

AUTUMN NEWSLETTER 2017 - No. 45

Chairman Opens Wellbeing Room Trial The Trial to identify if our tenants would benefit from having a Wellbeing Room within each court has now started in earnest with our Chairman, Commander Rod Edwards RN opening the Trial Wellbeing Room in Victory Court on Monday the 2nd October 2017. The Warden of Victory Court, Jackie Warren-Holland has done a great job in bringing together a modern looking facility where treatments such as massage, hypnotherapy, reflexology, physiotherapy, beauty therapy treatments and light exercise can be offered by outside professionals. These treatments help people to feel good, and in turn improve physical and mental wellbeing. A Tenant Survey was completed at Victory Court to determine which treatments will prove most popular. Many of the tenants that attended the opening were highly impressed with the Wellbeing Room and the facilities. One therapist said that it is brilliant to see such a modern, well-equipped facility that provides the equipment to deliver the therapies she provides. The Trial will conclude in April 2018.



New treatment stations which include an electric massage table



New exercise bike

Wellbeing Service

With the continued success of the Wellbeing service, the Board of Trustees has recently agreed to the introduction of Wellbeing Support plans for all tenants who wish to take up the service. Support plans are an effective mechanism for the Warden and Tenant to work together in a relationship to plan, construct and review the way in which both parties and others will interact. It can also help to clarify expectations of all parties. Within the sheltered housing sector, it has become clear that Support plans can produce desired outcomes and enable the service user to enjoy a quality living experience, maximised independence and assured security. Wardens will approach all tenants in the New Year starting with our more vulnerable tenants. Most of our tenants will not need or want a Support Plan yet and they will be able to opt out of the service until they need it. Tenants will still be able to access the Association's Wellbeing Assistant without a Support Plan.





New Property Maintenance Officer (PMO)

The Association welcomes Dave Bushell in the post of PMO. Dave replaces Paul Openshaw who we wish well in his retirement. Dave is an ex-Serviceman (Army) with 20 years' service in the Royal Engineers (bridge building, demolitions, minefield layers and clearer's), spending a good deal of time in Germany. Throughout his career, he completed two tours of Northern Ireland. More recently, Dave has worked with the MOD for a number of years, having recently left the Civil Service as a Health and Safety Officer. The majority of Dave's career since leaving the Services has entailed working in the

property maintenance sector. He has been recruited for his expertise in improving compliance with existing and emerging regulations that govern Health & Safety, Fire and building maintenance. Thus, further enhancing the Association's standard of property and safety for all. Dave is looking forward to meeting you all over the coming weeks.

Staying Warm This Winter Even if it isn't a severe winter, cold weather makes us more vulnerable to certain illnesses. You're at risk of a heart attack, a stroke or even hypothermia if you're exposed to a cold environment for a long time, or to extreme cold for only a short time. Please see the tips to staying warm and healthy in the 6 Monthly notices on your notice boards.

Digital Information Screen Trial Eliza Mackenzie Court took ownership of a 32 inch digital Information Screen in September. The Trial is in the interest of keeping our tenants better informed and updated on daily issues. The screen is similar to those found in doctors' surgeries and other reception areas. The screen is fitted in the entrance lobby and is funded totally by the Association. This service will be operated by the Warden and remotely by the main office, it saves on paper notices and reduces notice time. The Association is planning to display amongst other things, the following information on the screen:

- Variation in Warden's hours
- Notice of Maintenance work
- Notice of key events
- Social activities
- Social photographs
- Notice of local events
- Emergencies



Tenant Satisfaction Survey 2017 This year's Tenant Satisfaction Survey went out to 100% of tenants. The purpose of the Survey is to help the CEO and his staff in assessing the Association's performances and identify areas where things could be improved. Thank you very much to everyone who completed and returned their Survey. 237 surveys were sent out and 173 were returned (73%). The results of the Survey will be discussed at the November Tenants Participation Meetings. Congratulation to the couple in Cornwell Court, who are the winner of the £25 voucher prize draw.

Sirius Court We had a fabulous camel racing evening in late July (photo) and enjoyed a wonderful talk in September from a representative of Hounds for Heroes. He articulated the aims of the charity and how dogs were selected and trained to aid disabled men and women from the Armed Forces and Civilian Emergency Service. 13 tenants from the Court were given a guided tour of the Mary Rose by one of our tenants who is a volunteer at the Mary Rose museum.



Neptune Court We celebrated the Court's 40th birthday in June with the Chairman's Lunch, jointly with Victory Court. We were joined by Caroline Dinenage MP, the Chairman and some of the Trustees. The general theme was based on the 70s with entertainment. We were blessed with a beautiful day and made the most of the lovely garden. Our raffle raised £134 pounds split between Macmillan and SSAFA. The upper lounge was redecorated and is now home to several regular events. Two tenants 'braved the shave' for Macmillan, alongside a coffee morning and raised £347 pounds.

Cornwell Court Another busy period in Cornwell Court which culminated in the Chairman's lunch where we welcomed several trustees and lots of tenants from Sirius Court. The Skiffle Band and refreshments were enjoyed by all. The raffle made £100 that went to the Royal British Legion. The event was made extra special by a 55th wedding anniversary and the attendance of Betty Heberd the first ever Warden at Cornwell Court.



Eliza Mackenzie Court (EMC) 32 tenants from EMC had a fish, chip and wine afternoon in September whilst on a cruise along Chichester canal. They travelled by coach from Cosham and were taken to a lovely glass covered narrow boat called 'Richard' in Chichester Harbour. During the 9 Mile trip, the tour guide talked about the wildlife and the history of the canal. It was a lovely day out and a great time was had by all.

Somerville Court Eliza MacKenzie Court joined Somerville Court in July and enjoyed the entertainment from Portsmouth Festival Singers at their seaside themed annual Chairman's lunch. Everyone thrived on fish and chips followed by ice cream and sea shanties. The Raffle made a stunning £163.00, which was donated to SSAFA. Thank you to all who helped and those that came along to a great party.



Victory Court The tenants of Victory Court are currently enjoying the Wellbeing room facilities provided by the Association. All equipment is being used and the exercise bike and hand weights are proving to be very popular which are reflected in the bookings. Service providers have congratulated the Association on providing such a practical and attractive unisex facility. Many social events are also taking place in the court including a Halloween party for this month and Quiz and fish and chips. There has also been a Tea and Cake afternoon to raise funds for the RNLI. Congratulations to the two ladies who made such delicious cakes, raising £100.00 for the cause.

Wardens' Memory Walk Around 225,000 people develop dementia every year – that's the equivalent to one person every three minutes. Therefore, our wardens took part in the Portsmouth Memory Walk in September to raise money for a world without dementia. Arm in arm, step by step and pound by pound (£510). £500.00 can pay for 700 copies of their new Understanding Your Diagnosis booklets, helping those recently diagnosed with dementia understand more about the condition and how to come to terms with some of the feelings they might be having. The Team did a great job. Well done to you all and thank you to those who kindly donated.



Notices Please take time to read the most up-to-date notices on the Notice Board. These policies and notices are put in place to ensure that everyone enjoys living with the Association in a safe, peaceful and dignified environment.

P Burns