

Saffron News

Let us know your thoughts on this newsletter by emailing communications@saffronhousing.co.uk

OCTOBER 2024 ISSUE 2

Welcome to Saffron's newsletter for tenants and residents. 'Saffron News' is sent as a monthly E-Bulletin, in between issues of Saffron E-News magazine.

This month we are delighted to introduce a new quarterly blog from Saffron Tenant, and Member of the Board of Complaints, Tallia Langston. Click [here](#) to access Tallia's blog.

We have also launched our first-ever Tenant Census, enabling us to better understand our tenant and resident communities. Please complete the census by following the link on the right. And, as ever, we'd love to hear from you! Email your thoughts to us at communications@saffronhousing.co.uk.

From Saffron Housing Communications Team

ACCESSIBILITY

This newsletter is available in large print, Braille, or audio format. To request an alternative format, please email us at communications@saffronhousing.co.uk.



TENANT CENSUS 2024

We encourage all tenants and residents to complete our first-ever Tenant Census. The purpose of the census is to ensure the information we have about you is correct, which plays an important role in shaping and delivering our services according to your needs. The census is available to complete online via the link below. Paper copies (including other languages and larger font sizes), and alternative formats such as braille, are available upon request.

[COMPLETE CENSUS HERE](#)



Listen



Learn



Reflect



Revise



Improve



Tallia Langston - MRC

Developing a:

**Positive
Complaints
Handling
Culture**

Empowerment
Trust

Putting things right



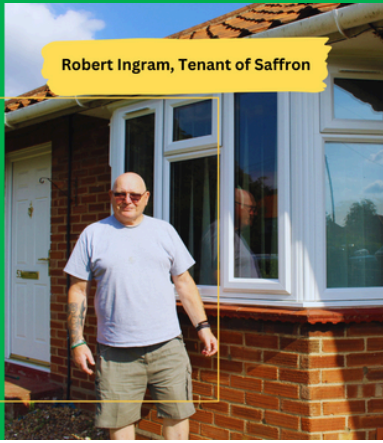
complaints@saffronhousing.co.uk
01508 532000

"I love complaints! Complaints help organisations learn, improve and put things right."

DECARBONISATION SCHEME



Robert Ingram, Tenant of Saffron



"I think the air pump thing is a brilliant idea – I'm happy with it. All in all, with Saffron, I must say I'm pleased with them."

We were delighted to show UK Green Building Council (UKGBC) some of the decarbonisation work we've been rolling out across our homes, in collaboration with our partners HACT. We're proud to have had the opportunity to make such an improvement in the homes of tenants who volunteered for the scheme so far – most importantly by helping to lower their energy bills. We're currently producing information about how you can benefit from Air Source Heat Pumps – coming soon!

COFFEE MORNINGS WITH NORFOLK CITIZENS ADVICE'S AUGUSTINE EDEMA.



Get one-to-one free and confidential advice

Coffee mornings with Augustine

Join us for coffee and a chat with our adviser from Norfolk Citizens Advice, Augustine Edema.

Augustine will be on-hand to discuss a range of topics face to face.

Alternatively, call 01508 532 000 to make an appointment with Augustine at Norfolk Citizens Advice.



We can help with financial, benefit, housing or employment problems. You may be facing a crisis, or just considering your options.

Look out for the above posters about our dedicated coffee mornings with Norfolk Citizens Advice's Augustine Edema, offering you free, confidential help and support.

FIRE SAFETY WORKSHOP



Over 50 Saffron colleagues and tenants participated in our Fire Safety Workshop, held earlier this month. The workshop was hosted by Aico, a leader in home safety, at Saffron's headquarters in Long Stratton. By actively engaging with Aico's experts, we uncovered several insights that have deepened our understanding. During the tenant session, we explored effective ways for Saffron to connect with tenants more conveniently for future events. We are now considering the possibility of bringing the mobile unit to various villages.

TENANT SUPPORT

Saffron works with local partners and agencies to ensure you have access to information and support you need. We created a video to demonstrate how Saffron continues to support tenants, including practical steps to help with rent costs, providing fuel and energy vouchers, and funding a dedicated support worker at Norfolk Citizens Advice (see above). If you want to know more about any of these services or talk to someone about support, email info@saffronhousing.co.uk or call **01508 532 000**. Haven't seen the video yet? Watch it [here!](#)

