

## On a Lighter Note

Inner Peace - I read an article that said to attain inner peace you should finish off something you have started. So before coming into work this morning I finished off a bottle of Scotch, a bottle of red wine, half a can of cider, a bottle of Rum, my Prozac, some cheese and a box of chocolates. You have no idea how good I feel!

## Prize Quiz Winners

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

**£20 first prize**

**Josie Wellam - Aldens**

**£15 Second Prize**

**Mrs D Kingdon - Bodley**

**£10 Third Prize**

**Mrs J Wilson - Faraday**

## Sheltered Tenants Prize Quiz

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

Catchphrases, name the owner

- 1). "It's goodnight from me and it's goodnight from him"
- 2). "Ooh you are awful - but I like you"
- 3). "The lady is not for turning!"
- 4). "How tickled I am"
- 5). "Shut that door"
- 6). "Hello, good evening, and welcome"
- 7). "This is my latest play what I have wrote"
- 8). "Nice to see you to see you nice"
- 9). "Just like that"
- 10). "Never in the field of human conflict has so much been owed by so many to so few"

Answers on a post card to the FREE POST address shown below by 20 November 2006.

Winner to be drawn on 25 November 2006.

## 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)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

## Newsletter

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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 10

## BOGUS CALLERS

### Strike Again

#### Make Sure You Don't Get Caught Out

Once again we are forced to warn people about the dangers of allowing strangers into their homes, after a spate of robberies by bogus callers.

Despite many such warnings in CHATTERBOX, people pretending to be at the property on official business are still being allowed in without first proving they are who they claim to be.

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.

### Over 60? Want to set the world to rights?

Exeter Senior Voice is the campaigning arm of Age Concern Exeter. Our members are all older people who live in Exeter. We canvas members' views via regular questionnaires, then go out and lobby on what you tell us. Our questionnaires cover all sorts of topics from health and social services to everyday things like shopping and buses. We are especially keen to hear the views of older people who don't get out much any more; our volunteers

can talk to you over the phone or in person. Exeter Senior Voice also has an Older People's Panel of 12. We have representatives on 18 decision-making groups and panels, and hold our own occasional events. Would you like to join us?. To find out more or request a members' pack, please contact Cathy on Exeter 202092, or write to us c/o Age Concern Exeter, 138 Cowick Street, EX4 1HS.

# Tenant Involvement With Exeter City Council

For many years tenants have been able to have an influence over how Housing Services are provided and policies developed but in a relatively informal manner. This has been by way of a city-wide Tenant & Leaseholder Consultation Group. This group is made up of representatives from Tenants and Residents Associations and ordinary tenants who just wanted to get involved.

The Sheltered Housing Forum is a separate group that looks at matters affecting our warden controlled housing and representatives from each scheme attend the meetings. The Council is keen on promoting the idea of democracy in tenant involvement and participation.

This will be achieved by introducing the election of an Exeter Tenant and Leaseholder Committee (TALC). This new way of working has been discussed and agreed by the T&LCG and a Steering Group of five developed a new constitution.

Basically, what will happen is that in the November edition of Tenants News

there will be a nomination form. This will allow any tenant or leaseholder to put themselves forward as a candidate. Any nominations will need to be supported by three people who are not from the same household.

The nominees will have their details circulated around their area and local tenants and leaseholders will be asked to vote for the person who they would like to be their representative on TALC.

The elected representatives will then form the new Tenant and Leaseholder Committee, along with elected representatives from Tenants and Residents Associations and the Sheltered Housing Consultation Group.

The new constitution sets the whole process out in more detail. A copy of the TALC Constitution will be sent out to all tenants and leaseholders in a future copy of Tenants News.. If you would like to discuss anything about the new tenant involvement structure or would like to get involved, please call Tony Bodgin on 265738.

# Home Contents Insurance

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 the Housing Reception 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**