Christmas time is right for rhyme

Can you write a poem
Can you write a rhyme
Give it to your scheme manager
To get it in on time
Just a few suggestions
It may be about a Christmas tree
Mince pies, pressies or Santa
Write it down and get it to me

Budding poets could win a Christmas Hamper with a festive poem, but you’ll have to act fast as the deadline for the competition is Thursday 10 December.

Community Support Services Manager, Marina Crofts, said:

“We know we have some poets in our sheltered housing and we want to encourage as many people as possible to enter this Christmas competition.

“There will be three Christmas hampers available for the first, second and third placed poems so let the Muse inspire you and send in your rhymes.”

“Poems can be any length, from a limerick to an epic, and provided they reach your scheme manager by 5pm on Thursday 10 December they will go into the competition.

Shop safely this Christmas

When Christmas shopping we often lower our guard and make it easier for thieves to target us, so when buying presents this year please remember:

» When using an ATM, protect your PIN so no-one can see it, don’t count your cash at the machine but put it away securely, as quickly as you can

» Fit a security chain to your purse or wallet so pick-pockets can’t take it

» Lock your car whenever you leave it, even when just for a minute to get your parking ticket

» Lock valuables, including Christmas presents, out of sight

» If shopping online, make sure the site has the padlock icon showing it is secure before entering payment details

» If expecting deliveries when you are out, make arrangements for them to be delivered to a trustworthy neighbour, or to an alternative location where you can collect them, so they are not left on the doorstep.

More information
www.havering.gov.uk/communitysafety

Havering Police, Havering Council and other organisations will be giving free crime prevention advice from Wednesday 9 December until Christmas Eve, Monday to Friday, at the Police Pop-up Shop in Romford. The shop is open 10.30am until 3.30pm.
Use your computers and win a film afternoon

Take a look at page five and see how many times people logged on to your communal computers in November and then start logging on to help your scheme win a film afternoon.

There are lots of good reasons to log on. You can:

- Do your Christmas shopping and get it delivered to you
- Do your weekly food shopping
- Pay your bills
- Use email to keep in touch with family and friends
- Check your rent account and report non-urgent repairs at [www.havering.gov.uk/SeeMyData](http://www.havering.gov.uk/SeeMyData)
- Find out what’s happening in Havering at [www.havering.gov.uk/events](http://www.havering.gov.uk/events)
- Chat with family and friends on Skype or other instant messaging
- Browse the internet for information about your hobbies and interests

Be a winner

- And if your scheme has the biggest increase in computer usage during December, then a film afternoon is yours to enjoy.
- Your complex will be able to choose which film to see and enjoy refreshments which will be served during the afternoon.
- The winning scheme will be announced on Monday 11 January so keep logging on to boost your chances of winning this fantastic prize.

More information [www.havering.gov.uk/askhousing](http://www.havering.gov.uk/askhousing)

Making the most of your computer

The digital age is with us and all of us can benefit from knowing how to use a computer.

And there's no need to be scared about logging on and using the communal computers. We have a friendly tutor touring different schemes to give a helping hand.

During the lessons we can help you set up an email address, show you how to shop online and how to use the SeeMyData web pages to monitor your rent account and report repairs.

More information [www.havering.gov.uk/askhousing](http://www.havering.gov.uk/askhousing)

The computer lessons are:

- **Brunswick Court** - Tuesdays, 10am – 12noon
- **Dell Court** - Fridays, 10am – 12noon
- **Garrick House** - Wednesday, 11am – 1pm
- **Lombard House and Poplar Street** - Thursdays, 10am – 12noon
- **Maygreen Crescent** - Fridays, 10am – 12noon
- **Queen Street** - Mondays, 2pm – 4pm
- **Ravenscourt Grove** - Fridays, 1pm – 3pm
- **William Tansley Smith House** - Thursdays, 11am – 1pm

Contact details

Looking back
If you want to check out a previous issue of Sheltered Times, they are now online at [www.havering.gov.uk/shelteredtimes](http://www.havering.gov.uk/shelteredtimes)

Housing Services Customer Contact Service
The easiest way to contact us is by using [www.havering.gov.uk/askhousing](http://www.havering.gov.uk/askhousing)

Anti-Social Behaviour
[www.havering.gov.uk/askhousing](http://www.havering.gov.uk/askhousing)

Email
For rent queries [housingrents@havering.gov.uk](mailto:housingrents@havering.gov.uk)
To find out about the Decent Homes programme [capitalprojects@havering.gov.uk](mailto:capitalprojects@havering.gov.uk)
To get involved [www.havering.gov.uk/askhousing](http://www.havering.gov.uk/askhousing)

Social Media
Follow us on Twitter @LBofHavering.
Facebook – log in and in the search box type: Get involved – Havering Council tenants and leaseholders

Out of hours
If you have a problem outside normal office hours that can’t wait ring 01708 756699.

Ideas for this magazine
If you have ideas for future articles contact Chelsea Potts (pictured) by emailing chelsea.potts@havering.gov.uk

How to contact your scheme manager
Sharan is the Sheltered Housing Manager and is in charge of the scheme managers. [Sharon.nunn@havering.gov.uk](mailto:Sharon.nunn@havering.gov.uk)

Ashley looks after Cockabourne Court, Delderfield House and Park Lane. [Ashley.cowlin@havering.gov.uk](mailto:Ashley.cowlin@havering.gov.uk)

Kelly looks after Thomas Sims Court, Serena Court, Solar Court and Sunrise Court. [Kelly.murray@havering.gov.uk](mailto:Kelly.murray@havering.gov.uk)

Emma looks after Charlbury Crescent and Cole Court. [Emma.daly@havering.gov.uk](mailto:Emma.daly@havering.gov.uk)

Nadine looks after Beehive Court and Holsworthy House. [Nadine.quinlan@havering.gov.uk](mailto:Nadine.quinlan@havering.gov.uk)

Carol looks after Bards Court and Brunswick Court. [Carol.foley@havering.gov.uk](mailto:Carol.foley@havering.gov.uk)

Andra looks after Dell Court and Garrick House. [andra.ramsay@havering.gov.uk](mailto:andra.ramsay@havering.gov.uk)

Stephanie looks after Royal Jubilee Court and Poplar Street. [Stephanie.johnson@havering.gov.uk](mailto:Stephanie.johnson@havering.gov.uk)

Denise looks after Ravenscourt Grove and William Tansley Smith House. [Denise.smith@havering.gov.uk](mailto:Denise.smith@havering.gov.uk)

Lisa looks after Ravenscourt Grove and William Tansley Smith House. [Lisa.matthews@havering.gov.uk](mailto:Lisa.matthews@havering.gov.uk)

Gillian looks after Cottons Court, Fambridge Court and Queen Street Villas. [Gillian.wallis@havering.gov.uk](mailto:Gillian.wallis@havering.gov.uk)
**Sheltered Housing, Issue 7**

Send back your survey

You should have received your Tenants’ Survey through the post recently and we hope you will complete and return it as soon as possible. This is your chance to let us know what we are doing right and what we need to improve. With your survey was a free post envelope so you don’t even have to pay postage to send it back to us. If you can’t find your survey, or if you prefer to complete it online, log on to the website www.havering.gov.uk if you prefer to complete it online, log on to the website www.havering.gov.uk

**Perky pensioners launch in Upminster**

Tapestry, in partnership with Upminster Baptist Church, has launched a new Perky Pensioners Club. The fortnightly club will meet on Thursdays and is aimed at people over the age of 60. It will host a wide range of activities including arts and crafts, quizzes and games. The club will also organise events such as outings to garden and shopping centres, pub lunches and theatre trips.

**More information**

www.tapestry-uk.org

**Download audio books free**

If you are a member of your local library in Havering you can go online and download audio and e-books free of charge.

**More information**

www.havering.gov.uk/AudioBooks

**Book in to be a volunteer**

Volunteers are needed to collect and return library books for housebound residents. If you go to your local library and would be willing to help a neighbour, please let us know.

**More information**

www.havering.gov.uk/libraryvolunteers

**Computers are well used**

The computers installed in the communal lounges are proving popular as the table below shows.

If you haven’t yet had your training and want to get online please contact your scheme manager.

**More information**

www.havering.gov.uk/askhousing

**Keep up to date with the council**

If you want to know what’s happening at your local library or the latest news from your GP, sign up for the latest email newsletters from Havering Council. Remember we also send out At The Heart online each month, which is news just for Council tenants. All you need is an email address then go to the website below and choose which newsletters interest you.

You can use the computers in the communal lounge. If you’re not sure how just ask your scheme manager.

**More information**

www.havering.gov.uk/Havering-Updates

**Online Council Services**

During the next six months an increasing number of services form Havering Council will only be available online.

Free training is available for sheltered housing residents wanting to set up their own email accounts and learn how to use the computers for online banking, shopping or accessing Council services.

**More information**

www.havering.gov.uk/askhousing

**Do you care for someone with Dementia?**

Would you like to find out how you can access additional support?

Workshops will be held at Hornchurch Fire Station, 42 North Street RM11 1SH

- **Monday, 11 January 2016**
  - Morning Session 10am – 1pm
  - Wednesday, 17 February 2016
  - Afternoon Session 12 – 3pm
  - Monday, 14 March 2016
  - Evening Session 5.30pm – 8.30pm

Book your place at www.havering.gov.uk/dementiasessions

For more details please email ASC_Learning_and_Development@havering.gov.uk

Havering Council is hosting FREE sessions for family carers of people living with dementia to learn more about the support available and to meet others in a similar situation.

- By attending, you will:
  - Learn about support in the community including:
    - Voluntary sector support & Assistive technologies available to support independence in your home
    - Get tips to access activities for both you the carer and the person living with Dementia
    - Access top tips for behaviours that may be difficult to handle

www.havering.gov.uk

**Video chat with family or friends**

When family and friends live far away, it’s nice to catch up for a chat and that’s just what you can do using the computers in your communal lounge.

There is now at least one computer in every sheltered housing scheme which has a webcam and is set up so you can use Skype to have online chats. Skype is a free service to use and means you can see on the screen who you are talking to, and they can see you too.

Ideal for catching up with relatives at Christmas.

**More information**

www.havering.gov.uk/askhousing

**Facebook for housing news**

Check out photographs from recent events to see if you and your friends are on the Havering Council Housing Services Facebook page, which is also used to provide information to tenants and leaseholders.

You can use the page to share ideas and views with other tenants and leaseholders.

The computers in the communal lounges can be used to access this page so do check it out and click ‘Like’ today.

**More information**

www.facebook.com/haveringhousing
A day in the life of Scheme Manager Ashley Cowlin

Time flies for Sheltered Housing Scheme Manager, Ashley Cowlin. The day starts at 9am, she said “I don’t even have time to blink before the clock says its 3pm and the day is almost over.”

And a busy day it is. Based at Cockabourne Court, Ashley looks after three schemes: Cockabourne Court in Harold Wood, which has 23 flats; Delderfield House in Collier Row, with 12 flats and Park Lane in Hornchurch, with 39 sheltered properties.

Organised routines
Ashley said: “You have to be organised and work to some routines to complete all the planned jobs, at the same time dealing with the unexpected emergencies that form part of the job everyday.”

“I divide my working week between Cockabourne Court, Park Lane/Maygreen and Delderfield House.

“Leaving some time for meetings, admin work and of course interviews with Sheltered Times.

“In each scheme there are weekly tests that have to happen too, such as the fire alarms and the lift alarms.

“But you can never predict what is going to happen on any one day and that is what I really like about this job.”

And right on cue two men walk past and into the communal area, to be quickly challenged by Ashley.

Ashley shares a joke with Ada Buttwell

They show ID and explain they are here to make sure the fire alarm and safety equipment is working correctly.

“Great” says Ashley. And promptly takes them to the communal lounge where the magnets which hold the fire doors open are causing problems.

Ashley chats with Gladys Fletcher during one of her calls on residents

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Ashley chats with Gladys Fletcher during one of her calls on residents

Ashley and Electrical Maintenance Officer Marcus Herron check emergency door releases

There’s a lot of fuchsias in the planters

Challenges
Ashley continued “some of the help that’s needed is straightforward for us – such as completing online forms – but these can be frightening for someone who isn’t comfortable using a computer.

“It’s also important to promote the activities available at the schemes for residents to join and enjoy.

“For example, here at Cockabourne there is a very popular Bacon Butty morning, Bingo and a lot of trips out in the summer months.”

Trust
Ashley concluded: “When you’re working with people its continually different. You have to build trust so people can ask for help when they need it.

“I really enjoy the job and often go home smiling and pleased that my job makes a difference.”

Ashley was born in Havering, lived here all her life and her two sons and daughter have been educated in the Borough. Before joining Havering Council as a Scheme Manager she did a similar job in Brentwood. She has also worked for Havering Council social services hospital discharge team, which involved her making assessments so people could leave hospital and return to their own homes.
SHOUT for YOUR representative

Each sheltered housing scheme has representatives who attend the SHOUT (Sheltered Housing Users’ Team) forum. If you have an issue you wish to raise, please contact your representative. The current representatives are:

8 Bards Court  
26 Bards Court  
40 Beehive Court  
47 Beehive Court  
15 Brunswick Court  
45 Brunswick Court  
58 Charbury Court  
94 Charbury Court  
9 Cockabourne Court  
22 Cockabourne Court  
3 Cole Court  
10 Cole Court  
82 Delderfield House  
Delderfield House  
7 Dell Court  
14 Dell Court  
11 Fanbridge Court  
18 Fanbridge Court  
7 Garrick House  
29 Garrick House  
John Ashwell  
John Hunter  
Jeff Haimov  
Joyce Rafis  
Ann Christian  
Paul Clark  
Barbara Hughes  
Rosie George  
Brian Morland  
Kenneth Tunell  
Beryl Lodge  
Doreen Richardson  
Shirley Fletcher  
(Vacancy)  
Maureen Marsh  
Maureen Piller  
Bert Morley  
Jean Freeman  
Malcolm Hales  
Susan Moore  
35 Holsworthy House  
29 Maygreen Crescent  
35 Maygreen Crescent  
87 Neave Crescent  
Park Lane  
35 Poplar Street  
41 Poplar Street  
41 Poplar Street  
14 Queen Street  
90 Queen Street  
109 Ravenscourt Grove  
147 Ravenscourt Grove  
21 Royal Jubilee Court  
34 Royal Jubilee Court  
13 Solar Court  
3 Sunrise Court  
6 Thomas Sims Court  
11 Thomas Sims Court  
5 William Tansley Smith House  
11 William Tansley Smith House  
Stan Tackley  
Sue Hutton  
Mary Cross  
Margaret Boyd  
(Vacancy)  
Panela Skippworth  
Daphne Clifford  
John Clifford  
Ted Jones  
Sue Atfield  
Jean Garbett  
Jim Clement  
Patricia Linsell  
Tom Walsh  
Fances Rowntree  
Brian Laws  
Peter Cox  
Mike Droy  
Lucy Proctor  
Adrienne Bell

Working for you – what SHOUT Forum reps do

Every sheltered housing scheme elects two representatives to the SHOUT Forum, which meets four times a year with the other reps and a member of the housing management team, and other housing managers. Your SHOUT Forum representatives have an important role. They should:

» report back to you after each meeting, so you know what’s happening, and should put a copy of the minutes on your scheme’s noticeboard
» listen to ideas, suggestions and comments you have about housing services or your sheltered accommodation and forward them to the SHOUT Forum for discussion
» act as a main contact with your scheme manager about things that may affect the whole scheme, as well as you as an individual
» help promote events and activities in your scheme.

Heard at the SHOUT Forum

» Plans to convert the bedsits at Beehive Court into flats will be discussed by Havering Council’s Cabinet in December and a consultation will be held with residents early in 2016.
» A restructuring of the housekeeper service for sheltered housing is underway with a new structure due to be in place by January 2016.
» Sheltered scheme managers have now been in post for six months and SHOUT Forum representatives are being asked to feedback on how well the new structure is working, along with suggestions that could make it better. If you have a comment to make, please talk to your SHOUT Forum representative. Sheltered Housing scheme residents can have one cat or dog as a pet. If a pet passes away, please ask permission to acquire another pet.
» Dogs in sheltered housing schemes MUST be kept on a lead when outside the flat of their owner, including when in communal lounges or gardens.
» If you use an allpay card to pay your Council bills you may soon be asked to switch to Direct Debit as the allpay card service costs the Council around £90,000 per year, while paying by Direct Debit is free.
» Copies of SHOUT Forum minutes will be sent to representatives shortly after each meeting so they can be displayed on noticeboards.

Repair reports go online

From Tuesday 1 December if you have a non-urgent repair we’re asking you to report it on-line. You can report a repair at your convenience any time of day or night. If you don’t have your own PC or iPad there are computers available for you in the communal lounge. When you are registered with See My Data – if you need help ask your scheme manager – it’s easy to report any repair you may need. By 12 noon on the next working day you’ll receive a text message telling you when the repair will be done – non-urgent repairs are completed within 28 days.

You will also receive a text the day you’ll receive a text message telling you when the repair will be done – non-urgent repairs are completed within 28 days. You will also receive a text the day before the appointment reminding you when the repair will be done and a third text on the day when the repairman is on his way. Reporting non-urgent repairs online is more convenient for you and helps save the Council money – a winner all round.

More information www.havering.gov.uk/SeeMyData

SHOUT Forum dates

In 2016 the SHOUT Forum is scheduled to meet on:
» Tuesday 26 January at Cottons Court, Romford
» Tuesday 26 April at Thomas Sims Court, Hornchurch
» Tuesday 26 July at Cole Court, Harold Hill
» Tuesday 25 October at William Tansley Smith House, Hornchurch

More information www.havering.gov.uk/ashousing
**Spotlight on Beehive Court**

Commuters heading along Gubbins Lane for Harold Wood Station probably don’t notice Beehive Court. Nestling behind the trees is a thriving community for some of the area’s older residents. With 48 individual homes the two-storey building forms a quadrangle around the well-established communal garden, which is well used in summer, particularly after the gazebo and new garden furniture arrived this year.

But one of the problems of having so many beautiful trees is the number of leaves that need to be cleared each autumn, which is almost a full-time job.

**Lounge facilities**

And it isn’t only the garden which is well used. The communal lounge is also put to good use with bingo evenings and afternoon teas being popular with residents. The newly launched Hoy Bingo on Thursday afternoons (where players match cards rather than the traditional bingo balls) is also proving popular.

The lounge also provides other facilities including the communal computers, available for all to use, an extensive library and even a bar called, of course, The Beehive!

**Christmas celebrations**

The lounge will also host the Christmas fun on Friday 4 December. Residents can enjoy a three course lunch, offering turkey, beef or gammon as the main course, followed by an evening of entertainment with singer, Peter Jay. All the cooking is done by resident Ivy Oaten, housekeeper Sheila Dean, and their helpers.

Karen Greenwood has lived at Beehive Court for 10 years. She said: “I’m really looking forward to the Christmas dinner as Ivy and Sheila do a great job, the food is fantastic, the entertainment enjoyable and the atmosphere very festive. “My two-year-old granddaughters enjoy visiting me as they like looking at the Christmas tree.”

**Bedsit conversions**

Nadine added: “Ten of the units here are bedsits, and people prefer to have a flat. During 2016 we will update residents about proposals to convert the bedsits into flats, which will make them much more attractive to people who need the support sheltered housing provides.”

**New Year plans**

Once Christmas is over the preparation for the New Year’s Eve Party gets underway, making sure everyone can be with friends on that special day of the year.

Scheme manager, Nadine Quinlan, said: “We want to offer more activities so residents can come along and enjoy themselves.

“We are looking at launching a chair-based exercise session, a board games afternoon and inviting Tapestry to hold a music afternoon.

“These will be extra to the monthly fun quiz events and Tapestry’s existing Tuesday lunch and games afternoons.

“We want to make sure that if people want to, they can join in a fun activity with neighbours, make new friends and socialise.”
Heather and Emily have known each other now for four months and are getting on like a house on fire. They seem to get on so well, it’s like they’ve known each other for years.

It all started when Heather saw an advert for volunteer befriendlers in the local paper. Having been a carer in the past, she knew she would enjoy it. Heather has also been a volunteer at a foodbank for four years and wanted to do something else to help people in her local community.

Heather and Emily have known each other now for four months and are getting on like a house on fire. They seem to get on so well, it’s like they’ve known each other for years.

She contacted Tapestry and started telephone befriending, speaking to older people on the telephone, which she could do from home and it suited the people she telephoned as well. After about nine months in that role, I asked Heather if she would like to befriend someone in person and visit them. Heather said yes and this person would turn out to be Emily, her befriendee, who she now sees once a week.

Friendly encouragement? Emily wasn’t sure about having a befriendee at first – she had not lived in sheltered housing very long and her scheme manager wondered if it might be a good experience for her – to have a chat with someone. That’s all befriending is: having a chat with someone and having someone to talk to.

Emily used to work on the railways and joked about how she used to wear trousers which wasn’t common at the time. That’s where she met her husband John. Emily and Heather have a lot in common; especially their fondness of dogs; both having been dog owners, and also their love of TV quizzes; The Chase, Golden Balls, Pointless and The Tipping Point; to name a few.

First impressions
When I introduced Emily to Heather for the first time, I had no idea they would get on so well.

Emily said “I like her a lot. She is really lovely. She is so nice and always asks if I want a cup of tea. I’ve recently had an operation and it went very well.”

“Having a chat with someone and having someone to talk to.”

That’s all befriending is: ‘Having a chat with someone and having someone to talk to.’

Emily said “I like her a lot. She is really lovely. She is so nice and always asks if I want a cup of tea. I’ve recently had an operation and it went very well.”

Full Support
Developments or changes will be reported through debrief meetings held twice a year.

Officer support is given throughout which will include scenario setting, report writing explanation and feedback meetings. The Mystery Shopper will be paid a £10 shopping voucher for every shop they complete. They will also help shape future services. More information on our website www.tapestry-uk.org

Students from Havering College of Further and Higher Education have been busy at Bards Court and Brunswick Court in the run-up to Christmas.

The students have been setting up stalls at the two schemes to sell the handicraft items and Christmas gifts they have made as part of their course, giving residents the opportunity to buy some good quality presents at competitive prices.

To encourage shoppers the students offered free cream teas to residents.

Havering College’s Enterprise and Work Placement Coordinator, Jayne Hart, said: “Our students do a lot of work in the community and craft fairs like these help promote the work our students do as everything on sale has been made by them. “We will also be making Christmas hampers as presents for the residents to thank them for supporting our work.”

Could you be a mystery shopper?
Mystery shopping is an ideal way for you to give an anonymous report on the services you receive.

A set of questions are asked by each mystery shopper about each service included in this programme and feedback will be presented to the management team.

Mystery shoppers will be asked to complete just three shops per year, taking around 10 to 30 minutes per shop according to the service. A further 30 minutes is needed to complete a report template and checklist. Full Support
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Crafty way to get great presents
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“By helping someone, you’re not focusing on your own problems - it’s fun and we have a good laugh.”

“Being 88 you can’t be sure how these things will go. I talked to Heather before the operation and about how worried I was and I felt very supported by her.”

Heather was so pleased that the operation went well and said that Emily has made a really good recovery. She realised how important it was for Emily to have that support. Heather urged other people to become befriendlers: “If you’ve got time, do it, it’s very rewarding. By helping someone, you’re not focusing on your own problems - it’s fun and we have a good laugh.”

More information www.tapestry-uk.org

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Student Bobby-Jo shows some of the items for sale to Marie and John Ashwell at Bards Court.

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Student Bobby-Jo shows some of the items for sale to Marie and John Ashwell at Bards Court.
Sheltered housing residents always like a coffee and a chat, but when that is part of the World’s Biggest Coffee Morning, which raises funds for Macmillan Cancer Support, it’s even better.

Residents at several schemes held coffee mornings and between them raised more than £1,100.

**Shop donations**

The communal lounge at Brunswick Court in Cranham was packed with visitors who popped in to support the fund raising event, and sample the wide range of tasty cakes that were on offer.

Local businesses had supported the event too with Scrumbledum donating cakes, Tesco, in Cranham, donating raffle prizes and Sainsbury’s, in Hornchurch, donating the tea and coffee – all helping keep costs down and boost the profits to £422 for combatting cancer.

**Visit**

Organiser of the event at Beehive Court in Harold Wood, Ivy Oaten, said: “On Monday I visited a dear friend who has cancer and decided I had to do something so organised a coffee morning here at Beehive Court, which has been really well supported.”

The Beehive Court event raised nearly £200. At Charlbury Court, Harold Hill the coffee morning raised around £200 and had a good attendance.

**Tribute**

Visitors from across Havering attended the coffee morning at Holsworthy House which was held in tribute to SHOUT Forum representative, Bill Brace, who sadly died of cancer in August. The event raised an impressive £175.

**Staff too**

And the staff at the Housing Services office in Chippenham Road held their own coffee morning, raised £157.52 for the charity.

More information: www.coffee.macmillan.org.uk

When you need a friend

In the wider community there are a lot of elderly people living alone in their own homes, often with family some distance away.

We want to help them overcome that isolation and one way to do that is inviting them to come along to events in sheltered housing schemes.

If there’s an event taking place in your scheme, where you’d be happy to invite local older people to join in, please let your scheme manager know and we can then publicise that event to them.

We all know how horrible it is to feel lonely and this is one way we can all help offer the hand of friendship to our neighbours.
Listening to what you say

This year’s Sheltered and Older Persons Conference, in the newly refurbished Hacton Lane Hall in Hornchurch, was very well attended and heard some interesting speakers.

Representatives from Tapestry explained how their befriending scheme works (see pages 12 and 13) and about the different activities they organise, including Perky Pensioners and Walking Football. More details are on the Tapestry website.

Digital know-how

One of the key sessions explored how to use computers and iPads to make life easier, including how to use Council services which are increasingly available online.

During December residents will be encouraged to go online as the preferred option for reporting non-urgent repairs, dog mess, potholes, full litter bins, fallen trees, litter in streets and leaves on pavements and roads.

Consulted

Residents were consulted on a number of value for money issues, including what rent should be used for the handyman scheme and the allpay services costs.

Information

Information stalls about the Havering Over 50s Forum, the community wardens and Tapestry were also available for people to browse during the breaks.

The event finished with a game of backward bingo to add an element of fun to the day.

If you are interested in attending the 2016 conference please complete the form below and let us know.

Stay safe from scams

There are a number of telephone scams taking place at the moment.

To avoid being a victim:
» NEVER give your bank or credit card details to someone who rings you
» If you get a call from people claiming to be the police, from your bank or the Council tell them you will call back, hang up the phone and check the organisation’s number in the phone book and then use another phone to call back.

If in doubt about a call you receive please tell your scheme manager so they can alert neighbours.

Got a door that is sticking? Do your smoke alarm batteries need replacing? Has your toilet seat fallen off? Is that tap still dripping?

Perhaps we can help?

HANDYMAN SCHEME

Meet our Handyman Paul
Call 01708 434087 or 0800 1513444 to arrange for one of our Handymen to visit your home.

Do you need somebody to do those little jobs around your home?

Our Handyman Scheme is a free service to Havering tenants to help people over 60, vulnerable or disabled residents who need minor repairs and maintenance to their home. Through the scheme many repairs can be carried out for you including:

- Door security such as fitting extra locks, security chains and spy holes on your front door
- Putting together flat pack furniture
- Changing light bulbs
- Moving small items of furniture
- Fixing a sticky door or window
- Fixing or replacing doorbells
- Fixing or replacing toilet seats
- Minor repairs to taps
- Securing carpets
- Fixing curtain rails or blinds
- Hanging curtains
- Putting up shelves, pictures or mirrors
- Fitting smoke alarms or changing the batteries

How can you find out more or request a repair?

For more information or to ask for help from the Handyman, call us on 01708 434087. Our administrators can discuss your needs and assess whether our Handyman can assist you.

What the Handyman Scheme cannot do:

- Electrical or gas work
- Ladder work
- Major works
- Decorating
- Gardening
- Fencing
- Roofing
- Cosmetic jobs
- Emergency repairs
- Private residents or leaseholders

Who can use this service?

This service is open to all Havering Council tenants who are:

- Elderly or frail
- Have a physical disability
- Have a learning disability
- Have a mental health problem
- Young disabled adults

More information

www.havering.gov.uk/askhousing
www.tapestry-uk.org

Marina Crofts and Julie Bennett speaking at the conference
# Activities for you to enjoy

There are lots of activities for you to enjoy in each of the Sheltered Housing Schemes as you can see below:

<table>
<thead>
<tr>
<th>Scheme</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
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</thead>
<tbody>
<tr>
<td>Bards Court</td>
<td>Coffee Morning, Afternoon Tea and Darts</td>
<td>Coffee Morning, Games Club meet in Afternoon</td>
<td>Computer lessons in Morning, Games Afternoon</td>
<td>Coffee Morning 11am -1pm Computer Training</td>
<td>Coffee Morning Quiz Afternoon</td>
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<tr>
<td>Beehive Court</td>
<td>Fitness Club Morning</td>
<td>Tapestry Morning Bingo Evening</td>
<td>Perky Pensioners Lunch</td>
<td>Bible Studies Morning</td>
<td>Lunch Dinner/Entertainment-Evenings</td>
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<tr>
<td>Brunswick Court</td>
<td>Bingo Afternoon</td>
<td>Table Games Afternoon: First Tuesday of each</td>
<td>Perky Pensioners Lunch</td>
<td>Bible Studies Morning</td>
<td>Lunch Dinner/Entertainment-Evenings</td>
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<td></td>
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<td>month at 2pm, Supported Housing Surgery</td>
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<td>Charbury Crescent</td>
<td>Bingo Evening</td>
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<tr>
<td>Cockbourne Court</td>
<td>Bacon Sandwiches Morning</td>
<td>Bingo</td>
<td>Coffee Morning</td>
<td>Entertainment-Evenings</td>
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<td>Cole Court</td>
<td>Coffee Morning</td>
<td>Lunch every other Wednesday</td>
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<td>Cottons Court</td>
<td>Activities Club Afternoon Bingo Evening</td>
<td>Pool Afternoon</td>
<td>Breakfast Morning</td>
<td>Pool Afternoon</td>
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<td>Dell Court</td>
<td>Bingo Afternoon</td>
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<td>Breakfast Morning</td>
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<td>Fairbridge Court</td>
<td>Activities Club Afternoon Bingo Evening</td>
<td>Pool Afternoon</td>
<td>Breakfast Morning</td>
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<td>Garrick House</td>
<td>Bingo Afternoon</td>
<td>Line Dancing Afternoon</td>
<td>Tea and Cake Afternoon</td>
<td>Bingo Evening</td>
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<td>Holworthy House</td>
<td>Coffee Morning</td>
<td>Coffee Morning</td>
<td>Computer Lessons</td>
<td>Keep Fit Afternoon</td>
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<td>Lombard House</td>
<td>Bingo Afternoon</td>
<td>Breakfast Afternoon</td>
<td>Coffee Morning</td>
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<td>Maygreen Crescent</td>
<td>Coffee Morning</td>
<td>Breakfast Morning</td>
<td>Knitting Afternoon</td>
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<td>Park Lane</td>
<td>Coffee Morning</td>
<td>Snooper Evening</td>
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<td>Poplar Street</td>
<td>Bingo Afternoon</td>
<td>Breakfast Morning</td>
<td>Knitting Afternoon</td>
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<td>Queens Street</td>
<td>Coffee Morning</td>
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<td>Ravenscourt Grove</td>
<td>Darts Evening</td>
<td>Let’s have a chat current affairs discussion evening</td>
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<td>Royal Jubilee Court</td>
<td>Coffee Morning</td>
<td>Computer Games</td>
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<td>Serena, Solar and</td>
<td>Coffee Morning</td>
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<td>Sunrise Court</td>
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<td>Thomas Sims Court</td>
<td>Tea and Coffee Morning</td>
<td>Tea and Coffee Morning</td>
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<td></td>
<td>Bingo and Bonus Ball Game Lunch</td>
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<tr>
<td>William Tansley Smith House</td>
<td>Coffee Morning</td>
<td>Knitting /Craft Afternoon</td>
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### Techy Teas

- **Location**: 10 South Street, Upminster RM14 2QH
- **Time**: 10am to 12 noon
- **Contact**: Kim@haveringcab.org.uk

### Upminster New Year’s Eve parties

- **Location**: Highfield Towers, Hillrise Road, Romford RM7 9BH
- **Time**: 4pm to 6pm

### Raven Head

- **Location**: 101 Highfield Road, Romford RM7 9BY
- **Time**: 7pm

### Serenata

- **Location**: Highfield – room next to Highfield Towers, Hillrise Road, Romford RM7 9BH
- **Time**: 7pm

### New Year's Eve parties

- **Location**: Honeychurch, Honeychurch Street, Collier Row RM5 3DQ
- **Time**: 7pm

### Cabinet Member’s Surgery

**Cabinet Member for Housing, Councillor Damian White, is holding regular surgeries across the Borough so Council tenants can call in and discuss housing issues with him.**

The surgeries are on a 'first come, first served' basis and any tenants are welcome to come along. All discussions will be confidential.

The next meeting dates are:

- **Friday 11 December '15**: 4pm to 6pm
- **Friday 22 January '16**: 4pm to 6pm
- **Friday 19 February '16**: 4pm to 6pm
- **Friday 26 February '16**: 4pm to 6pm
- **Friday 12 March '16**: 4pm to 6pm
- **Friday 9 April '16**: 4pm to 6pm
- **Friday 22 April '16**: 4pm to 6pm

### Lists

- **Tea Dance**
  - **Every Thursday 1.30pm to 3.30pm**
  - New Windmill Hall
  - St Mary’s Lane
  - Upminster RM14 2QH
  - More information: www.nwhall.org.uk
- **Techy Teas**
  - **Every Thursday 10am to 12 noon**
  - Nat West Bank
  - 10 South Street, Romford RM1 1RD
  - If you would like to find out how better to use your mobile phone, laptop or tablet device why not bring it along and join us for a cup of tea or coffee while you learn some new skills. More information: kim@haveringcab.org.uk
- **New Year’s Eve parties**
  - **Thursday 31 December**
  - Beehive Court with singers
  - 7pm
  - Ravenscourt Grove
  - 7.30pm
If you’re over 65 years old then you can protect yourself from illness this winter by having a free flu jab.

It is completely safe, and cannot give you flu. Flu is a highly contagious viral infection that anyone can catch. If you’re healthy, most people can recover from the flu in about a week. However, it can cause serious complications in people already at risk.

One in three eligible
People eligible for a flu jab include those aged 65 years or over; those who receive a carer’s allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill; pregnant women, children aged two, three and four, and people with health conditions such as severe asthma, chest or heart complaints and diabetes.

It is important to have the flu jab each year to protect yourself against the most common strains of the virus circulating each year.

All GP surgeries and many pharmacies offer the flu jab free of charge to people who are at risk.

Dr Atul Aggarwal, local GP and chair of Havering Clinical Commissioning Group (CCG) said: “It is really important that people who are eligible for the vaccine get the free jab. It’s safe, and it can’t give you flu.”

“Remember, flu has the potential to be really serious - causing complications such as bronchitis and pneumonia. That’s why it’s so important that people make an appointment with their GP to get their flu jab.”

More information
www.nhs.uk/flu

Further information www.havering.gov.uk/community safety
or speak to a member of your Safer Neighbourhoods Team