

Sheltered Tenants

Prize Quiz

£20 1st prize, £15 2nd prize,
£10 3rd prize.

Name 10 things beginning with the letter S you can wear on your feet.

Answers on a post card to the FREE POST address shown below by 18 May 2007

Winner to be drawn on 25 May 2007.

Prize Quiz Winners

The prize winners of the last quiz are as follows: -

£20 first prize

Mrs E May- Nelson Close

£15 Second Prize

Mrs T Peters - Bodley Close

£10 Third Prize

Mrs D Kingdon- Bodley Close

On a lighter note

A man and a friend are playing golf one day at their local golf course. One of the guys is about to chip onto the green when he sees a long funeral procession on the road next to the course. He stops in mid-swing, takes off his golf cap, closes his eyes, and bows down in prayer. His friend says: "Wow, that is the most thoughtful and touching thing I have ever seen. You truly are a kind man." The man then replies: "Yeah, well we were married 35 years."

Why do ducks have webbed feet?

To stamp out fires.

Why do elephants have flat feet?

To stamp out burning ducks.

Freepost customer comments and compliments

Tell us about the Housing Service you receive

Name: _____

Address: _____

Telephone _____

Improvements in the housing service have been identified in the Tenant Participation Compact. If you have not yet received your booklet, please let the TP Officer, Steve Deakin, know. He can be contacted on 265698

Help us to identify areas where we can improve the service we provide. If you have any comments to make about the service you receive or wish to express a view about an article in this newsletter, why not write in and let us know

I am happy to have my letter published:

(please circle) **Y / N**

The points I would like to raise are:-

(continue on a separate sheet if necessary)

You could even get your letter published with a reply by the appropriate officer

Freepost EX123, Steve Deakin, Tenant Participation Officer, Community and Environment Directorate, Exeter City Council, Paris Street, Exeter, EX1 1RQ



Exeter City Council

Exeter City Council
Sheltered Housing
Consultation Group

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If you need to contact the housing services, decide which section your query will come under and telephone the appropriate number.

Rents: 265329

Estate Management: 265032

Repairs: 265031

CHATTERBOX

FOR CITY COUNCIL SHELTERED TENANTS Issue 12

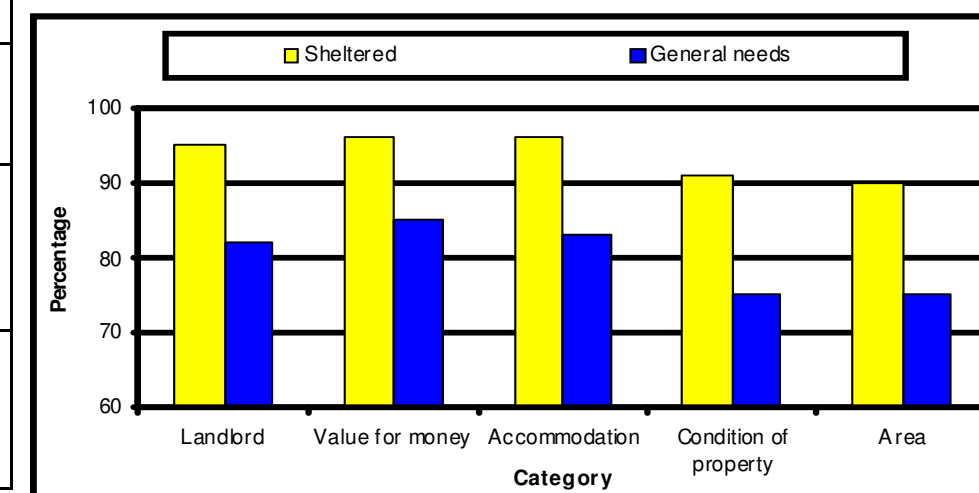
Simply the best - Well nearly

Sheltered Tenant Satisfaction Survey Results

Exeter City Council's Sheltered housing tenants show higher levels of satisfaction than general need tenants. Figure 27. below includes tenants who are very or fairly satisfied, comparing sheltered housing with the results from

general need tenants. Sheltered housing tenants are in particular more satisfied with the condition of the property (91%), compared with 75% overall and the local area (90% compared with 75%). Source, 2006 Status Survey.

Figure 27. General levels of satisfaction



Internal Decorations Scheme

Exeter City Council have recently entered into a new contract with DR Jones for the decoration of communal areas and the Decoration

Assistance scheme. Survey work is being carried out to determine which communal areas will be decorated first.

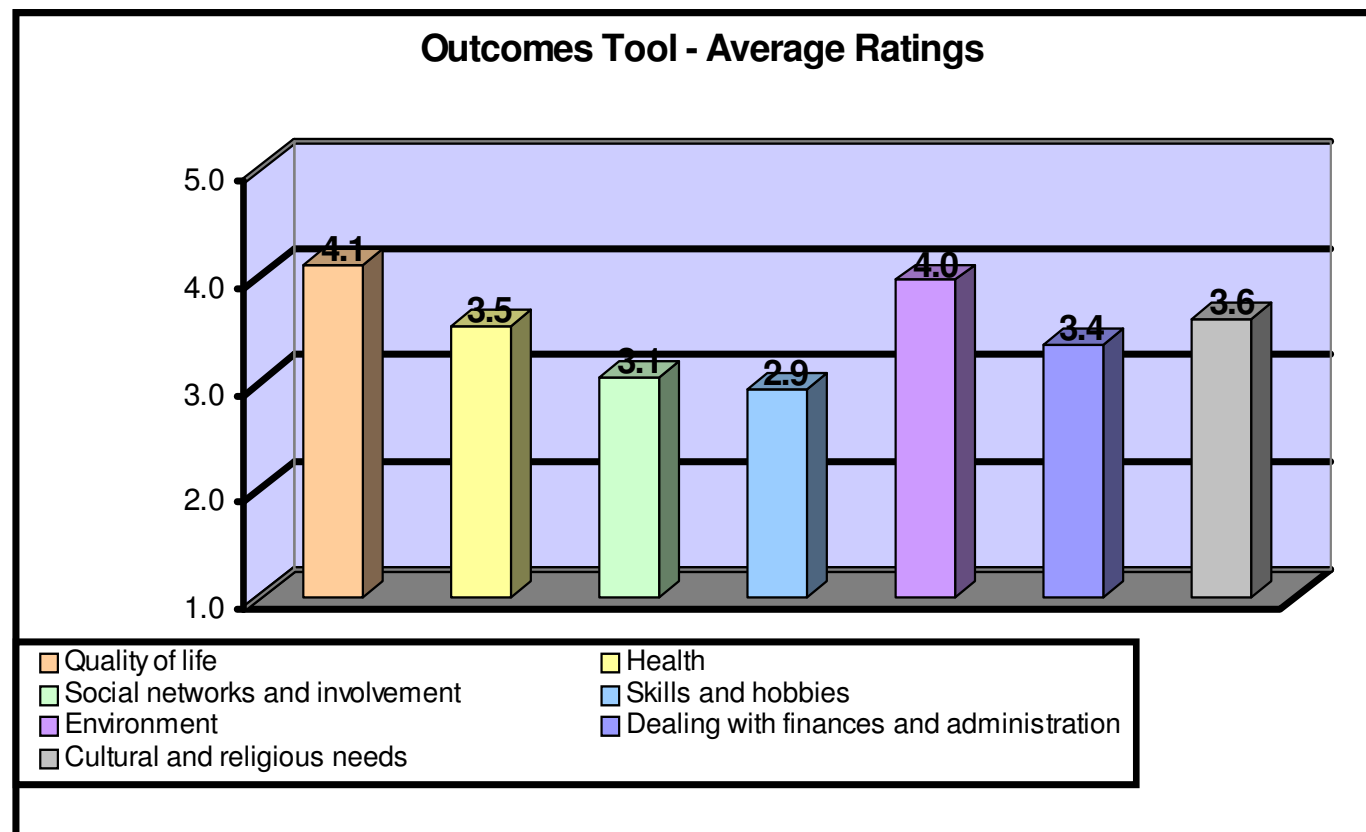
Results Of The Sheltered Housing Tenants Survey

Thank you very much to all those sheltered residents who took the time to complete the above questionnaire. We received a 48% return, which is pretty good considering the number of surveys and assessments we have bombarded you with over the past year.

The Survey was designed to gauge how successful our Sheltered Housing Service is in promoting independence and choice through quality housing and support.

I am sure you will agree that the table below shows a fairly satisfactory set of results. However the overall success of the exercise will be judged against how we use this information to improve our service further. Obviously we have a few ideas of our own on how this could be achieved but I would welcome any input from your selves. Please do not hesitate to contact the Senior Warden Yvonne Trude or your Site Warden if you wish to discuss this further.

The table rates the service from 1 to 5 with 5 being the best.



The results have also been broken down into individual sites so if you are interested in how your site rates please ask you warden for this information.

Home Contents Insurance

Are YOU covered?

For a small weekly fee, which can be paid along with your rent, you can insure your home contents and protect your possessions.

The minimum sum you can insure for is: -

£6,000 for anyone over 60 receiving state retirement pension, and £9,000 for anyone not receiving state retirement pension.

The proposal form is simple, and easy to complete. This can be obtained from Customer First at the Civic Centre, from your Estate Officer or by contacting Steve Deakin on 265698.

PASSWORD SCHEME.

In line with the other security measures Exeter City Council are promoting for sheltered tenants, this is a timely reminder to everyone that we do have a PASSWORD SCHEME in operation.

How does the scheme work?

The next time you contact the council, for a repair or when you want someone to call at your home, simply inform them of the 'password' you wish the person calling at your home to use.

The 'password' could be your maiden name, the name of your budgie, anything, just so long as it is something that YOU can remember.

When the worker arrives at your door, you must then ask them for the password, they will relay the password back to you.

IF THEY DO NOT KNOW THE PASSWORD DO NOT OPEN THE DOOR TO THEM - ITS AS SIMPLE AS THAT!

**REMEMBER - HELP US TO HELP YOU!
TOGETHER WE CAN MAKE A DIFFERENCE**

Practice good doorstep behaviour

Never to leave the door unlocked and do not leave keys in unsafe places such as under the door mat or plant pot for someone to gain access to your property. If you need to make keys available for a friend or relative either install a wall mounted key safe or get spare keys cut. Do not put the name and address of the person on the keys.

Make sure you always follow the good doorstep procedure below to help beat bogus callers.

If a caller knocks on your door you should:

- ♦ keep front and back doors locked (with keys taken out), even when at home.
- ♦ stop and think if anyone is expected.
- ♦ look through a spy hole or window to identify the caller.
- ♦ put the door chain or door bar on first before opening the door, and keep it on whilst talking to the caller (normally when the door is shut and locked, the bar or chain can be left off to get out in an emergency).
- ♦ check their identity card carefully even if the caller has a pre-arranged appointment (close the door whilst doing this).

look up the phone number of who the caller represents in the phone directory; ring to verify the caller's identity and do not use a phone number on the identity card, as this may be fake.

Genuine callers will not mind waiting whilst their identities are being verified. If the caller is from the utility company or the council, and you belong to a password scheme, the caller should be able to quote the password to prove that they are genuine. Further information about password schemes can be obtained by contacting individual companies (see page 7 for Exeter City Councils). If you do not want to deal with the caller face-to-face you can get an intercom system installed or ask the caller to return when someone can be with you.

If still in any doubt, keep the caller out!

Cash incentives to help over 55's to downsize

Do you have a friend or relative who is over 55 and living in a property which is too big for their needs? If so, they could benefit from Exeter City Councils downsizing payments scheme.

The new scheme is designed to offer financial and personal support to Council tenants looking to move into smaller, more suitable accommodation. That accommodation could be with the Council or a local Housing Association.

Payments include:

- **£2000** where the tenant is downsizing by two or more bedrooms (e.g. 4 bed property to 2 bed or 3 bed property to 1 bed)
- **£1500** where the tenant is downsizing by one bedroom (e.g. 3 bed property to 2 bed or 2 bed property to 1 bed)

Tenants can use this money for whatever they want. They could purchase furniture or carpets for their new home or spend it on a holiday. The choice is theirs. On top of this payment the Council

will also pay for their removal costs. If they are disabled or elderly this may include paying for their belongings to be professionally packed as well.

We also recognise that moving can be a stressful time. Therefore if they require it we will provide a Tenant Liaison Officer to work with them. The liaison officer can:

- Help them with application forms and other paperwork.
- Help them look for a new home.
- Organise removals.
- Help purchase new carpets, furniture, white goods etc.
- Ensure their new home is connected to the services - electric, gas, telephone etc.
- Be a first point of contact should they have any worries or concerns.

Moving to a smaller home has never been so easy. If their existing home is too big for them and they would like help in finding smaller accommodation then tell them to contact the Exeter Home Choice team on 01392 265889 who will arrange the help they need.

Could YOU represent YOUR Sheltered Scheme on the Sheltered Housing Consultation Group?

The Sheltered Housing Consultation Group is now well established with representatives from most of the Exeter City Council Sheltered Schemes.

Meetings are held on Mondays between 2.00 and 4.00 pm quarterly. We need to have a group made up of representatives from all of the ECC Sheltered Schemes. This is to ensure that the views of the group are truly representative and that everyone living in sheltered accommodation will have access to the group, through their representative.

The Sheltered Housing Consultation Group will have a major part to play in setting standards and monitoring service provision.

Service providers and commissioners will need to consult service users and it will be the Sheltered Housing Consultation Group that will be consulted in relation to the service. We need representatives from the schemes listed below which are not represented at present.

We need: -

- 1 representative from Abbeville Close.
- 2 representatives from Amersham Ct.
- 2 representatives from Clifford Close.
- 2 representatives from Hamlin Gdns.
- 2 representatives from Russett Hse.

If you would like to be involved or would like more information contact Steve Deakin at the address on the back page by phone, letter or email.

Meet your Wardens

Yvonne Trude - Senior Warden



I am a Yorkshire 'lass' born and bred in the beautiful seaside town of Scarborough. I lived in Surrey for many years before moving to Devon where I worked for another local authority in a post very similar to the one I have now. I can't believe that I am currently in my third year with Exeter City Council, my how the time has flown! When I am not working, I enjoy relaxing by walking around the lovely Devon coastline and countryside, cooking, gardening and listening to music, not necessarily in that order. There is much excitement in the Trude family at the moment as we are eagerly awaiting the arrival of my first Grandchild who is due in April, very nicely timed for the summer months and lots of nice walks in the pram with Grandma.....'.

Readers letter

I wonder if you think the following letter will be of interest to 'Chatterbox' readers?

"When I retired I looked after my grand children, while their parents worked, until the youngest started school. I was used to being busy so then I began to ponder what I could do.

I couldn't walk the South West coastal path (my legs wouldn't let me); I couldn't do a parachute jump; I can't stand heights nor could I surf or dance so I decided to be a volunteer for my local doctors surgery. A decision I have never regretted.

To begin with I kept the surgery toys clean and generally made myself useful. Having proved myself I was asked to befriend housebound

patients and help run Alpha Babes - a mother and baby group held in our local community centre.

Although you do have to put in the hours and work it is very rewarding. Knowing you are giving a vital and necessary service is a great boost to ones ego. Strange as it may seem I feel I am still learning and growing. The world has changed but some things never change such as problems the young have and this is where the elderly still have much to give and can draw on their knowledge and experience to help others.

I gain so much more than I give in effort, that I cannot imagine life without volunteering. So I would urge anyone with time to spare, and who enjoys reasonable health, to volunteer. Have a 'Go'."

Do you have an interest, hobby or experience you would like to share with other 'CHATTERBOX' readers?

If so why not get in touch with me and get it published?

You can drop me a line, give me a ring or even email me - my contact details are on the back page.

You can have your name in print or, if you prefer, remain anonymous, the choice is yours