

Summer 2022 issue!

insight

The South Essex Homes Resident Newsletter



A new cherry tree for Mussett House



YOUR FREE COPY!

Be part of it!

HELPFUL HINTS & TIPS!

INSIDE THIS ISSUE...

JUBILEE FUN

Fantastic party at Kestrel House



BE AWARE

Disrepair scam targets social housing tenants



AND LOTS MORE...

- The many forms of Domestic Abuse
- We warn against the four main causes of fire
- New Gardening Service

Changes
within

SHELTERED HOUSING AND SUPPORT SERVICES

We have changed the way that Sheltered Housing schemes are managed, to make Officers available 7 days a week from early morning to late at night and to offer specialist support to residents with more complex needs.

We are conscious that any change can be unsettling so we are keen to put residents' minds at rest by explaining the changes we are making through our restructure and outlining how they will benefit you.

How were things run before now?

For several years, SEH has been operating what we call a 'Sheltered Hub' model, where a group of our Sheltered Housing Officers worked together to provide support and services across several sheltered schemes. For example, a hub of three Sheltered Housing Officers covered five schemes across the west part of the city.

Like many organisations, since the start of the Covid pandemic, our staff now work using a hybrid model (called 'Hub, Home, Roam') and carry out their work based either out in schemes, from their homes or from one of the offices within a sheltered scheme.

The previous role of the Sheltered Housing Officer included undertaking daily calls, building and health & safety inspections, developing, and monitoring support plans, advocating for residents and linking in with other teams to access assistance and help sustain tenancies.

Alongside this, Careline provided reassurance and support through management of the 24-hour Community Alarm system for sheltered residents as well as a weekend and out of hours emergency response.

How have things changed?

The restructure changed how we now provide services in sheltered housing by splitting the functions previously carried out by the Sheltered Housing Officers between the Careline Team and the Housing Services Team.

The day-to-day elements of support for sheltered residents, as well as health and safety checks in sheltered schemes, have been transferred to the new generic role of 'Sheltered Housing and Careline Officer'. The hours worked by these Officers will be extended to cover a period of 6am to 10pm, seven days per week, rather than the previous hours covered by Sheltered Housing Officers of 8am to 4pm, Monday to Friday.

In addition, we will have a team of floating Support Services Officers within the Housing Services Team, who will provide more intense and focused support for our most vulnerable tenants who have more complex needs, mental health issues or are particularly vulnerable in some way.

We believe it is right to have dedicated Support Services



Officers to focus on these tenants to help them sustain their tenancies, wherever they live, and to deal with any arising issues that could impact on other residents living in the scheme.

How does this benefit me?

Sheltered residents now have greater choice to see or speak to members of SEH staff at different times of the day and week.

Support Services Officers will deal with residents with more complex needs, freeing up the time of Sheltered Housing & Careline Officers to provide general day-to-day support for residents living in our schemes.

Will I need to do anything differently?

We are asking residents to be responsible for reporting any issues to us, rather than leaving problems for a Sheltered Housing & Careline Officer to report.

This will ensure that any necessary jobs are carried out as soon as possible and will mean that our Officers have more time to focus on resident issues rather than the scheme itself, although of course they will remain responsible for overall health and safety of the building.

Therefore, if you spot something that needs repairing, or otherwise needs our attention (such as cleaning and caretaking issues), please contact us:

Phone: 0800 833160

Email: sehcustomerservices@seh.southend.gov.uk

Website: Complete a repairs reporting form by visiting www.southessexhomes.co.uk/report-a-repair

WELCOME

Welcome to the summer issue of Insight!

With the weather heating up nicely, I am enjoying getting out and about this summer and hope you are too! It's especially lovely to get a sneaky peek inside some of our beautiful sheltered housing gardens in this issue of Insight!

There have been some team changes here at South Essex Homes recently, which we are keen to share with you, to help you better understand how our teams are structured and how you go about contacting us with your queries and requests.

We also have the usual mix covering news and events across the city, so I hope you enjoy reading about what's been happening.

I was very pleased to receive some poetry written by two of our talented residents and am delighted to be able to share this with you on page 14. Many thanks to David and Paul for sending these in. If you have any poems, photos or artworks you would like to share in Insight magazine then I'd be delighted to hear from you! Please get in touch using the details at the bottom of this page.

We'll be back with the next issue of Insight in October...

All the best, Julia Julia Pack, Editor



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Message from Mike

There are a few important matters I wanted to cover in this issue of Insight. Firstly, I'd like to mention the Building Safety Act, which has very recently been passed into law. This has had the housing sector's attention for the past couple of years as the Government has been introducing its proposals.

One of the elements of the new Act is the introduction of a Building Safety Regulator as part of the Health & Safety Executive. This new role has responsibility for making sure that tenants' and residents' homes across the UK are built, maintained and kept up to date in the safest possible manner.

This is great news and very much in line with the approach we have taken for a number of years, and will continue to take here in Southend. We will let residents know if there are any direct implications for their homes as the Act continues to be implemented

over the next couple of years.

In the meantime, we will continue with the programme of building on the safety of homes across the housing stock we look after on behalf of Southend City Council, which has put us in a very positive position over the past few years in ensuring residents' safety.

With that in mind, you may be interested in reading our article about fire safety on pages 8-9.

We cannot ignore the difficulties of the current economic situation. All of us are feeling the pinch of higher utility costs, fuel prices and food prices – in fact everything seems to be increasing in price. As a consequence our teams are working extremely hard to try and support vulnerable residents as best we can in these increasingly challenging times. Therefore, if you are experiencing financial problems, please talk to our teams and we will do our best to at least advise and support you and, if possible, actively assist you. Please contact your Tenancy Services Officer in the first instance; our patches have recently

changed so please refer to our website where you can search by street name or call 0800 833 160 for details of how to get in touch with your local TSO.



As an organisation, the issue of tackling Domestic Abuse remains high on our agenda. We anticipate providing regular updates regarding our approach to Domestic Abuse in forthcoming issues of Insight. I am personally behind this key project for our organisation and you will find the first of many articles we will be publishing on this topic on pages 6-7 which is aimed at highlighting the different, and sometimes overlooked, types of abuse.

Hopefully you have been enjoying some fine weather recently and making the most of being a resident in our fantastic seaside city.

Best wishes, Mike

Mike Gatrell, Chief Executive of South Essex Homes

GET IN TOUCH!

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



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



DISREPAIR CLAIMS:

! AN IMPORTANT WARNING

We're aware that some of our residents are being approached by Claims Management companies about making a claim against us for disrepair.

These companies are not what they seem. They may not give you all the information you need before you agree to work with them, and they could put you at serious financial risk.

As well as maintaining your home, we're also here to help look after you. We want to protect you from these companies and explain the factors and risks you need to consider if you're thinking of making a claim.

What is disrepair?

If we don't meet our obligations to keep your home in repair – including completing repairs we're responsible for in reasonable time, and keeping installations for sanitation, electricity, gas and water supplies in working order – your home could be said to be in disrepair.

What are Claims Management Companies?

They are companies that target tenants, particularly tenants of social housing landlords, with marketing tactics to encourage you to make a claim for disrepair. They then sell your claim to Solicitors who act as intermediaries between you and your landlord (in this case, us), and represent you and handle the claim on your behalf, for a cost.

Any agreement with these companies can put you at significant financial risk.

They may even pose as surveyors and say they're from South Essex Homes or Southend City Council. Please remember that all of our teams and contractors carry identification badges, so make sure you ask to see their ID before letting them into your home.

If you're unsure who someone is, do not let them into your home. If you feel unsafe, please call the police and let us know.

If someone you don't know calls you on the phone claiming to work for us, please take their details and call our Contact Centre immediately to check their identity (0800 833160). A genuine member of staff will be more than happy for you to do this – but if the caller doesn't want you to check their identity, then hang up the phone and don't engage in conversation or pass over any personal information.



CAUTION

What are the risks involved?

Hidden costs

These companies will usually tell you that they operate on a “no win, no fee” basis. But we’ve seen examples where social housing residents have faced thousands of pounds of debt as a result of signing up to their agreements.

They usually also charge a fixed lump sum up front to take out an insurance policy to cover the cost of your claim. This lump sum can be a significant amount. Any potential compensation you receive from a claim may reduce to cover solicitor fees or legal costs (ours and yours, if the claim is unsuccessful).

Fees if you change your mind

When you have put forward a claim and signed documentation from a solicitor, they usually will not allow you to stop the claim if you change your mind. If you want to stop the process, you may be liable for fees for any surveys of your home, or the fixed premium for any insurance policy you’re advised to take out.

These companies may not explain that if your case goes to court and is dismissed, you could be ordered to pay our legal costs, which could be thousands of pounds.

It takes a long time to resolve

Some claims can take years to resolve, and you may have to appear in court to give evidence as part of the process, which can be distressing.

You could be in breach of your tenancy agreement

During this time, most companies acting on your behalf will advise you not to allow access to us to visit your home to do any repairs. This will put you in breach of your tenancy agreement with us.

As your landlord, it’s our responsibility to ensure your home is safe and kept in repair, so we’ll attempt to visit your home anyway having given you notice of our visit. If there’s a health and safety risk, we may request a court injunction to gain urgent access to do the work.

It affects other services we provide

Defending disrepair cases is extremely expensive for us. Any money we spend on these claims takes away from funding and resources for repairs, planned investment and essential support services. This can have a detrimental impact on our neighbourhoods.

What happens if I make a claim?

- We’ll arrange for a surveyor to carry out a survey in your home.
- During the survey, they’ll make a note of any repairs your home needs, and check if we need to charge you for any damage.
- If the survey identifies repairs that are our responsibility, we’ll arrange to visit your home and do the work.

- We’ll also check our records to see whether you have reported any of the repairs to us before, in line with your tenancy agreement. We’ll rigorously defend any dishonest or bogus claims.
- If you have not reported any repair to us before you make a claim, or given us the opportunity to make a repair, any claim you make is likely to fail.

We’re here to help

We make it really easy for you to report repairs to us. You can do so by completing an online form, by emailing us or by calling our Contact Centre on 0800 833160.

It’s really important to us that you’re happy with the services we provide for you. We’ll do everything we can to support you and look after your home, so that you don’t end up feeling like you have to make a claim against us. But if you are unhappy with any part of our repairs service, please contact us.

Other support

You can also access independent help and advice from other organisations, including:

- Citizens Advice Southend
- Shelter
- Housing Ombudsman Service

DOMESTIC ABUSE:

YOU ARE NOT ALONE



Domestic abuse is any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members.

It is the use of intimidation to control another. The abuse can be physical, emotional, psychological, financial or sexual. Anyone forced to alter their behaviour because they are frightened of another person's reaction is being abused.

Most people can identify physical abuse – it is the most 'obvious' form of domestic abuse. But what about the more subtle forms? Here is a bit more information on the different types of domestic abuse and the techniques perpetrators may use to abuse and control.

Emotional (or Psychological) abuse

Putting someone down, calling them names, humiliating, threats to commit suicide or to remove children, Threats of harm, isolating someone from their friends and family.

Gaslighting – making someone doubt themselves, making derogatory jokes in front of others, making someone feel stupid, useless and worthless, making them feel like it's their fault.



Coercive control

Domestic abuse can also involve someone controlling another person in a way that they're not able to do things freely. This could include:

- Withholding their passport, identification or other important documents
- Keeping them in the home and not allowing them to leave
- Constantly questioning and monitoring their internet and phone use
- Not allowing them to see their family and friends



Financial (or Economic) abuse

Preventing someone from getting a job, giving a set allowance, restricting access to money.

Sexual abuse

Rape or sexual assault, forcing or pressuring someone to take part in unwanted, unsafe, or degrading acts. Using sexual insults.

Physical abuse

Physical violence, destroying property, using weapons and physical strength.





Are you being abused?

This can be by a partner, ex-partner, family member or anyone with whom you have, or have had, a personal or intimate relationship.

- Are they excessively jealous and possessive?
- Are they charming one minute and abusive the next? Do they have sudden changes of mood – like Dr Jekyll and Mr Hyde?
- Are they stopping you from seeing your family and friends? Do you feel isolated?
- Are they constantly criticising you and putting you down in public?
- Do they embarrass you, often in front of family and friends, so that you are seen in a bad light?
- Do they play mind games and make you unsure of your own judgment?
- Do they tell you you're useless and couldn't cope without them?
- Do they control your money?
- Do they tell you what to wear, who to see, where to go, what to think?
- Do they pressure you to have sex when you don't want to?
- Are you starting to walk on eggshells to avoid making them angry?
- Do they monitor your movements? Or check up on you via your email, Facebook, Twitter or by looking at your text messages?
- Do they use anger and intimidation to frighten you and make you comply with their demands?
- Have they ever threatened you, or intimidated you by using violent language or smashing up the furniture?

- Are you forced to alter your behaviour because you are frightened of their reaction?
- Are you blamed for their behaviour e.g. they say you were "asking for it" or deserved the abuse?

If you answered 'yes' to any of the above questions, then you may be experiencing domestic abuse.

Abuse is a crime and it is never your fault. You don't have to deal with this alone.

We understand that worries about their home situation is often a reason why people suffering from abuse are reluctant to leave or report the person who is abusing them.

South Essex Homes employs Support Services Officers who specialise in dealing with cases of domestic abuse. Clare Harvey and Gina Evans are here to talk things through with you and offer advice and support with regards to your housing, and they can refer you to other specialist services in Southend.

To speak to Clare or Gina please call **0800 833 160** or email **HCST@seh.southend.gov.uk**


For general advice and information regarding domestic abuse either for yourself, or if you are concerned for a friend or family member, please call the Essex Domestic Abuse Helpline on **0330 333 7 444**.

The **FOUR**
main causes of

HOUSE FIRES

Most house fires start in one of four ways. Reducing the likelihood of each individual factor causing a fire, will reduce your overall likelihood of a fire in your home. This article from our Fire Safety Manager, Graham Hart, will help you to understand how each factor can lead to a fire, and how we can all prevent this from happening by staying safe and staying aware.

ELECTRICALS

It is important to make sure that your electrical items are safe and are purchased from reputable retailers who you can trust. It's not worth the risk of buying a cheaper product from an untrustworthy site or from social media if it puts your family in danger – you can check for recent recalls by scanning this QR code.  Here are some further tips to keep your electrical items in your home safe:

- It is unsafe to run electrical appliances such as the washing machine and the tumble dryer overnight whilst you are asleep as it is possible for them to catch fire. All energy will cost the same whether it is day or night unless you are on a time specific tariff.
- Never overload extension leads as they have a limit to the number of amps they can take.
- You can also register your appliances online so that you can be contacted if a safety repair is ever needed: <http://www.registermyappliance.org.uk/>



SMOKING

Smoking is the number one cause of accidental fire deaths in the UK. Illegal or fake cigarettes only increase this risk so if you are not ready to quit, make sure you are smoking safely in your home. There are some simple steps to take to reduce the risk of an accidental fire breaking out:

- Avoid smoking in bed as you could fall asleep and set furniture alight, if you do smoke in bed, let us know so we can help you stay safe.
- Always make sure your cigarette is fully extinguished, and never leave a lit one unattended.
- Use a proper, heavy ashtray that won't easily tip over and that your cigarette cannot burn through.
- Always smoke outside if you can, it is much safer, but still make sure your cigarettes are fully extinguished and disposed of properly.



COOKING

Another main cause of fires in the home are careless mistakes made when cooking in the kitchen. Essex Fire and Rescue Service state on their website that more than half of accidental fires at home are started by cooking.

- Be sure to never leave your cooking unattended, this increases the risk of a fire starting without your knowledge, if you must leave the kitchen then take pans off the heat or turn them down.
- Never cook whilst under the influence of drugs and alcohol, as your perception of risk will be lowered, and it is possible that you will fall asleep whilst your food is cooking.
- It is also good practice to keep tea towels and cloths away from the cooker and hob as these can easily catch fire, as well as any loose clothing you are wearing.
- Take special care when cooking with hot oil as this can set alight easily. If a pan of hot oil catches fire, turn off the heat if it is safe to do so, but never throw water over it.



CANDLES

Candles are a normal part of our everyday lives, used to help us to relax, to heat up a wax burner, and especially to finish off a big clean of the house and make everything feel homely. However, in 2018/19 there were 816 candle fires in England which resulted in 9 fatalities and 310 casualties. So it is important to make sure that you have your safety in mind when lighting your candles.

- Make sure before you burn your candle that you have trimmed the wick and have removed any debris from the wax pool.
- Avoid placing candles near a draft as this can create uneven burning and can also increase the chances of the flame catching on something such as a curtain.
- Never leave a candle unattended and never use one as a nightlight, or to help you relax as you are trying to sleep, as you are likely to forget to extinguish it.
- Always keep lit candles away from pets and children who do not understand the dangers of fire.
- Finally, make sure they are secured in a proper candle holder, as especially small tealights can get extremely hot on the bottom.



It is also important to make sure that you have a working smoke alarm, and that you are testing it regularly. As if any of these factors do contribute to causing a fire in your home, you need to be aware of it as quickly as possible so that you can act to keep your family and your home safe.



NEW GARDENING SERVICE

As of May 2022, our subsidiary South Essex Property Services has taken over the contract for providing gardening services at properties managed by South Essex Homes.

This has involved the recruitment of new gardener, Joe Dimmock, who has now joined our Estate Services Team. A second gardener will also be joining him on the team in the future.

Joe is working his way across the borough through a programme of works to maintain communal lawns and gardens linked to the buildings we manage on behalf of the Council.

His work involves cutting the grass (including the removal of grass cuttings) and trimming/

shaping trees and shrubs to ensure they remain within the shrub beds and do not encroach over pathways or windows.

Please say 'hello' to Joe if you see him out and about - he is always happy to talk to you about the work he is doing for us!



Mussett House:

A GARDEN PARADISE!

By Neve Barr, Support Services Officer

Residents at Mussett House have worked tremendously hard to keep their gardens beautiful and sustainable.

Three years ago, the gardens at Mussett House – a sheltered scheme in Bailey Road, Leigh – were overgrown and full of weeds. The residents took it upon themselves to dig up all the weeds, refurbish the fences and bring the flowering borders back to life. They even repainted the water fountain! They have planted wildflower seeds that attract wonderful wildlife; butterflies, bees, ladybirds, and hoverflies.

Residents have refurbished their greenhouse, and have put a concrete base down, built the benches for the plants and vegetables to grow on and put a concrete ramp down so it is easily accessible for all residents. Just outside the greenhouse is a water basin that collects natural rainwater that the residents use to water their plants. As well as the water basin, they also have a compost maker that is filled with potato skins, vegetable cuttings, grass and more which then produces a liquid natural fertiliser that is then put over the grass once it is ready. Now that we are in the summer months, residents can enjoy the lovely weather with a beautiful view of their garden.

They have also planted over 100 strawberry seeds, and in their greenhouse are growing cucumbers, orange king, antirrhinum, jellybeans, beetroot, cherry tomatoes, petunias, English deal, radishes, aubergines, lettuce, pogonias, carrots and mixed peppers. They also have a herb garden that contains coriander, oregano, chives, and lemon grass. Once these have grown, they are given to all residents to enjoy!



TREE for the JUBILEE!

In June, Mussett House took delivery of a new flowering cherry tree, to take the place of the previous tree on the front lawn that had died.

The new sapling was kindly donated to Mussett House by our main contractor, Morgan Sindall Property Services, to commemorate the Queen's Platinum Jubilee.

We hope residents will enjoy watching the tree grow and eventually flower...and we look forward to following its progress!

The photo shows Neve Barr of our Support Services team, and Ade Onileyen from Morgan Sindall, along with Mussett House residents and keen gardeners, Steve and Rob.





Project 49

Project 49 have finished their first mural of the year in one of the sheltered schemes, The Brambles. They started the mural mid-March and have been attending every Monday to create the beautiful artwork in the hallway. The residents are so pleased, they said it brightens up their home! They have now completed it and are looking forward to starting their next project at another scheme. We like to encourage residents to come along and help the members of Project 49, they love having residents joining in the fun!



Summer Concert at Adams Elm House!

The Adams Elm House choir is made up of both residents and members of the local community. They recently put on an amazing show held at the scheme in Leigh-on-Sea, where they performed a selection of songs from the golden age of musicals!

The choir was led by Councillor Ashley Thompson who, much like the residents involved, has said that this choir brightens his day and never fails to cheer him up.

They have only been practising since the end of October, but you couldn't tell, as their voices worked

together beautifully, and they had every member of the audience swaying along with them. They sang classics from musicals such as Oklahoma!, Carousel, and The Sound Of Music. You can watch some of the performance on our social media channels.

After the performance, there was a display of artwork that the residents had been working on. The art ranged from lovely drawings of flowers to painted old records! You can see pictures of all the art on our Instagram and Facebook pages. The residents have been working hard on this display every Friday,

inspired by Hilda, a fellow resident at one of our other schemes, who enjoys teaching residents a painting technique called pouring painting.

We can't wait to see more of what the choir will work on now that they have their first performance under their belt. Ashley and all the current choir members were keen to point out that they are always looking to welcome new members who may live at Adams Elm House, or who live locally and can travel to the rehearsals. The choir meet every Thursday between 2pm and 3:30pm – the more the merrier!



Platinum Jubilee Party!

At the start of the June bank holiday weekend, we celebrated the Queen's Platinum Jubilee with a party at Kestrel House in Shoeburyness. Residents, their families, and the local community came together for a fun filled afternoon. Party goers enjoyed a barbeque, face painting, a bouncy castle, and so much more!

There was even live music to dance to from The New City Band, fronted by Raymond Caruana, a resident of Kestrel House. And if you saw any pictures from the party, you would also know that some guests dressed up for a competition – and there was a great effort from those that did!

We were extremely lucky with the weather, as the sun pushed its way through the clouds just in time for us to enjoy a warm and dry afternoon. The Mayor of Southend even stopped by to share in the celebrations and to have a chat with the residents.

We would like to thank the Southend Tenants and Residents Federation, and all the South Essex Homes staff that came together to work hard and make sure that the party ran smoothly all day. We would especially like to thank Teresa Kelly and Helen, a resident of Kestrel House, for their help in preparing for the day – as they made it a thoroughly enjoyable afternoon for all.



POET'S CORNER

We have been delighted to receive poetry from two of our residents to include in Insight magazine to share with you all.

David Carr of Leigh-on-sea sent in a selection of his poems, a couple of which can be found below. I found David's poems amusing, poignant and thought-provoking. I hope you enjoy reading them as much as I did.

Paul Drage of Keats House in Southend has also submitted a poem which tells the story of his

family's links to the Wall of Death. Thanks for this fascinating insight into this incredible attraction and its famous connection to Southend – I searched it up on the internet and found some images to demonstrate the Wall of Death as described so wonderfully in Paul's poem.

It really is such a pleasure to read

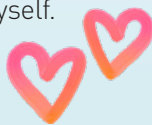
submissions from residents and we are always happy to print your letters and poems. Please feel free to send anything in to me using my contact details on page 3.

Best wishes, Julia

Self Assessment



How incredible to be seventy eight
and neither a prisoner of the past
nor anxious for the future
Wanting you to think well of and like me,
but no longer needing you to.
Encountering each new person as one
unlabelled and brimming with possibilities.
Feeling sometimes that all I want
I've already got,
And it doesn't need padlocks.
Seeing the sad absurdity
of our human condition
but also all the goodness jostling to muscle in.
Finally, being aware
of my many faults and foibles
and still loving and laughing at myself.



April 2022

There Are Towels and There Are Towels

A woman said on Radio 4
that, due to poverty,
it wasn't until her seventeenth year
she experienced a clean dry towel
that was also warm and fluffy.

I want you to think about that.

I want you to consider,
not only the sensual gratification,
but also the spiritual bliss –
the emotional reaction.

Imagine. Be there. Be her.
You're seventeen,
and for the first time in your life
you're wrapped in a clean, dry,
warm, fluffy towel.

May 2022

*Poems by
David Carr*



Wall of death *By Paul Drage*

Kursaal decided to introduce a ride
Wall of death giving Southend a large bit of pride
The ride idea had been spotted in South Africa by Malcolm Campbell
He probably didn't think it was risky at all
The riders went around the wall
Pleasing the crowd one and all
Southend had been the UK first town,
Performance wise the riders did not let
them down
Behind the scenes the atmosphere
was not right
Suddenly there was a chance to fight
Bert Hayton was just a young lad
He ran to the family home in
Victoria Road of my grandad
Pop was a well respected cop
The fight he did stop.
Tornado Smith and Yvonne came
later in the years
Hearing applause and cheers
They rode with a big cat on the bike
They cared for it well even in its death,
but today something like that, people
wouldn't like
Tornado's skills despite services
health refusal, he didn't look back
Outside his house in local Rutland
Avenue, he hung a Union Jack
After a great service, moving to Suffolk
& South Africa after years of glory
Yvonne brought this franchise & moved
elsewhere to continue the ride's story
Years later Bert recognised a photo of Pop,
what a surprise without fail
He told me about the fighting tale
What a nice story knowing 3 generations of my clan
Pop must have been a special man
The ride was one of many on the site
Water chute, cyclone seemed right
Performing animals in the circus, monkeys & dolphin shows were
there in those years
Became less popular, site facing closure, today animal acts face
anger & tears



IT PAYS TO PAY!



All tenants* with a clear rent account (for at least 28 days) are automatically entered in our prize draw, with the chance to win one of four prizes. The prizes awarded are:

- 1st – One £100 voucher
- 2nd – One £75 voucher
- 3rd – One £50 voucher
- 4th – One £25 voucher

The lucky winners are drawn randomly, on the first Monday of each month, before being notified in writing by our Income Management team. They are invited to choose a High Street voucher of their choice, including major supermarkets. So it really does pay to pay!

If you are struggling to pay your rent please make contact with the Income Management Team on 0800 833 160 at the earliest opportunity, so they are able to offer support and help.

*Terms & conditions apply – please see our website for details.



STRF UPDATE



The Southend Tenants & Residents Federation (STRF) has recently undergone a change of personnel. As of late June, the new Chair is Mick Laurenson-West, who provided the following introduction for the STRF website:

Hello, my name is Mick Laurenson-West, and I am the new chairman of the STRF.



I have a reputation for being completely impartial and only using my vote to decide a split decision, and will usually go with the status quo, that being the accepted norm.

I like to hear both sides of an argument before making up my mind, and I like to lead, not control, letting people have their say so we can all make an informed decision.

If you already know about us, please continue to support us. If you don't know about us, you have made an excellent start by reading this, so please read the rest of our pages, and come and support us in any way you think you can help. We are, after all, here to help you, Southend tenants, owners and leaseholders.

I would like to thank the previous officers and committee members for their contribution to the continued success of the STRF, and hopefully the new committee can continue to build on that success.

The other people in the STRF committee are:

- Vice Chair:** Bob Ayriss
- Treasurer:** Sally Robertson
- Secretary:** Sue Moss
- Committee Members:** Geoff Moore, Mike Smith, Mike McKenzie

Any Committee member can be contacted by email by using the following format (first name).(last name)@strf.org.uk.

We hope that once the new committee have settled in, they shall be able to continue to produce STRF articles to be included in future issues of Insight magazine.

We would like to welcome the new committee and we look forward to working with them.



Bring

YOUR DOG TO WORK

Day

Friday the 24th of June was Bring Your Dog To Work Day, and we most definitely celebrated the occasion!

With many of our staff members still working from home, or hybrid working, we often go to work with our pets – as we are working in their home! But it is not so often that we get them involved, on Bring Your Dog To Work Day our furry friends got out their headsets and saw what a day in the life of mum or dad was really like.

Some of them loved it, some of them couldn't quite get their heads around the idea of not sleeping all day... here's what they thought:

Director, Housing Operations, Lane Lander

This meeting was meant to end 10 minutes ago, I have to bark



Communications Co-ordinator, Tilly Pack

Mum they're calling me a good girl is that unprofessional?



Director, DOGS Commercial

Mum tell them to stop muting me



Executive P.A, Ivy Cooper

I can't believe Mum does all this just to put food in my bowl!



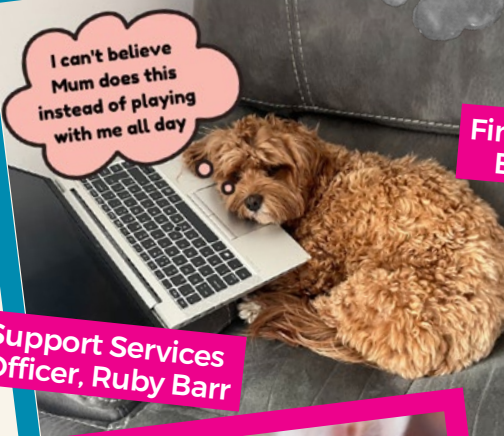
Business Development Officer, Polly Hurd

I will now nap for the next 2-3 business days



Support Services Officer, Ruby Barr

I can't believe Mum does this instead of playing with me all day



Finance Manager, Ellie Coleman

Being in charge of all these people is tiring, I need a break mum



Communications Assistant, Tinkerbelle Rodgers

Why am I even in this meeting, I'm not a dog



I thought Mum just went on really long walks without me everyday, this makes much more sense!



Customer Services Assistant, Luna Couch

Father is crazy for doing this all day instead of napping with me



Support Services Officer, Cooper Gallagher