



July 2023

Saffron E-News

The magazine for Saffron tenants

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Welcome to Saffron E-News



James Francis, CEO

Image of James Francis, Saffron's CEO

Welcome to the July edition of Saffron E-News.

In this issue, we introduce a range of new features and resources available to you, such as a new web chat, health and wellbeing wallet cards, and informative drop-in sessions hosted in partnership with Your Own Place.

I am pleased to announce that we have launched a new 24/7 web chat feature on our website which adds to the ways you can easily contact us. You can find out more on page 4.

If you are keen to get more involved and make a difference, why not consider becoming a Saffron Community Member? You can take part in workshops and Community Triangles, or have the opportunity to join one of our tenant groups. For more information, head to page 6.

Are there certain topics you would like to read more about in the Saffron E-News? If so, we want to hear

from you. On page 8, you can access our short survey so we can learn more about what interests you.

In partnership with Your Own Place, we have launched valuable drop-in sessions twice a month at foodbanks in Diss and Harleston, offering support and advice relating to money concerns. In addition to learning about budgeting, managing debt and Cost of Living challenges, you can get help with online tasks. To find out more, visit pages 10-11.

We are always looking at ways to improve our services, so if there is anything you wish to raise with us about the quality of your home, the service you are receiving from Saffron or support we might be able to provide, please email info@saffronhousing.co.uk or call 01508 532000.

Wishing you all the very best.

James

Key dates and keeping up to date

Keep an eye on our social media channels below for useful tips, information and ways to get involved.

Facebook page - Saffron Housing Trust
Twitter page - @saffronhousing
Instagram page - saffronhousingtrust

September

11th - 17th - Gas Safety Week



19th - 25th - Fire Door Safety Week

October

New issue of Saffron E-News



10th - World Mental Health Day

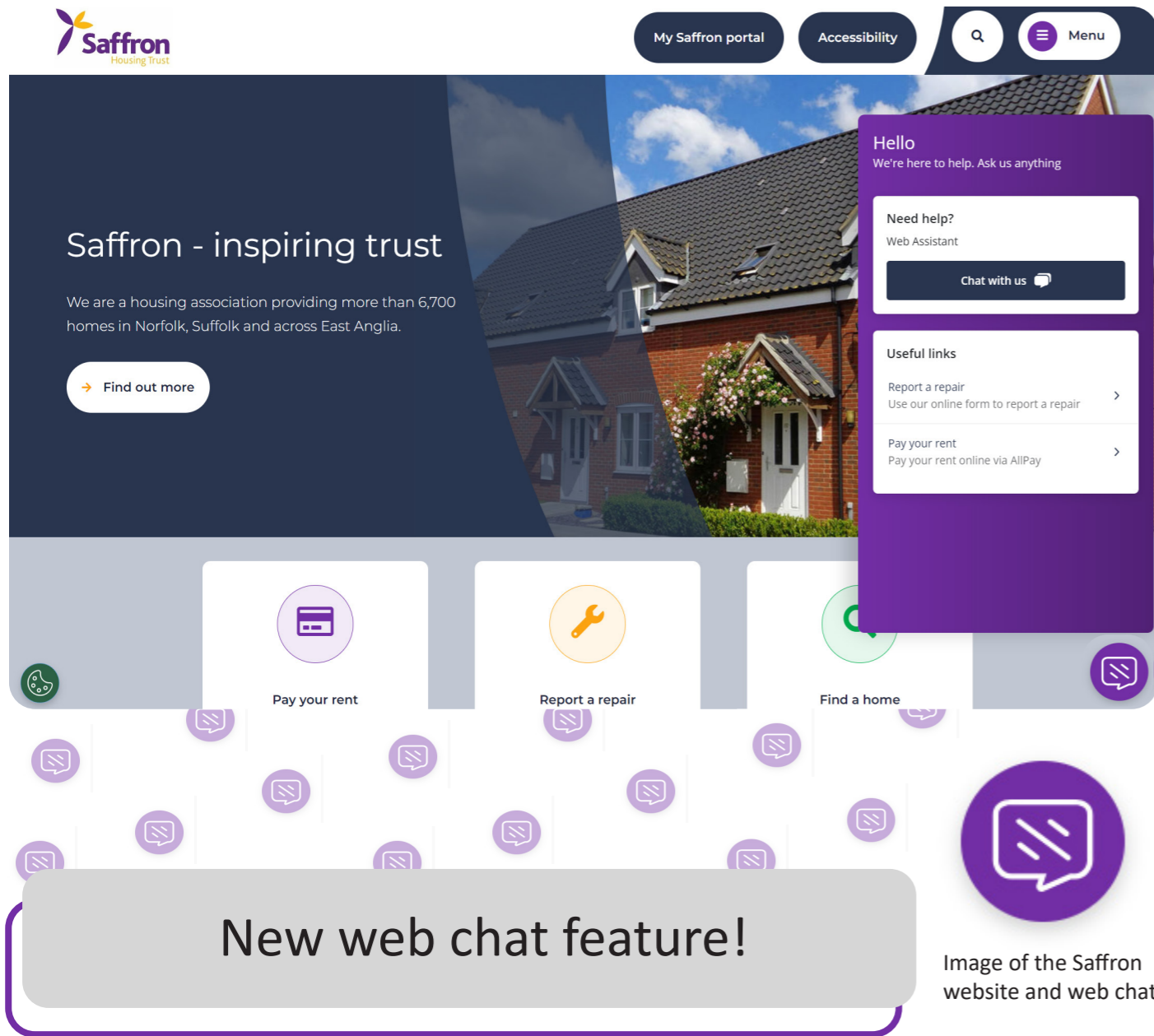
November



1st - 30th - November

6th - National Stress Awareness Day





New web chat feature!

Image of the Saffron website and web chat

Following the launch of our new website in March, we have introduced a new web chat feature to help make finding the information you need easier.

It can be found by clicking the purple chat box in the bottom right corner of any page on our website - try it by [clicking here](#).

The automated web assistant is available 24/7 to help answer your questions.

If you are contacting us during our opening hours and still need to speak to an advisor, you will be put through to a live chat so we can assist you further.

Our opening hours are:
 Monday to Thursday, 8.45am – 5pm
 Friday, 8.45am – 4.15pm

By clicking on the purple chat box, you can also access a range of useful links to report a repair or pay your rent.

If you try this new feature, we would love to hear from you about your experience.

Email communications@saffronhousing.co.uk to send us your feedback.

Life & Progress

Tenant Support & Wellbeing Service - wallet cards now available



We offer a free, completely confidential Tenant Support & Wellbeing Service, through Life & Progress, which is available for you to use 24/7.

You can access professional telephone counselling, support and advice on a variety of topics, including:

- Mental health and wellbeing
- Tackling stress and anxiety
- Managing debt and budgeting
- Relationships and family matters
- Workplace issues
- Your rights as a consumer

To access the service, [click here](#) and log in using the following details:

Username: saffronhousingtrust
 Password: tenantsupport

We now offer convenient wallet cards with all the contact information you need for the service. You can pick one up from our Craftworkers, Neighbourhood and Wellbeing teams.

Find out more about the service by [clicking here](#).



Have you signed up to our tenant portal 'My Saffron'?

The portal allows you to:

- Pay your rent
- Amend your personal details when you need to raise an enquiry
- Receive updates over a secure link which has advantages over sending an email

You also have access to information and resources such as our Tenant Support & Wellbeing Service.

We no longer post out your rent statements unless you request it, but you can view your balance and transaction history in the portal whenever you need.

For more information including how to sign up to My Saffron [click here](#).

Become a Saffron Community Member

If you are looking for an opportunity to get involved and make a positive difference, you can become a Saffron Community Member.

You can take part in as little or as much as you like, such as:

- Attending six-monthly meetings with our Board and Senior Leadership team
- Taking part in workshops or completing online surveys
- Getting involved in our Community Triangles
- Becoming a member of our Tenant Scrutiny Group or Tenant Communication & Support Group



Tenant Scrutiny Group

The group look at tenant feedback from our monthly Customer Satisfaction Surveys, Tenant Satisfaction Measures (TSMs) and also review complaints. Using this information, they decide what areas they would like to scrutinise.



Tenant Communication & Support Group

The group is involved with making sure Saffron's communication with tenants is fair and open, along with input on outgoing publications and tenant related policies. The group also supports other tenants with advice, with the ability to liaise with Saffron on service failures and to look in depth at trending issues.

Find out more on our Be a Saffron Community Member website page by [clicking here](#).



Tenant groups and Service Quality Committee

The Tenant Communication & Support Group and Tenant Scrutiny Group have been busy over the past few months.

As part of their role working with Saffron, the Chairs of the tenant groups meet quarterly with Saffron's Service Quality Committee (SQC) where they have a chance to discuss what the groups have been doing and give their input as tenants to a group of executives, board members and independent members.

At the most recent meeting a number of recommendations were put forward and were accepted by SQC. They were:

- 1 When departments receive a communication from the Customer Contact Team (CCT) about a tenant query, they acknowledge it and provide a timeframe when the tenant should expect a final response.
- 2 All departments should have a timeframe or Service Level Agreement (SLA) on the length of time for responses to queries. CCT to have access to the SLAs to be able to let tenants know when to expect a response.
- 3 Suggestion for Neighbourhood Officers to do a duty day in the office, answering queries as they come in.
- 4 Improving the scripts CCT use when speaking to tenants to diagnose repairs, working alongside craftworkers and the Change Team. There will be a review in 6-9 months to see how effective it has been.

The tenant groups also asked for a review of the Tenant Alterations and Permissions Policy, which will include a consultation with tenants. Keep an eye out on our website and social media channels over the coming weeks about how you can be part of the consultation and have your say.

As a result of this challenge, a new process to ensure tenants have the opportunity to review all policies and changes affecting tenants has been approved. The Tenants and Communities Team (formerly Customer Engagement), worked closely with the tenant group Chairs on creating the new consultation procedure, to make sure the tenant voice is heard.

You can find out more about the tenant groups, how to be involved and have your say by [clicking here](#).



Community Foundation update

We have decided to prioritise the allocation of Community Foundation funding into programmes that directly help you with the Cost of Living crisis, and we felt that prioritising services that support mental health is also important.

The Foundation focuses on services which can offer you practical help and assistance in managing debt, increasing your finances and around energy bills – things which have had a huge impact on many people.

We can also offer assistance to those experiencing financial hardship through our Tenancy Sustainment Fund to cover the difference in the rent increase from last year's rent and this year's.

This is for tenants who are on low incomes or partial benefit.

Additionally, we can help with life's essentials through small grants. Tenants are put forward for these by our Neighbourhood Officers and Wellbeing Coordinators who must support applications.

Currently we can only offer targeted assistance, either directly by us or through established partner organisations, and regret that we are no longer able to offer our Community Project Grants at this time.

For more useful information about Cost of Living support, [click here](#).

We want to hear from you!

What would you like to read about most in our magazine?

Our tenant groups

How your rent is spent

Our partnership working

Board meetings and decisions

Our developments

[Click here](#) to access our short survey and share your opinion with us.

Bitesize Annual Report

We are pleased to announce that a bitesize version of our Annual Report will soon be available for you to view on our website and via our social media channels.

This will provide an overview of what we have been doing, including our achievements over the past year, covering topics including:

Where we built new homes

A round up of 'You said, we did'

How we have improved our complaints handling

Information about various funds available to you

Our Value For Money (VFM) performance and goals

Our goals for the next year

Keep an eye on the latest news section on our website for more information about the bitesize report by [clicking here](#).

Image of Saffron staff cutting grass



Grass cutting

Due to resource availability, we are currently unable to cut the grass in our communal areas and open spaces as quickly as we would like.

RG Maintenance is helping us while we catch up on the backlog which we expect will take up to a further 2 months. We apologise for any inconvenience this may cause.

Your Own Place sessions

We are building on our partnership with Your Own Place by offering money advice in the community.

The local social enterprise is based in foodbanks in Diss and Harleston twice a month, offering a mixture of 'drop-in' chats and Cost of Living sessions. You will be able to speak with the team from Your Own Place to find out what support can be offered including workshops, one-to-ones and targeted conversations to help you build on your financial skills.



Graphic showing the topics covered in the sessions

Your Own Place can help with:

- Budgeting and saving
- Understanding and managing money, debt and benefits
- Cost of Living challenges
- Directing you to specialist help

You can also get support with filling in online forms, applying for travel passes, looking things up online or planning your spending.

To find out more about Your Own Place and how they can help you, visit their website by [clicking here](#).

During a recent session in Diss, Your Own Place spoke to two local residents about their support of one another through all of life's ups and downs, including jobs coming and going, health changes and the squeeze on living expenses we are all experiencing.

A two-to-one session was set up to work through their monthly bills, and look at where they could make savings.

During the session, their strength came through — the solutions they were already implementing were reviewed, and they left energised with new ideas about their next steps.

Following the session, the local residents provided positive feedback about how the experience benefited them, broadened their understanding and allowed them to feel more confident about their situations.

They said:

It helped me get my head out of the sand

It really helped to see it all up there on the walls

It's great to know we're on the right track

Dates in Diss & Harleston

Come and have a chat with



**St. John's Church
Broad Street
Harleston IP20 9AZ**

1.30 - 3pm

Tuesday 15 August

Tuesday 5 September

Tuesday 19 September

**Hope Church
Vince's Rd,
Diss IP22 4HG**

Monday 7 August 10 - 11.30am

Friday 11 August 10.45am - 12

Friday 11 August 1 - 3pm

Friday 25 August 10.45am - 12

Friday 15 September 1 - 3pm

Monday 18 September 10am - 11.30



**Mike
07704 303 194**



**Surya
07706 610 911**

Cost of Living Sessions



Check online, ask in person or call or WhatsApp us if you want more info, or to sign up



Your Own Place is a registered Community Interest Company 08751344

Poster displaying upcoming session dates



September 11th - 17th
Gas Safety Week

September 11th – 17th is national Gas Safety Week, raising awareness of gas safety and the importance of taking care of your gas appliances.

It is co-ordinated by Gas Safe Register, the official list of gas engineers who are legally allowed to work on your gas appliances.

Find out how to take part in the national campaign and pledge your support by [clicking here](#).

Safety tips

Unsafe gas appliances can put you at risk from carbon monoxide poisoning, gas leaks, fires and explosions.

Ensure you check the following for your safety.

Check your gas appliances every year

Check your engineer's Gas Safe ID Card

Check your engineer is Gas Safe Registered



September 19th - 25th
Fire Door Safety Week

Fire Door Safety Week takes place on September 19th – 25th. Run by the British Woodworking Federation, this campaign aims to increase understanding of the critical role that fire doors play in saving lives and protecting property.



Visit the British Woodworking Federation website by [clicking here](#).



Why is a fire door important?

A fire door ensures that, if a fire breaks out, it can be contained in a 'compartment'. This traps the fire and smoke to allow time for people to get out, and it also makes the fire easier to tackle.

It is important to remember that a fire door will not fulfill this function if damaged or left propped open.

[Click here](#) for more information, including advice about what to look out for and what to do if you spot a problem.



Norfolk Fire and Rescue Service can offer useful tips and guidance.

Visit their website by [clicking here](#) to find out more about home safety advice, fire risks, incident guidance and fire safety education.

Contact us



(01508) 532000



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Swan Lane, Long Stratton, NR15 2XP



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Saffron Housing Trust



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