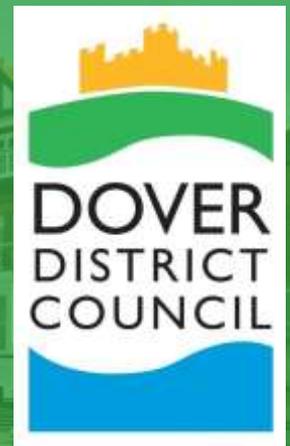


DECEMBER 2021

# NEWSLETTER

For all our Independent Living Tenants



## Inside this Newsletter:

- Meet the Team & what we do
- Tell us your Christmas Plans
- Gas prices and help available
- Christmas crossword
- Our new phone numbers
- Christmas Opening Times

Please remember to be Covid-Safe and use the hand gel provided in communal lounges.

Please follow these actions:



## Useful Phone Numbers

### Telephone numbers for your Independent Living Managers:

Kerstin Darkes: 01304 613549  
Fiona Young: 01304 872030  
Julie Peters: 01304 872014  
Kate Pawlica: 01304 872050  
Tanya Philpott: 01304 872251

### Reporting Repairs:

Please report any general repairs directly to **Mears on 0800 023 4320**

Please report any hot water or heating repairs to **Gas Call on 0800 012 9958**

*Calls to our contractors are free of charge, even from mobiles.*

# Our Independent Living Team

## What we can help you with

- Tenancy related queries, such as:
  - Looking into your rent account
  - Helping tenants to register on Kent Home Choice for transfers
  - Referring to other agencies for housing assessment such as extra care housing.
- Referrals to social services for adaptations, equipment, or care packages.
- Referrals for money and benefit advice.
- Safeguarding vulnerable tenants.
- Setting up and exchanging lifeline units.
- Undertaking weekly scheme health and safety inspections.
- Reporting complex communal repairs inside and outside of scheme.
- Weekly welfare checks for vulnerable tenants.
- Tenant viewing and sign-ups for new properties and transfers.
- Liaising with contractors
- Covering out of hours emergencies and covering additional schemes when required.
- Regular updates of tenant information
- Managing guest room bookings and invoicing.
- Signposting to organisations such as Age UK, Kent Costal volunteering to combat social isolation.

## What we cannot help with

- We are not qualified medical professionals so we cannot provide any medical or personal care.
- We cannot witness any legal paperwork such as wills.
- We cannot handle or store any money or valuables
- We cannot give access to flats, even to contractors or ourselves unless in an emergency.



## Room Charges

(from April 2021 & subject to change in April 2022)

The following charges will apply for the use of the following rooms:

**Guest Room:** £20.50 for the first night and then £13.50 for subsequent nights

**Hairdressing salon:** £12.00 per hour (this is charged to external hairdressers only)

**Hire of lounge for private functions:** £12.00 per hour (this is for functions that are not open to all tenants)

Please note: the lounge is free to use for tenant functions such as bingo, Christmas parties, coffee mornings etc.

## Meet the Team

**Kerstin Darkes:** 01304 613549  
Hazelwood Meadow, St Bart's Road, Laburnum Avenue, Barnesende Court, and Burch Avenue

**Fiona Young:** 01304 872030  
Norman Tailyour House, Wilmott Place, and Lambert House

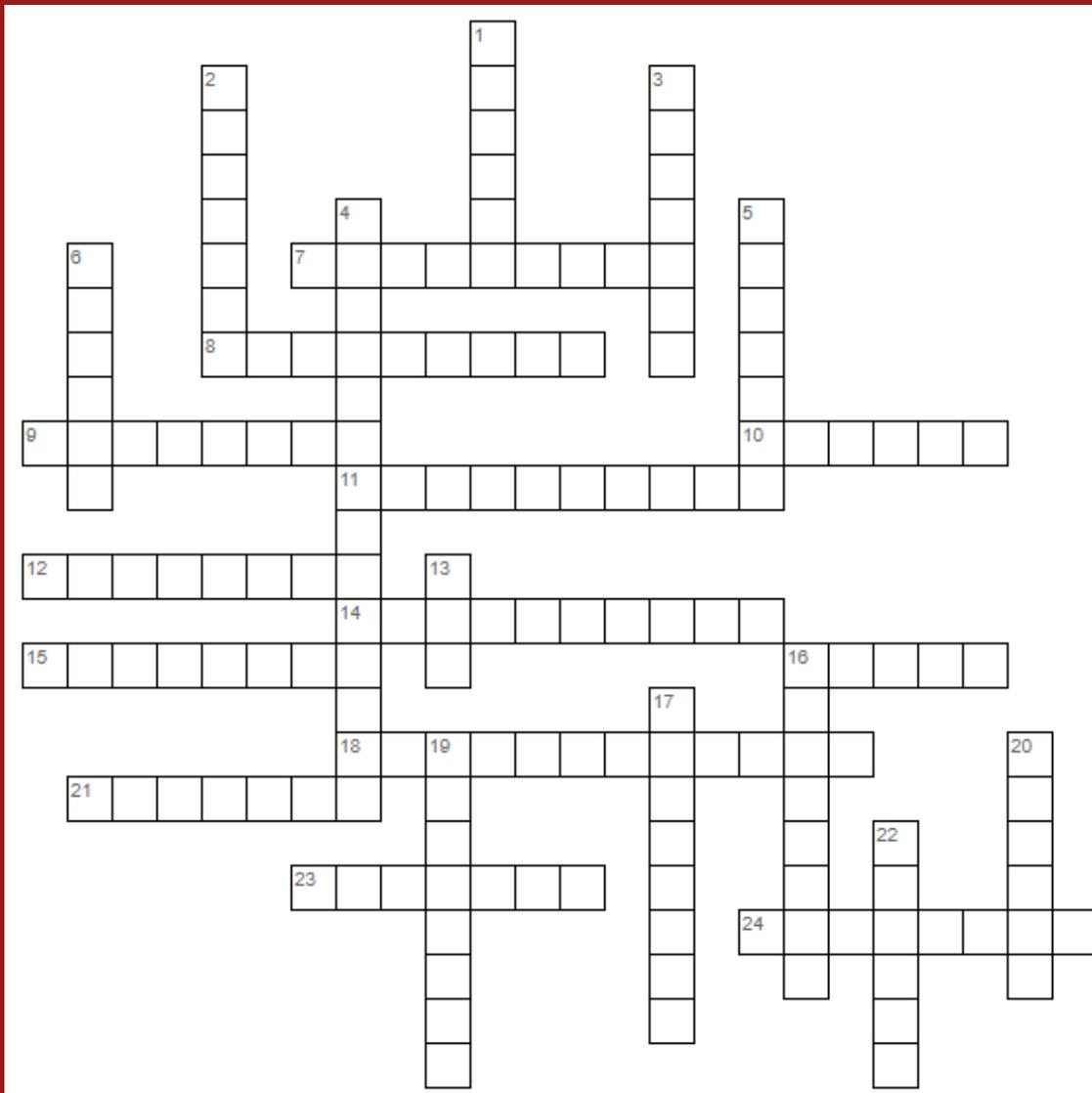
**Julie Peters:** 01304 872014  
Harold Street, Goschen Road, Douglas Road, Lowther Road, Noah's Ark Rd, and Sunny Corner

**Kate Pawlica:** 01304 872050  
Reece Adams House, Cauldham Close, and Wellington Gardens

**Tanya Philpott:** 01304 872251  
Eastry Court

Or email [shelteredhousing@dover.gov.uk](mailto:shelteredhousing@dover.gov.uk)

# Your Christmas Crossword



Have a go at this year's Christmas crossword

The answers are on page 5



## Clues

### Across

- 7 Kissing often happens under this evergreen sprig
- 8 The northernmost point on the Earth (2 words)
- 9 12th month of the year
- 10 Frothy, creamy holiday beverage sometimes served with rum
- 11 Jolly Old St. Nick (2 words)
- 12 Packed snow, shaped in a sphere, often thrown by children
- 14 Blowing, white clusters of frozen ice crystals
- 15 A bauble used to adorn a tree
- 16 A warm, chocolatey drink often served with marshmallows
- 18 December 25th (2 words)
- 21 Charles Dickens' miser
- 23 A celebration honoring African heritage that begins on December 26th
- 24 Creche, the depiction of the birth of Jesus

### Down

- 1 The frame around a fireplace opening
- 2 A human shape made of packed snow
- 3 A gift, often wrapped in decorative papers
- 4 The shortest day of the year (2 words)
- 5 Baked treats in varieties such as sugar and chocolate chip
- 6 Final season of the year
- 13 A decoration made from twisted ribbon
- 16 The Jewish holiday also known as the Festival of Lights
- 17 A group of people performing joyful Christmas or religious songs
- 19 Dasher, Dancer, Prancer or Vixen to name a few
- 20 A circular band of foliage, typically hung for decoration
- 22 Downhill or cross-country sport

## Note



## Rising fuel costs for those without communal boilers

You may have seen in the national news that gas prices have risen and are due to keep rising. If you are struggling to pay your energy bills, you may worry that your energy supply will be cut off. This is always a last resort for the energy companies, so it is vital to talk to them straight away and try to work out a solution.

They may set up a payment plan or you may meet criteria for energy assistance, see below. Remember, always check that you're on the best tariff. Shop around for the best deal for you.

### Warm Home Discount

You could get £140 off your electricity bill for winter 2021 to 2022 under the Warm Home Discount Scheme.

The money is not paid to you - it's a one-off discount on your electricity bill, between October and March. Contact your supplier to apply,

## Having money trouble?

If you're on a low income or are struggling to pay your bills or living costs, claiming Pension Credit could help.

To find out whether you qualify visit: [www.gov.uk/pension-credit](http://www.gov.uk/pension-credit) if you're not on the internet, your Independent Living manager can help you. Please book an appointment.

Remember, if you fail to pay your rent you could be at risk of losing your home. There is lots of help and advice available to you if you feel like you can't keep up. The sooner you get help, the better. Here are some places to start:

- Speak to your ILM and they can refer you to our Benefit and Money advisors.
- Citizens Advice [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
- Stepchange: [www.stepchange.org](http://www.stepchange.org)
- National Debtline: [www.nationaldebtline.org](http://www.nationaldebtline.org) or call 0808 808 4000
- Money Advice Service: [moneyadviceservice.org.uk](http://moneyadviceservice.org.uk) or call 0300 500 500



## Partnership working: A walkabout in Sandwich

Your Independent Living Managers work closely with other services such as DDC's Estate Assistants, DDC Councilors, Town Councilors, Kent Police and Kent County Council to help monitor and improve the area in which you live.

Here's a photo of ILM Kerstin Darkes (second right) and Estate Assistant Mitchell Sanderson (third right) on a walkabout on Friday 26 November.



## Prefer to use the internet?

We know that a lot of people like to have the option to find out information and contact us online. We understand that and provide lots of information about, rents, repairs, how to give us feedback etc. on our website.

**Visit [www.dover.gov.uk](http://www.dover.gov.uk)**

# Some of our phone numbers have changed

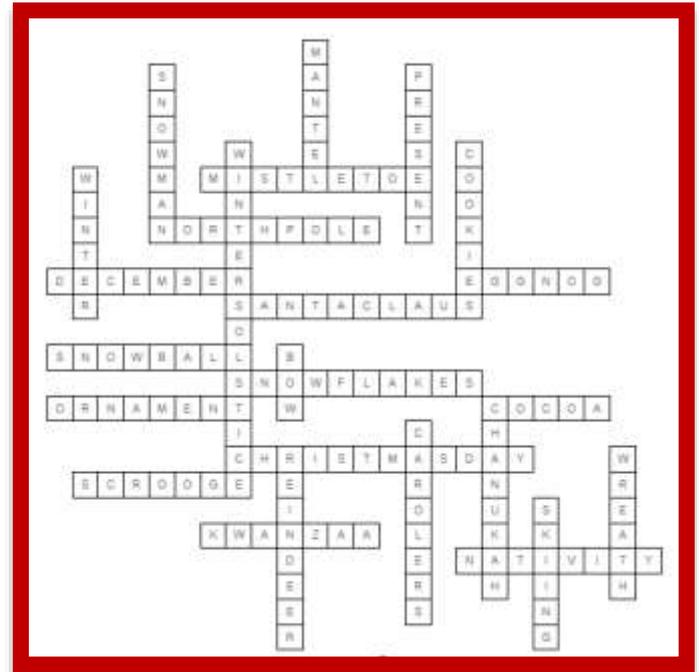
There are no changes to the phone numbers you use to contact your Independent Living Manager.

Residents who completed our survey over the summer told us contacting us by phone can be difficult. We've listened and to make life easier we are having two new housing phone numbers. They are:

- Call 01304 801084 to talk to us about moving home, your rent account, mutual exchanges, and tenancy enquiries
- Call 01304 801110 to talk to us about ongoing repairs or permissions

This should make it easier for you to get straight through to the right team.

## Answers for your crossword:



## Christmas Opening Times

**We have reduced availability over Christmas and New Year.**

### **Bin Collections**

There will be no changes to bin collections as Christmas Day falls on a Saturday this year

### **Dover District Council**

The Main Dover District Council Offices will be shutting between 25<sup>th</sup> December 2021 and 4<sup>th</sup> January 2022. The service will be available for out of hours emergencies during this time.

The Independent living team continues to work throughout the Christmas period but with reduced staff members.



and a Happy New Year  
from your  
Independent Living Team  
and the Housing staff at  
**Dover District Council**



# YOUR CHRISTMAS PLANS 2021

We know that it is uncertain about how we will all be able to celebrate Christmas this year with our family and friends.

However, we are looking ahead and have created a slip for tenants to complete, which will enable you to let us know what your plans are for the festive period.

When you have completed your slip please return it to your Independent Living Manager or place it in the postbox on the scheme.



## My Christmas plans 2021

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Are you staying at home over Christmas?

Yes

No

If you are going away, please indicate what date you will be away from and what date you will return home:

Dates: \_\_\_\_\_ to \_\_\_\_\_

Contact telephone number whilst you are away: \_\_\_\_\_

If you normally have a weekly telephone call from your Independent Living Manager, will you require one over the Christmas period?

Yes

No