



# THE ELDER



Autumn 2024

**Christmas Presents**

**Fire Marshall Training**

**New Housing Scheme**

**Yes Dumbo really does fly!**

## We would like to introduce our new scheme, Cerise House

It all started back in November 2022 when we were approached by McCarthy Stone who offered us the opportunity to buy 14 one-bedroom flats.

The Society had already purchased 20 flats from McCarthy Stone in 2017 which had worked well for both organisations and our new scheme had integrated well into the wider community.

After some negotiation, both parties agreed on a price for the development. Norwich City Council agreed to support the development financially with a grant. In addition, we secured a loan from Charity Bank at a favourable rate to cover part of the development costs and the balance was paid for through the proceedings of the sale of our 9 general needs flats at Nelson Street, Norwich.

We convened a small Project Team of Andy Broom (Property Services Manager), John Newstead (Chief Executive Officer) and David Driscoll (Chair of the Board) to work with the Construction Team at McCarthy Stone on the building design and specification.

We also employed Canham Consultants as Project Managers to work with the Site Manager to ensure compliance with building standards and to monitor the quality of workmanship.



There were some “bumps in the road” on the way particularly relating to digital connection issues with the warden call system and a legal oversight on the power supply. However, the development programme was not delayed, and we eventually received the keys for the scheme on 23 September 2024.

The flats themselves have been built to a high energy efficiency standard and the electricity in the communal areas is powered via solar panels.

All the properties are occupied now, and we have a new community that is settling into their new homes.



## Cerise House, continued.

The Society held an opening ceremony for its new development at Cerise House in Eaton on 27 November 2024. It was attended by local councillors, tenants and Board members of Norwich Housing Society together with representatives from organisations who had contributed to the construction and design of the building.

David Driscoll (Chair of the Board) said at the opening that "We are a small friendly Housing Association with homes for the over 60s, just in the City of Norwich. We have a friendly team supporting the independence of the tenants. Whilst we wish to grow a little, we do wish to retain the local approachable nature of the organisation."

John Newstead (Chief Executive Officer) added that "We are delighted to have acquired such wonderful apartments and hope that all the tenants are very happy in their new homes and enjoy their local environment."

Natalia Kenenko (a new tenant at Cerise House) said at the opening that "I am from Ukraine and lost everything in the war. My town is occupied, and I have nowhere to live in Ukraine. And now I am here, in a beautiful flat, in a beautiful place, I am so grateful to everyone in Norwich Housing Society, to Susie, and all the team, for this opportunity to have a safe place I can call now my home."



## Correct Reference

Please remember to use the correct reference when paying your rent, a recharge, your heating and water charges.

When paying a recharge, the reference will be your tenant key followed RCH. The reference for heating and water charges will be an invoice number.

For Stuart Court residents, the invoice number will be SC followed by 4 digits.

For tenants at Leander Court, the invoice number will be W followed by 4 digits.

Using the incorrect reference results in the mis-posting of payments. We have also noticed that when numerous payments have been made, the reference hasn't been changed from the previous payment made.

Therefore, please remember to check the reference for every payment.

## “YES DUMBO REALLY DOES FLY!”

Back in the 1980's kites and kite flying started to become more popular when designers pushed the limits on two, three and four line controllable (stunt) kite designs.

Parallel to this was a slow development in the design of single line kites. No longer made from “brown paper, garden canes and string” kites were made from rip stop nylon and carbon fibre frames.

The turn of the century saw the rapid development of “inflatables” – more about them later.

Recovering from a long-term illness, I sat in my local playing field with a neighbour who made and flew kites. It didn't take long for my interest to develop and when I was physically able to I was beginning to learn to fly kites.

Very soon I led a team of three fellow enthusiasts and we started to learn to “team fly” – flying four and two line kites in a routine synchronized to music. (Imagine the musical interpretation of ice skaters Torvill and Dean crossed with the choreography of the Red Arrows).

This team developed and with sponsorship of kites and lines we displayed a colourful mixed routine of kite flying at fetes, galas and country shows around the country and overseas. We were lucky that a local zoo sponsored a large octopus kite (25' diameter head and 125' length overall). When flown in Thorpe St Andrew this was seen by a member of the public in Acle who came to investigate thinking it was an UFO!

### “Nice kite mister”

This was often heard by children, and not so young children, stood in awe looking at my ever-growing display of animal and cartoon shaped inflatables. However, these are NOT kites!

### So what's an inflatable?

Basically, it's a windsock shaped to more or less any design you want. Because they will not fly freely or with any stability, a large “lifter” or “pilot” kite is launched and the inflatable is then both hooked on that kite's flying line and also tethered to the ground. Air inflates the shape through disguised mesh panels and a colourful shape soon fills the sky.

Health and age has reduced my stunt kite flying and also the physical sizes of the inflatables that I can safely fly.

Included in my current collection are Tom and Gerry, pandas, a crab, a hammer head shark, a manta ray, Bugs Bunny and Tweetie Pie to name but a few.

However, the real showpiece is Dumbo. (To let you into a secret, check out the mesh panel just visible in Dumbo's hat and the open end to his trunk).

**And yes, Dumbo really does “fly”.**  
Kevin Appleton



## Susan's Corner

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A little change this time around. Instead of a story from Susan, she has mixed things up and has created this poem for us. What a way to get into the festive spirit.

Christmas comes around once a year,  
It brings with it festive cheer.  
There are gifts under the tree,  
Some are for you, some for me.  
Families come together,  
No matter what the weather.  
On New Years Eve night, we hear,  
Big Ben chime in the New Year.  
Whatever that brings we'll see,  
What's in store for you and me.

Susan Wright



This cute knitted Father Christmas was presented to Susan by the Grapes Hill Garden Group to say thank you for her time and dedication to the Grapes Hill Community Garden.



## Aussie Friends Celebrate At St Barnabas Court

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Childhood friends of Jenny Bailey celebrate a five week visit to the UK with an eve of departure party in the St Barnabas Court social room. An evening of music was enjoyed by Ann, Colleen and Marita from Australia (pictured in the top photo) along with family, friends and the St Barnabas community.

For Ann it was her first visit since 1970; while Colleen has visited every two years since the same year.

Jenny has known these friends since pre-school days and was so happy to see them enjoy their final day in the UK amongst family and friends.

## Every Day is Like a Sunday

Being retired is not good; I have just been told I'm housebound, but I refuse to give up. This was 6 years ago. I still walk but slowly. I do a lot of baking which keeps my mind occupied. I do charity work by making things, displays etc. to sell for charity including arts and crafts. I do an Afternoon Tea once a month. My neighbours are great, and my family make sure I get out and about for a change. Christmas is my next adventure. I have Christmas cakes to make and on-going Christmas raffle tickets to sell. This year's charity is East Anglian Air Ambulance. I have written two books and they are selling slowly but surely. So, don't put your head down, grab life and live it to your strengths. I help others and they help me.

Louise Sullivan



Some of Louise's Christmas crafts

## All Aboard!

A group of tenants from Lanchester Court and St Barnabas Court enjoyed an outing to the mid-Norfolk Railway on Wednesday 4th September. We left Norwich by coach to Dereham Station and after a short time looking around we boarded the Asll 14:00 service to Wymondham. On our arrival back to Dereham we enjoyed a cream tea in the station refreshment room before returning to Norwich.

Jayne Setchell



## Christmas Presents

On Christmas morning my brother and I woke each other excitedly: we fumbled our way in the semi-darkness towards the small bulging stocking and large lumpy pillowcase that 'Father Christmas' had left for each of us, at the end of our beds. At last, it was Christmas Day!

First, we pulled out the small treats from our stockings; these might include a pink sugar mouse, a packet of sweet cigarettes, a bar of Cadbury's chocolate, some little pencil crayons, a metal clicking frog that jumped unpredictably, perhaps a noisy whistle - and right at the bottom, the traditional tangerine resting on a handful of mixed nuts.

Fuelled by sugar, it was time to open the bigger presents waiting for us in the pillowcases. I was envious of my brother, John, as his presents took up more space than mine. Did he have more presents than me? Of course not, but a Meccano set and a toy working steam engine were bulky items.



The best Christmas present I ever received took up very little space in my pillowcase; it was 1956, my thirteenth Christmas and it was from my mother. I found a small black velvet drawstring bag, containing two Coty lipsticks; one was orange - 'Tangee' I think - and the other lipstick was pink. Both were encased in gleaming gold. Thanks, Mum!

The most disappointing present had looked mysterious until I unwrapped it. There lay two clothes hangers, pretty, padded and beribboned...but you can't eat, wear, cuddle, play with or read clothes hangers!

I ruined the surprise element one year. Early that December, I found a number of filled brown paper bags in a pile on top of the piano. I peered into one, then another and another...Yes, I realised that Christmas, as I rummaged through my pillowcase that I'd already seen every one of my presents, well before December 25th. Sorry, Mum!

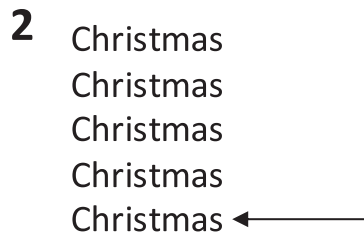
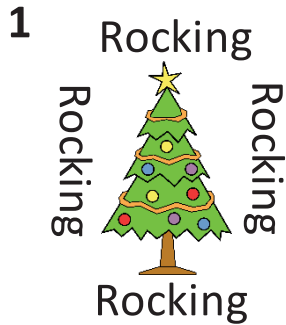
I was usually quiet later on Christmas Day, tired from the early start, stuffed with sweet treats and engrossed in one of the books I'd been given. In bed that night, I'd be looking forward to the next Christmas...

Sally Marais



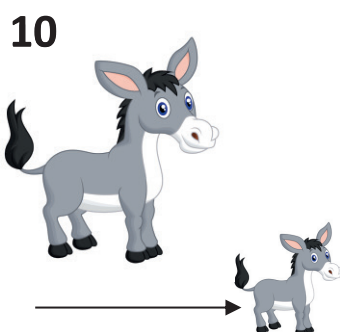
## Christmas Songs Dingbats Picture Quiz

Can you work out the Christmas songs from the pictures below? Go on, give it a go! You could be in with the chance of winning a Marks & Spencer gift voucher. Closing date is Sunday 26th January 2025.



8 **December 2024**

M	T	W	T	F	S	S
25	25	25	25	25	25	25
25	25	25	25	25	25	25
25	25	25	25	25	25	25
25	25	25	25	25	25	25
25	25	25	25	25	25	25





## Meeting the Tenants

One very rainy Saturday morning in October I was despatched by our Office to meet Peter Gray, who lives at Sangster House. He's a model maker and has a train set in his window there, and we had an interesting time talking about his life and many interests.

Peter's grandfather owned Weybourne Mill when it was fully operational grinding corn, and there are pictures of it in his home, together with photos of his life in North Norfolk, his parents, and happily a Norwich City scarf. He spent many happy years working at Rusts Brewery in Cromer at a time when many jobs were done by hand rather than machine. He was a gravedigger in Holt for 12 years, and also responsible for maintenance, unbolting all of the town benches in sequence to varnish them, and then bolting them back to make sure they weren't stolen!

Peter started looking after a model village in Roughton back in the days when there was a charge to get in to see it. He taught himself how to make models out of cement, making small blocks using matchboxes as his moulds. He made a Post Office, a Tudor house, roads with white lines down the middle, a suspension bridge and a church – he even had a tape recorder playing hymns so it sounded as if the model church was in full operation! He was sufficiently well known for Helen McDermott to come and interview him for Radio Norfolk.

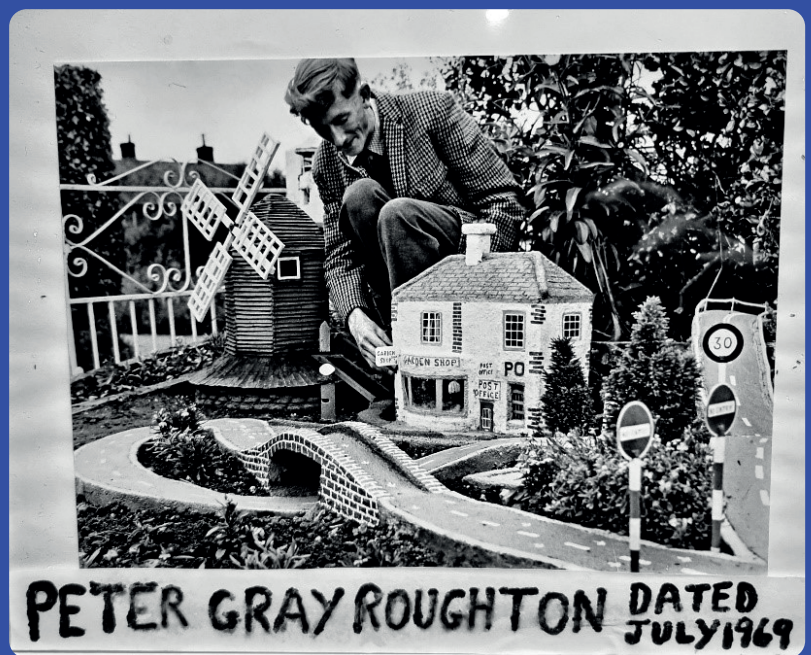
He bought a Massey Ferguson tractor with 3 ton trailer, and inspired by the Royal British Legion dressing up as Hi-De-Hi characters he and a friend entered the Cromer Carnival as

Steptoe & Son. Placing pots and pans all round the trailer, Peter donned a hat and played the old man pulling faces as they drove around the town. Another year they went as characters from Last of the Summer Wine, with Peter this time playing the part of Foggy!

Peter can also be found shaking his hips to Rock'n'roll music and travels every year to Pakefield holiday village near Lowestoft for events such as a dancing to a Showaddywaddy tribute band, recently picking up a bottle of wine for being voted best dancer on the floor!

He goes to Taverham for country & western evenings but finds them too slow for his liking – in the past few years he's been to Hastings, Eastbourne and Folkestone looking for dance-floors on which to strut his stuff! It's always nice to meet someone so engaging and active, thank you Peter for your time.

Gavin Sargent, Board Member



Please ensure you use the correct bin for your waste. We have found waste in the incorrect bins and this could affect the waste being collected. Thank you.

## Fire Marshall Training

Last month Tas Valley were invited to carry out Fire Marshall Training with all the staff. Tas Valley is headed by David Woodward. David was a fire fighter for 35 years and when he retired, there was no doubt David would continue his passion for fire safety. David is now a fire consultant and during our training he set us a quiz regarding fire safety. We watched safety videos and even had a go at putting out fires.



Please may we remind you that if you are thinking of purchasing a mobility scooter that you speak with your Scheme Manager first.

Thank you.

## Tenant Satisfaction Measures (TSM's)

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TSM's have been introduced by the Regulator of Social Housing to assess how well social housing providers are performing in the provision of good quality homes and services. TSMs are made up of 22 performance indicators which are split into two parts:

12 tenant perception survey measures which set out tenant satisfaction levels.

10 performance measures based on information we hold on our operational activities.

Thank you to all the residents who took part in the survey. 49% of our residents participated. The results showed that 94.2% of residents who participated in the survey were satisfied with our service overall. 95.4% of residents felt that their homes were safe and 91.9% of residents were satisfied with the repairs service.

The full report has been published on our website under Publications / Tenant Satisfaction Measures.

## Report a Concern – Safeguarding

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If you are suspicious or concerned about someone's safety and wellbeing, ring Adult Social Services on **0344 800 8020**.

Their text relay number for people with hearing or speech impairments is **18001 0344 800 8020**. You may remain anonymous but please give them as much information as possible so that they can follow it up.

In an emergency call 999.

Please note that if you pull your pull cord out of hours for a boiler fault and an engineer attends and they find that the fuse spur was switched off, you will be recharged for the full cost of the invoice.

## Picture Quiz Answers

1. Tower Bridge
2. Durham Cathedral
3. London Eye
4. Stonehenge
5. Cheddar Gorge
6. Radcliffe Camera/  
Bodleian Library
7. Big Ben
8. York Minster
9. The Needles, Isle of Wight
10. Roman Baths, Bath



Well done  
to Mrs Robinson  
of Lancheste Court,  
we hope you enjoy  
spending your  
voucher.

May we take this opportunity of wishing you an enjoyable  
Christmas and a healthy and peaceful New Year.  
From All Staff at Norwich Housing Society

Opening hours for the Society's Office over the Christmas and New Year period will be as follows:

Monday	Tuesday	Wednesday	Thursday	Friday	Monday	Tuesday	Wednesday	Thursday	Friday
23-Dec	24-Dec	25-Dec	26-Dec	27-Dec	30-Dec	31-Dec	01-Jan	02-Jan	03-Jan
OPEN	OPEN	CLOSED	CLOSED	OPEN	OPEN	OPEN	CLOSED	OPEN	OPEN
9.00am - 5.00pm	9.00am - 12.00 noon only			9.00am - 12.00 noon only	9.00am - 12.00 noon only	9.00am - 12.00 noon only		9.00am - 5.00pm	9.00am - 5.00pm

If you are in a sheltered flat your Scheme Manager will advise you of when they will be on and off duty over this period. The community alarm service will continue to operate 24 hours a day every day and will also be able to deal with emergency repairs. To access this service please activate your pull cord or pendant.

We would really love to hear from you. This is your newsletter so we would love to know what you would like to read about. Please send us photos from gatherings and events you have on your schemes. We'd like to hear about special birthdays and anniversaries. Or you could tell us what it's like to be a Norwich Housing Society tenant!

**You can follow us on Facebook, Instagram and LinkedIn.**

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