

# talkingtenants

latest news for Yarlington Housing Group's residents

winter 2011

yarlington  
building communities



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## Welcome to the winter edition of **talkingtonants**

In this issue the money matters team are giving some fantastic advice on the Warm Home Discount Scheme. We've also got some energy saving tips on how to stay safe and warm this winter.

As always, we welcome your input to talking tenants whether it is a letter, suggestions, recipe or poem. Feel free to contact me on the details below.

I would like to wish you all a Merry Christmas and a Happy New Year

**Daniel Rowlandson**  
Editor

You can email me at [marketing@yhg.co.uk](mailto:marketing@yhg.co.uk) or call me on 01935 404500.

# A **big** day out

Over 1,000 tenants have taken part in 'YHG's Big Day Out' across South Somerset, Dorset, Devon and Sedgemoor as more than 50 members of YHG staff aimed to have one-to-one conversations with tenants about the issues that affect their lives.

"There are a lot of people we never hear from" said Nick Fry, Assistant Director of Housing. "We have a very active group of people who meet with us regularly, but wanted to hear from our 'silent majority' about what affects them, and to invite them to engage with us in a way that suits them.

Nick explained that it's not always about coming to meetings; we welcome involvement from anyone - even those who have very little time to spare. They can join 'virtual' groups and link in online if that suits them better."

**Anyone who was not included in the Yarlinton Big Day Out survey who would like to get in touch can contact them on 01935 404500 or email [neighbourhood.team@yhg.co.uk](mailto:neighbourhood.team@yhg.co.uk)**



Pictured: Yarlinton staff prepare to set off for their Big Day Out.

Pictured: (l to r) Sarah Davies (YHG Senior Neighbourhood Officer); Barbara Colby (YHG Community Safety Manager); Peter Sparks (YHG Neighbourhood Manager); Sgt. Steve Yeoman.



# A new beginning for Dorchester residents

Residents in a new housing development in Poets Way, Dorchester are celebrating as they win their long running fight to bring peace to their neighbourhood.

We welcomed its first occupants in August 2010, to what should have been their dream homes, but this soon turned to a nightmare as by the beginning of 2011 residents in two of the properties were soon making their lives a misery. The anti-social behaviour made it difficult to conduct their daily lives,

as they lived in fear of verbal abuse, damage to property, and excessively loud music impacting on them. But the residents were not willing to tolerate such behaviour, they worked tirelessly in the completion of evidence based reports to enable YHG and the police to bring the offender to court and finally to secure possession of the property.

Neighbourhood officer Sarah Davies said "We rely on evidence from residents to bring about a satisfactory conclusion in cases such as this, and although they are very rare, they make everyone's lives a misery. These people have remained resolute in their determination to rid the development of this unacceptable behaviour, and we are all delighted that calm has now been restored."

## YHG Rescues Community Bus

YHG has come to the rescue of one of South Somerset's valuable resources - a double decker Community Bus.

Previously operated by South Somerset District Council, YHG has agreed to take over the management and operation of the vehicle, bringing good news for children, community groups and other organisations that have used the mobile venue.

We will use the bus for resident consultations, pre-school activities, school fetes, careers fairs, community action days and various advice sessions. Subject to agreeing legal documentation, we are hoping to get the bus back on the road by the New Year.



Pictured: (l to r) Back row - Ken Comber (YHG Assistant Director Corporate Services); Gary Orr (YHG CEO). Front row - Ellie Turner (YHG Community Partnership Worker); Sylvia Seal (SSDC Leisure and Culture Portfolio Holder); Mike Best (SSDC Chairman); Pat Hacker (SSDC Community Resource Service Manager).



Pictured (left to right) Mr & Mrs Durston picking up the prize of the Yarlington Cup on behalf of Ile Court, Ilminster, Michael Pawlyn (Eden Project) and Rosemary Leaf picking up the Yarlington Cup on behalf of Parsonage Place, Curry Rivel

Pictured (left to right) Michael Pawlyn (Eden Project) presenting Area North Overall Winner to Miss Egan from Stiby Road, Yeovil

Yarlington Housing Group Garden Competition Winners with Michael Pawlyn (Eden Project), Roger Powell (Yarlington Housing Group Chairman) and Gary Orr (Yarlington Housing Group Chief Executive)

# Eden Project Designer inspires green fingered residents

A captivated audience was engrossed by the Eden Project's lead architect Michael Pawlyn presentation at the Yarlington Housing Group Resident's Day and Garden Competition ceremony in September.

Mr Pawlyn addressed an audience of 150 people with advice on how lessons learnt from the Eden Project can be used in your own home and garden before presenting the awards to Yarlington's green fingered residents.

The top prize for best overall garden in Area North was won by Miss Egan from Stiby Road, Yeovil and in Area South by Mrs Bowler from Mowleaze,

Barwick. The prestigious Yarlington Cup for the best road/sheltered scheme went to Parsonage Place, Curry Rivel (Area North) and Ile Court, Ilminster (Area South). The winner of the children's colouring competition went to seven year old Sapphire Obern from Stonesfield, Haselbury Plucknett.

98 entries across 8 classes had been judged throughout the summer, and

the very high standard made judging extremely difficult. Organiser Ann Cruse commented 'Once again we have had an exceptional number of high quality entries and the judges had to deliberate hard before choosing the winners. It was a fitting tribute to the residents' efforts that we had a guest of Mr Pawlyn's stature to present the awards.'

## Full list of prize winners:

### North

**Yarlington Cup (Best Road/ Sheltered Scheme)**  
**1st** Parsonage Place, Curry Rivel  
**2nd** Catherines Close, Castle Cary

**Back Garden**  
**1st** Mr & Mrs Smith - Southway Crescent, Yeovil  
**2nd** Mr & Mrs Plowman - Fairfield, Somerton  
**3rd** Mrs Ellis - Stapleton Close, Martock

**Basket/Container**  
**1st** Mrs Saunders - Houndstone, Yeovil  
**2nd** Mrs Curtis - Westcombe, Templecombe  
**3rd** Mr Waterman - Stiby Road, Yeovil

**Front Garden**  
**1st** Mrs Saunders - Houndstone Close, Yeovil  
**2nd** Mrs Denning - Steppes Meadow, Martock  
**3rd** Mrs Champion - Englands Meade, Queen Camel

**New Entry**  
**1st** Miss Egan - Stiby Road, Yeovil  
**2nd** Mrs Smith - Northside, Bruton  
**3rd** Mr Chambers - Dukes Close, Wincanton

**Over 80's**  
**1st** Mr King - Balsam Close, Wincanton  
**2nd** Mr & Mrs Whitmead - Balsam Close, Wincanton  
**3rd** Mr & Mrs Stephens - Great Orchard, Ilchester

**Overall Winner**  
**1st** Miss Egan - Stiby Road, Yeovil  
**2nd** Mrs Saunders - Houndstone, Yeovil

**Vegetable Garden**  
**1st** Mrs Malton - Green Close, Sparkford  
**2nd** Miss Whitmead - Cary Way, Kingston  
**3rd** Mrs Saunders - Houndstone Close, Yeovil

### South

**Yarlington Cup (Best Road/ Sheltered Scheme)**  
**1st** Ile Court, Ilminster  
**2nd** St Gildas, Chard  
**3rd** Snowdon House, Chard

**Back Garden**  
**1st** Miss Clarke & Mr Bridges - Broadmead, South Petherton  
**2nd** Mrs J Buller - Kents Lane, Chard  
**3rd** Mrs Sutton - Blackdown View, Ilminster

**Basket/Container**  
**1st** Mrs Sutton - Blackdown View, Ilminster  
**2nd** Mr Lawrence - St Martin's Close, Fivehead  
**3rd** Mr & Mrs Gifford-England - South View, Barwick

**Front Garden**  
**1st** Mrs Bowler - Mowleaze, Barwick  
**2nd** Mr & Mrs Bird - West Crescent, Ilminster  
**3rd** Miss Lawrence - Wingate Avenue, Yeovil

**New Entry**  
**1st** Mrs Atkinson - Snowdon House, Chard  
**2nd** Mrs Belcher - Mitchelmore Road, Yeovil  
**3rd** Mrs Elliott - Belvedere Road, Yeovil

**Over 80's**  
**1st** Mrs Hobbs - Riverbrook Close, Horton  
**2nd** Mr & Mrs Beck - Orchard Vale, Ilminster  
**3rd** Mr & Mrs Durston - Ile Court, Ilminster

**Overall Winner**  
**1st** Mrs Bowler - Mowleaze, Yeovil  
**2nd** Ile Court, Ilminster

**Vegetable Garden**  
**1st** Mr Mobbs - Snowdon House, Chard  
**2nd** Mrs McBride - Orchard Vale, Ilminster  
**3rd** Mr Male - Rowdells Orchard, Seavington St. Mary

# New Year, **new home**

Make your first step onto the property ladder an affordable one.

We have properties available from as little as £66,150 for a 50% share. There might not be a better time to buy with falling house prices that could be an ideal investment opportunity to get your feet on the housing ladder.

We have properties available at Sherwell Close, Yeovil, Beechwood Green, Crewkerne and Cox's Close, Bruton.

To find out more information, including details of properties in your area, go to our website at [www.yarlingtonhomes.co.uk](http://www.yarlingtonhomes.co.uk) or speak to one of our sales and marketing team on **01935 404639**.



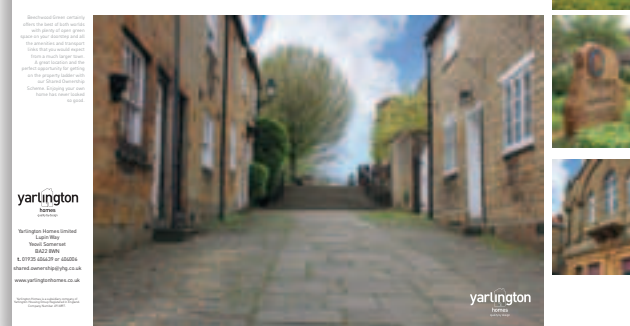
Experience your future  
 For further information on shared ownership please call 01935 404639 or 404006

Cox's Close & Parkway  
 Bruton, Somerset  
 Shared ownership homes for those who are looking for the best of both worlds



Experience your future  
 For further information on shared ownership please call 01935 404639 or 404006

Beechwood Green  
 Crewkerne, Somerset  
 Shared ownership homes for those who are looking for the best of both worlds



Experience your future  
 For further information on shared ownership please call 01935 404639 or 404006

Sherwell Close  
 Yeovil, Somerset  
 Shared ownership homes for those who are looking for the best of both worlds



# Community Fun

Around 500 people enjoyed a host of free family fun at our neighbourhood events held in Martock, Crewkerne and Bruton.

The entertainment was put on for families to come together and get to know about the planned visit to the area the following day, and to give them an opportunity to raise issues or concerns about the places where they live.

The events were part of a Neighbourhood Plan programme, in which representatives from various organisations including the Police join with neighbourhood officers to visit the neighbourhood and give residents the opportunity to speak directly with responsible agencies.

### Bruton

Rain did not stop play at Bruton as children enjoyed the climbing wall, bouncy castle, face painting and much more. The very popular watercolour painting session attracted dozens of budding artists, with prizes won by Emma Henson (aged 10) and two adults Tracy Vinnel and Nicky Ashwood. Teacher Michele Harper, who presented the prizes to the winners, said the standard was extremely high and some truly stunning pieces had been produced in a very short time.

Event organiser Karen Davy added "Despite the bad weather we had a really good day, with lots for people to see and do, and other local groups came along too offering information and advice. We are grateful for the support of Mansells, who are working on our development of new homes nearby in Cox's Close."



**Event organiser at Crewkerne and Martock Amanda Matthews said "We had two really good days, with lots for people to see and do, and other local groups came along too offering information and advice. It was lovely to see such community spirit, and the children having a lot of fun."**

### Crewkerne and Martock

In Crewkerne and Martock children enjoyed a magic show, bouncy castle and face painting. The very popular colouring competition in Martock attracted dozens of entries, with prizes presented to the worthy winners by company chairman, Roger Powell. In Crewkerne the colouring competition prizes were won by Megan Hughes aged 7 and Shai Bailey (4).



## ...You said" We did>>



**London Square, Martock**  
We've installed gates to pathway at London Square, Martock under the Environmental Improvements budget.

**Brunel Close, Somerton**  
We've erected lighting next to the footpath leading to the car park that serves Brunel Close in Somerton.



### Hopkins House, Ritchie Road in Yeovil

We've erected fencing at Hopkins House, Yeovil so that the bins could be stored tidily.



### Roping Road, Yeovil

We've installed Rotary Lines at Roping Road, Yeovil as identified in the neighbourhood plans.



Pictured left to right: Yasmin Denne (YHG Apprentice), Rachel Bailey (YHG HR officer), Dave Watson (Somerset Skills and Learning), Jason Richardson (Apprentice of the Year), Kim Philpots (Somerset Skills and Learning) and Patrycja Rej (YHG Apprentice).



## Apprentice Awards

The Somerset Skills and Learning Organisation have crowned YHG as winner of its Employer and Apprentice of the Year Awards.

The Apprentice of the year was awarded to Jason Richardson who joined YHG September 2010 and is undertaking an apprenticeship in Business & Administration.

Jason said 'My apprenticeship with YHG has taught me the responsibility of holding down a full-time job and working in an office environment.'

Yasmin Denne and Patrycja Rej were also presented with highly commended certificates during the presentation.

## Cleaning

Yarlington has recently started to use our own team of cleaners to clean all of our communal areas.

In doing so we have consulted with our Neighbourhood Management and Leaseholder Focus Groups. This has been done

with the aim of achieving a consistently high quality service for our customers whilst also achieving value for money.

We have had a lot of positive feedback from residents who are already seeing the benefits – one resident phoned in to say **'thank you for sorting out the cleaning... the cleaners did a wonderful job and it looks fantastic'**

We will be giving all residents who are affected the chance to feedback their views on this service so that we can continue to shape it to meet your needs.

## First day at work for two new apprentices

Two new faces join the staff of YHG, at the start of their two-year apprenticeship programme.

Sixteen year-olds Elliot Watts of Preston School, Yeovil and Katy Haines from Stanchester School, as they spend time with all of the departments within the business to develop relevant transferable skills and gain technical abilities that they will need in their future chosen career.

Rachel Bailey, coordinator of the apprentice programme said "We are looking forward to working with Katy & Elliot and building on our previous success. The apprenticeship scheme is a great opportunity for young people to gain qualifications and get excellent real work experience."



## Tenancy Agreement Changes

Here at Yarlington we recognise that keeping pets is often part of everyday family life. **The standard tenancy agreement that we use has been amended to reflect our policy on pets more clearly.**

Tenants must have written permission from Yarlington in order to keep pets in their home and we will take all circumstances into account. Permission may be refused if we consider that the pet would not be suitable for your home.

**We have also made amendments to the clause on gardens**, it now lays out the tenants responsibility to repair any items in the garden such as sheds and greenhouses, again this is intended to make the agreement clearer.

**The final change that has been made is regarding laminate flooring** which is becoming more and more popular, we will not grant permission for laminate flooring unless you live in a house or ground floor flat, this is because noise due

to laminate flooring can disturb other residents. If you move home you will be required to remove the laminate flooring you have put down and put back the original flooring.

**If you are in any doubt as to whether you have the necessary permissions or if you have any queries regarding your tenancy, please contact our Neighbourhoods Team on 01935 404500 and we will be happy to assist.**

**We want to let you know how well we are performing, and report on the following indicators each quarter in each issue of talking tenants.**

Key Performance Indicators	Target for Financial Year	Q2 2011 Performance
Average days to re-let a property	14 days	7.47 days
Current tenant rent arrears	1.75%	1.41%
Total number of complaints	Less than 30 per quarter	27
% of Complaints upheld	Less than 25% of total	15%
% of Emergency Repairs completed on time from 1750	100%	100%
% of Urgent Repairs completed on time from 2873	95%	96.4%
% of Routine Repairs completed on time from 4945	95%	97.2%
Customer satisfaction with maintenance	97%	99.5%
Total Development Properties Started	360	243



Pictured (back row left to right) Jim Bruckel (YHG), Bernie Baker, Nevil Salisbury-Rood, Simon Griffiths and Janet Howarth (YHG). (front row, left to right) Maureen Worden and Jan Simpson.

## FurniCare Visit

As part of the Money Matters group agenda the group has looked to investigate what community services are available for our tenants with a view to promote and better working partnership.

FurniCare was established in 1992 and is a managed project of South Somerset Association for Voluntary & Community Action Limited. They have two branches based in Yeovil and Chard. Their collections and client base covers South Somerset, North Dorset, West Dorset and East Devon.

FurniCare save 300 tonnes of furniture from going into landfill each year.



## To buy furniture from FurniCare

If you are on a low income you may be eligible to buy affordable furniture and household appliances from one of FurniCare's showrooms in Yeovil and Chard.

They work on a membership system. This means that if you are receiving any of the following benefits you can buy from FurniCare:

- Income Support
- Disability Living Allowance
- Job Seekers Allowance
- Basic State Pension
- Pension Credit
- Working Tax Credit
- Employment & Support Allowance
- Incapacity Benefit
- Housing Benefit
- An Income of less than £15,000 per year

You are required to bring proof of income or benefits to FurniCare and they will register you to enable you to buy furniture from them. You can only use the project if you have a current membership (£2 for one year).

For further information visit [www.furnicare.co.uk](http://www.furnicare.co.uk) or call Yeovil 01935 433416 Chard 01460 68221

*I visited FurniCare with the Money Matters Focus Group and was extremely impressed with how helpful and friendly all the staff were. I hadn't visited FurniCare since they were located on Houndstone Business Park in Yeovil and even then their quality of stock was excellent. Now located at Golderoft, FurniCare is even easier for people to get to and believe me it's well worth a visit. With larger premises they have even more stock. This isn't just a Yeovil service; they have a showroom in Chard now and can even deliver right to your door. You can also donate your old furniture and FurniCare will pick it up, so don't dump your old clutter donate it to FurniCare.*

Bernie Baker  
Scrutiny Group Member

## Warm Home Discount Scheme



The Warm Home Discount Scheme provides £120 rebate on your electricity bills in winter 2011/12. Find out below if you qualify, when you'll get your rebate and how the scheme works.

### Who can get the Warm Home Discount?

Pension Credit customers who are automatically considered for the rebate.

You may also qualify for this energy rebate if on the qualifying date of 11 September 2011 all of the following apply:

- you got only the Guarantee Credit element of Pension Credit (no Savings Credit)
- your name, or your partner's name was on your electricity bill
- your electricity account was with one of the energy suppliers participating in this scheme – see 'Energy suppliers participating in this scheme'

### Can other people get a Warm Home Discount?

Energy suppliers may also give a £120 rebate to some other customers in vulnerable groups. Each electricity supplier has different eligibility criteria they will use to decide who may get the rebate.

### What you need to do

If you were only on the Guarantee Credit element of Pension Credit on the qualifying date (11 September 2011) you don't need to take any action now.

### How much you can get

If you qualify you'll receive £120 towards your electricity bill in winter 2011/12.

### When you'll get your rebate

Energy rebates for 2011/12 will be made during the winter months. If you qualify you'll get a letter this winter to confirm this. If you were on the Guarantee Credit element of Pension Credit on the qualifying date (11 September 2011) you should have received a letter by the end of February 2012.

If you may be eligible, but an automatic rebate can't be made, your letter will ask you to provide further information as soon as possible. This must be received by 28 March 2012 at the latest. All the information you need will be on your electricity bill.

### How the Warm Home Discount Scheme works

The Department for Work and Pensions (DWP) and participating electricity suppliers will share some limited information about their

customers. This allows participating electricity suppliers to give the energy rebate automatically to customers who qualify.

The Warm Home Discount Scheme will run for four years from winter 2011/12.

Rebates will be paid and funded by participating electricity suppliers.

### Energy suppliers participating in the scheme

The electricity suppliers involved in this scheme are: Atlantic, British Gas, EDF Energy, E.ON, Equipower, Equigas, Manweb, M&S Energy, npower, Sainsbury's Energy, Scottish Gas, Scottish Hydro, ScottishPower, Southern Electric, SSE, Swalec and Utility Warehouse.

### Energy Rebate Scheme

The Energy Rebate Scheme helped some people to get a one-off rebate

for 2010 on their electricity bill. This scheme closed on 1 September 2010.

The Energy Rebate Scheme also shared limited information between the DWP and electricity suppliers to identify who qualified for a rebate on electricity bills. But the rules for the Energy Rebate Scheme and Warm Home Discount Scheme are different.

### Cold Weather Payment and Winter Fuel Payment

Rebates paid under the Warm Home Discount Scheme will not affect any Cold Weather Payment or Winter Fuel Payment you may receive.

For further information about the scheme call the Warm Home Discount Scheme Helpline on 0845 603 9439. Lines are open from 8.00am - 6.00pm, Monday to Friday.

## Stay safe and warm this winter

Nat King Cole sang warmly about “Jack Frost nipping at your toes” in his Christmas Carol, but when fuel costs continue to increase Christmas can be a worrying time.

It is important to keep warm in the winter months as it can have a negative effect on your health, especially if you are elderly, young or vulnerable. In older people a 1 degree Centigrade dip in room temperature can cause raised blood pressure, which could lead to a stroke or heart attack. Cold homes also increase the chances of respiratory illness, depression and accidents.

### We've got a few tips for staying warm this winter;

- Draught proof windows and doors
- Make sure curtains are heavy, lined and cover the whole of the window area. Draw them at dusk before the indoor temperature drops as it gets darker
- Swap one thick layer for several thinner layers as it insulates you better
- Wear a hat, we lose about half of our body heat through our head
- Fingerless gloves can help keep your hands warm when in the house
- Have plenty of hot drinks, they keep you warm and give you energy
- Eat healthy, warming foods that keep you energised and alert



- Keep mobile, moving around helps circulation and generates heat
- A modern, safety checked, electric blanket will keep you warm in bed
- Hot water bottles are not just for bed, curl up with one or more on the sofa
- Make sure your thermostats are set to a minimum of 21 degrees in the living room and bathroom and 19 degrees in the bedroom and kitchen
- If you have controls on the radiators, turn them down in rooms that aren't used often
- Wear warm slippers with a good grip on the sole
- If you have several people in your home, try and spend time together in one room
- To prevent condensation and mould, keep rooms warm and well ventilated, move furniture away from walls and corners of rooms to allow the air to circulate
- Look to switch fuel suppliers for a better deal, paperless billing and monthly direct debits can save you up to 3% on your bills

It may be tempting to spend your winter fuel payment on Christmas presents, but it would benefit your mental and physical health to have enough heating.

**If you would like further advice on reducing your energy bills, call The Energy Efficiency Advice Centre for free on 0800 512 012 or visit [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)**

**St Margaret's Hospice Community Fundraiser Andrea Ledger was on hand to receive two cheques from Crewkerne Sheltered Schemes Barn Crescent and Chubbs Lawn totalling £295.35. Both the schemes held Open House Coffee Mornings where they held raffles and sold cakes. Pictured below are residents from both schemes presenting Andrea with the cheques at Barn Crescent coffee morning.**



## Christmas at the schemes

Christmas is fast approaching, lots of events, activities and entertainers are planned across the schemes to celebrate the festivities.

Scheme managers will be putting the kettle on in December and will be available to wrap presents and write cards for those of you that struggle to do this. Please let your scheme manager know if you would like some help.

We are happy to print address labels for anyone struggling to address their Christmas cards.

With winter upon us, our advice to you is that when the weather turns really cold and the ice and snow is around, if you don't have to venture out stay indoors.

### The height of success

Green-fingered residents of Pearson House, Yeovil have won a competition to grow the tallest sunflower with a specimen reaching an amazing 10ft 7ins. The competition, in aid of St Margaret's Hospice, was run by YHG for its residents and staff, and raised an impressive £164 from the sale of the seeds.



Pictured: Residents with Diana Davies as she received the vouchers from them (Margaret Masters with Diana Davies)

Eighty-year-old resident Mrs Margaret Masters said “We all helped to look after the flowers, but I am sure it was me talking to them that made the real difference.”

The kind hearted residents even decided to donate their prize of garden centre vouchers to the Hospice, which was received by Fundraising Manager Diana Davies as she congratulated the winners.



Pictured: Organiser Josh getting a soaking in the stocks at the hog roast.

**Residents at Park Lodge Extra Care Scheme in Yeovil present £143.50 to Community Fundraiser Andrea Ledger from St Margaret's Hospice. The residents raised the money in a series of competitions, raffles, horse racing sweepstakes and cream teas.**



### Hogging the show

Residents of Laburnum Drive, Somerton have raised £1,000 for St Margaret's Hospice through a feast of activities such as wine and cheese party, sausage and mash party, raffles, cream tea, summer hog roast and ran a stall in the town centre.

## Want to make a difference?

Yarlington's Resident Forum Steering Group (RFSG), which meets every two months, is looking for some enthusiastic new residents to strengthen its membership.

The Steering Group, which is the main link between residents and Yarlington's Board, are particularly looking for people with skills or experience in home design, equal opportunities, green issues, finance, information technology, disability or mental health issues.

RFSG members play an important part in the role of Yarlington Housing Group, by giving feedback and ensuring that Yarlington gives priority to services that matter most to residents. Ideally, you will be a good team player with a keen interest in community issues. You will also be able to talk and share ideas, respecting the views of others and treating people fairly.

**If you have got some spare time and want to make a difference, we would like to hear from you. Please contact Karen Davy, our Community Involvement Officer for further details and an application form on [karen.davy@yhg.co.uk](mailto:karen.davy@yhg.co.uk) or 01935 404606.**

# Dates for your diaries

## Vacancy - Tenant Board Members

Yarlington Housing Group is entering some very exciting times, with the adoption of its new 3-year strategic plan which places emphasis firmly on providing great customer service and community activities, as well as delivering new homes in the community.

Are you interested in how Yarlington makes these, and other, strategic decisions?

Do you want to be part of that decision-making group?

**We have two places on our board for tenants, and are looking for interested people to join.**

Remuneration £3,000 p.a.

If you are passionate about communities and housing, willing to challenge decisions and are forward thinking, then we need you to get in touch.

Contact us on 01935 404510 or email [pat.tucker@yhg.co.uk](mailto:pat.tucker@yhg.co.uk)

Join us as we work towards our aim of

# building communities

## Your thoughts...

In the last edition we asked for your views on 'talking tenants'.

We have taken your comments on board and will strive to implement some new features in 2012 such as a letters page, competitions and poet's corner.

If you would like to submit a letter please address it to

Marketing  
Yarlington Housing Group  
Lupin Way  
Yeovil  
Somerset  
BA22 8WN

Or email [marketing@yhg.co.uk](mailto:marketing@yhg.co.uk)

## Community Fund Q & A

### Q. What is the Community Fund?

**A.** Our Community Fund has been set up for the benefit of our communities, and is funded from our Community Investment budget. It is available to assist with projects that benefit the whole community, across all ages and abilities.

### Q. Why do YHG offer the Fund?

**A.** We aim to do more than provide high quality homes and excellent services. Through our local knowledge and financial and staff resources, we want to contribute to projects which will enhance the quality of life and bring opportunities to the

wider community. Through the fund, we hope to work with partner organisations and agencies to provide community facilities and services.

### Q. Who can apply?

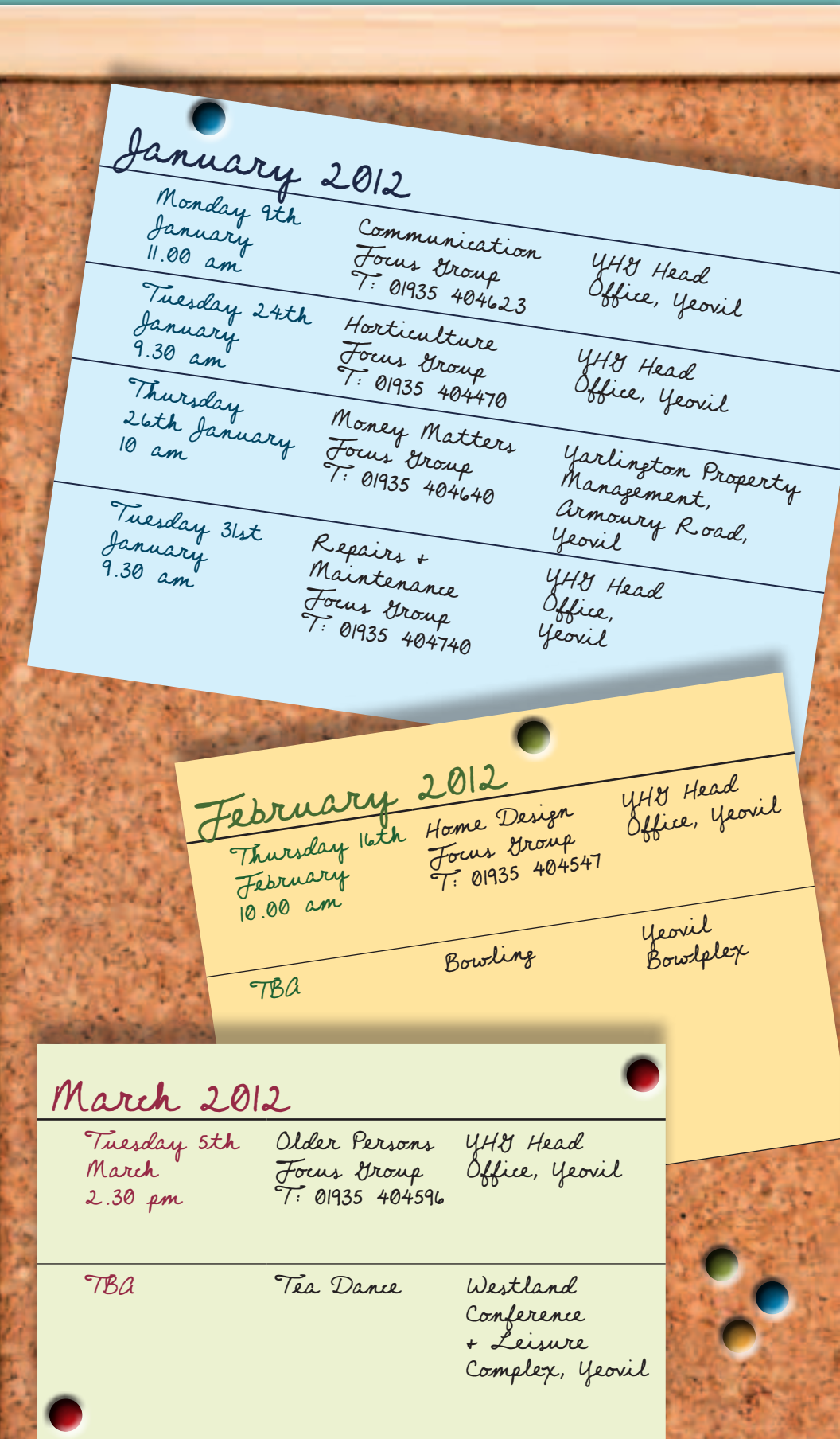
**A.** Any project that benefits our communities is eligible. We regularly receive applications from charities, schools and voluntary groups.

### Q. How much can groups apply for?

**A.** We don't set any limits. This year, so far, awards have ranged from £200 to £5,000. Matched funding is expected for larger projects.

### Q. How do you apply?

**A.** If you have a project for which you would like to apply for funding contact Community Involvement Manager, Karen Davy on **01935 404606** or email **[Karen.davy@yhg.co.uk](mailto:Karen.davy@yhg.co.uk)** who will discuss your project with you in more detail and send you an application form. Once you have completed your application you'll get a prompt response.



## Your contact numbers at Yarlington Housing Group

### General Enquiries

T: 01935 404500

E: corporate@yhg.co.uk

### Incomes Team

T: 01935 404040

E: incomes@yhg.co.uk

### Report a Repair or log an enquiry regarding Horticultural Maintenance

(Yarlington Property Management)

T: 01935 415202

E: repairs@yhg.co.uk

### Shared Ownership

(Yarlington Homes)

T: 01935 404006

E: corporate@yhg.co.uk

### Community Safety Team

T: 01935 404099

E: asb@yhg.co.uk

## Compliments & Complaints

E: compliments@yhg.co.uk

E: complaints@yhg.co.uk

## Got a story?

### Send your ideas to talking tenants

Yarlington Housing Group

Lupin Way

Yeovil

BA22 8WN

Or email marketing@yhg.co.uk

## Help with this magazine

We offer this magazine on Audio CD, if you would like to register to this service please contact

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IF YOU WANT TO KEEP THESE USEFUL NUMBERS, SIMPLY CUT ALONG THE DOTTED LINE.

# INSTALLING CONFIDENCE

YHG dispersed alarm service installs confidence across all ages and abilities.



- The dispersed alarm service is now available to all YHG tenants at an affordable cost.
- You can have total peace of mind 24hrs a day 7 days a week even on Christmas Day!
- Access friendly experienced staff at the push of a button.

## HOME FROM HOSPITAL SERVICE

- If you live in a Yarlington property you are entitled to a Home from Hospital alarm unit free of charge for a four week period.
- We will visit you at home on the day you are discharged (Monday to Friday) and the unit can be operational before we leave. After the four weeks you will be given the option to keep the alarm at an affordable cost.

Contact a member of our retirement living team on  
01935 404500 to arrange a free no obligation demonstration.

\*Tenants will need to have a BT landline to enable connection

Merry  
Christmas & A  
Happy New Year  
From everyone  
at YHG

