



Exeter City Council

Exeter City Council  
Sheltered Housing  
Consultation Group  
**Newsletter**

**Inside this issue:**

Bogus Caller = Burglar	2
'TACT @ DOME', your new Independent Tenants Advisor	2
Ban on Smoking in Common Rooms	2
Staywarm from Powergen	3
Home Contents	3
Quiz and Last Issues Winning Entries	4
Freepost Comments and Compliments	4

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

These are: -

**Rents: 265329**

**Estate: 265032**

**Repairs: 265031**

# CHATTERBOX

Issue 5

## OPTIONS APPRAISAL

### Independent Tenants Advisor Selected

The Independent Tenants Advisor (ITA) selected by a tenants panel to represent the tenants and leaseholders of Exeter City Council is 'DOME Consultants'.

Their locally based consultant Louise Barnden and her team have already started working with tenants.

The main roles of the ITA will be to: -

- ◆ Strengthen tenant and leaseholder participation across Exeter.
- ◆ Carry out training and 'capacity building' for interested tenants.
- ◆ Advise all tenants & leaseholders on the options for the future of their homes and the implications of each option.
- ◆ Develop a city-wide 'Insight group' following on from this process.

To achieve these TACT has: -

- ◆ Distributed an introductory newsletter and a 'Priority Survey' in June.

- ◆ Taken a 'Roadshow' around the city in order to carry out wider consultation.

They will go on to: -

- ◆ Hold a number of Insight sessions in July and August.
- ◆ Distribute a further newsletter in August telling you about progress.
- ◆ Hold a conference in September.
- ◆ Hold a further series of Insight sessions so that recommendations can be worked on.
- ◆ Present a report to the council which will include all the views heard throughout the consultation process.

As part of this process the Council will listen to what options tenants say they want and then carry out a financial review. This review will explain how your options would affect housing services now and in the future. No decision will be made until tenants are clear about the implications of their choice.

## BOGUS CALLER = BURGLAR

Despite warnings being printed in every issue of this newsletter, people are still allowing bogus callers through the security doors of the sheltered units.

The latest sheltered site to be targeted by burglars was Russett House. Two men posing as Water and Gas engineers gained access to the unit. Once inside the security doors they gained access to someone's flat, stole an amount of money, ransacked the place and left. All this happened while the person was inside the flat.

The intention is not to scare people living in

sheltered accommodation. Yet everyone must be made aware that the risk is real.

When you are in your home keep your door locked.

When you answer your door to anyone put the chain on first. Ask to see identification and check their details.

If you are in any doubt—**DO NOT LET THEM IN.**

Do not be afraid use the pendant system to contact control. They will be able to offer you advice or get you some form of assistance.

---

## INDEPENDENT TENANTS ADVISOR ROADSHOW

'TACT @ DOME', your new Independent Tenants Advisor (ITA), will be visiting all the sheltered sites with meeting facilities to discuss the future management of Exeter City Council homes.

The visits will be incorporated into the coffee mornings held at all the Sheltered Schemes over the coming months.

You will all receive notification of when and

where these meetings are to take place.

**TACT @ DOME  
NEWS**

Do make sure to come along to the meetings to find out what Options Appraisals is all about (and what it is not about) and get any questions you may have answered. It is in your interest to be informed

---

## SMOKING TO STOP IN COMMON ROOMS

The community rooms at sheltered housing sites that are used for various leisure activities by residents and non-residents alike, have recently become 'No Smoking Areas'.

Users of these facilities will be asked to refrain from smoking whilst visiting these popular meeting places.



The smoking ban is considered to be particularly appropriate in an area that is frequented predominantly by senior citizens, some of which will suffer from ailments that are agitated by secondary smoke.

Please abide by this policy so that everyone can enjoy the facilities on offer.

---



## GOOD NEWS FOR THE OVER 60's

If you are 60 or over, or if someone who is permanently resident in your home is age 60 or over, then you may be eligible for the unique way to heat and light your home.

Its called **Staywarm** and it lets you use as much gas and electricity as you need for a low fixed payment. You can choose whether you pay by Direct Debit or Cash/Cheque at the Post Office, weekly, fortnightly or monthly.

\*Terms and conditions apply.

\*Staywarm is designed for households that do not use very large amounts of energy. Some households may therefore not qualify to join.

To find out how Staywarm could help you phone **FREE** on:

**0800 1 694 694**

please quote reference R1

## Home Contents Insurance

Are YOU covered?

Could you afford to replace your belongings, such as your TV, video, stereo, furniture, clothes and other possessions if they were stolen or damaged?

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 maximum amount of insurance cover available under the scheme is £35,000. The scheme works out at around 10 pence for every £1,000 worth of cover required. This means that for £15,000 worth of cover, you would pay only £1.64 per week.

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

### On the funny side

Two aerals meet on a roof, fall in love get married.

The ceremony wasn't much but the reception was brilliant.

Two cannibals are eating a clown.

One says to the other: "Does this taste funny to you?"

### Prize Quiz Winners

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

**£20 first prize**

**Mrs P Hosgood—Payne Court**

**£15 Second Prize**

**Mrs E Bennett—Aldens Road**

**£10 Third Prize**

**Miss K Widger—Hamlin Gardens**

### Prize Quiz

£20 1st prize , £15 2nd prize,

£10 3rd prize.

1). Name the 'Ground Force' Team. 1 point for each name (3 in total).

CORONATION STREET

2). Who was famous for wearing hairnets?

3). Who had a 'Muriel' painted on her wall?

4). What is the name of the street pub?

WATCH WITH MOTHER (yes you do remember)

5). Name the dog in 'The Wooden Tops'.

6). Name the best friend of 'Noddy'.

7). Name the famous Mule puppet .

(Answers on a post card to address shown by 31 July 2004) Winner to be drawn on 3 August

## Freepost Customer Comments and Compliments

Tell us about the Housing Service you receive

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

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

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

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone \_\_\_\_\_

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)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_