

Saffron News

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

JANUARY 2025 ISSUE 3

Welcome to the 3rd 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:

- We introduce Sue Whitworth to Norfolk Citizens Advice, who brings valuable experience to support Saffron tenants.
- We present the second blog post by Saffron Tenant Tallia Langston, who discusses the importance of feeling safe when making a complaint.

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.

From Saffron Housing Communications Team

NEED HELP?

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



We are pleased to introduce Norfolk Citizens Advice (NCA) worker, Sue Whitworth. Sue is an experienced advisor who is available to support any Saffron tenant, and has taken over from previous NCA worker Augustine Edema.

Every referred tenant will benefit from an in-depth assessment. Her assessments adopt a holistic approach to cover income maximisation, assistance in applying for any benefits and grants, energy and debt advice.

Sue is passionate about supporting clients who may be finding life overwhelming, and providing the information needed to find the best resolution. She has a wealth of knowledge on benefits, debts and money problems, energy issues and living well.

Saffron E-News

The digital update for Saffron tenants
December 2024 edition - click here to read

Air Source Heat Pumps: saving you money and helping the environment

Meet 3 Saffron families

Introducing Tallia Langston, MRC

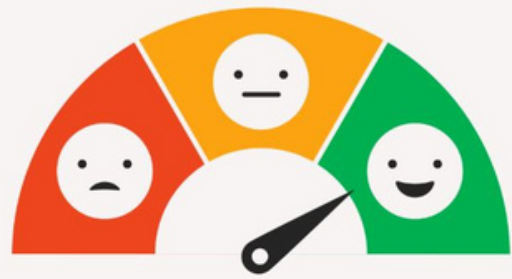


The December 2024 Saffron E-News was published last month and is available to read by clicking [here](#). If you would like to receive a paper copy, please email communications@saffronhousing.co.uk.

ONLINE CONTACT NEEDS AND PORTAL SURVEY

Thank you for taking the time to complete our recent survey about how we get the best from our Saffron Tenant Portal. Your input has been incredibly valuable in helping us understand your needs, preferences, and ideas for how such a service could work for you, both now and in the future. You've provided us with some fantastic suggestions and highlighted some excellent points for consideration. We're excited about the possibilities they present for improving how we support and communicate with tenants.

It is key that we take the time to carefully analyse the feedback we've received and plan the next steps, as we start to enhance our portal. This will ensure that any portal we develop is not only easy to use and meets the needs and preferences you have outlined, but also secure, reliable, and aligned with best practices for digital services.



HELP US IMPROVE!

TELL TLF RESEARCH WHAT YOU THINK

We are using TLF Research to gather your feedback on a range of services provided by us. TLF Research may contact you by phone (01484 467072) on weekdays only, between 9am and 8.30pm, for a short survey about your experiences.

Your responses can remain anonymous if requested, and you can decline to answer any questions. No identifying information will be included in published reports, and you can opt out of communications at any time. For more information, please visit our website by clicking [here](#).

TALLIA LANGSTON BLOG



Did you know Saffron tenant Tallia Langston writes a quarterly blog for tenants and residents? Tallia is also a Board Member and Service Quality Committee Member here at Saffron Housing Trust.

The **second** installment of Tallia Langston's blog, 'Feeling Safe to Make a Complaint', is available to read and/or listen to via the link [here](#).

WINTER WEATHER SUPPORT



Help is at hand for those struggling in the cold weather. From financial support to keeping warm at home, take a look below and see what help is available to you.

- Struggling to pay your rent or energy bills? We've created a page on our website which lists grants and support which you could be eligible for. Click [here](#) to view. If you need help with your tenancy or housing - or if you have a pre-paid meter and need support - please speak to your Wellbeing or Neighbourhood Officer.
- There are things you can do to keep your home warm. Draw curtains at dusk to keep heat from being lost through windows, and use draft excluders where possible.
- Further support is available by referral to our in-house advisor, Sue Whitworth, from Norfolk Citizens Advice. Please call **01508 532000** or email info@saffronhousing.co.uk You will be given a referral consent form which gives permission for us to share your request with Norfolk Citizens Advice.