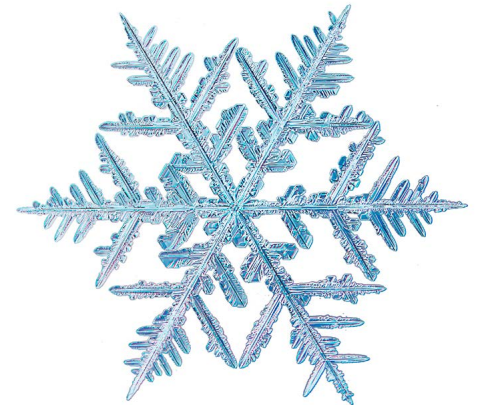


Welcome



As the festive season approaches, we find ourselves reflecting on the blessings of the past year and the joy that comes from sharing time together.



It has been another busy year and we, alongside McCarthy and Stone, await the Council's decision on the planning consent for their proposed development for Glebe Court.

Throughout the year, I am always pleased to see how you all support one another as a community, whether through your various walking groups, crafts, activities, card games or simply sharing a cup of tea and a good conversation, Bencurtis Park really is a very special place. You as residents make this place the great community that it is. My thanks go to all of you that co-ordinate and assist with the many clubs and activities that take place throughout the year.

The holiday season would not be complete without a little festivity. The Friends have their Christmas Fayre on 23 November. Melissa and her team are taking bookings for the Christmas lunches. The Carol Concerts take place on 11 and 14 December and there's a trip to the Christmas lights as well. All of which will bring some Christmas cheer your way.

I hope our new residents enjoy their first Christmas with us. We know that for some, this time of year can also bring feelings of loss or loneliness as we

remember those, who have passed over the year. Our Warden team are here at any time for anyone that needs to chat or have a cup of tea.

As we close out another year, may I take this opportunity to wish you a Christmas filled with peace, love, and joy, and may the coming year bring you happiness and good health.

Season's Greetings to you all!

Patricia Goan
Chief Executive

Christmas and New Year Office Hours

Please note the office will be closed on:
Wednesday 25 December (Christmas Day),
Thursday 26 December (Boxing Day),
Friday 27 December and
Wednesday 1 January (New Year's Day).

Emergencies over Christmas & New Year

Our Wardens will remain contactable over the Christmas period. If you need help just press the Warden 'on call' button as normal or call **Tel: 020 8777 0184** and a member of the team will assist you. We will only deal with emergency repair requests over the holidays, for example if you have a leak or loss of heating. All other repairs will be dealt with as soon as the office reopens.

THIS ISSUE

- | | |
|---------------------------------|-------------------------------|
| 2 Coffee morning success | 5 New website launched |
| 3 Going away? | 6 Maintenance update |
| 4 Panel update | |

Coffee morning success

Our thanks to Shirley Scott for organising this year's successful Macmillan Coffee Morning which raised an impressive £1,936.

Shirley has been a resident since 2005 and during that time has been actively involved not only organising the Macmillan coffee mornings but also served on the Friends Committee and coordinated the tea and coffee refreshments in the Notley Lounge for many, many years.

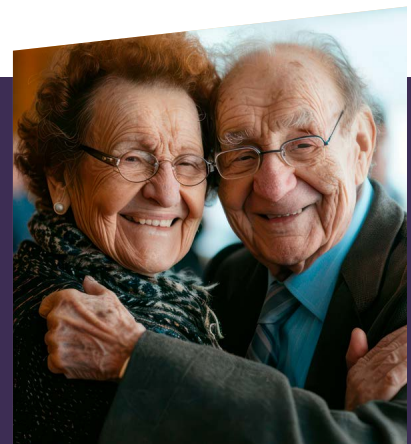
This is Shirley's last year of running the Macmillan Coffee Morning and on behalf of us all we would like to say a massive thank you to Shirley for her many years' service and her fundraising for Macmillan.

MACMILLAN
CANCER SUPPORT



Right at Home, Love to Move sessions

Following the success of the three pilot sessions the chair-based exercises will continue every other Wednesday at 2pm in Adams Hall. There is a voluntary contribution of £3 for the classes and you can ask the organisers to contact you for a chat or include you as a participant for their next meeting in the New Year.



Those were the days



Glebe has been contacted by local journalists with an idea to create a written celebration for loved ones, friends, and former colleagues, along with pictures old and new.

The offer includes submitting artwork, paintings, drawings, poems, essays, and short stories – anything that you would like to share. We have already had a small informal chat with interested residents but would like to encourage others to participate. If you are interested in joining in, please contact the office who can include your name to meet with the journalists when they are back on site in the New Year or, if you prefer, ask the journalists to contact you directly to discuss any ideas that you may have.

Housing Perks – Discounts on your day-to-day shopping

In time for Christmas, Glebe has subscribed to Housing Perks. It's free to use and gives you discounts of up to 10% with 100 brands and stores, to help you save money with everyday spending.

How to sign up:

- Go to your app store on your phone and search "Housing Perks" or scan the QR code.
- Download the free app.
- Enter your mobile phone number.
- Select Glebe as your housing association.
- Enter your post code (with or without a gap in the middle)

NEW FREE Tenant Discount App

Up To 10% Off Over 100 Shops And Brands

Search **Housing Perks** on the App Store and enter "Glebe" into the organisation ID





Glebe Housing



HOUSING PERKS

Christmas trees: Look out for the Christmas trees arriving earlier this year, in time for the Christmas Fayre. Our thanks as always go to the Friends of Bencurtis for paying for the trees.



Going away?

If you are planning to be away from your home over Christmas and/or New Year, please let the Warden team know. This helps us know who is on site in the event of an emergency but also so that we know you are safe and well. For those living in Bungalows please remember to turn your heating to low and you water off if you are going away for more than a fortnight.



Suggestion Box

Located on the one site, it is easy for you to let us know how you feel. One way of doing this is via the suggestion box, which is located outside the shop and which the admin team check weekly. If you would like a response, please leave your name so we can get back to you.



Residents

Panel update

Stephen Wells has joined the Panel representing Willis Court.

Justine is commencing work on a Resident Engagement Strategy, which will include tenant representation and voice at board level and the aim is to ensure that your voice is heard and that you have influence over decisions made on how services are delivered across the estate.

At the last meeting Panel members heard that the office staff remaining in Glebe House will be moving to Sargeant Court in the next couple of months.

Updates on all the matters residents have raised will be sent out shortly.

Dates for 2025 Panel meetings



- | | |
|--------------|----------------|
| ✓ 15 January | ✓ 16 July |
| ✓ 19 March | ✓ 17 September |
| ✓ 21 May | ✓ 19 November |

Do contact your local representative to raise any issues.

Covid

As expected Covid cases are on the rise and the symptoms are very similar to symptoms of other illnesses, such as colds and flu.

If you test positive for Covid try to stay at home and avoid contact with other people for 5 days after the day you took your test. Avoid meeting people who are more likely to get seriously ill from viruses, such as people with a weakened immune system, for 10 days after the day you took your test.

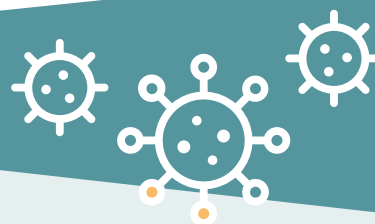
The best way of looking after yourself is to:

- get lots of rest
- drink plenty of water to avoid dehydration (your pee should be light yellow or clear).
- take paracetamol or ibuprofen if you feel uncomfortable.
- try having a teaspoon of honey if you have a cough.

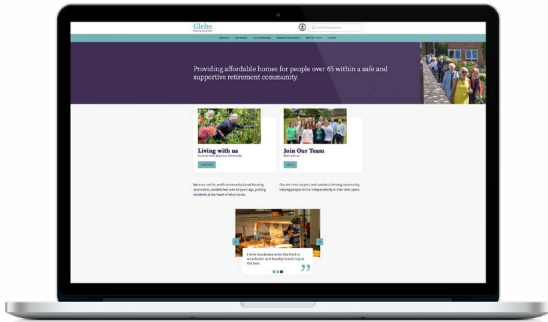
- try turning the heating down or opening a window to help with breathlessness.
- breathe slowly in through your nose and out through your mouth, with your lips together like you are gently blowing out a candle.
- sit upright in a chair to help with breathlessness.
- relax your shoulders, so you are not hunched to help with breathlessness.
- lean forward slightly – support yourself by putting your hands on your knees or on something stable like a chair to help with breathlessness.

It is best:

- not to lie on your back if you have a cough – lie on your side or sit upright instead
- not to use a fan too cool your room as it may spread the virus
- to try not to panic if you are feeling breathless as this can make it worse.



Our new website has launched!



We hope you like the new website and welcome your feedback as there's always room for improvement. www.glebehousingassociation.co.uk/

Our resident newsletters appear alongside an accessibility bar which will allow for the newsletter to be spoken, or the font increased for those who may need it.

Our Annual Report is available so you can view our performance over the year. A few hard copies are available from the Office for those who cannot access the report online.

MERRY CHRISTMAS

ADAMS HALL 3 COURSE CHRISTMAS LUNCH 2024

TUESDAY 10th DECEMBER & THURSDAY 19th DECEMBER At 12:30pm

TICKETS ARE £18.00 PER PERSON. AVAILABLE TO PURCHASE IN THE SHOP.
TICKETS ARE NON- REFUNDABLE.

MAIN COURSE

Roast Turkey
Roast Potatoes, Honey Roast Parsnips & Carrots, Sage & Onion Stuffing, Pigs in Blankets, Yorkshire Pudding and Brussel Sprouts in Butter.

Vegetarian Option - Mozzarella & Pesto Escalopes

DESSERT

Christmas Pudding with Brandy Sauce or Cream
OR
Fruit Flan with Cream

TEA & COFFEE

With Mince Pie



Minibus

The minibus can now be booked for other outings through our office reception in Sarjeant Court. There is a mileage charge to cover petrol and administration of 50p per mile, with a minimum charge of £10 per trip. Payment can be made by bacs transfer or in cash to our Finance Team.



We are always looking for volunteers to drive the minibus, so please speak to our reception team if you are interested or know somebody who can help.

Money Matters



You can also claim Attendance Allowance if you have a disability which is severe enough for you to require help caring for yourself.

Please speak to Sandra our Senior Warden, if you are experiencing financial difficulty who can help you to contact the following agencies that can help.

Following the recent changes impacting winter fuel allowance payments, we want to make sure you are claiming everything you are entitled to and maximise your income. Pension Credit is one of the most underclaimed benefits and, in certain circumstances, you can still claim it even if you have other income, savings or own your own home.

Age UK Advice Line 0800 678 1602 (Provide free advice on a range of matters, including benefits).

www.turn2us.org.uk (Provide free practical advice for people who are struggling financially).

www.moneyhelper.org.uk or 0800 011 3797 (who provide free advice on pensions)

Gas and Electric Energy Bills for Sarjeant and Willis residents

Our Gas contract renews at the beginning of December 2024. We have managed to secure a better unit rate than the current contract.

We therefore expect this to reduce gas bills for residents over the next couple of years, subject to consumption remaining the same.

Looking ahead; the Electricity contract will renew in August 2025 but unfortunately this will be at a higher rate than the current contract.

Once the rates change it will be reflected in your next bill which will show the old rate dates and charge and the new rates dates and usage.





Maintenance update

Property Maintenance works have been conducted at Sarjeant and Willis Court properties which included windows and kitchen servicing. These works have been completed, and we are looking to book in the remedial works as a result of the servicing. Ashby Close surveys will be scheduled after the new year.

All internal apartment front fire doors have now been inspected.

The works at Glebe house have been ongoing and are due for completion at the end of November. The building has received a new lease of life with a fresh coat of high-quality paint and protection works carried out to stop the leaks and water penetration to the building. The works will protect the building from the weather elements and further prolong the life of the building.

We have completed fixed wire testing to Sarjeant Court and commenced work on Willis Court. These works are safety works to protect the electric wiring within your home.

The cleaning of the gutters for all bungalows commenced on 12th November. Advanced notice



was given via a letter to residents' with the respective schedule.

A very big thank you to the Friends of Glebe for funding the Gazebo project which has been completed and is situated at the rear of Glebe House for all to enjoy, we are hoping to install some garden lights in the gazebo for winter.

We have installed two new tumble dryers at Willis Court Ground and First Floor in September and two new tumble dryers on the second floor and a new washing machine on the first floor in Sarjeant Court in October.

A communal sink has been installed at Ashby Close laundry to provide a much-needed water supply.

Home Contents Insurance

It is a good idea for tenants and residents to consider home contents insurance to cover their possessions against fire, theft and other risks, such as accidental damage.

If something happens to destroy or damage possessions, some of which may be essential, it can cost a lot of money to replace those items. This is of particular concern given the increased cost of living. Contents insurance can provide peace of mind, that in these instances, they would be able to have items replaced or repaired.

Glebe as your landlord is not responsible for insuring the contents of your home and your personal belongings but can signpost you to the National Housing Federation's preferred contents insurance supplier, Thistle Tenant Risks who administer the My Home Contents Insurance (MHCI) which is a specialised scheme designed to help protect residents home contents and belongings.

For more information contact My Home on 0345 450 7288 or email myhome@thistleinsurance.co.uk



STAFFING

Welcome our new team members



We are delighted that our new Head of Operations, Justine Hart started in September and has brought with her a great deal of experience. Justine is part of the Senior Management Team and will be overseeing our residents' services (the Warden Service and Adams Hall Restaurant), along with our Sales and Lettings Team. If you have any questions, suggestions or concerns please do speak to Justine.

We have also completed a review of our Reception and Central Administration function and were pleased to have welcomed Ella Moore and Chloe Waite to the team. Whilst Ella leads on Maintenance Administration and Chloe on Reception and Office Administration, they will support each other in key aspects of their roles to ensure you have a friendly face and someone who can help every day of the week.

Our operative Danny who has been with Glebe for over 25 years has stepped up in recent months to keep the maintenance service going, while we have been recruiting a new full-time operative to the maintenance team. This role has now been filled by Christian Andy who joined as Maintenance Operative in early October. Christian was previously a Fire Fighter but has most recently worked in Maintenance in a similar role so brings with him a great set of skills and experience.

We want to say a big thank you to Danny for all of his work and for keeping the show on the road and we are delighted to welcome Christian and know that he and Danny will make a great team keeping all our day-to-day repairs covered for you.

Please do say hello to our new staff if you see them around.



Justine Hart



Ella Moore



Chloe Waite



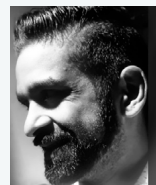
Christian Andy

Meet our new board members

Following our Annual General Meeting in September Nicolas Martin and Jinal Shah were appointed as board members, following their terms as co-optees. Annabel Bird and Samantha Connell have been appointed as co-optees. Both Annabel and Samantha work in housing so have a lot of experience to bring.



Nicolas Martin



Jinal Shah



Annabel Bird



Samantha Connell

Now the weather is getting colder, remember to make use of the bridge between Sargeant and Willis Courts to avoid going outside.

