



Your Voice

The Spectrum Signpost residents' newsletter • Issue 25 • Autumn 2011




Tailyour Road fun day

The sun shone as residents of Tailyour Road in Plymouth gathered to enjoy an afternoon of festival fun in August. The event was organised by Spectrum Signpost in partnership with other landlords on the estate: West Country Housing, Sovereign Housing and the Ministry of Defence. The Police, Devon Fire Service and Plymouth Play Association also contributed to the fun, providing activities, entertainment for young residents and a delicious barbecue for all who attended.



Joseph Game



Congratulations to the young people who took part in the Spectrum Signpost colouring competition on the day. To find out whether you are one of the lucky winners, please turn to page 6. 

Inside ...
Garden competition results ...
wordsearch competition ...
independent living news
... and much more!



The editorial team

Editorial

Welcome to the Autumn edition of Your Voice. Alison is absent from duty this time, I believe she is enjoying the Great Dorset Steam Fair, an annual event in North Dorset that attracts thousands of steam engine enthusiasts. Anyway, that leaves me to write a few words to you all.

I recently became Chair of South Wessex Community Forum and in my new role I am very keen to know what matters to you, the resident. Please help me and my fellow Community Forum members by letting us know your views – you will find contact details on page 8.

With the nights drawing in, you may find yourself with a few hours to spare. Why not come along to a Community Forum meeting and find out what we are all about? Details of our future meetings can be found on page 20.

Phyllis Williams

Residents' Academy

Learning new skills leading to employment and involvement are the key aspirations for an exciting new Residents' Academy that's been launched by Spectrum's Learning and Development Team.

Working closely with Spectrum Residents' Group and local Community Forums the Residents Academy has been established to encourage residents to develop their skills.

The first phase of the Academy is to encourage members of the Spectrum Residents' Group and the Community Forums to take part in an e-learning programme which covers areas such as; Equality & Diversity, Housing, Presentation Skills and Communication Skills.

Sharon Burrows, Head of Learning and Development at Spectrum says, "We've had a great response from our residents to be a part of the new Academy with several expressing an interest in our e-learning programme. In time we hope to extend the membership of the Residents' Academy to all of our residents.

We already offer accredited training programmes to our staff, plus mandatory courses in Health & Safety,




Residents at the heart of learning and development

Data Protection, Customer Services, and many more, which would be great to offer to our residents."

Residents are invited to become members of the Academy by completing an application form. At the moment the Academy is only open to members of Spectrum Residents' Group and Community Forums. Once their application is accepted, they are offered a selection of e-learning courses to choose from. On successful completion, a certificate is available.

Sharon continues, "We want our residents to develop their skills in areas

where they feel this will be beneficial, from administration to professional courses. In time this could lead to improved job prospects and greater levels of involvement within communities – this is not only good for our residents but also for Spectrum and the communities in which we work."

South Wessex Community Forum Chair, Phyllis Williams (pictured) has made a start to her e-learning and said, "At first I wasn't sure what to expect with the e-learning, but the courses are well thought out and there is a lot of information about regulation and law but it is presented in a fun way. I can't wait to do more!" 



Milborne Sports Football Club cheque presentation


Spectrum Signpost Residents' Community Fund Committee was delighted to invite Bob Mowlem to give a presentation recently, about the fantastic work being done at Milborne St Andrews Sports Football Club.

The committee unanimously agreed to award the sports club £2993 which will be used to purchase equipment, training gear and kit. Committee members were invited to visit the club during a practice session and see for themselves what the money they are donating will go towards.

Helen Lawson, Committee member said, "It is a great privilege to be able to support this project. I was very pleasantly surprised by the behaviour of the children and how respectful they were to their coaches and each other. It was lovely to see how well turned out they were in their kits and to see a group of young children involved in an outdoor activity."

Bob Mowlem, Head Coach at Milborne Sports Football club said, "This small club has only been running for a year but the membership has increased to over 50 children. The growth in numbers has meant that we need a lot more equipment such as goals, bibs, footballs and first aid kits. Thanks to the financial help and support from Spectrum Signpost Residents' Community Fund Committee we will now be in a much better position to develop the children's individual soccer technique and skill. We would like to take this opportunity to mention a special thanks to the Spectrum Signpost officers and Committee members for being so friendly and helpful. All our boys and girls enjoyed the presentation event and the chance to say their own thank you for the grant".

The great news is that there is still money available in this year's fund. If you belong to a group or organisation or know of club in your local community that is in need of funding, why not make an application? The maximum award is £5,000 for any one application. Applications will not be accepted for individuals, and funding will not be granted for salaries or core running costs.

For further information on applications, please contact The Resource Centre on 01258 484748 or write to The Secretary, Signpost Residents' Community Fund, The Resource Centre, Signpost House, Sunrise Business Park, Blandford, Dorset, DT11 8SA. 


Spectrum Signpost tackles anti-social behaviour

When our housing officers were alerted to complaints of anti-social behaviour from residents living at a small scheme in central Blandford, North Dorset, they set about working with the Police and residents to resolve the problem.

The residents concerned were causing misery to their neighbours through constant visits day and night, parties, drunkenness and unruly behaviour. Initially Spectrum Signpost warned them verbally and in writing but when this didn't work and the nuisance continued and complaints became more serious, action needed to be taken.

A meeting was organised between residents in the area, the Police and Signpost. The problem was also raised at the local PACT meeting in Blandford. A Notice of Seeking Possession was served on the resident at Signpost House with the Police in attendance.

Unfortunately the nuisance behaviour and complaints continued, so the resident was given an ultimatum; either leave the property voluntarily, or face eviction through a court order. The resident chose to leave voluntarily and the property has been made secure.

Signpost recognises the importance of partnership working in helping to resolve such a difficult situation, and will always take a robust approach when dealing with anti-social behaviour. 

Spectrum Signpost Garden Competition 2011

Results for the West area

Small garden

Joint 2nd place Mr and Mrs Lynch, Paignton; Shane Beard, Torquay.
1st place Jeffrey Lewis, Tiverton.

Larger garden

3rd place Shawn Philp, Exmouth.
Joint 1st place Mr and Mrs Lee, Exmouth; Mr and Mrs Clark, Plymouth.



Results for the East area

Small garden

3rd place John Wright, Yeovil.
2nd place Mary Martin, Gillingham.
1st place Annette Chattaway, Gillingham.

Larger garden

3rd place Trixie and Malcolm Lye, Morden.
2nd place Gill and Trevor Godlonton, Milborne St Andrew.
1st place James and Elizabeth Collie, Stoke Wake.

Floral content

3rd place Trixie and Malcolm Lye, Morden.
2nd place Jenny Webb, Blandford.
1st place Adrian Littlewood, Higher Ansty.

Communal garden

Joint 3rd place 10a Grosvenor Road, Weymouth; Friars Moor Court, Sturminster Newton.
2nd place Dellsmead, Tarrant Rushton.
1st place Harewood Place, Blandford.

Floral content

3rd place Mr and Mrs Lynch, Paignton.
2nd place Mr and Mrs Wingate, Plymouth.
1st place Shane Beard, Torquay.

Communal garden

3rd place Norton Place, Exmouth.
2nd place Laurel Court, Plymouth.
1st place Astor Court, Plymouth.

Wildlife garden (over 16)

3rd place Nicola Standing, Exmouth.
2nd place Mr and Mrs Wingate, Plymouth.
1st place Mr and Mrs Clarke, Plymouth.

Vegetable/fruit garden

3rd place Anna Holden, Exmouth.
2nd place Mr and Mrs Clarke, Plymouth.
1st place Mr and Mrs Wingate, Plymouth.

Hanging baskets/containers

3rd place Mr and Mrs Chalice, Plymouth.
2nd place Mr and Mrs Lee, Exmouth.
1st place Mr and Mrs Lynch, Torquay.

Overall winner in the West

Shane Beard, Torquay.

The above winners will be invited to a celebration lunch in October to receive their trophies. The West area judges would like to congratulate everyone who took part in the competition.

Highly commended: Mr and Mrs Lewis, Exmouth; Anya Goltz; Robert Evans and Nicola Standing, Exmouth; Marina Bell; Mrs Ingham; Mike Lamerton; Mrs Slade; Mrs Gay; Mr and Mrs Bull, Plymouth.



Wildlife garden (under 16)

1st place The Sams children, East Stour.

Wildlife garden (over 16)

3rd place Nathan Collins, Durweston.
2nd place Wendy and Tracie-Anne Francis, Weymouth.
1st place Gregory Pohl, Bournemouth.

Vegetable/fruit garden

Joint 2nd place Trixie and Malcolm Lye, Morden; James and Elizabeth Collie, Stoke Wake.
1st place Edward Stainforth, Fontmell Magna.

Hanging baskets/containers

Joint 3rd place Mr and Mrs Perring, Martock; Mrs Taylor, Stalbridge.
2nd place Gill and Trevor Godlonton, Milborne St Andrew.
1st place Mr and Mrs Brockway, Gillingham.

The above winners will be invited to attend a celebration lunch in October. The judges in the East would like to congratulate everyone who took part in the garden competition this year.



Highly commended: Evelyn Hughes, Gillingham; Mr Genge, Gillingham; Jeremy Woodhouse, Shaftesbury; Mr Grensted, Martock; James Rouch, Yeovil; Mrs Hunter, Sturminster Newton; Len Hudson, Sturminster Newton; John Parsons, Stalbridge; Mrs Burt, Blandford; Mr Walbridge, Blandford; Simone Walls-Macdonald, Blandford; Jenny Henderson, Blandford; Lance Williams, Bournemouth; Michael Cox, Dorchester.



Pictured, from the top: Nicola Standing and Shawn Philip; the Sams family.



Children's pages

Tailyour Road colouring competition

Congratulations to the following young residents who all win a £5 gift voucher: Joseph Game, Bethany Duncan, Ross and Kylie.



Young residents from Tor Square House

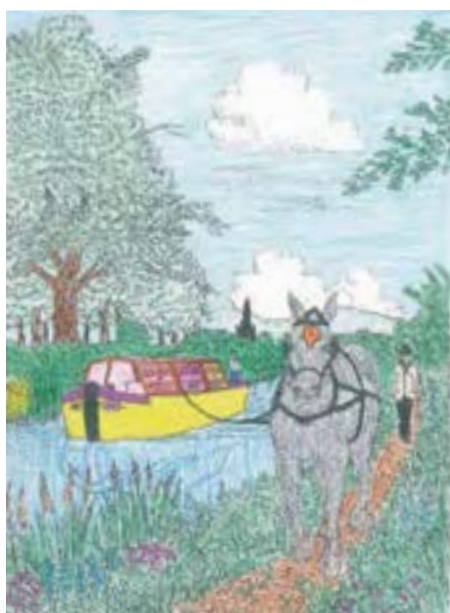
Tor Square greens up

Residents at Tor Square House in Torquay have been working to improve their outdoor environment with the help of local Street Warden, Kevin Dinnacombe.

Following on from Kevin's discussions with children at Tor Square House, it was suggested that a derelict strip of land to the rear of the courtyard be brought back to life with an assortment of plants, herbs and vegetables.

Kevin has provided nearly all the plants and Spectrum Signpost arranged for the area to be cleared of debris and the soil enriched with compost. The work was carried out in two phases and on both occasions Kevin was ably supported by residents both very young and not quite so young!

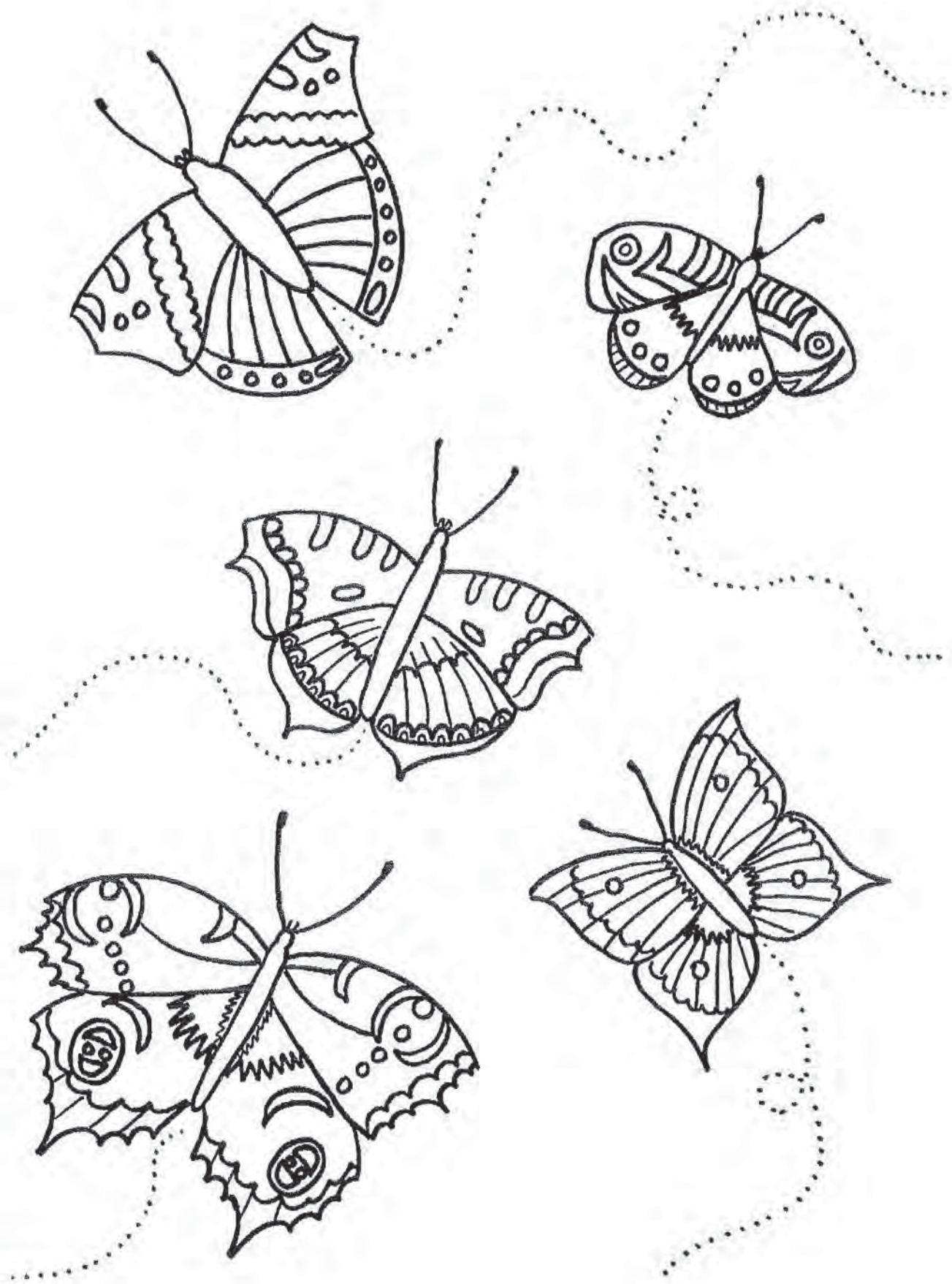
We are hoping that this will be an ongoing project with plants being replaced as dictated by the seasons.



COLOURING COMPETITION WINNERS

We had a fantastic response to our Riverbank colouring competition, thanks to everyone who entered. The following residents received a £5 gift card • Phyllis Pittard • Emily Williams • Gemma Cherry • K. Cooper • Hannah Phillips • Max Colyer • Dolcie Burton • Marina Bell • Tre Sams • Ellesha Sams • Hayley Travers • Alison Ridley • Janet Cole.

AUTUMN COLOURING COMPETITION



Here is our Autumn Colouring Competition. Just colour it in, send it in to us and you could win a prize. Please send your entry to: The Editor, The Resource Centre, Signpost House, Sunrise Business Park, Blandford Forum, Dorset, DT11 8SA. Deadline for your entry is Friday 21 October 2011.

Don't forget to include your name and address with your picture. Good luck!

Letters to the Editor...

I write with both amusement and dismay at the insertion of a competition, aimed clearly at the younger audience, which has such an obvious spelling error. Along the narrowboat are three supposedly signwritten panels which show 'Spectrum Group', 'Purveyors of Quality', all following the panel "BUILDERS OF RUPUTE". Surely the Editorial team have studied the English language and may have been able to mention this to the artist – Mike Ruddy – who could have erased and corrected the error.

Either the error was a tongue in cheek stab at the Spectrum group by Mr. Ruddy or Spectrum's purveyors of quality are surely in error.....which would ironically make Mr. Ruddy quite correct!

I wonder how many child entrants have corrected this error? I would like to hope that they all have.

'Rugards',

James Clifton-Harrison

Nr. Blandford

The Editor replies: Thank you very much for your humorous letter and for noticing the deliberate spelling error in the last edition of *Your Voice*. Our contributor and artist, Mike Ruddy, set out to amuse with his picture, and it was indeed tongue in cheek, although certainly not intended as an attack on the integrity of Spectrum Housing Group. As Mike pointed out, the canal boatmen of old would probably have been illiterate, and the spelling mistake was really a reflection of this.

It must be added that no children noticed this error. In fact, you were the only reader to comment on it.

Best wishes to you and do keep reading *Your Voice*.

I took this photo at Fiddleford Manor. I have passed the sign for it numerous times since moving to Okeford Fitzpaine and suddenly decided to go and see what it was like. It's a little oasis of calm. You can walk along the river, sit amongst the buttercups and other wildflowers and all for free.

Nowadays it's one of my favourite places to go.

Liz Tredrea Okeford Fitzpaine

The Editor replies: Thank you so much for sending us your beautiful photograph. Although you sent it in as a contribution to our Resident Calendar for 2012 we decided it was so lovely that we would print it here.

FRIENDS INDEED!

I was involved with the Signpost Tenants Forum, later known as the Signpost Residents Forum, for eleven years from its formation serving on various committees and over the years I have enjoyed my involvement very much, meeting and making some very good friends on the way, both staff and residents alike.

Before I joined I was somewhat reserved, and I never felt easy meeting people, but the Forum gave me more confidence and brought me out of my shell.

Please do not think that all Forum meetings were formal and serious. I can assure anyone that it was not the case as there was a fun side as well. The Forum was like a family, they looked out for and helped one another wherever possible.

With the recent changes to the resident structures I shall still continue my involvement as a member of the Community Fund and some of the Service Improvement Groups. I wish everyone involved with the new South Wessex Community Forum all the very best, and I do hope that more residents come forward and get involved in the future. I do feel you would find it very rewarding.

Pat Radford

Gillingham, North Dorset



The Editor would love to hear your views so please write in: The Resource Centre, Signpost House, Sunrise Business Park, Blandford Forum, Dorset, DT11 8SA or email YourVoiceEditor@sha.co.uk – don't forget, if you write the star letter you will receive a £25 gift voucher!

Handy tips and old wives' tales

The members of the editorial team found themselves sharing useful household tips with one another, and decided it would be a good idea to share them with you too. Below are some ideas from team member, Trixie Lye, and also a suggestion sent in by resident Maisie Curtis of Durweston, North Dorset.

The team would love to hear your tips. They can be fun, serious, unusual, something handed down by mothers or just picked up along the way. Let us know yours and you could win a prize. Write in using the contact details on page 8.

Trixie's tips

- Bunches of stinging nettles hung at a the window will help keep flies out of the house.
- To discourage ants, pour vinegar across your door opening or wipe window sills with a cloth. This will stop them coming indoors.
- Sprinkle a little vinegar on your garden paths and patios to keep cats away.
- Place conkers in every corner of a room to discourage spiders.
- Keep nail varnish in the fridge and it stays runny.
- Marinate meat in lemon juice or vinegar. This is good for slimmers because the acid dissolves animal fats. Discard the marinade before cooking the meat.



Plymouth Respect Festival is back!

Spectrum Signpost is pleased to give support to this event which takes place on 29 and 30 October 2011 at Plymouth Guildhall.

Why not take your family to the free day on Sunday 30 October 11am-5pm? There will be music, workshops, food stalls, cuisine, live performance and cultural diversity education.

If you are interested in supporting the Plymouth Respect Festival you can find out more at www.plymouthrespectfestival.co.uk

It was reported incorrectly in the previous edition of *Your Voice* that Tony Tombs was a Trustee of Treads, the Dorset Youth and Community Service in Blandford Forum, North Dorset. Tony had, in fact, been a volunteer for Treads.

We apologise to Treads for this error.

- To avoid making a mess when pieces of fish or meat need coating in flour, put the flour in a bag first. Old flour bags are good for this.
- To remove smells from your chopping board rub it with half a lemon.
- If you get limescale in your kettle, add 150mls white vinegar and water to the kettle and boil, leave for 15 minutes, then rinse well. Do this regularly.

Maisie's tip

- I have a cat who is a real menace, he claws my chair and settee, thinking they are scratching posts. Well, I bought some "Scratch-no-more" but may as well have left it in the shop! I found some Lavender Cologne, and sprayed the furniture with it. To my surprise and delight, the cat takes a wide berth now. No more clawings, whoopee! 🐾



Competition winners

Congratulations to winners in the previous edition of *Your Voice*.

Mrs Rose Slade of Plymouth, who is the winner of the short quiz competition.

Mr Lye of Blandford St Mary, North Dorset, who is the winner of the wordsearch competition.

Both will receive a £20 shopping voucher. 🐾



Residents of Chescombe Court, an Independent Living scheme at Winterborne Whitechurch, North Dorset gave local Councillor Della Jones a special rose and a tea party to remember when she visited them in July. The event gave residents an opportunity to say thank you to Della for her support to them as a local Councillor over a number of years as she steps down from her parish duties.

Della (pictured left) was assisted by Signpost Housing Association's Chair, Ian Keys, and local MP, Robert Walters, as she planted a rose bush that bears her name in a flower bed at Chescombe Court.

Everyone enjoyed a delicious tea in the communal lounge afterwards. It will probably not be the last time that Della joins residents for a cup of tea and a chat now that she has more time on her hands.

A Rose named Della

We wish Della every happiness in her retirement from public duties. 🌹



Birthday celebrations

Two lots of 90th birthday celebrations have been happening in Gillingham, North Dorset, for Independent Living residents this summer.

Congratulations to Mrs Harris who recently celebrated her 90th birthday. Mrs Harris was born in 1921 at Keynsham, near Bristol. When she left school, she went to study shorthand and typing at Underwood Secretary College in Bristol. During the war years, Mrs Harris worked in the offices of the



Gilbert pictured with son and daughter in law

Gilbert celebrates his century

Congratulations to Gilbert Deacon, of Friars Moor Court, an Independent Living scheme in Sturminster Newton, North Dorset, who celebrated his 100th birthday in July.

Family and friends held a birthday party for Gilbert, and his son, Jess Deacon said, "My father was born in Salisbury, 100 years ago today. What an extraordinary thought that is! He is one rounded individual and I love him very much. I never stop learning from him and I want to thank him for everything that he has given and done for me. May we have him around for a good while yet!" 📣

Bristol Aeroplane Company. She has one daughter and three sons, eleven grandchildren and twelve great grandchildren, with another one expected later.

We also congratulate Mrs Penny, who was born in 1921 in Wincanton, where she lived before going into service at Rochester in Kent. During the war years, Mrs Penny lived in Bournemouth before returning to Wincanton to live, get married and have a daughter. Mrs Penny moved back to Gillingham 18 years ago and also has three grandchildren and 4 great grandchildren. 📣




New homes for local people

Residents have recently moved into their new homes at Gurkha Road in Blandford.

Adrian Small one of the residents said, "We were down-sizing from a 4-bedroom property to a 2-bedroom house and Gurkha Road is ideal. We'll certainly notice a saving in terms of rent and council tax, but also with our heating bills because of the solar panels. It was important for us to stay in Blandford because of work and to be near to our family".

Gurkha Road is one of Spectrum's newest schemes developed in partnership with Persimmon Homes, providing 58 homes for rent and shared ownership.

If you are considering downsizing to save money on rent and other bills why not speak to your housing officer to find out more? 



Adrian Small with housing officers, Rachel Irvine

My view of the TPAS conference 2011

I was fortunate to be able to attend the 16th TPAS (Tenant Participation Advisory Service) Conference in Birmingham at the end of July. The TPAS conference is the largest conference of its kind in the country and it is open to all social housing residents who are involved with their landlords.

The conference gave residents from across the country the opportunity to discuss and disseminate their views and

to find out how Resident Involvement fits into the new government housing policy and regulation.

A big part of the conference was the sharing of ideas, from government-led proposals to set up Local Tenant Panels, to smaller innovative schemes being developed locally, such as youth involvement programmes.


On the first evening I attended a meal for 250 residents and I found myself sitting with a group of residents from a London estate who had set up a housing co-operative, to tackle local issues such as anti-social behaviour.

During the 2 day conference I attended several workshops and discovered that nationwide there is difficulty in involving residents and collating their views on neighbourhood issues. Although there are no quick fixes to this problem, as became apparent over the course of the conference, all housing associations and involved residents are working to address the

issue, and we at Spectrum Signpost are no exception.

One of the most interesting workshops I attended was on the subject of involving young people. Many housing associations contribute to providing useful activities for young people. I am keen to look at ways in which the South Wessex Community Forum and Spectrum Signpost can work together to set up activity days for our young residents.

I have been inspired to look at working with other organisations such as sports clubs, volunteer groups, libraries or perhaps even the Prince's Trust to set up community activity for young people.

I would love to know your views, so please get in touch if you are interested in, or have experience of setting up youth clubs or similar groups. 

Simon Hosken
South Wessex Community Forum member

Recipes

The pudding recipes below make the most of a late summer glut of fruits and are very delicious. We hope you enjoy making them.



Summer pudding

Ingredients

7 Slices of white bread
Mixture of soft red fruits eg strawberries, raspberries, black currants, red currants (need to cook these two)

Method

Cut the crust off bread and use 4 of the slices to line a 1 pint pudding basin.

Pile a third of the fruit mixture into the basin, making sure juices soak the bread.

Top with the remaining slices.

Repeat until the basin is full and then cover with the remaining slice of bread. Put a plate with something heavy on top and leave it in fridge for 24 hours.

Turn out and serve with whipped cream or ice cream.



Blackberry and apple cake

Ingredients

3 1/2 oz butter, melted
2 eggs
6 oz caster sugar
1 teaspoon almond essence
1 teaspoon baking powder
2 oz ground almonds
1 lb cooking apples
4 oz black berries
1 oz flaked almonds
8 oz flour
icing sugar to dust
8" loose based cake tin

Method

Beat butter, eggs, sugar and essence until smooth and creamy, fold in flour, baking powder and ground almonds.

Spread 2/3rds of mixture into a greased tin, quickly peel and slice apples, layer over cake mixture with black berries on top. Add remaining cake mixture and sprinkle almonds on top.

Bake at 190 C for 30 minutes, bake a further 30mins at 180C. Serve with custard or cream. This cake freezes well and can be eaten hot or cold.



Fruit crumble

Ingredients

2lb of apples, blackberries, pears, plums, etc, sweetened to taste

Crumble topping

5oz Flour
3oz Sugar
3oz Fat (butter or margarine)

Method

Mix flour and sugar together, rub in fat to resemble fine bread crumbs, spoon on top of fruit.

Put into preheated oven 180C and bake for 40mins or until golden brown.

Serve with custard or cream.

Putting you at the heart of what we do

As reported in the Summer edition of *Your Voice*, we are now in the process of re-organising the way we run the Operations service at Spectrum Housing Group. On the 1 November 2011, the new Operations structure for the whole of Spectrum Housing Group comes into effect.

The Operations team includes staff dealing with:

- Housing queries and management
- Property maintenance
- Resident involvement
- Your calls, emails and letters

The whole purpose behind this restructure is to provide you with a better service and to work more effectively by working together.

What does this change mean for you?

- One number for you to call for all of your enquiries from 1 November
- More staff to take your calls so that we can answer your enquiries quickly and effectively
- More housing staff so that your housing officer can visit the area where you live more often
- Area based housing teams that include resident involvement staff to ensure that you have a greater say in your local priorities
- Sharing ideas across the Group and realising savings where we can by coordinating our activities
- Investing £500,000 into delivering an even better service to you

The name of your landlord will not be changing – your landlord is still Signpost Housing Association but we will begin to adopt a Spectrum approach to areas such as our policies and procedures so that we are operating in a similar way across the Group. This will be done in full consultation with you.

Our main priority is to understand what you think we should be concentrating on in your area and in our teams. The new structure has been put together to make sure that we listen to you and take on board your views.

Who will be working in your area?

Your neighbourhood housing officer (NHO) will be writing to you shortly to introduce themselves – some of you may have a new housing officer whilst for many of you your housing officer will not have changed.

The senior management team for Operations is:

Rob Webber *Group Director of Operations*

Rob joined Spectrum Western Challenge in 2003 after 25 years in the commercial sector. In July 2008 he was appointed Group Director of Operations following the formation of Spectrum Housing Group after the merger of Signpost and Spinnaker Housing Groups. He has responsibility for over 400 staff across the south of England. He is also a Board member of Spectrum Property Care. Rob has worked with Residents and Board members to develop a new Resident leadership structure as part of a wider programme of governance changes aimed at streamlining decision making within the Group.



Stuart Davies *Neighbourhood Services Director*

(based in Blandford Forum, Dorset)



Stuart joined Spectrum Western Challenge in March 2011 on a nine month contract to head the housing service as Operations Director. He comes with a wealth of experience having worked for 25 years in affordable housing. Stuart started his housing career as a benefits assistant and rose to become Managing Director of Sarsen and Ridgeway Community Housing Associations, both part of the Aster Group. He served as

Chief Executive of West Devon Homes and, up until April, was Chair of the South West Region of the Chartered Institute of Housing.

Stuart says: "I have joined Spectrum at a most exciting time with major changes taking place to streamline management along with plans to invest £500,000 on front line services. Since I've been here I have been extremely impressed with the professionalism of the Spectrum housing teams and their commitment to providing top notch services.

"I believe that Resident Involvement is central to providing good housing services. In my experience it is often the customer and those working closest to the front line who come up with the best ideas to improve services. After all, they are the people who know what is best suited to their needs. As Neighbourhood Services Director I will work in partnership with residents to make services even better and make sure that customers are at the heart of the organisation."

Helen Hann *Customer Services Director*

(based in Christchurch, Dorset)

Helen has 25 years experience in social housing, working for three different Local Authority Housing Departments before moving to Spectrum Western Challenge 14 years ago, where her roles have included Customer Services Manager, Operations Manager and Housing Manager. She is a Member of the Chartered Institute of Housing, gaining qualifications after four years of hard work in addition to working full time.



Helen says: "I am very excited about my new role as Customer Services Director, which is the sixth post I have held within the organisation. I will be responsible for the Contact Centre which runs the Freephone Help-Line and the Income Recovery Team which handles rents and arrears. I am keen to ensure that our services are accessible in a wide variety of ways and there are no barriers to any of our customers.

"I am also passionate about good service delivery and strive for excellence in all that we do. On the occasions that we get it wrong, we must deal with complaints efficiently and effectively and put things right. We do this now most of the time but the challenge of my role is to ensure consistency and high standards across all the organisations within the Spectrum Housing Group. I have an excellent team of people working with me and together we will make this happen."

Bryn Shorey *Property Services Director*

(based in Christchurch, Dorset)



Bryn has been involved in property as a surveyor for 23 years and specifically in Housing Asset Management for 15 years. He has worked in the past for Sarsen Housing Association in Devizes and Somer Community Housing Trust in Bath. He relocated from Bristol to Lymington five years ago to become the Head of Decent Homes at Southampton City Council and recently took up the post of Property Services Director for Spectrum Housing Group.

He says: "I will lead Property Services to ensure that our homes are maintained to modern standards and that 'Residents are at the heart' of Spectrum's decisions on those standards. Involving residents at every opportunity will definitely lead to even better services being provided by Spectrum and our suppliers and contractors. Bringing all these parties together builds better relationships between

Spectrum, residents and suppliers and provides opportunities to meet new people and gain new knowledge and skills as well as bring about improvements to homes and communities."

I want to involve residents in the property related decisions that Spectrum will need to make for the future. I look forward to meeting residents and listening to their ideas on how we can best maintain our homes for the future incorporating new technology where appropriate. The involvement of residents can only strengthen our repairs and maintenance operation and increasing resident scrutiny through the Spectrum Residents' Group and Service Improvement Groups will only enhance the service we provide."

Yasmin White *Resident Network Director*

(based on the Isle of Wight)



Yasmin has worked in housing for 22 years within both local authorities and housing associations. She moved to the Isle of Wight from London in 2007 to become the Resident Involvement Manager at Spectrum Medina.

Her new role as the Resident Network Director will concentrate on putting 'Residents at the Heart' of Spectrum's services.

Involving residents leads to improved services, a better relationship between Spectrum and residents, gives the Boards a better insight into service delivery and provides residents with opportunities to meet new people and gain new knowledge and skills as well as bring about improvements to their homes and communities.

Yasmin says: "I am really looking forward to moving Resident Involvement in Spectrum forward by strengthening our arrangements for resident scrutiny through the Spectrum Residents' Group and Service Improvement Groups and enhancing the role of residents in decision-making through our Community Forums."

This is just the start...


The last few months have seen a huge amount of change for both residents and staff. Our community forums are all up and running and working really well. The Spectrum Residents' Group is going from strength to strength and is playing an important part in making sure that we are working in your best interests and our staff have continued to provide a professional service at a time of many changes. However, this really is just the start of what is an exciting future for Spectrum and we hope that you will let us know what you think and get involved in areas that interest you.

If you have any questions please get in touch by calling us on 0300 777 7837 or email us at: opstructure@spectrumhousing.co.uk




Leaseholders and Shared Owners' page

Service charge annual statements

If you pay a variable service charge you will receive by 30 September 2011 your annual statement for the actual costs for the period 1 April 2010 to 31 March 2011. The statement will show the actual costs of expenditure against the budgeted amounts for this period. 

Gas safety checks

As you will be aware, as a leaseholder you are responsible for making sure that all your gas appliances, gas fires and boilers are checked annually by a 'Gas Safe' registered engineer. If you are sub-letting your flat remember it's still your responsibility to ensure that all the appliances in the property are checked.

You'll be pleased to know that Spectrum Property Care can carry out a 'gas safety service' for leaseholders and shared owners. At just £50 for a service this represents great value. If you wish to take advantage of this competitive rate please contact our Gas Service team on 01258 484702 who will arrange an appointment at a suitably convenient time. 

Sewage Treatment Plant and Pumping Station Maintenance Tendering


We have now completed the tendering exercise for the maintenance of our sewage treatment plants and pumping stations.

Tenders from contractors were assessed against a formal tender evaluation model which took account of price and quality of service.

The successful contractors are Alpheus Environmental Ltd., for the maintenance of sewage treatment plants and South West Water Ltd., for the maintenance of pumping stations.


Residents, and those non-residents who receive this service, paying for it through a variable service charge, were formally consulted at each stage of the process. Comments received were used to shape the work specifications and approach to the tender. We would like to thank those who submitted comments as part

of the consultation process. Spectrum Property Care will be managing the contracts on behalf of Signpost Housing Association and they are looking forward to working with the new contractors.

The new contract will give us transparency of costs for each treatment plant and pumping station, so those receiving the service can be assured that they are paying for the service they are receiving. Having gone through a tendering exercise we can also be assured that we are getting good value for money in terms of the services being received. 

Do we have your correct details?


Have you recently bought your flat from an existing Spectrum Signpost Leaseholder? If the answer is yes, has Spectrum Signpost got your details?

If you have any doubts please contact us on 01258 484800. 

Are you interested in becoming a Shared Owner with Spectrum Housing Group?

Shared Ownership is designed for people who want to buy a home of their own, but can't afford to buy on the open market.

Spectrum currently manages over 900 homes in the South and South West under the Shared Ownership Scheme, and is committed to providing high quality affordable homes. Over the next year we will be releasing properties for Shared Ownership in South Somerset, Wiltshire, Test Valley, Southampton and on the Isle of Wight.

Please contact the Home Ownership team on 0800 316 3316 or visit our website www.getmove-in.com for further details. 

Planned and Response Repair Review Group

Members of the Planned and Response Repair Review (PARRR) Group meet regularly throughout the year to make sure that Spectrum Signpost is managing its responsive repairs and planned maintenance well.

So far this year, resident members have had a say on:

- ✓ Providing extra electric fires to properties with electric storage heating.
- ✓ Fire safety improvements at communal schemes. Ideas included secure fixings for fire safety signs; using Responsible Residents to regularly check signs and fire records; putting signs at eye level where possible, making them big enough to see and read.
- ✓ Drafting a Memorandum of Understanding with North Dorset District Council to ensure that Signpost residents have access to aids and adaptations in their homes if necessary.
- ✓ Resident members have also been involved in discussions about the Repairs and Planned Maintenance budgets, the grounds maintenance contracts in both East and West areas, the Environmental Agenda and works to our empty (void) properties.

PARRR Group meets 6 times a year and meetings are conducted by video link between our Blandford and Exeter offices, to enable residents from our West area to participate. If you are interested in attending a meeting, or would like to find out more, please contact Liz Baker on 01258 484800 or email elizabeth.baker@sha.co.uk 📧

Six things you didn't know about... **Christchurch, Dorset**



- Christchurch town has existed in one form or other since the Iron Age when the area between river Avon and river Stour was used as a trading point.
- Christchurch Priory is the longest parish church in England at 311 feet.
- Christchurch Castle was originally known as Twynham Castle. Part of the keep walls remain, surrounded by a rectangular moat. Most of the stonework survives including an example of a Norman chimney.
- The harbour covers an area of less than 9 square kilometres yet over 320 different bird species have been recorded there.
- The rivers Stour and Avon unite about 1.5 miles below the town and flow into Christchurch Bay to form a spacious harbour before going out to sea at Mudeford.
- Christchurch Mill dates back to the 1200s and was used to mill flour and finish clothing. It was working until 1908 when damage caused by constant vibration of the machinery rendered it uneconomic to repair. The mill was restored in 1981 and opens during the summer months to promote local artists and craftspeople.

Community Champion Awards nominations... we need your help!

You may have noticed that there is not a feature on the Community Champions in this edition of Your Voice. Unfortunately, we didn't receive nominations for the villages and rural areas round, so we have decided to postpone the panel meeting to the Autumn.

We need your help with nominations. Do you know a Signpost resident who lives in a village or rural area and deserves recognition for the voluntary work they do in their community? If you do, please contact Liz Baker on 01258 484800 or email elizabeth.baker@sha.co.uk. 📧

Recognising residents - improving our communities



Financial Inclusion

Signpost is working towards the financial inclusion of its residents so that access to free face-to-face money advice, banking and bank accounts and affordable credit options are available to all.

Tackling fuel poverty – oil central heating

There has been much research and investigation, and all options considered, and those that didn't fulfil all the criteria were discarded. It transpires that whilst a standing order option for buying would help affordability for those suffering from fuel poverty, being tied to just one oil company is not necessarily going to get buyers the best price on a long term basis.

As mentioned in the last publication, Spectrum Signpost was tasked with helping communities set bulk buying opportunities up, while allowing the schemes to be run by the communities themselves.

Finally we have been able to present 3 oil buying options to the communities of North Dorset as a consultation document, and have found a separate option to enable households to afford bulk purchases.

The 3 options include -

Localised groups buying oil for themselves. Individual neighbouring villages clubbing together to make their purchases. However this would need at least 40 households per syndicate to ensure that a minimum delivery order was placed – bearing in mind that not everyone wants to order at the same time. Each small syndicate would appoint a co-ordinator to maintain the list of residents, check on ordering requirements and then contact oil companies to get best prices. This may incur a small charge to each household to cover administration costs.

Brokerage buying. Spectrum Signpost made contact with a local brokerage, whose prices appeared competitive but this option would still need a local co-ordinator to place the orders for the group. Once again, there would be the consideration of the cost of covering a co-ordinators work.

Established syndicate. Spectrum Signpost was recommended to contact a syndicate that is already working in the North Dorset area. It is run by a local resident in response to the increasing prices for oil. This syndicate organises the orders, collates all information from interested households and then gets the best price available. There would be no charge, no need for a co-ordinator, and no obligation to buy.

Affordability

We needed to find a method of helping residents to pay for their oil deliveries by instalments and to make it affordable for individuals to make initial payments of £300-£400. Therefore, through our close working partnership with the local Credit Union we are able to offer these proposals....

- Initial payment for oil can be made with a loan that is at a reasonable rate of interest and is payable over a longer period of time.
- Longer term payments can be made by saving each week or month towards next payments into a savings account. This can also improve your credit rating!

Whilst all our research was conducted in the North Dorset area the same principles can be used for all areas of our operation. Please register an interest in any of the above information by contacting the Financial Inclusion Officer, Carla Santagostino on 01258 484729.

My Home Energy Switch

My Home Energy

SWITCH

DO YOU WANT TO PAY LESS FOR YOUR ENERGY?

With energy bills on the rise, **call us free** on **0800 091 5314** or visit www.myhomeenergyswitch.org.uk today to find the best price for your gas and electricity.

It's **free, fast and simple** to switch and we'll take care of all the paperwork.

Estate Walkabouts

West area

Laurel Court, Plymouth

Monday, 3rd October
9.30am

Musgrave House, Exeter

Wednesday, 12th October
11.00am

Newton Road, Torquay

Wednesday, 19th October
10.00am

Tor Square House, Torquay

Wednesday, 19th October
11.00am

Victoria Court, Torquay

Wednesday, 19th October
12.30pm

Bishops Court, Newton Ferrers

Monday, 14th November
10.00am

East area

Elizabeth Road, Blandford

Wednesday, 12th October
2.00pm-4.00pm

Elizabeth Court, Martock

Thursday 13th October
9.30am-11.00am

Westfield Avenue, Yeovil

Thursday 13th October
12.00pm-1.00pm

Douglas Road, Weymouth

Friday 14th October
10.00am-12.00pm

Portland

Friday 14th October
1.00pm-3.00pm


Gurkha Road, Bracewell Close

Alner Road, Blandford

Thursday, 20th October
1.00pm-3.00pm

Churchill Road, Fairfield Bungalows

Old Castleman, Blandford

Wednesday, 16th November
2.00pm-3.00pm 

Wordsearch...



Butterflies

See if you can find the following words in the puzzle above for a chance to win a £20 gift voucher.

admiral, antenna, brimstone, comma, eye, grayling, hollyblue, largewhite, larva, marbledwhite, monarch, painted, peacock, proboscis, swallowtail, wing

Send your completed entries by Friday, 21 October 2011 to:
The Resource Centre, Signpost House, Sunrise Business Park, Blandford,
Dorset, DT11 8SA.

The winner will be the first correct wordsearch to be drawn.

Name: _____

Address: _____

Residents at the heart

Forum updates

South Wessex Community Forum

Members of South Wessex Community Forum have been busy holding meetings and making plans for their future as a group.

New members are currently being recruited onto the Forum. Vacancies for three resident members and one independent member should be filled shortly and announcements will be made in the next edition of *Your Voice*.



Phyllis Williams, South Wessex Chair

Existing members have signed up to the Resident Academy (see page 2) and are busy completing their e-learning courses.

There will be two more South Wessex Community Forum meetings this year and details are as follows:

Stalbridge

11 October, 7pm-9pm

Durweston Village Hall


8 November, 10.30am-12.30pm

If you would like to attend, or for further information about the Community Forums and how they work, please contact Liz Baker on 01258 484800 or email elizabeth.baker@sha.co.uk

Devon+ Community Forum

At their last meeting on 14 July, members of Devon+ Community Forum were given an update on the Operations Restructure by Rob Webber, Group Director of Operations for Spectrum.

Also on the agenda was the Resident Recruitment procedure and a presentation on the future of supported housing at Spectrum by John Wright, Managing Director of Spectrum Signpost.

If you are interested in attending a Devon+ Community Forum meeting, please contact Liz Baker using the details above. 



Miranda Maryan-Lewis, Devon+ Chair



Day Services and Vocational Service Consultation

Options for Future Development

On the 6 July 2011 Dorset County Council Cabinet agreed that there should be a consultation to consider options for the future of day services and vocational services.

Day services are used by older people, people who have a physical disability and people who have a learning disability. Vocational services provide training and work opportunities for adults with a disability.

The council needs to make savings of £600,000 on day services over the next three years. Funding shortfalls in vocational services caused by changes in national provision for work programmes also have to be met

We wish to ensure that day services and vocational services continue to develop and meet people's needs in the future.



To find out more about this
consultation and to have your say
please visit

<http://www.dorsetforyou.com/dayservicesconsultation>

<http://www.dorsetforyou.com/vocservicesconsultation>

Spectrum Residents' Group Update

Firstly, let me tell you that the Spectrum Residents' Group has a new member representing Spectrum Signpost in their ranks - Mike Courage. I am sure Mike will be a good asset to the group. There is still one vacancy yet to fill for a Spectrum Western Challenge representative and we are waiting to learn how many residents are expressing of interest before an appointment can be made. We hope to be up to full strength very soon.

The Spectrum Resident' Group members all continue to work hard on behalf of every resident and are endeavouring to make the links between the Spectrum boards, staff and community forums even stronger than they are at present. I know I harp on about a "partnership" approach to the way we all work, but I feel it is essential to move forward together, and a true "partnership" can only work if every cog is functioning properly.

The Group is continuing to carry out the programme of scrutiny it set itself for 2011. Progress is being made in every promised action area and we appear to be on course to meet our target dates in most areas. The Housing Management scrutiny exercise is the main objective this year and we are well down the road of being able to present our full report findings with our recommendations later in the year.

Work on a draft Group-wide Residents' Rewards and Incentives Policy is progressing with information being gathered by a SRG sub-committee after an initial meeting in July; and that information will soon be presented at a further meeting. The Spectrum Corporate Plan 2011-15 is also a major scrutiny exercise for this year and will be on the agenda for the forthcoming Spectrum Residents' Seminar which is set for Friday 23 September 2011. It is to be held at The Village, Bournemouth. It will be a full day seminar and the afternoon will be taken up with some very useful workshops which should enhance the housing knowledge of the residents attending the event.

Members of the SRG and Community Forums, along with some of the Spectrum Resident Involvement team, attended the Tenant Participation Advisory Service (TPAS) conference in Birmingham recently. Feedback has shown that the event proved very beneficial for our residents in attendance. The SRG was presented with a very comprehensive detailed report of how our vice-Chair Cheryl Gandy found the conference benefited her personally. A very comprehensive report Cheryl – thank you.

SRG members recently held a "Question & Answer" interview session with Group Chief Executive Officer Wayne Morris and



Group Operations Director Rob Webber. A number of issues were covered in the session involving risk factors, finance, housing management issues, corporate plan proposals and a vision for the future with honest and frank answers being given by Wayne and Rob. The session was also filmed and parts of it will be included in this year's SRG DVD. Yes, another one is on the horizon later this year!

If you would like to receive a more detailed update on our work during 2011 to date; or if you wish to discuss any aspect of Resident involvement then I am only an email or telephone call away and I am always prepared to have contact with any resident who wishes to learn more.

Well, that's all for now, but I look forward to keeping you informed of our work on a regular basis in the future. 📧

John Radford
Chairman

Goodbye Kate

We say goodbye to Kate Weeks who is well-known to residents in our West area as the Community and Resident Involvement Officer based in our Exeter office.

Kate has moved to Sanctuary Housing Association and we wish her all the best in her new role. 📧



My Faith – thank you to John Davies of Gillingham for contributing this fascinating information about the Salvation Army.

The Salvation Army

Introduction

The Salvation Army was founded in London in 1865 by the Revd. William Booth. It was known as the East London Christian Mission until it changed its name to the Salvation Army in 1878. The work of The Salvation Army is funded through donations from its members, the general public, the local authority and government grants.

Its vocation

William Booth's original aim was to send his converts from the East London Christian Mission to established churches but he soon discovered that many of his followers were not attending any church at all so he formed the Salvation Army. In addition to preaching, Booth became involved in providing food and shelter for the poor and also in the



rehabilitation of alcoholics. It was organised in a quasi-military fashion, with Booth as its General and ministers being given officer ranks.

The Salvation Army soon spread from Britain to many other parts of the world and now operates in more than 120 countries with over 1.6 million members. As a church and as a registered charity, it demonstrates its Christian principles through social welfare provision, with programmes including homeless centres, drug and alcohol rehabilitation centres, schools, hospitals and medical centres, as well as nearly 16,000 church and community centres. It also supports the work of emergency services by providing refreshments, shelter and counselling at major incidents.

Salvation Army bands

The early Salvationist, as today, took their Gospel message to the people in their own environments, largely in the streets and markets of the towns. In 1879 Charles Fry and his three sons formed a brass quartet, which played during outdoor meetings in Salisbury and immediately proved to be a success in not only calming the rowdy and sometimes-hostile crowds, but which also helped to promote the Salvationist's message.

William Booth heard of them and recognising the power of music remarked "Why should the Devil have all the good tunes".



Salvation Army Housing Association

Salvation Army Housing Association (SAHA) is a charitable national registered social landlord specialising in providing supported accommodation, education and employment opportunities for homeless individuals and families. SAHA provides affordable rented accommodation for single homeless peoples and couples, homeless families and elderly people and also operates more than 40 residential centres in at least 35 towns and cities in England alone. It employs Wardens and Housing Support Workers at some of these schemes to provide assistance, as required by the tenants and residents.

Mission statement

- ✓ The Salvation Army is a worldwide evangelical Christian Church and human service agency.
- ✓ Its message is based on the Bible; its motivation is the love of God as revealed in Jesus Christ.
- ✓ Its mission is to proclaim his Gospel, to persuade people of all ages to become his disciples and to engage in a programme of practical concern for the needs of humanity.
- ✓ Its ministry is offered to all persons, regardless of race, creed, colour or gender. 🗨️

Residents feedback on improving the design of new homes

Residents have designed their perfect home thanks to a recent Design Conference hosted by Source (led by Spectrum) and they're making a real difference to future housing.

Over 20 residents attended the third annual Source Development Partnership Design Conference in Dorchester, Dorset. Its aim was to seek the views of residents on how to improve the design of new homes. The topic for this year's conference was 'How to improve the internal layout of new homes'.

The day included:

- Reviewing previous layouts used by Source as well as house builders
- Identifying the key positive and negative features of each Design
- Designing their 'perfect layout' using scaled furniture templates on floor plans
- Finding out from residents what their priorities would be in terms of providing a sustainable home with a limited budget.

The results of these exercises will be used to develop Source standard floor



she talks about her role as a Housing Officer. She also touches on her achievements and the challenges she faced during 2010 in her bid to provide residents with the best possible services.

Legion Close Mural

A fascinating time lapse video of local residents both young and old working together to produce a magnificent 3D undersea mural with mosaics at a Western Challenge housing scheme in Southampton.

Spectrum Residents' Group

A chance to see what the Spectrum Residents' Group hope to achieve on your behalf over the coming year.

What is YouTube?

YouTube.com is a video sharing website where individuals and companies can upload and share videos. There are some great videos on YouTube that are very interesting and entertaining. There are learning videos, entertainment, comedy, action, music, marketing and much more.

How do I see Spectrum's videos on the internet?

Go to Spectrum's YouTube Channel: www.youtube.com/spectrumhousing and choose a video to view. You can also click on a "like" button if you enjoyed watching it and even leave comments. In the future if an article appearing in Your Voice is also covered on Youtube this will be mentioned in the text along with the title and web address.

Do you have a video opportunity?

If you know of an event coming up or a community activity where you live or if you have some ideas of what we can film for our Spectrum YouTube Channel then send your ideas to: marketing@spectrumhousing.co.uk

For more information contact Rowan Allinson on the Freephone Help-line – details on back page or email him on rowan.allinson@spectrumhousing.co.uk

Spectrum now on YouTube

Keen to use the latest technology to keep residents fully informed, we now have our very own YouTube channel which residents with a computer and the Internet can tune in to and learn more about Spectrum Housing and its residents.

Current videos which you can view include:

Back to the Floor

Senior managers including Chief Executive Wayne Morris went back to the floor for a day to work alongside members of staff to gain a greater understanding of what's involved in providing front line housing services to residents.

Employee Awards

Watch and listen to Employee of the Year Donna Stenner as



patterns for use in future developments and to inform the Source

Design Brief, which is used to guide contractors and consultants when

designing and building new homes for Source.

Andrew Lawrie, Regional Development Manager from Spectrum Housing Group said of the event, "A really enjoyable day at which we all worked hard to find better internal layouts, one of the most important contributors towards the resident satisfaction of their new homes.

"This work will start a process of developing Source standard floor layouts which should help us to reach our 90% resident satisfaction target."

Short quiz

Can you answer the following questions? If you look closely, you will find the answers hidden inside *Your Voice*.

Please return your answers by post or email, using the contact details on page 8 by Friday, 21 October 2011.

The first correct quiz drawn will win a £20 voucher. Answers will be in the next edition of *Your Voice*. Don't forget to put your name, address and telephone number on your entry.



- 1 Name the new member of Spectrum Residents' Group.
- 2 Spectrum is working with which developer to provide new homes at Gurkha Road, Blandford?
- 3 How long is Christchurch Priory?
- 4 At which location will South Wessex Community Forum be holding their meeting in November?
- 5 What does TPAS stand for?
- 6 How much money was donated to Milborne St Andrew's Sports Football Club by the Community Fund Committee?
- 7 Who was honoured with a rose at Chescombe Court?
- 8 What is Bryn Shore's new job title?
- 9 How many years has Helen Hann, new Customer Services Director, been working in social housing?
- 10 Name the winner of the Small Garden category of the Garden Competition in the West area.

Answers to the previous short quiz:
Exeter City FC • £5,000 • Yeovil • Patrick Sharpe
• 18 • Joss Stone • 83 • Star Chamber • Dharma
Day • £500,000

Snap and send



We are still in need of your help in putting together the 2012 calendar. If you have photos of places and events of interest across the region where we operate, from Plymouth to Poole, Bourton to Bournemouth, please send them to us.

We need your photos in digital format and there will be prizes for the best contributions. Please send your photos by email to YourVoiceEditor@sha.co.uk

Don't forget to include your name and address with your photo. 📧

Your Voice available on audio cassette or CD

Your Voice is available on audio cassette or CD. This may suit you if you are having difficulty reading, or would prefer to listen rather than to read this newsletter.



Alternatively, if you have access to the internet you can access our website at www.sha.co.uk and click on Browsealoud and listen to *Your Voice* through a computer.



For further information or to request an audio cassette or CD please contact the Customer Services Team on 01258 484800 or email them at CustomerServices@sha.co.uk. 📧

Spectrum
housing group

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Plymouth Office: 4 Mainstone Avenue, Plymouth, PL4 9NB
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Email: CustomerServices@sha.co.uk

Out of hours Emergency Number: 0845 600 3574

Callers living outside the 01258 code should use our lo-call number
0845 606 0800 during office hours. Callers with an 01258 code, please call 484848

For heating enquiries (gas, solid fuel and oil) please call 01258 484702