finbra |
| The Hawthorns, Framlingham | 20 Jul | 3pm | Tina Finbra |
| 285 - 349 Duke Street, Ipswich | 22 Jul | 9am | Sophie Rawlings |
| 99 & 101 Fore Street, Ipswich | 22 Jul | 10am | Sophie Rawlings |
| Wherstead Road, Ipswich | 22 Jul | 10.30am | Sophie Rawlings |
| Salmet Close, Ipswich | 22 Jul | 11am | Sophie Rawlings |
| Merlin Court, 3 Pooleys Yard, Ipswich | 22 Jul | 11.30am | Sophie Rawlings |
| Barham Way, Wickham Market | 04 Aug | 11am | Andy East-Erskine |
| Rosery House, Cambridge Road, Felixstowe | 09 Aug | 10am-11am | Karen Glover |
| Cornwall Road Flats, Felixstowe | 09 Aug | 11.30am-12.30pm | Karen Glover |
| Avocet Court, Langer Road, Felixstowe | 09 Aug | 1.30pm-2.30pm | Karen Glover |
| Deben Court, Wickham Market | 11 Aug | 2pm | Andy East-Erskine |
| The Walk, Felixstowe | 12 Aug | 2pm-3pm | Heather Atherton |
| Simons Cross, Wickham Market | 18 Aug | 11am | Andy East-Erskine |
| Little Horsey Park, Campsea Ashe | 25 Aug | 2pm | Andy East-Erskine |
| Pine House, Felixstowe | 27 Aug | 1pm | Paul Quick |
| Elm House, Felixstowe | 27 Aug | 1.15pm | Paul Quick |
| Cricket Hill Road, Felixstowe | 27 Aug | 1.30pm | Paul Quick |
| Stonelands, Felixstowe | 27 Aug | 2pm | Paul Quick |



Flagship goes back to school!

Staff from Flagship went back to school recently for a question and answer session with students from Sproughton Primary School near Ipswich. The four staff members were put through their paces when children from Years 5 and 6 asked questions on green issues concerning housing and the environment.

Flagship staff were treated to a range of questions from 'how much effect do people's homes have on global warming?' to 'how do Flagship help their customers save energy?' The school children were rewarded for their efforts and enthusiasm with a recycled pencil case, pencil and wind-up torch.

As part of a school project, the children aged between nine and eleven got together in pairs to carry out research on what questions to ask. Once they had decided upon their subject, their questions were posted into a special box, ready for the Flagship team.

Nicky Ling, the teacher who helped set up the event said, "This was a great opportunity to engage students in thinking and learning about environmental issues. The morning provided a fun way to find out what Flagship is doing to minimise their impact on the environment, as well as giving students a greater understanding of what they themselves can do."

Eleven year-old Abbie Fuller said, "It was quite interactive, you got to learn and have fun at the same time."

David Wilkinson, Flagship's environmental and sustainability manager said, "It's really important for Flagship to promote green issues to younger people in a fun and informal way, after all they are the next generation and can really help reduce our impact on the environment. We want to encourage them to respect their use of energy for a more sustainable way of living. Our aim is to visit schools around East Anglia to communicate, in a practical way, initiatives on how to be more environmentally friendly."

Home is where the Art is

This could be your chance to make a difference and win vouchers for art supplies!

Winning pieces will help us design colouring activities to keep our young customers happy when they visit us!

All you have to do is create a piece of art from one of the following categories:

- ★ Painting ★ Drawing ★ Collage
- ★ Sculpture ★ Photograph ★ Video
- ★ Poetry ★ Music ★ Written article
- ★ 3D Computer generated art

Submitted pieces should reflect what you feel is either the best or worst aspect of living in a Flagship home & community.

Prizes will be awarded to 1st, 2nd & 3rd place within the age groups of: 12-14, 15-17 and 18-24. All entries should be sent to Jackie Howard, Flagship Housing Group Ltd, FREEPOST, ANG4936, Keswick Hall, Keswick, Norfolk NR4 6YS or email jackie.howard@flagship-housing.co.uk

Remember to include your name, address and age with your submitted piece! All pieces should be submitted by Wednesday 1 September 2010.

Home is where the Art is
brought to you by:



The launch of Flagship Health



Flagship Foyers residents and support workers enjoyed a real adventure recently when they spent the day at Thorpe Woodland Adventure Centre near Thetford.

The event marked the launch of Foyer Health, an initiative to increase the skills, resources and opportunities for disadvantaged young people, to make for a healthy transition to independent adulthood. Foyer Health is funded by the Big Lottery Fund's Wellbeing programme and managed by the Foyer Federation.

Activities included cycling, archery, climbing, aerobics, Indian head massage, reflexology and other alternative therapies.

Although the day was about having fun, it was also an informal way of getting residents to improve their health habits for life. This is just one of many ideas that Flagship Foyers will implement to maintain its new health and well-being

programme. Stacey, one of Flagship Foyers' residents said, "I really enjoyed myself, it was good to get out and do things and meet new people."

Ben Hughes, one of the organisers said, "The day was a great opportunity for our residents and guests to get a flavour of what they can do to keep healthy and fit. Stress-busting treatments like Indian head massage are not something residents can afford on a tight budget so I'm really pleased they could relax, try out something new and enjoy themselves."



Flagship Foyers provides vulnerable young people between 16 and 25 with supported housing and training opportunities. Flagship has eight small foyers across Norfolk and Suffolk. Each foyer has one, two or three dedicated support workers available to assist residents in obtaining training and employment, and for general help and advice. A vital part of the support worker's role is to prepare residents to live independently.

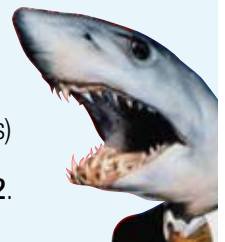
Loan sharks look like ordinary people!

Don't get bitten – what to watch out for

Have you, or anyone you know:

- Been offered a cash loan without paperwork?
- Been threatened when you couldn't pay?
- Had your benefit or bank card taken away from you?
- Had a loan which does not decrease or keeps growing, even though you are making payments?
- Been offered a loan by someone who does not hold a licence? (lenders are required by law to have one for the protection of borrowers)

For confidential help and advice, contact the Illegal Money Lending Team (working with Suffolk County Council's Trading Standards) on **0300 555 2222**.



Flagship Response - one year on...



Flagship Response began working 24/7 one year ago, and what a year it's been!

The Customer Experience Executives work hard to ensure that your call is dealt with quickly and effectively. But what is it like to work in Flagship Response? What happens in a typical day? Here, David Vear gives us an insight.

"I get in to work just before 7am. My first port of call is to check in with the night shift - are there any issues that I need to be aware of? Are our computer systems working as they should be?"

It's then off to my desk to get logged on to the phone and computer. I don't have to wait long for my first call. The caller is surprised that someone is there to answer the phone at that time of the morning! I check the caller's rent account and take a payment. The next call is from a tenant of Mid-Suffolk District Council (we take emergency calls from their customers as well as a number of other local authorities). Sadly this lady has lost her dog, so I take all the details and send them across to the dog warden for that area.

Over the next three hours the rest of the team come in to start their various shifts - and the calls keep coming! Everything from leaking taps to broken down boilers and broken door locks; we log all the repairs and send them to the relevant engineers. These calls are interspersed with customers wanting balances on their rent accounts and to make payments.

My last call before lunch is from a customer complaining about his neighbour playing loud music during the night. I record

all the details and send a message through to their Community Manager. I know they will be in contact with the tenant.

After my lunchbreak my next caller wants a home in Thetford. I tell them that we don't have our own waiting list for housing, and give them the number to call to register with their local choice-based lettings scheme.

My next call is rather upsetting - it's from a lady whose father has just passed away. He had one of our properties and she wants to know how long she has to clear the property. I offer my sympathies and explain that she has four weeks to do this. I take all the details and send them through to the Community Manager who will contact the daughter of the customer and to help her make the necessary arrangements.

One of my last calls of the day is for a serious anti social behaviour incident that has taken place. The community manager responsible for the area is out on visits, but I'm very fortunate to be able to contact them via email and they attend the scene within 30 minutes! And with that my day is over, so it's time to sign off and go home. As usual it's been a varied and interesting day - exactly why I enjoy working in Flagship Response.

| | Before 24/7 opening | Now |
|-------------------------------|---------------------|------------|
| Average time to answer | 140 seconds | 24 seconds |
| Calls answered immediately | 19% | 75% |
| Calls dealt with out of hours | None | 30% |

Leaseholder Column - Insurance

Flagship leaseholders contribute towards a buildings insurance policy which is paid within their service charges.

The insurance cover is currently with NFU Mutual. Because Flagship has insurance that covers over 20,000 households, we achieve real value for money. This means that this year, leaseholders will only pay £40 for their years' buildings insurance.

However, this insurance does only cover the building itself. To be fully insured, you should obtain your own contents insurance. Without it, if for example, you were to have leak or a fire in the property, the structural part of your claim would be covered, but loss to personal possessions, household

goods etc would not be included. Nor would any redecoration, re-wiring etc needed in the home.

The policy excess for any claims made directly by the leaseholder before 30 September 2010, is £50.

A copy of the insurance schedule précis is in the customer zone of the Flagship website. If you do not have access to a computer please contact Flagship Response on **0845 601 3390** and a copy will be sent to you. If, having read the policy précis, you have further queries, please contact NFU Mutual.

To make a leaseholder claim, simply call NFU Mutual on **01986 872388**, stating you are a Flagship leaseholder and quote policy number **N80G43710**.



Flagship Housing Group

★ Good ★ Neighbour Award

Do you have a great neighbour? Someone that helps you out? Has been a real support to you in tough times or gives their time to the local community?

Here is a brilliant way to say thank you!

Contact Flagship Response on **0845 601 3390** for a Nomination Form or nominate them online at flagship-housing.co.uk. Your neighbour could be the proud winner of the **Good Neighbour Award 2010**.

Closing date is 1 September 2010

Winners and runners up along with their nominators will be invited to an awards lunch in October 2010.



If you'd like this 'edition – news for customers of Flagship Suffolk Heritage' newsletter in large print, Braille, audio format, or translated into another language, please call Flagship Response on **0845 601 3390**.

POR Se pretende esta informação em letra grande, Braille, áudio ou traduzida num outro idioma, por favor contacte a Flagship Response pelo **0845 601 3390**. Esta publicação chama-se 'edição – notícias para os clientes da Flagship Suffolk Heritage'.

POL Jeśli pragną Państwo otrzymać niniejsze informacje w dużym druku, alfabecie Braille'a, w formacie nagrania audio lub przetłumaczone na inny język, prosimy o kontakt telefoniczny z Flagship Response pod numerem **0845 601 3390**. Ta publikacja jest zatytułowana 'edition – biuletyn informacyjny dla klientów Flagship Suffolk Heritage'.

RUS Если вам нужна эта информация крупным шрифтом, шрифтом Брайля, в аудиоформате или в переводе на другой язык, обращайтесь в диспетчерскую службу 'Flagship Response' по тел. **0845 601 3390**. Этот буклет называется 'Выпуск новостей для клиентов Flagship Suffolk Heritage'.

LIT Jei ši informacija reikalinga dideliu šriftu, Brailio raštu, garso įrašų ar išversta į kitą kalbą, prašom skambinti 'Flagship Response' grupei telefonu **0845 601 3390**. Šis leidinys yra vadinamas 'Leidinys – naujienos Flagship Suffolk Heritage klientams'.

SYL আফনার যদি এই তথ্যাবলী বড় হরফ, ব্রেইল, অডিও ফরম্যাট বা অন্য কোন ভাষায় অনুবাদ করা অবস্থায় পাওয়ার দরকার হয়, তবে দয়া করি **0845 601 3390** নম্বরে ফ্ল্যাগশিপ রেসপন্স-কে ফোন করবা। এই প্রকাশনারে কওয়া হয় 'এডিশন - ফ্ল্যাগশিপ সাফোল্ক হেরিটেজ-এর গ্রাহকর লাগি সংবাদ'।

Contact us

Flagship Response (24hr)

Telephone: 0845 601 3390

Fax: 01728 727500

Email: shha@flagship-housing.co.uk

Suffolk Heritage Head Office

Avocet House, Station Road,
Framlingham, Woodbridge,
Suffolk IP13 9EE.

Opening hours: Mon, Tue,

Thur: 8.45am - 5.15pm

Wednesday: 8.45am - 4.00pm

Friday: 8.45am - 4.45pm

Angel Court

Colchester Borough Council,
Essex.

Opening hours: Thursday:

10.00am - 1.00pm

The Shaw Trust Building

Shaw Trust, 15 Milton Road
East, Lowestoft, Suffolk.

Opening hours: Wednesday:

9.30am - 12.30pm

2 Pine House, Grange Road,
Felixstowe, Suffolk.

Opening hours: Thursday:

9.30am - 12.30pm

Committee contacts

Chair: John Taylor

Tel: 01728 747556

Secretary: Sue Hanton

Tel: 01728 727526

Email: sue.hanton@flagship-housing.co.uk

Ground maintenance survey



Recently we asked customers if they were happy with the Ground Maintenance services.

64% said 'NO'
36% said 'YES'

Although 64% said they were not happy with the ground maintenance services, 37% of these results related to people parking their vehicles on grassed verges or driving

their vehicles across the grass to park in their gardens.

6% mentioned that litter and rubbish is being left in bushes, hedges and parking areas.

Customers also made reference to the grass cutting contract, with comments such as:

- The grass is being left too long between cuts
- The blowers used to blow cuttings away blow the cuttings into doorways.

These comments have been passed onto the appropriate teams. Estate and street inspections / walkabouts have now begun and will also start to pick up on issues raised.

Edition is published six times annually and contributions for the next issue (August 10) are invited. Please submit items to Emma Parnell-Cook at emma.cook@flagship-housing.co.uk or telephone 01603 255421. Suffolk Heritage Housing Association is an exempt charity and a member of The Flagship Group.

Remember to recycle this newsletter when you've finished reading it - thank you!



Designed and produced by Ett Marcoms www.ett.co.uk

service right - first time

