

Flagship response
- page 15

the wave

Issue 63 June 10

news for customers of flagship peddars way

The launch of Foyers Health

Improving health habits for life



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Welcome to the Wave

This issue of The Wave is once again packed with information and news from your area. From estate walkabouts, community events and special birthdays, to performance information, credit unions and an art competition, I think you will find something here for everyone!

Our estate walkabouts are proving to be a real success, and we have provided dates of upcoming walkabouts on page 8. Why not make a note in your diary for the one in your area, and come along to give your views?

I hope you enjoy your read!

Dave Seaton
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.

Fun day at Watson Watt Gardens



Freeway Community Group in Mundesley have organised two Fun Days for August. A 'Children's Fun Day' will be held on 3 August from noon till 4pm, and a 'Fun Day for All' will be held on 26 August between 2pm and 4pm. Both events will have many activities to entertain you, and entry is free! Why not join in with the fun? Both events are being held at Watson Watt Gardens in Mundesley.

New builds in Caistor

Eight new homes have been completed in Caistor. The development of three- and four-bed houses includes two shared ownership properties, with the remaining six being available for general needs rent.

Caroline Spinks moved into a four-bed home with her three children and is thrilled with her new home. "We are so house proud now – everything is all shiny and

Thank you!

In the December issue of The Wave, we made an appeal for wool on behalf of a customer in North Walsham.

Pauline Watts knits all sorts of things for the International Aid Trust, including toys, baby bonnets, blankets, scarves and hats. You were very generous with your wool donations, and Pauline would like to say 'thank you' to everyone who contributed.

If you would like to send any spare wool that you have,



please send it free of charge, to Christine Fox, Community Manager, Flagship Peddars Way, Michael Chaplin House, FREEPOST IH3392, Station Road, Dereham, NR19 1BR.

Joint Residents Group meeting for all customers living in Plantation Road, North Walsham. 6pm on Wednesday 14th July at Masters Court. All welcome!

new!" she said.

Having been signed off work as a teacher on long-term sickness, Caroline needed a home with downstairs sleeping accommodation. "Our new home had a dining room so I was able to use that as a bedroom" said Caroline. "My youngest daughter has the master bedroom upstairs so is living like a princess with the en suite!"



"We have met all the neighbours now and they are all lovely. There is a great mix of people and everyone is so friendly. All our dreams have come true!"



The Easter Egg Express comes to Laburnum Grove

On Easter Sunday, Laburnum Grove hosted what has become a regular Easter visit from members of the Thetford Bikers Club.

The bikers arrived on their motorcycles in formation bringing Easter Eggs to the older people who live on the very sheltered scheme.

This is one of the highlights

of the year – not only are all the residents each presented with an egg by the bikers, but they also relish the chance to grasp a young man around the waist and thunder off into the sunset on a powerful bike.

One of the first residents to have a dash round the car park was 84 year-old Mary who had been looking

forward to the experience for weeks. She certainly seemed to be trying hard to make herself comfortable with a tight grip around biker Barry Whatley's waist!

The generosity of the Thetford Bikers Club in buying eggs for the residents and giving up their time on a Bank Holiday to entertain them is very much appreciated by all involved.

Adaptations

The Flagship Peddars Way Customer Consultation Group recently donated £16,000 to the Disability Awareness Group. This money had originally come from a Scottish Power incentive for

customers of Peddars Way.

The Disability Awareness Group (DAG) is using this money to fund one-off adaptations for customers with a disability. Recently, electricity has been installed in two sheds in Dereham and

Bawdeswell so that they can be used to house mobility scooters. Also, a new scooter shed is being built at Lime Tree Walk in Watton.

Watch this space for news of other adaptations.

Community Spirit Easter EGGstravaganza



An Easter “Eggstravaganza” was held in the Abbey Neighbourhood Centre in Thetford.

Families came from all over Thetford to join in with the Easter Egg Hunt, the Chocolate Bingo and the Arts and Crafts sessions.

The sun shone on the families as they hunted for clues around the area before being entered

into the prize draw for an egg. Kian, aged 6, won the first prize, with James, Deonie and Lilly winning prizes too.

The chocolate bingo was a yummy success and the arts and crafts saw mums and dads helping their children to create and design pictures.

Community Spirit would like to thank everyone who took part and helped to raise £200 which will go towards the Community Spirit Youth Club, which runs every Tuesday.



Security door in flats

A new security door has been installed at St Martin’s Way flats in Thetford.

Because the old wooden door was constantly being subjected to anti social behaviour, over £1,000 had been spent in repairs in the last eight months. Julie Thompson, Community Manager, says: “The new door is made of metal, with no glass to smash, so will allow customers living in the flats to feel more secure.”

Special birthday

A customer at a sheltered housing scheme in Swaffham celebrated his 90th birthday recently.

Ernie Lee had a surprise party with family and friends, some of whom he hadn’t seen for many years. “I had a lovely day” said Ernie. “I even met my granddaughter for the first time!”

An afternoon tea was also held for him in the communal lounge at Suffield Court, with yet another birthday cake! At his request, there were no presents, but donations to the Salvation Army, which raised £120. To round off his week, Ernie even won the Bonus Ball! “I had a very happy and emotional week” he tells us, “with lots of cake!”



Happy outcome

An ongoing problem with a property in a rural village has finally been resolved.

Neighbours of the single man who lived in the home had made complaints about the number of animals being kept in the property. Having tried for some time to work with the customer, Donna Norton, Community Manager, was finally granted an eviction order.

When Flagship took possession of the house, the full extent of the problem was discovered.

The previous tenant had been in the property for ten years, and during that time had acquired many cats, dogs, snakes and birds, all of which had been living in the property.

Outside, the small garden was ankle deep in faeces and mud, and was home to chickens, ducks and cockerills. "The house was in a dreadful



state" said Donna. "The smell of ammonia was horrendous and there was faeces all over the floor." Because of the state of the property, the floors had to be ripped up and replaced, new doors and frames had to be fitted, and a new kitchen and bathroom were installed. Outside, the garden was dug up and re-top soiled and turfed to ensure it was safe for the next family. The total cost to make the home habitable was £12,000.

The home has a happy outcome though, as a young mum with her daughter have recently moved in.

Donna said: "A case like this is always very sad, but thankfully they are quite few and far between. I am pleased that the new customer has moved in now and seems to be settling very well."

New surgery in Thetford

A new surgery has started at the Redcastle Furze estate in Thetford.

Julie Thompson, Community Manager, will hold the surgery once a fortnight at the Redcastle Community Centre. The surgeries started in June and are proving to be successful. She is able to help with tenancy and rent queries, report repairs, help with anti social behaviour issues and much more.

Thetford Healthy Living Centre will also be at the surgery every other week.

The next surgery will be held from 2.30pm to 4.30pm on 1 July, then fortnightly from that date (15 July, 29 July and so on). Everyone living on the Redcastle Furze estate and the surrounding area are welcome to call in and see Julie.



New fencing

New fencing between Chester Way and Coventry Way has made the area much safer for children to play.

As part of the Moving Thetford Forward project, the new

fencing ties in with the fencing at Gloucester Way.

Sheltered schemes in the area also benefitted with fencing recently, which created gardens for the customers living there.

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
Triumph Court, Linnett Road, Siskin Close, Kestrel Avenue, Costessey, Norwich	7 July	10am – 12noon	Claire Raphael
Florence Way, Ellingham	8 July	10am – 11am	Syrena Cator
Wensum Way, Fakenham	8 July	10.30am – 1pm	Mandy Player
Chester Way, Coventry Way and Exeter Way, Thetford	8 July	11am – 12.30pm	Julie Thompson
St Marys Crescent and Bury Road, Thetford	14 July	10am – noon	Tracy Lock
Meadowside and The Street, Blo Norton	14 July	10am – noon	Donna Norton
Lincoln and Guildford Way, Thetford	15 July	9:30am – 1pm	Dilys Leggett
Poppyfields, West Winch, King’s Lynn	15 July	10am – 1pm	Alison Witchell
Durham Way and Ely Way, Thetford	20 July	10am – noon	Neill Arnold
Prior Stephen Way and St Martins Way, Thetford	22 July	9:30am – 12:30pm	Julie Thompson
Halford Road, Halford Close, Halford Place, Attleborough	22 July	11am – 1pm	Sandy Rampling
Halford Road, Halford Close, Halford Place, Attleborough	22 July	11am – 1pm	Sandy Rampling
Prior Stephen Way, Thetford	11 August	11am – noon	Julie Thompson
Wayland Way, Gaymer Close, Mill Road, Banham	19 August	10am – 1pm	Donna Norton

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 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 will be 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!

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 Robert Moulden at robert.moulden@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've a savings account as a 'dividend', or it's used to try and improve the overall service.

To keep 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.

Details of Credit Unions in your area are:

Watton Credit Union –
Wayland House,



High Street, Watton
Tuesday 9.00am – 1.00pm
and Thursday
9.00am – 11.00am
Contact: **01953 883915**

Swaffham Credit Union –
Campinglands Community
Centre, Swaffham
Tuesday 1.00pm – 4.00pm
Contact: **01760 722800**

Thetford Credit Unions Collection points at:

Keystone Development Trust,
The Limes,
32 Bridge Street, Thetford
Monday – Friday
9.00am – 5.00pm
Peddars Way office,
56 York Way, Thetford
Monday - Friday
9.00am - 5.00pm
(closes at 4.15pm on
Wednesday)

Abbey Community Centre
Tuesday – Saturday
10.00am – 2.00pm.
Contact: **01842 821643**
(Abbey Community Centre)

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."

Donna Ireland, Community Manager, said "The training has been really good and I



have learnt so much. I really feel that this will enable me to help my customers even more than before."

Paint with Vinci

Paint with Vinci will be held on **31 July 2010**
at **Swayne Close, Thetford**
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



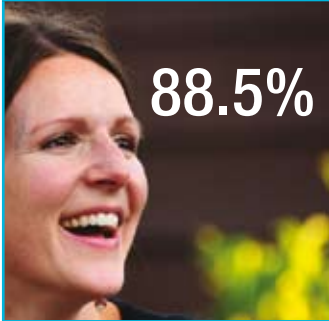
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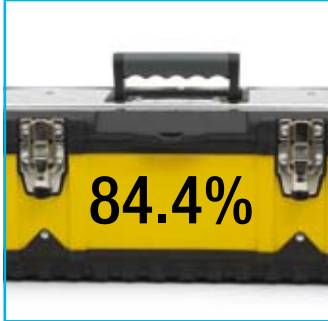
How are we performing?

Figures from
April 2010

Overall customer
satisfaction



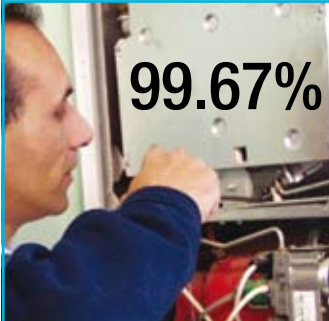
Repairs satisfaction



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



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 Norfolk County Council's Trading Standards) on **01603 461122**.



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.



Ground maintenance survey



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

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

Of the 64% that were not happy with the services, 37% related to cars being parked on grass verges, or being driven across grass to be parked on gardens.

6% mentioned that rubbish

is being left in bushes, hedges and parking areas.

Customers also commented on the grass cutting contract, such as:

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

Your feedback has been passed onto the appropriate teams to be actioned.

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



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.



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."

If you'd like 'the wave – news for customers of Flagship Peddars Way' 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 'a onda – notícias para os clientes da Flagship Peddars Way'.

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

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 'Волна – новости для клиентов Flagship Peddars Way'.

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 'Banga – naujienos Flagship Peddars Way klientams'.

SYL আফনার যদি এই তথ্যাবলী বড় হরফ, ব্রেইল, অডিও ফরম্যাট বা অন্য কোন ভাষায় অনুবাদ করা অবস্থায় পাওয়ার দরকার অয়, তবে দয়া করি **0845 601 3390** নম্বরে ফ্ল্যাগশিপ রেসপন্স-কে ফোন করবা। এই প্রকাশনারে কওয়া অয় 'দ্য ওয়েভ - ফ্ল্যাগশিপ পেডারস ওয়ে-র গ্রাহকর লাগি সংবাদ'।

Contact us

Flagship Response (24hr)

Telephone: 0845 601 3390

Fax: 01362 656520

Email: pwha@flagship-housing.co.uk

Dereham Area (Head Office)

Michael Chaplin House,
Station Road, Dereham,
Norfolk NR19 1DA

Thetford Area Office

56 York Way, Thetford,
Norfolk IP24 1EJ

Opening hours:

Mon - Fri 9am - 5pm
(Offices close at 4.15pm on
Wednesday for staff training)

Thetford – Redcastle Furze Community Centre

Alternate Thursdays:
2.30pm – 4.30pm

Part-time offices/surgeries

Attleborough - Wayland

Court Alternate Thursdays:

9.30am - 11.30am
Please ring Flagship Response
for dates of your next surgery.

Bowthorpe - Church Centre, Wendene

1st Wednesday of each month:
2pm - 4pm

Representatives from other
agencies will be present.

Norwich - Norman Centre

Alternate Fridays 2pm - 4pm

Swaffham - Campingland Community Centre

Tuesday: 2.30pm - 4.30pm

Watton - Wayland House

Tuesday: 9am - 11am

Beside the seaside...

A group of tenants with learning difficulties recently enjoyed a summer holiday in Cromer.

Although the weather was mostly wet and windy, the four tenants were kept entertained and busy with trips to the swimming pool, a visit to the zoo and walks around the area.

“Challaborough” is a home for adults with learning difficulties in Attleborough. Kerri Morris, House Leader, organised the holiday, and was ably helped by Kerrie Good, Services Manager at Oak Trees. “We all had a great time. It was so good to

see our tenants enjoying themselves and having new experiences” said Kerrie. “I would like to say a big thank you to Kerri Morris for making the holiday so special for us all.”



The Wave 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**. Peddars Way Housing Association is an exempt charity and a member of The Flagship Group.

Customer Consultation Group Contacts

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

