

Autumn **2019** issue!

insight

The South Essex Homes
Resident Newsletter



Kids are invited to the
annual Christmas party!

**YOUR
FREE
COPY!**

Be part
of it!



INSIDE THIS ISSUE...

THE HART OF THE ISSUE

Meet our new
Fire Safety
Manager



DETER THE DAMP!

Beat condensation
this cold season



AND LOTS MORE...

- What a load of rubbish!
- Live your healthiest life - Free services available in Southend


southessexhomes
working smarter together

ANTI-SOCIAL BEHAVIOUR

We have reviewed our response to reports of anti-social behaviour that affect our residents and the wider community.

WHAT IS ANTI-SOCIAL BEHAVIOUR?

South Essex Homes adopts the definition of anti-social behaviour as outlined in the Anti-social Behaviour, Crime and Policing Act 2014:

For anti-social behaviour in a housing context; anti-social behaviour is considered to be conduct that is capable of causing nuisance and annoyance to a person in relation to that person's occupation of a residential premises or the conduct is capable of causing housing related nuisance or annoyance to any person.

South Essex Homes will also consider any anti-social behaviour definitions as stated in a tenancy agreement with Southend Borough Council when taking action to manage anti-social behaviour.

Types of Anti-social behaviour

Anti-social behaviour can mean different things to different people and may or may not include criminal activity. Where the ASB includes criminal activity or statutory nuisance caused by a resident which impacts on the homes that we manage, then South Essex Homes will liaise with the Police and other relevant agencies such as Environmental Health.

The types of conduct that may amount to anti-social behaviour include (but are not limited to):

- Intimidation or harassment
- Aggressive and threatening language or behaviour
- Actual violence against people and property
- Hate crimes/Hate incidents
- Regular and persistent noise nuisance which is having a significant impact on the lives of neighbouring residents

What South Essex Homes are not generally able to investigate

The types of conduct that we could not usually investigate as anti-social behaviour are (but not limited to)

- Children playing in the street, around their home or park and not causing damage or being abusive
- Children arguing
- People gathering and socialising in the street, unless causing damage, being abusive or threatening
- Riding bikes or skateboards around the estates that we manage
- Events in the home such as; flushing toilets, cooking smells, smoking in own home, vacuuming floors, washing machines, babies crying or playing
- Staring or looking at someone
- Pets straying across garden areas
- One off noise nuisance such as a one off party or BBQ

- Normal conversation heard through walls or floors
- Noise travelling through ceilings or walls due to poor insulation or type of flooring
- People carrying out DIY in reasonable hours (we normally suggest not outside the hours of 8am to 10pm Monday to Friday and 9am to 10pm on Saturdays and Sundays)
- People mowing lawns during reasonable hours of the day (see previous point for suggested timescales)
- Normal vehicle noise
- Neighbours walking around their home and across floors
- Neighbours closing doors, cupboards or windows
- Parking issues, including parking across driveways
- Civil disputes such as boundary issues
- Certain incidents which may be considered a criminal offence and which should be reported to and dealt with by the police, such as burglary and theft

While we will record every report of anti-social behaviour we are not able to investigate in isolation the examples of conduct as detailed above. South Essex Homes officers will always exercise their judgement in order to establish an appropriate response to a report of anti-social behaviour. This will include what has happened, the harm caused or risk of harm, the frequency of incidents, the evidence available and any known vulnerabilities of the people involved.



WELCOME

Hello and welcome to the autumn issue of Insight!

It is now a whole year since we refreshed the design of the magazine and we have had a lot of positive feedback about our new look and format. Please do continue to let us know what you think and suggest any ideas for articles. We want Insight to be useful, interesting and entertaining so we rely on your feedback to ensure we're achieving that.

I for one can barely believe we're in the final quarter of 2019! This is the last issue of the year so may I be one of the first to wish you and your loved ones a very enjoyable festive season and New Year!

We'll be back in late January with the next issue of Insight. 😊

*Best wishes
Julia*



Message from Mike

I am pleased to announce that following interviews held in late September, we are welcoming a new tenant Board Member onto the Board of Management at South Essex Homes. Chris Silvey is a resident from the Southchurch area and attended the Board from its October meeting. He joins Councillors Peter Wexham and Margaret Borton who joined the Board following local Council elections earlier in the year.

Our focus on fire safety in relation to your homes and estates continues to be a major part of our day-to-day work, as we have explained in previous issues of Insight. I am particularly pleased to confirm the appointment of a new role at South Essex Homes of Fire Safety Manager and warmly welcome Graham Hart to our team in that role. You can find out more about Graham in this magazine, as he is introduced to you in an article on page 4.

Those of you who may have had to report a repair within the past six months or so will have noticed the different uniforms and vehicles of our new maintenance partner, Morgan Sindall Property Services. It is still very early days in our new long term relationship with them, but we anticipate the development of some significant improvements to the way in which the repairs service is provided for you. One of the ways in which we are able to know if this key contract is operating effectively is via your

feedback and we will be actively encouraging you to let us know what you think of this service in the future. If you are asked for your views, please do therefore take a moment to tell us as we look at every single response we receive.

Our conversations with the Council regarding a new partnership agreement for the coming years have been continuing and have been very constructive. As part of this process I know each of you received a letter from the Council setting out their intentions to continue the partnership with South Essex Homes and I hope to give you a more detailed update on the new agreement in the next edition of Insight. In the meantime I would like to thank everyone who responded so positively to the Council's consultation letter.

In closing I'm pleased to see our Annual Report included with this issue of Insight and would encourage you to read through the report to gain a sense of all the things we have been doing over the past year – I hope you find it interesting.

*Best wishes
Mike*

Mike Gatrell, Chief Executive of South Essex Homes

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GET IN TOUCH!



Contact us via Facebook during office hours – simply search for 'South Essex Homes' to find and like our page!
For general information about our services, please visit our website at www.southessexhomes.co.uk

For all telephone enquiries freephone **0800 833 160**

For general correspondence write to us at: Insight Magazine, South Essex Homes, Civic Centre, Victoria Avenue, Southend-on-Sea, SS2 6FY

Email: juliapack@seh.southend.gov.uk

FIRE SAFETY

GETTING TO THE HART OF THE ISSUE

Growing up as he did with a dad who worked as a fireman, it felt like a natural progression for Graham to himself join the London Fire Brigade in 1979.

Graham went on to complete 32 years' service working out of Fire Stations across the capital before leaving in 2011 as a Watch Manager.

"Being a firefighter is the best job in the world! At one point my dad and I were based at the same station and even went out on a call together once when a job came in while our Watches overlapped, I did have to tell him off about his driving which made my mum very amused and very proud."

After leaving the Fire Brigade, Graham worked for a short period at the Oil Refinery at Coryton and for a private company carrying out specialist rescues (including water rescues, line and rope rescues and confined space rescues) before he made the decision to obtain health and safety qualifications through NEBOSH (National Examination Board in Occupational Safety and Health and Fire Safety & Risk Management).

We are delighted to introduce a new member of our team! Graham Hart joined us earlier in October in a newly created role of Fire Safety Manager.

Julia met up with Graham to find out more about the experience he will bring to South Essex Homes...

With his newly gained qualifications, Graham started working for Southend Borough Council as their Fire Officer for commercial buildings; carrying out their annual Fire Risk Assessments whilst also providing Fire Marshal and 'Fire Safety in the Home' training to Council staff members and external bodies.

Earlier this year, South Essex Homes became one of the first housing organisations in the UK to move to recruit a Fire Safety Manager – a move designed to ensure we are able to act proactively to keep residents as safe as possible – and Graham joined our team on 1st October 2019.

"I am delighted to take on the challenge of shaping the new role of Fire Safety Manager here at South Essex Homes", said Graham, "A big priority for me is to find new ways to get residents working with us. I am looking to identify Fire Safety Champions to represent each block and through them we can arrange meetings with residents to open a dialogue about fire safety; to find out what residents' concerns are and address them accordingly."

"I am very open to hearing sensible solutions that can lead to residents having a greater knowledge about fire safety in general, as well as a full understanding of how safety measures such as fire compartmentation works. Perhaps, for example, this may involve me providing basic fire prevention and response training for residents? But I have no preconceptions and I look forward to hearing new ideas from residents on how we can approach this important issue."

"I believe that by working alongside other staff members and local Councillors, as well as working in partnership with the Essex County Fire Service, we can gain the trust of residents by being open and honest with them. I am confident we will continue to see real progress in Fire Safety here in Southend."

"Very soon residents will have a Twitter address where they can share their views and follow what South Essex Homes are doing to achieve Fire Safety in all of the Council's housing stock. Also it will serve as a portal to inform us of any residents that have mobility issues who may require assistance in the unlikely event of an emergency"

If you would like to contact Graham and ask any fire-related questions, or if you would like to put yourself forward as a Fire Safety Champion, please send an email to GrahamHart@seh.southend.gov.uk or call him via the Contact Centre on 0800 833160.



FIREWORK AND BONFIRE SAFETY

By far the safest and cheapest way to enjoy fireworks is to attend an organised display rather than individual firework parties. However if you do decide to arrange your own display, please...

Follow the firework code

- 1. Plan your firework display to make it safe and enjoyable.**
- 2. Keep fireworks in a closed box and use them one at a time.**
- 3. Read and follow the instructions on each firework using a torch.**
- 4. Light the firework at arm's length with a taper then stand well back.**
- 5. Keep naked flames away from fireworks.**
- 6. Never return to a firework once it has been lit.**
- 7. Do not put fireworks in your pockets and never throw them away.**
- 8. Ensure all fireworks are directed away from spectators.**
- 9. Never use accelerants on bonfires.**
- 10. Make sure that the fire is out and that the surroundings are made safe before leaving.**

If possible have a garden hose or a bucket of water available.

If you're planning a bonfire

- Bonfires need a lot of organising and can be a hazard. Many displays are a great success without one. If, after careful consideration, you do decide to have a bonfire, make one person responsible for it, from early planning to final clearing up
- Don't site it too near your display or firework storage area
- Never use flammable liquids like paraffin or petrol to get it going as this can result in uncontrolled spread of fire or explosion
- Check immediately before lighting that there's no animal or even a young child hidden inside
- Never put fireworks on a bonfire, even if they're dud
- Don't burn dangerous rubbish (e.g. aerosols, paint tins or foam-filled furniture)
- Remove any rubbish from your bonfire area in advance so there's nothing that can be thrown onto the fire on the night.

When it's all over

- The work doesn't finish when the last firework goes off.
- Spectators need to be cleared safely from the site
 - The bonfire needs to be put out completely
 - Spent firework cases must be gathered. Spot used fireworks with a torch and use tongs or some other suitable tool, and wear strong gloves
 - Don't allow any children to collect firework cases
 - Burning the spent cases is potentially dangerous and should be done with great care only after all your spectators have gone
 - If any fireworks look as if they haven't gone off after at least half an hour, douse them in a bucket of water and ask the Fire and Rescue Service for advice.

CROSSING BRIDGES



Speak and Share Group

Free weekly group to meet, share and speak freely...
Are you feeling:



**Anyone is welcome to come to our
friendly open community space.**

**Wednesday Mornings at the Victoria Hub
10am - 12pm**

324-325 Chartwell Square, Southend-on-Sea SS2 5SP

Phone: 01702 611199 Email : info@sech-uk.com



Children's Christmas Party

The Southend Communities Outreach Group are pleased to invite 100 children to their Christmas Party which will be held at Room 24, Southend on Sea on Wednesday 11th December 2019.

Only 100 places are available and these will be provisionally allocated on a first come, first served basis.

In order to help towards costs, there will be a small charge of £1.00 per child, which is payable upon return of the booking form.

The party starts at 4.30pm with food being served at 6pm; and with a visit from Father Christmas it is sure to be a fun filled afternoon. The party will then finish at 6.30pm. Party with Sid will be in attendance.

Children must be aged between 0-12 years old.

Parents are asked to stay at the party with their children.

If your child would like to attend please return your form by Friday 15th November with relevant payment.

Cheques should be made payable to Southend Communities Outreach Group

Cash to be paid in person at the Reception, Civic Centre, Victoria Avenue, Southend on Sea, Essex, SS2 6FY.

Please ask for Chloe Hague of Support Services.



I would like my child(ren) to attend the Children's Christmas Party at Room 24 - Wednesday 11th December 2019

Name: Gender: Age:

Name: Gender: Age:

Name: Gender: Age:

Name: Gender: Age:

Are there any special dietary requirements?

Parent's Name:

Telephone:

Address:

Postcode:

Email:

Return with £1.00 per child to Southend Communities Outreach Group to Chloe Hague of Support Services, Civic Centre, Victoria Avenue, Southend on Sea, Essex, SS2 6FY



Join Club 50+

Keep fit - meet new people - learn new skills - try new hobbies



**Open Monday to Friday
9 AM to 4.30 PM (last entry 3pm)
138-140 Hamlet Court Road
Westcliff, SS0 7LW**



For more information please call the Age Concern Southend offices on 01702 345373 or email enquiry@acsos.co.uk. All over 50's welcome!

It is now possible to submit a Right to Buy form online!

Please visit the **'Your Home'** section of our website www.southessexhomes.co.uk and click on the **'Right to Buy'** box.

HOUSEHOLD HACKS

Autumn Special

In this issue we are focusing on some helpful tips to reduce moisture production in your home to help prevent condensation.

We love to hear from you – so if you have a **HOUSEHOLD HACK** to share please get in touch via the details at the bottom of this page.

WHAT IS CONDENSATION?

Condensation is the most common kind of moisture and is caused by warm moist air condensing on cold surfaces such as glass and walls. It's mainly a winter problem, as at this time of year walls are much colder than the air inside your property. Condensation is made worse by poor ventilation and not heating the property to the correct temperature. This article informs you how to reduce condensation, how to get rid of mould and stop it from growing back again. Every home is subject to condensation at some time and it is quite normal to find your bedroom windows with moisture on them after a cold night. You may notice condensation on other cold surfaces such as walls, pipes and your toilet.

What causes condensation?

The average household produces between 24-29 pints of moisture every day. Moisture is held in the air and must be allowed out of your home, otherwise condensation will form.

Are my damp problems caused by condensation?

Not all dampness is caused by condensation, sometimes dampness can be as a result of:

- Leaking pipes and radiators
- Leaking roofs
- Guttering or chimney flashings
- Penetrating damp from porous bricks
- Rising damp

How much moisture can be produced in your home?

2 people active for 1 day = 4 pints



Cooking and boiling a kettle = 6 pints



Having a bath or shower = 2 pints



Drying clothes = 10 pints



4 people sleeping = 3 pints



How can I prevent condensation?

Ordinary activities can produce a lot of moisture quite quickly. Some steps you can take to reduce moisture production in your home:

Do not dry clothes or towels on radiators, if you dry clothes inside, dry in a room with the window ajar and the door closed.



Ensure that tumble dryers are properly vented to the outside through a proper wall vent.



Cover pans when cooking and use extractor fans if fitted.

Do not use bottled gas or paraffin heaters in your home; these produce a lot of water vapour when the fuel is burned.



Wipe down surfaces where moisture settles, such as windows, pipes, cisterns etc.

Keep the internal bathroom and kitchen doors shut and these rooms well ventilated during and after bathing and cooking.

Reduce steam when running the bath by running cold water first and then topping up with warm.

Keeping your home ventilated

Increasing ventilation will help prevent moisture laden air from being trapped in your home and condensing on the windows, walls and ceilings. Actions that can be taken include:

- Each morning, 'air' the affected rooms by opening the windows for a little while and wiping down any wet windows and sills
- Use extractor fans/hoods in bathrooms and kitchens where they are fitted
- Leave bathroom and kitchen windows open slightly for 20 minutes once you have finished cooking, showering or bathing, with the door closed
- If your windows have trickle vents fitted, leave these open as this will provide a steady flow of fresh air and remember to shut your windows before you go out.



Keeping your home warm

Condensation can be worse in a cold home. This is because cold air cannot hold as much moisture as warm air. Keeping your home warm can really help to reduce condensation.

Condensation and mould often form in rooms that are unused or under heated. Turn the radiators and heaters down in these rooms to save energy, but don't turn them off completely.

Important things to remember

- Move furniture away from walls to allow air to circulate around your rooms
- Do not block vents or extractor fans
- Clean condensation and mould away when you see it forming
- Avoid blocking chimney openings
- Leave cupboard and wardrobe doors open periodically so that air can circulate

The best way to heat your home is through steady background heating. This is because warmer air can hold more moisture and as the temperature of the walls increases the possibility of condensation forming on them is reduced.



MOULD

Every home, irrespective of its construction, contains within its fabric mould spores which are dormant and completely harmless. However, given the right conditions these spores will germinate resulting in extensive growths of black disfiguring mould. Mould needs very little nutrient and will grow on walls and ceilings irrespective of the decorative finish.

Where do you find mould?

It can be found on and adjacent to windows, in the corners and edges of rooms and behind and inside wardrobes and cupboards especially if they are against an external wall. Mould can even grow on clothes, handbags and shoes if they are hung up in wardrobes when still damp or wet, or stored so tightly to prevent air from circulating.

Do NOT use bleach to clean walls or ceilings. This may be hazardous.

Steps against mould:

Treat any mould you may already have in your home. If you then deal with the basic problem of condensation, mould should not reappear.

- To kill and remove mould, wipe down walls and window frames with a fungicidal wash which carries a Health and Safety Executive approval number. Follow the manufacturer's instructions precisely.
- Dry-clean mildewed clothes and shampoo carpets. Disturbing mould by brushing or vacuum cleaning can increase the risk of respiratory problems.
- After treatment, redecorate using a good quality fungicidal paint, sometimes known as damp seal paint, to help prevent mould recurring. Please note that this paint is not effective if overlaid with ordinary paints or wallpaper. The only lasting way of avoiding severe mould is to eliminate dampness.

Once you have cleaned all existing mould and started to follow the guidelines to reduce condensation, please allow a period of at least one month for your property to dry out completely.



If after that time, the problem of damp and mould is returning, please contact us on 0800 833160 and we will investigate the matter further.

WHAT A LOAD OF RUBBISH!

How is rubbish and recycling collected across Southend?



Veolia collect around 31,000 tonnes of recycling and 42,000 tonnes of rubbish from homes in Southend every year.

Every week, on your collection day, two separate crews will come to your home. One collects your black sacks and blue food waste bins. The other collects your pink sacks and blue paper and cardboard recycling boxes. The back of the lorry is divided into two compartments, so that the two materials collected at the same time remain separated.

There are around 60,000 houses (not including blocks of flats) across the borough – all of which are visited over just four days, every week of the year.

Once the lorry is full, it takes the material to the Waste Transfer Station off Eastern Avenue. Here, it is tipped into separate containers so that it can be collected and taken elsewhere for recycling, composting or disposal.

When should you put your waste out?

Please present your box at the edge of your property by 7am on your scheduled collection day. Please note that recycling and waste should not be presented earlier than the evening before collection, and should not be placed on the public footpath, grass verge or road or you may be liable to a Fixed Penalty Notice.

Over this double page you will find a helpful guide to separating your waste, so you can help the environment by maximising recycling opportunities.



Pink recycling sacks

Household plastic packaging, glass bottles and jars and food and drink cans

What can be recycled in the pink recycling sack?

Steel and Aluminium (no need to remove labels)

- Food and drink cans
- Foil ready meal trays
- Foil pie trays
- Foil takeaway containers
- Clean cooking foil
- Metal jar lids
- Sweet biscuit and cake tins
- Empty aerosol cans

Household Plastic Packaging

- Bottles and lids (including empty bleach, detergent and cleaning products)
- Tubs
- Trays
- Fruit containers
- Film wrap
- Bubble wrap
- Carrier bags and packaging bags (no degradable or biodegradable bags please)

Mixed glass bottles and jars (no need to remove labels)

- Glass jars
- Glass bottles (all different colours)



Blue paper and card box

For all paper and card

Yes Please

- Newspapers
- Magazines and Catalogues
- Leaflets and Brochures
- Junk Mail
- Envelopes - including ones with windows
- Shredded Paper (please place at the bottom of your bin)
- White Office Paper
- Telephone Directories
- Wrapping Paper (except foil lined or metallic)
- Soft Backed Books
- Cereal Boxes
- Ready Meal Sleeves
- Kitchen and Toilet Roll Tubes
- Cardboard Boxes (please flatten and place large boxes nest to the blue box)
- Corrugated Cardboard
- Food and Drink Cartons e.g. Tetra Pak
- Greetings Cards (with glitter, metal and other non-paper decorations removed if applicable)
- Egg Boxes

No thanks - all of these should be placed in your Black Sacks

- Kitchen Roll
- Tissues and Wipes
- Heavily Food Stained Paper and Card



Blue food waste bin

For all cooked and uncooked food waste

What can go in my blue food waste bin?

You can put any cooked or uncooked food in your blue bin. Examples include:

Food Waste

- Leftovers and plate scrapings
- Noodles, rice and pasta
- Eggs and egg shells
- Out of date food (please remove packaging)

Bread and Pastries

- Bread
- Biscuits
- Pastries

Tea and Coffee Grounds

- Tea bags
- Tea leaves
- Coffee grounds

Fish and Meat

- Raw fish
- Cooked fish
- Fish bones
- Raw meat
- Cooked meat
- Bones

Dairy

- Cheese
- Butter

Fruits and Vegetables

- Peelings
- Fruit
- Raw vegetables
- Cooked vegetables



Clear textile sacks

For mixed textiles

What can and can't be recycled?

Textiles made from both natural and man-made fibres can be recycled. All textiles must be clean and dry.

Yes please:

- Clothes
- Curtains
- Pillow cases & sheets
- Towels
- Handbags
- Hats
- Cloths
- Belts
- Paired shoes

No thank you:

- Pillows and duvets
- Rugs, mats and carpets
- Cushions



Small electrical items

Can be presented for collection in a plastic shopping carrier bag

Yes please:

- Hairdryers & Straighteners
- Telephones & Mobile Phones
- Chargers, Plugs & Wires
- Video & DVD Players
- Digital Alarm Clocks & Watches
- Toasters & Kettles
- Laptops
- Radios
- Electronic Toys



Black refuse sacks

All non-recyclable waste can be presented in black refuse sacks

What can go in my black refuse sack?

Yes Please

- Disposable nappies, incontinence pads, sanitary waste
- Polystyrene
- Kitchen roll
- Tissues and wipes
- Pet bedding, faeces and cat litter

No Thanks

- Liquids of any kind. Please take liquid paint to the Household Waste Recycling Centre for disposal
- Cooking oil - this can be recycled at the Household Waste Recycling Centres
- Hazardous waste such as asbestos, solvents, pesticides and chemicals
- Sharps

Additional services

There are also additional optional 'buy into' services available to residents:

- **garden waste** – from either wheeled bins or compostable sacks
- **bulky items** – we can collect large items from you for a small charge

Details on both these schemes can be found on the Southend Borough Council website.





Welcome back to Leasehold Matters; the page in Insight devoted to Leaseholder issues.

On behalf of South Essex Homes I would like to thank all the Leaseholders and staff who attended July's informative drop in event. A big thank you also goes to Stephanie who joined the Focus Group in 2012 and has raised numerous issues that have been incorporated into our policy and procedures, benefitting other residents in the borough. Stephanie has recently sold her flat and is moving to be closer to her family. On behalf of all the Focus Group members we wish you the very best for the future. We hope you find all the articles below useful.

Best Wishes

Jan



Dealing with Blocked Drains

Blocked drains can cause numerous problems as well as inconvenience to all residents affected.

When clogged-up drains prevent water from flowing properly, the pressure inside the drain can grow to dangerous levels and lead to a rupture or leak.

Even if this problem is avoided, a blocked drain will still reduce its life expectancy and may end up requiring emergency plumbing repairs in the future.

A few simple steps could significantly reduce the likelihood of your kitchen or bathroom drains becoming clogged. You don't have to be hyper-vigilant about drain care, but if you bear the following guidance in mind, you should be able to keep the water running freely down your plughole for decades and prevent drains from being blocked.

How to Prevent Blocked Drains

- Put a plug screen over your plughole to prevent debris from going down the drain, and clean this regularly. A plug screen is useful for both bathroom and kitchen sinks.
- If you do not have a plug screen, remove hair and other substances from the drain every time you take a bath, shower or do the washing up
- Do not pour grease or oil down the drain. A drain can handle clean water, milk and other liquids without any hassle, but oil and grease can solidify and set within the pipes, creating a hard blockage that can be very difficult to get rid of
- Do not flush anything down the toilet other than human waste and toilet paper. It might be tempting to dispose of baby wipes in the toilet, but these wipes do not break down and degrade in the same way toilet paper does, and can easily block your toilet. Occasionally, plumbers are called to properties after a young child flushes one of their toys down the toilet – take steps to prevent this from happening if you think this is a risk in your house.
- Use drain unblocker regularly to get rid of any small blockages.
- If water is still running down the drains but is doing so slowly, fill up the sink and put a plunger over the drain. Use the plunger gently – if you plunge too vigorously, the pressure you create could break the seals of your pipes and lead to a leak.



Communal Drains

If there are any problems with the communal drains, please let our Contact Centre know by calling 0800 833 160

Online Forms

If you are planning on letting your property or having a lodger you can now complete these forms on our website

In addition, our Pets Permission form can also be completed online.

Please visit the leasehold section of the website:
<http://www.southessexhomes.co.uk/>

December Drop in events

A member of the team will be available on both Tuesday 10th and Wednesday 11th December 2019 between 5.30pm-7pm, to meet people face to face and discuss any issues they may have. Both drop in events will take place in Committee Room 7 at Civic Centre, Victoria Avenue, Southend-on-Sea, SS2 6FY.

LIVE YOUR HEALTHIEST LIFE!



Do you want a healthier lifestyle but not sure where to start? If you are registered to a GP in the Southend borough, you can access a range of **FREE** one-to-one healthy lifestyle support services via 'Everyone Health'.

The Everyone Health (EH) service is free to people aged 16 and older who wish to make a healthy lifestyle behaviour change. Health Trainers will work with patients to identify what lifestyle goals they would like to achieve, and to help them make and maintain behavioural changes over time to increase their health and well-being.

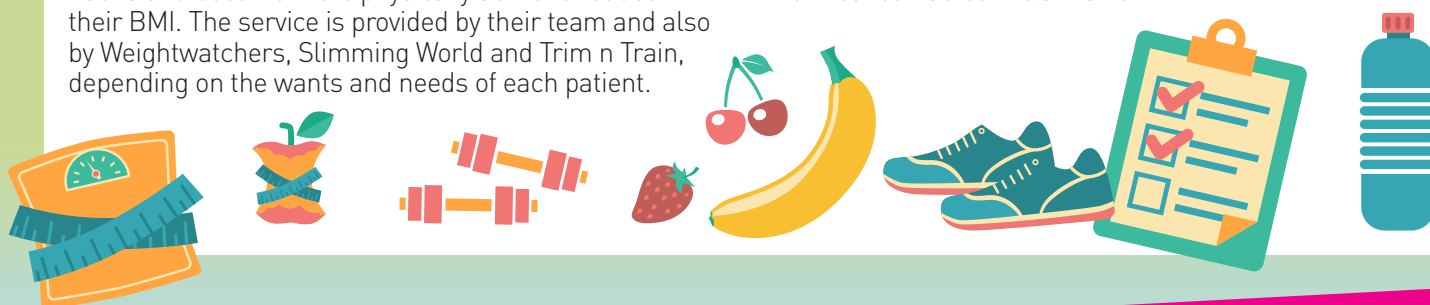
Health Trainers can support patients with health related behaviour change, including healthy eating, stopping smoking, reducing stress, cutting down on alcohol, increasing physical activity and improving emotional and mental wellbeing. Patients get regular meetings with a Health Trainer over 12 months (usually 6-8 sessions over this period).

EH also provides Tier 2 (T2) Adult Weight Management (AWM) 12 week programmes, underpinned by behaviour change techniques to help adults adopt healthy eating habits and become more physically active to reduce their BMI. The service is provided by their team and also by Weightwatchers, Slimming World and Trim n Train, depending on the wants and needs of each patient.

All of their weight management programmes are free of charge for people who are overweight or obese from the age of 16 with no upper age limit. They provide extra ongoing support for up to 12 months, no matter which service is used, which includes support from a Health Trainer. Their EH groups run once a week for 12 weeks - each session lasts for 90 minutes and has 2 parts. The first part focuses on healthy eating and is run by their Nutritionist and the second part is physical activity run by their Physical Activity Specialist - they are fun and friendly and allow participants to weigh in each week and track their progress.

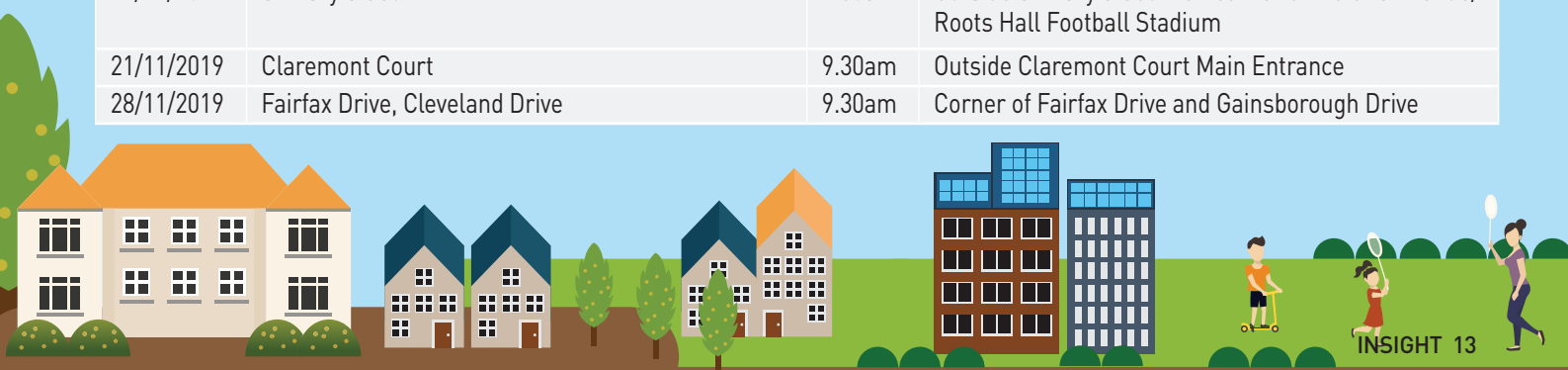
Finally they will process and manage referrals for exercise on referral programme provided by Fusion.

Local residents can self-refer (or find out more information) by calling 0333 0050 095 or emailing clinical.contactcentre@nhs.net



ESTATE INSPECTION SCHEDULE

DATE	PLACE	TIME	START POINT
29/10/2019	Hamstel Road, Lornes Close, Lewes Road, Peartree Close	9.30am	Corner of Hamstel Road and Cokefield Avenue
31/10/2019	Blackdown, Brecon, Grampian, Buckingham House	9.30am	Outside Blackdown Main Entrance
01/11/2019	Purley Way, Hornby Avenue	9.30am	Outside 1 -12 Purley Way Main Entrance
06/11/2019	Townfields	9.30am	Outside Townfields Main Entrance
07/11/2019	Barringtons	9.30am	Outside Barringtons Main Entrance
07/11/2019	Nicholson House	9.30am	Outside main entrance
08/11/2019	Western Approaches, Lundy Close, Neil Armstrong Way	9.30am	Corner of Western Approaches and Eastwoodbury Lane
14/11/2019	St Mary's Court	9.30am	Outside St Mary's Court on corner of Victoria Avenue/ Roots Hall Football Stadium
21/11/2019	Claremont Court	9.30am	Outside Claremont Court Main Entrance
28/11/2019	Fairfax Drive, Cleveland Drive	9.30am	Corner of Fairfax Drive and Gainsborough Drive





Dear Julia

**Our Editor Julia
answers your
questions**

Here at **Insight** we love hearing from our residents and Julia, our Editor, is always happy to research answers to any queries you may have. If you have a comment you'd like to make, or a question you'd like an answer to, please drop us a line using any of the contact methods found on page 3. If your letter is printed we will send you a **£10 voucher** to say thanks for getting in touch.

Please specify if you would like us to print your name and the area you live in (we will never print full addresses though) otherwise all letters will be printed anonymously.

WHAT IS A SENIOR CITIZEN?

We were delighted to hear from Betty Foker who lives in one of our sheltered schemes, who was keen to share a poem with other *Insight* readers! Thank you Betty, your **£10 voucher** is winging its way to you care of your Sheltered Housing Officer.

*Adapted from an original poem
by Nora Cronin*

"A Senior Citizen is one who was here before;
the pill, television, frozen foods,
contact lenses, credit cards
and before man walked on the moon.
For us, "Time Sharing" meant togetherness,
not holiday homes,
and a "chip" meant a piece of wood.
"Hardware" meant nuts and bolts,
and "Software" wasn't even a word.
We got married first, then lived together,
and thought cleavage was something butchers did.
A "stud" was something that fastened
a collar to a shirt,
and "going all the way" meant
staying on a double decker to the bus depot.
a "Big Mac" was an oversized raincoat
and "crumpet" we had for tea.
In our day; "grass" was mown,
"pot" was something you cooked in,
"coke" was kept in the coal house and
a "joint" was cooked on Sundays!
We are today's SENIOR CITIZENS.
A hardy bunch when you think
how the world has changed!



MAGNIFICENT MURAL

Dear Julia

Residents have been delighted by the wonderful murals painted throughout Trafford House by Project 49.

Please see below just a few of the comments from the residents who are really keen to thank everyone involved with Project 49 for their hard work.

Best wishes

Sarah Gallagher

Sheltered Housing Officer

**"The group
were lovely and
we are very
grateful for their
hard work."**

**"It brightens
the lobby up
and I like the
bright colours."**

**"It's just
lovely -
I love the
dragonflies."**



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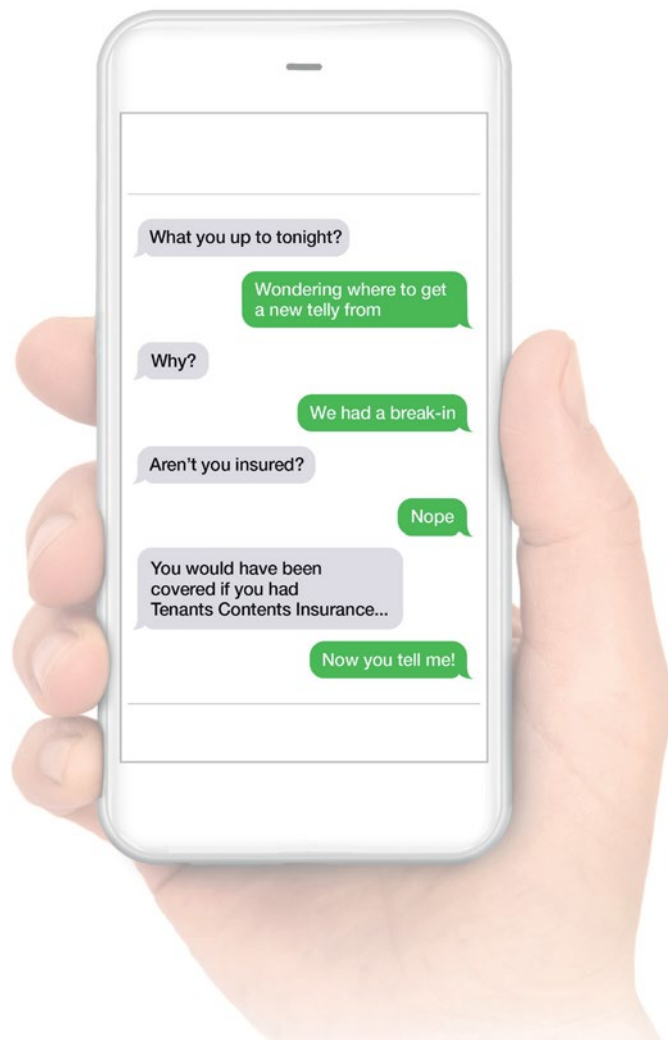
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CODE WORD!

Having covered word searches for all the four seasons in previous issues, please this time find a game below to test your observational skills having read this issue of Insight!

Fill out the answer and also note the letter in the **red box** in the boxes at the bottom of the page – you will find they spell out the names of two common sights over Autumn!

CLUES

The Chief Executive of South Essex Homes is Mike _____? (page 3)

The definitions of ASB are taken from the Anti-social Behaviour, Crime and _____ Act 2014? (page 2)

Graham Hart had a 32 year career at the _____ Fire Brigade? (page 4)

The new 'Speak & Share Group at the Hub is called Crossing _____? (page 6)

Condensation is mainly a _____ problem? (page 8)

In Leasehold Matters, residents are helped to avoid _____ drains? (page 12)

The Kids Christmas Party will be held at _____ 24? (page 7)

In the senior citizen poem, a 'Big Mac' was an oversized _____? (page 14)

In which coloured sack would you dispose of a tin can? (page 10)

CarelineSOS is great for _____ of mind? (page 16)

The murals at Trafford House have been painted by our friends at _____ 49? (page 14)

ANSWERS

and



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