

# Saffron News

Let us know your thoughts on this newsletter by emailing [communications@saffronhousing.co.uk](mailto:communications@saffronhousing.co.uk)

## FEBRUARY 2025 ISSUE 4

Welcome to the 4th issue of Saffron's digital news bulletin for tenants and residents. 'Saffron News' is sent as a monthly E-Bulletin, in between issues of Saffron E-News magazine. Included in this edition:

- Announcing our next community skip day in Diss on 27th March!
- We discuss how and why properties are upgraded as part of our Decarbonisation Scheme.
- The importance of Home Contents Insurance and why you should have it.

As ever, we'd love to hear from you! Please let us know your thoughts, opinions and suggestions by emailing us at

[communications@saffronhousing.co.uk](mailto:communications@saffronhousing.co.uk).

From Saffron Housing Communications Team.

## NEED HELP?

- Report a repair: **01508 532000**
- Make a complaint:  
[complaints@saffronhousing.co.uk](mailto:complaints@saffronhousing.co.uk)
- Report anti-social behaviour:  
[info@saffronhousing.co.uk](mailto:info@saffronhousing.co.uk) or call **01508 532000**.
- Update your contact details:  
[info@saffronhousing.co.uk](mailto:info@saffronhousing.co.uk) or call **01508 532000**.



## HOME CONTENTS INSURANCE



As your housing provider, Saffron insures the external (outside) structure of your home. This means that the building itself is protected against various risks. However, this insurance doesn't cover the contents inside your home, for example personal possessions such as furniture, clothing and white goods.

Some of you may already have home contents insurance, but if you don't, please be aware that if any of your possessions are lost, stolen or damaged you will have to pay to replace them. Having home contents insurance ensures that you do not have to worry about these costs, making it a good investment for both your peace of mind and financial security.

For more information about home contents insurance, please visit [Citizens Advice](#) **Citizens Advice Household contents insurance - Citizens Advice**

We would love to hear from any tenants who would like to contribute a short article for the 'Over to You' column, to be featured in the forthcoming edition of Saffron E-News magazine.

The article can be about a subject that you feel passionate about that perhaps other tenants would benefit from reading. Please email [communications@saffronhousing.co.uk](mailto:communications@saffronhousing.co.uk) for more information.



## DECARBONISATION SCHEME

We are now close to completing the latest wave of the Government's Social Housing Decarbonisation Scheme. Through the Decarbonisation Scheme, we have installed energy-saving improvements such as:

- ✓ Energy-efficient windows and doors
- ✓ New radiators
- ✓ Solar panels
- ✓ Air source heat pumps

### How are Homes Selected?

The government set the rules for this scheme, which meant homes with the lowest Energy Performance Certificate (EPC) rating (D or below) were prioritised for improvements. If your home wasn't selected, it means that other homes had a lower energy rating and were selected first. Homes with an EPC rating of C or above are already considered energy efficient under current rules and so didn't qualify for this scheme.

### What Work Was Done?

- Homes with an EPC rating of D or below had air source heat pumps installed.
- The homes with the lowest EPC ratings also received new windows, doors, insulation, ventilation, and solar panels where required.

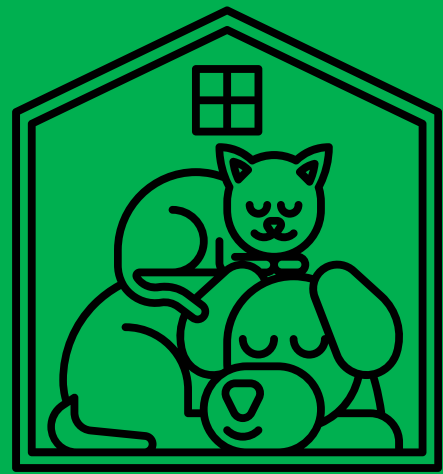
### Why Didn't My Home Get Solar Panels?

Not all homes are suitable for solar panels, and not all properties require solar panels to increase their EPC rating to C. We are using a fabric-first approach as the best long-term plan to improve living conditions and reduce fuel poverty. This approach addresses the building itself, ensuring effective ventilation. High-efficiency windows are fitted, and doors, loft, wall cavity or external walls are insulated where required. If further improvements are required to get a property to EPC C we'll also include heat pumps or solar panels.

### We're Here to Help!

If you have any questions or would like to know more, please get in touch with us at:

✉ [info@saffronhousing.co.uk](mailto:info@saffronhousing.co.uk)  
☎ 01508 532000



## PETS AT PROPERTIES

Please keep pets (with the exception of Assistance Dogs) away or in another room when Saffron representatives are visiting! To ensure appropriate Health and Safety we request that all animals are kept away from the area where our team may be carrying out repairs or inspections.

## SKIP DAY



**On 27th March 2025 - 10am-2pm, Ladbrooke Close, Diss IP22 4BX.**

Need to get rid of any unwanted goods or rubbish? Come and join us at our Community Skip Day at Ladbrooke Close in Diss on 27th March. There will be 2 skips available for you to bring any unwanted items that you wish to get rid of free of charge. Please be advised that we are unable to take very large items such as sofas, and the following items can't be accepted as waste into the skips: asbestos, fridges, freezers, chemical based products such as paint, vehicle parts or tyres, electrical items, mattresses and food waste.