

Shine

HELPING PEOPLE PUT DOWN ROOTS | ISSUE 11 | SPRING 2013

Get Connected Helping you to get online

Benefit changes

Get your survival kit ready

Regional round up

All the stories
from your area



**SOUTH
EDITION**

Home Ownership is affordable – even in the south!

Many people don't think that they will ever get on the property ladder.

Shared ownership could be the answer!

Shared ownership (also called part buy/part rent) is an innovative scheme which allows you to buy a 25-75% share in a property with a mortgage/savings and you pay us a subsidised rent on the share you don't own. At a later stage you can usually buy more shares until you own the property outright.

You only need a 5% deposit!*

Purchasers of Affinity Sutton's shared ownership properties only need a 5% deposit of the share they are buying thanks to an exclusive mortgage arrangement with Santander.

Interested?

Don't delay! Call or email us for further details. Applicants need to be registered with their local HomeBuy agent (see which one covers your area at www.homebuy.co.uk) - it's a free service which promotes affordable home ownership across the country. Complete an application form and if you are approved, you can access a whole range of properties for sale for the first time buyer.

Affinity Sutton currently has shared ownership properties for sale in **Berks** (Bracknell); **Bucks** (Milton Keynes); **Hampshire** (Cosham, Portsmouth, Southampton); **Kent** (Ashford); **Sussex** (Burgess Hill, Chichester, Haywards Heath, Hove, Midhurst, Shoreham) and **London**. The local HomeBuy agent has a wider range of properties.



“ We would recommend shared ownership to anyone ”

Housing Association tenants are a priority!

Leanne Banks and Neil Bailey and their three children had been renting locally when they bought a 25% share of a four bedroom house in central Southampton at the **compass | so14**.

Take your first step to home ownership, call now!
0300 100 0303 or email sales@affinitysutton.com



* Terms & conditions apply and a mortgage from a 3rd party is required. You will also need to fund stamp duty, legal costs and other costs associated with purchasing a home. Availability of this product is subject to eligibility and affordability assessments and criteria. Your home may be repossessed if you do not keep up with repayments on your mortgage or rent/interest or service charges. Affinity Sutton is one of the largest affordable housing providers in England. It is not allowed to sell mortgages or give financial advice. Independent financial advice should be sought. Prices & rates correct at the time of going to press. The value of your home can go up as well as down.

You and your community

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Welcome

The Government's changes to the welfare system have started and we know this is affecting a number of you.

These are just the first wave of changes, there are more coming with the move from current benefits to one Universal Credit and the Bedroom Tax – see page 10 for resident Amelia's story. We can offer many types of support to help you through these difficult times.

All we ask is, if you need help, call Guideline on **0300 100 0303** and speak to us rather than just ignore the situation.

If you are not online, or don't have a job or need a bank account we can help. Our Get Connected, Ready2Work and Money Matters programmes are here for you. You can find out more by going to our website at:

www.affinitysutton.com

And finally don't forget you can save even more money by accessing LogBuy which offers over 1,800 discount deals with savings of 10-70% on online retailers, restaurants, theatres, stores and more locally and nationally.

To get started just go to **www.mylogbuy.com** and create a user profile – your activation code is: as12457.

We hope you enjoy reading this edition of Shine.

Scott McKinven
Financial Inclusion Manager

Shine

Helping people put down roots

Shine is published in consultation with Affinity Sutton residents

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Disclaimer

Every effort has been made to make sure the information in this magazine is accurate and all information is believed to be correct at the time of print, however, change may have occurred after publication.



From **e-learning** to **me learning!**

We've partnered with the Virtual College to help you access any of 15 different e-learning courses. These include health and safety, food safety and hygiene, MoneyMatters, and computer training – all online, so you can do them at your own pace.

READY2WORK...and ready for you!

Ready2Work is our national award-winning service, helping hundreds of people every year to find work or start training courses. We'll help you access training and work experience, secure a job and keep it – we have strong partnerships with lots of local and national employers. Ready2Work features one-to-one support, access to GuideLine, our dedicated telephone support service, financial assistance for training or to secure work, specialist help to start a business, and continued support for six months after you start. Whatever your goals, we're ready to help!

Make your business idea a reality

Do you have a good idea for a small business but need some help to get it off the ground?

Ready2Work's Business Start-Up Grant Programme continues to offer grants of up to £1,000. Last year, success stories included beauty therapy, hairdressing, photography, gardening, personal coaching, furniture restoration and a Chinese food service.

To be considered, you will need to provide a viable business plan. If you're not quite ready to start your business, we can help you develop your idea and write a business plan. We also offer an interactive package of support through our partners The Enterprise Cube, including face-to-face training and advice, and a new online interactive support service called Strive Online.

APPRENTICES – YOU'RE HIRED!

In 2012 we launched our own apprenticeship programme offering opportunities both within Affinity Sutton and with external partners and employers. The goal was to place at least 60 people by March 2013. We're already nearly there – as of late January, 55 people have secured apprenticeships and are gaining new skills in housing management, customer service, cleaning and environmental services, business administration, desktop support and financial services, catering, and security.

We've recently developed links with My Time Active, a national leisure and health service provider that operates 20 sports and community based venues, 19 golf centres, and 19 health services. We're now able to offer apprenticeships in leisure, through a joint programme called New Direction, open to residents of all ages and backgrounds.

Resident Cherene Dickson, 21, was successful in securing a place on the programme and is now working as a Bowling and Soft Play Assistant apprentice. Here's her view:

"When I first attended the New Direction information event, there was high competition for places and I wasn't sure that I would get through the whole assessment process. But with the way the programme was structured and the support received from the Ready2Work team I felt that my Employer Engagement Officer understood how to get the best out of me when it mattered most. The encouragement, advice and mentoring was given from someone who could empathise with my needs. Someone who understood my barriers, background and daily challenges."

We have apprenticeship opportunities in designated regions across the UK. Whatever your goals, we're ready to help!



For more information on any of the above contact guideline@affinitysutton.com

WATCH OUT, SCAMMERS ABOUT!

With times tough for many, the prospect of quick cash or a guaranteed well-paid job sounds very tempting. Unfortunately fraudsters are aware of this and seek to prey on our hopes and fears to con us out of our money.

Worse yet, modern technologies such as cheap personalised printing, email and websites make it simpler for scammers to reach more people than ever. They can even build up and swap or sell 'sucker lists' of people who they have scammed before who could be easy targets.

Loan scams: Scammers guarantee they will get you a loan at a good rate for a fee. They take the fee and you never get the loan. Try Places for People's low cost loan or your local credit union instead (see page 7).

Foreign lotteries: You receive a letter informing you that you've won the lottery in another country. You have to call a premium rate telephone number to claim your prize where you will be kept hanging on the line at a cost of £1.50 a minute. Watch out for emailed 'lottery winner' scams too. Remember, if you didn't enter it you can't win it!

Career opportunities: A job advert guarantees well paid work, often working at home or in an exciting field such as modelling. There will be fees involved in 'setting you up' for the job. You may pay the fees but the work will never arrive. Our Ready2Work team can help you find the real job opportunities in your area.

Clairvoyants: You receive a 'personalised' letter warning you of a curse or bad luck coming your way and offering protection if you pay the clairvoyant. The truth is the clairvoyant is sending the same letter out to thousands of people. Putting your name and address on the front is **easy** using simple word-processing software.

For more information about genuine affordable loans and real support contact guideline@affinitysutton.com or call us on **0300 100 0303**.





What's next for our Ambassadors

Community Ambassadors are next!

We are now entering the exciting second phase of the Ambassador programme: Community Ambassadors! In 2013 we are aiming for the Ambassador programme to launch in a selection of local communities with local partners.

For more information contact ambassadors@affinitysutton.com

Hanna Adan

Biggest achievement?

"I have enjoyed working with the Ambassadors from different backgrounds and learning about Affinity Sutton."

What's next?

"I am currently in my third year of university and looking for an internship in a charity to utilise my skills."

Sandra Gondora

Biggest achievement?

"I was impressed with the success of the apprenticeship event I organised which helped young people access help to get job interviews."

What's next?

"I am currently studying a Sports Leadership course and aim to progress to Level 3 so I can run my own sports projects in the future."

Jay Ranson

Biggest achievement?

"I enjoyed meeting and working with like minded young people and learning about volunteering in my community."

What's next?

"I have been successful in getting a job as an Employment support officer and hope to use my computer skills in the future."

Jess Hendrickson

Biggest achievement?

"Gaining the Shine Award which recognised my commitment in my community and setting up the community library which I gained funding for through being an Ambassador."

What's next?

"I am currently studying Forensic Science full time and aim to continue with volunteering in my local community."

Chris Fisher

Biggest achievement?

"I enjoyed the Duke of Edinburgh expedition where we grew as a team and have enjoyed helping on local community events, including being a referee at the Leeds Olympic event."

What's next?

"I am now working full time and would like to use my sports experience more in the future."

Shanay Dupuis

Biggest achievement?

"Through being an Ambassador I gained experience as a consultant for Affinity Sutton through completing a project to evaluate youth involvement within the organisation."

What's next?

"I am currently setting myself up as a life coach and consultant so I can advise other organisations and motivate more young people."



Craig McLoughlin

Biggest achievement?

"I have gained more confidence in public speaking where I ran two workshops in front of large audiences through being an Ambassador"

What's next?

"I have just started a full time job, but aim to continue with my project idea to set up a youth club for my estate which I was successful in gaining funding for."

Siam Brown

Biggest achievement?

"Affinity Sutton has helped changed my life through being an Ambassador and gaining my first job as Youth Engagement Apprentice"

What's next?

"I am currently looking to start a new adventure in a new role within the youth sector where I have gained lots of experience in the last year, including an NVQ"

Rae Quamina

Biggest achievement?

"Being an Ambassador has enabled me to get my first job by talking about the experiences I have had over the past year, including leading a workshop at a youth conference and running my own projects"

What's next?

"I am now working full time and aim to start my media project in my local community to help raise awareness of different issues"

Ria Gregory

Biggest achievement?

"Being an Ambassador has helped me in a million ways, especially public speaking where I led a workshop at the NRC with some of the other Ambassadors"

What's next?

"I have just got an Apprenticeship with the Assembly based at London City Hall where I am a Press Relations Officer."

Fair, flexible loans

We believe that everyone should be able to borrow money without paying high interest rates. That's why we've teamed up with **Places For People Financial Services** to offer you a fair and safe way to borrow or to consolidate existing debt. They offer loans from £250, with repayments tailored to be affordable and interest rates much lower than doorstep lenders.

Even if you have a low income, poor credit history or are on benefits they may be able to help.

Here's a typical example for a loan of £500:

£10.95 per week over 52 weeks

Total amount payable £569.40

Total Charge for credit £69.40

Representative 29.9% APR Fixed

For more information, just call **Places for People on 0845 603 6695***



***Information from Places for People:**

We may share your personal information with other companies in our group. We and the other group companies may send you information by post about products and services that we think will be of interest to you. If you would rather that we did not do this please contact us at any time at optout@placesforpeople.co.uk Credit will be offered subject to status. Your rate is fixed for the term of your agreement. Calls charged at local rates, calls from a mobile may be more expensive. Telephone calls may be monitored for training purposes. Lines are open five days a week, 9.30am - 4.30pm Monday to Friday. Places for People Financial Services Ltd is registered in England and Wales. Registered number 5555828. Registered Office: 305 Gray's Inn Road, London, WC1X 8QR.



How going online saves you time and money

Around one in three residents don't have access to the internet. Are you or someone you know one of them?

There are lots of reasons to go online. Staying in touch via email is an obvious one. Entertainment is another. You probably also know that using the internet to find information is a good idea.

But there are lots of other ways it makes sense to go online. Take that point about finding information. It might be checking the latest football scores, or

the weather. It could be banking online – transferring money or paying bills.

You can also compare shopping deals online and access discounts; government figures suggest that household save on average £560 a year by being online.

If you receive benefits you check and manage these online. This is even more important now with the

changes to the benefit system. By going online you can make sure that you continue to claim the correct benefits you are entitled to.

So if you're not currently online, why not consider trying it soon? Chances are you'll not only find you're using the internet a lot and enjoying it, you'll also wonder how you ever managed without it!



Dinosaur drops in

We recently held a number of events as part of our Get Connected campaign to help residents make the most of the internet.

The events held in Anerley, Borehamwood and Tamworth welcomed over 60 residents who met our life size Get Connected mascot Webster and found out how easy it is to access the internet and buy cheaper computer equipment.



How to Get Connected

Get Connected is our big project to help as many residents as possible to go online. And we've got lots of ways to help you make the leap:

- We're training some residents to become Digital Champions (see below). Our aim is to have 100 Digital Champions by this time next year.
- We're offering free computer and internet courses across several regions, with more to follow soon. (Check your local news pages to see if there are any currently in your area.)
- We're working with Stone Computers to offer residents recycled computers

for just £159.60, including delivery, set up, software (MS Open Office/MS Office Basic if you're in receipt of benefits) and 12 months warranty. Ring Stone Computers on **01785 786 774** to purchase or for more information.

- We're looking at low cost internet providers and other options for helping you get online – look out for more details on this soon.
- We'll be running lots of Get Connected events to celebrate Spring Online week (22 – 26 April). **During Spring Online week we'll also have 25 free computers to give away.** More information on this on our website soon.



Become a Digital Champion and help others Get Connected

As part of our Get Connected campaign we're looking for people to become Digital Champions to help others understand and use digital technology.

All you need are some basic computer and internet skills and an interest in working with others.

In return, you'll get:

- free training and support to develop your own knowledge and skills
- the opportunity to apply for grants to buy items to help you with your championing

- the chance to learn from and share your experiences with other digital champions through workshops and events
- the great satisfaction that you've helped people and communities to get connected.

For more about becoming a Digital Champion email customerservice@affinitysutton.com or, visit www.affinitysutton.com or text AFFINITY CHAMPION to 61211 with your name and postcode and we'll call you back.



BEDROOM TAX – ARE YOU AFFECTED?

From April 2013 if you have more bedrooms than you need your housing benefit will be reduced – this is the so-called ‘bedroom tax’. We estimate about one in ten residents will be affected.



Go to:
www.affinitysutton.com
to see if you're one of them.



Here are some options:

- Move to a smaller property. We may be able to help with your move – paying for removal expenses, donating paint packs, disconnection and reconnection of your white goods and gas cooker, and possibly even supplying a cooker or washing machine.
- Take in a lodger.
- Apply for a discretionary housing payment to help pay for the reduction in your housing benefit.
- Help with finding work and providing welfare benefits and budget guidance.

If you're not sure what to do, please contact Lindsay Ramsey at our Hitchin office on **0300 100 0303** or email her at **customerservice@affinitysutton.com**. She can make sure that you have access to all available options and help and support you in the decisions you make.

MOVING TO SAVE MONEY



Amelia's story

The looming 'bedroom tax' was enough to persuade resident Amelia Burkey to exchange her two-bedroom home for a one-bedroom house as otherwise she would have lost around £18 a week in benefits. On the surface, it seemed fair because her children had moved out and she was living alone. But Amelia has schizophrenia and other health issues and is used to her daughter coming to stay with her every other weekend or so, and this means her daughter has to sleep in the living room.

This is her second move in under two years – previously she had downsized from a three-bedroom home when her children had left home. Although she was able to find a new home just 300 metres away via the Home Swapper website, and although we were able to find and pay for a removal company, moving again has been very difficult for Amelia, and has brought her health issues to the fore.



BENEFIT CHANGES

Get your survival kit ready

With all the changes being made to welfare benefits, here are some essentials to help you cope:

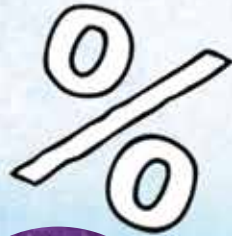
A bank account – for wages and benefits, and for direct debits to make sure priority bills like rent are paid on time.

Internet access – makes it easier to claim benefits. Save money by shopping around and using price comparison sites. It's also easier to find and apply for jobs online. See 'How to GetConnected' on page 8.

Budgeting skills – we have specialist advisers who can help.

Access to the right advice – we can give advice and support on benefits, getting into work and moving home.

A shovel (optional) – just in case you've buried your head in the sand! These changes will almost certainly affect you, so why not get prepared now?



Staying on top of the rent

We review all rents annually and it's important that you know what to pay and when.

We aim to be fair and to meet government guidelines, as well as our obligations under secure tenancies.

Your tenancy agreement has all the details, and we will always write to you with any changes – for example, a rent review notice.

If you receive housing benefit, please note you may still have to pay part of your rent. And we're well aware that the bedroom tax and benefit cap will affect some of our residents.

So if you're having problems paying your rent, or need confidential advice, there are various organisations who can help, such as Citizen's Advice Bureaux, Age UK, Step Change Debt Charity, the Money Advice Service.

Most importantly, we're always here to advise you – if you have any questions or are worried about your rent, or changes to your welfare payments, email us at: customerservice@affinitysutton.com



Rewards4Rent Winner

Congratulations to **Ivy Wright** who lives in Anerley as she is our first winner of our free monthly prize draw for residents who regularly pay their rent on time.

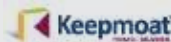
As well as monthly, there is also an annual draw with a prize of £250.

See our website for more details: www.affinitysutton.com



TWO BECOME ONE

Last year, two of our major works contractors, Apollo and the Keepmoat Group, merged. The personnel won't necessarily be changing but the Apollo name will be phased out over the next few months, as the newly merged business will be known as Keepmoat. Operatives will have Keepmoat identification badges, and you may start to see Keepmoat branding/signage instead of Apollo.



View your rent account online

As part of our ongoing search to provide a better service, we have introduced an easy way to check your rent statement online. It's straightforward and easy to use.

To register for online services you will need to access the internet and our website. You will need your rent account number. This can be found at the top of an old paper statement that you may have. It's important to only enter the number, for example if you rent account number is 4143015000/01 you will need only type 414301500001. We will then send you an individual pin number.

When you have received your pin number you can access your rent statement by entering your rent account number. The first time you log into your account you will need to create a

password which you should not give to anyone else.

Your online account will provide you with the same information as shown on a statement sent through the post – but with a few added benefits. These include being able to view your account 24/7, so there's no delay in knowing how your account stands. You can also pay rent or service charges direct from your online account.

For further help visit our website at www.affinitysutton.com or contact us by email at customerservice@affinitysutton.com

New disabled forum sets big targets

Outreach Enablement Forum had its first meeting in November. The aim is to make sure our disabled residents have a strong voice within their communities and to help to bring greater awareness of the services they need.

With around 25% of residents having a disability, this is an important step. The forum is now ready and at your service; we have a strong team of 16 residents who have been selected from your local RAP to work together on your behalf for your area. We've set out a lot of targets for this year, so watch this space!

LGBT - making a difference

A call for Lesbian, Gay, Bisexual and Transgender (LGBT) residents to come forward to act as LGBT Champions resulted in a small group coming together on 7 December 2012, near our London Bridge offices. Organised by the Resident Involvement Team, the individuals were there to help us engage more fully with LGBT residents.

The group mentioned issues of homophobia and bullying, lack of understanding among certain generational groups, fear of being 'outed' or being treated differently, and stereotyping.

Our LGBT Champions will appear in our next issue of Shine, but in the meantime, if any other LGBT residents are interested in coming forward to help, please email: pride@affinitysutton.com



Important information BEKO gas cookers

Do you have a BEKO gas cooker? The manufacturer has issued a technical bulletin regarding an important safety modification that's required for certain models. The affected cookers are certain models of these brand names: BEKO, Flavel, Leisure and Milano. If your cooker has any of these brand names, please email us at: customerservice@affinitysutton.com



A better deal than the Green Deal

The Green Deal is a new Government policy that lets householders have energy-saving works like a new boiler or insulation installed for no up-front cost. The householder then repays the cost of the works through a charge on their energy bill, in theory using the savings they've made because of the works.

People who rent will need the consent of their landlord for the Green Deal. However, we won't be granting consent because we already do a lot to improve the energy efficiency of our homes and will be

developing our own energy standard for our homes. This means for the next few years we will cover most of the current Green Deal works without residents having to take on any additional expenditure. Also following a lot of research, we believe that right now the Green Deal is not value for money for us or for residents.

For more information, please see our website at www.affinitysutton.com or email us at customerservice@affinitysutton.com



Getting a handle on complaints

Last year we centralised our complaints management to make sure we could deal with complaints more quickly and effectively – you've told us that this has made a real difference. So we're now looking at the next stage, including training resident representatives to help improve our procedures still further. More details will be in the next issue.

OUR ACCREDITATIONS

We work with a wide variety of partners with the aim of bringing the best possible service to all our residents. Here are some of our most important accreditations:



2010 Best Companies 'one to watch':

This recognises organisations with high employee engagement, which helps them to help you.



Stonewall 'Diversity Champion':

Promoting diversity in the workplace, and focusing on good practice for LGBT people in the workplace, allowing employees to be 'out' and to perform their best.



Positive about disability (the two ticks):

The Disability Symbol is awarded to employers committed to the recruitment, training, retention and development of disabled people.



An 'Investor in People':

Committed to continuous business improvement through our most important asset – our people – helping them to develop and feel valued.

YOU COULD BE A HOME OWNER

Shared Ownership (also known as part buy/part rent) has been going strong for over 30 years and is in more demand than ever!

Over the years we have helped many of our residents onto the property ladder with shared ownership. It's really popular and there's a range of apartments and houses across the country for sale! Why not take a look today at our website or contact sales@affinitysutton.com





New bus to help Mid Sussex teens

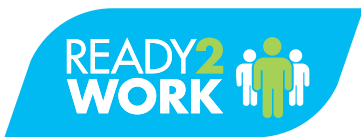
We've renewed our partnership with national charity Action for Children – Streetmate, to provide a mobile outreach service targeting young people living in Bentswood, Haywards Heath, Denham Road (Burgess Hill), East Grinstead and Hurstpierpoint.

The bus will act as a one stop shop to complement other services in the area signposting young 'NEET' people (Not in Employment, Education or Training) to relevant services. A specially trained team will also be on hand to offer information and guidance on a range of lifestyle topics and provide workshops.



MORE OPPORTUNITIES FOR SPORTS STUDENTS

Over 50 students from local schools and colleges studying sports-related courses are given the opportunity to volunteer throughout the year at local sport events run by or in partnership with Freedom Leisure. These have included marshalling at the Mid Sussex Marathon, Sport Relief and at triathlon events. We're proud to be able to help with the funding and provide more opportunities for young people locally.



...and ready for you!

Every year, we support hundreds of people to start work, train, or set up their own business. Here's just one success story.

Gill had been a freelance publications editor but had suffered bereavement and other problems. She needed a boost to re-launch her freelance career.

She attended Steps to Success, First Aid at Work, Introduction to Self-Employment and the Business start-up course. She has also received a re:work grant when she started her freelance work again and a re:train grant to pay for a teaching qualification, all organised through us. Gill now has editorial work booked in months ahead, plus a successful new business 'InkPots Writing Workshops' for children.

As Gill puts it: "I cannot thank Affinity Sutton enough – and Ryan Matthews (my Employment Support Officer) in particular. Through the courses and personal support, I have been able to start my own business running the writing workshops, which has been a long-held dream!...Thank you!"





Could you make a difference like Mandy does?

Ever toyed with the idea of being a resident volunteer? Here's one story that might inspire you to pick up the phone.

Mandy Ward, a long-standing resident and Resident Area Panel member, regularly works as a volunteer. She helps the Neighbourhood Investment Officer in the West of the South Region, carrying out admin, taking bookings and sending out invoices. She's received computer training to bring her computer skills up to-date and is shortly going to attend training on our complaints procedure, as well as gaining valuable experience that will help her get future permanent paid employment. So she helps us and we help her!

Like to hear more about volunteering? Just email the Neighbourhood Investment Team at customerservice@affinitysutton.com

WISE WORDS FROM SAGE

We recently awarded a grant to Sage Counselling to improve at-home counselling facilities for residents with limited mobility in areas such as Chichester, Crawley, Worthing, Portsmouth, Southampton and Winchester. If you think you might qualify, call Sage on **07585 141599** or visit www.sagecounselling.org.uk



COUNSELLING FOR YOUNG PEOPLE

Life can be very hard for young people, with bullying, debt, homelessness and youth unemployment at around a million. We recently awarded a grant to Off the Record, a free new counselling service available to anyone aged 11-25 in Portsmouth, Havant and surrounding areas. If you or anyone you know could benefit, please call **0808 80 10 724** or visit www.off-the-record.org.uk

Turning bids into reality

Our neighbourhood housing teams have been working hard with the Resident Area Panel Members (RAPs) to identify estates considering bids for improvements to the environment.

Projects this year have included: communal bin store facilities promoting recycling; developing an out-of-date play area; providing lighting, fencing and improved security; repainting parking bays; planting trees and shrubs.

If you would like to put forward a suggestion, email customerservice@affinitysutton.com and a member of the Neighbourhood Investment Team will contact you. Please note that while we welcome all bids, there's likely to be more budget available for improvements which benefit lots of people rather than just a few.

Cherry Tree Court – available Spring 2013

We are developing a mix of one and two bedroom apartments for over 55s in Burgess Hill town centre. If you are an existing resident in Mid Sussex and are looking to downsize to a smaller property, or move to a more convenient location contact the Homemove Team at customerservice@affinitysutton.com



Procurement latest

2013 sees the beginning of a new major procurement project and the finalisation of another. First, we'll be re-tendering the grounds maintenance and cleaning services across the South. This includes consulting all residents to make sure whoever we choose offers good customer service and value for money. Plus, we're about to appoint Masson Seeley Signs to replace all our existing estate signs replaced with new branded signage – look out for the new signs soon!

How to contact us

Contact Centre 0300 100 0303

(8am to 8pm. Outside these hours you will be directed to an emergency service number)

Text Relay 18001 0300 100 0303

Email customerservice@affinitysutton.com

Write to us at

Maple House
157–159 Masons Hill
Bromley, Kent BR2 9HY
(all correspondence)

Website www.affinitysutton.com

If you cannot get online we have lots of ways to help. Call us on the number above for more details.

Follow us at:

 twitter.com/affinitysutton

 facebook.com/affinitysuttonpage

Useful numbers

Repairs Willmott Dixon 0300 100 0303

Gas & Heating Contractors – Service and Breakdown Robert Heath Heating (RHH) 0800 030 4435

Swale Heating 0845 604 2521

Guideline Telephone service to help you with any issues about money, training and employment. 0300 100 0303

National Grid (to report gas leaks) 0800 111 999

Age UK 0800 169 6565

Samaritans 08457 909 090

NHS Direct 0845 4647

We are committed to achieving equality of opportunity in every area of our work. We will work towards eliminating institutional practices that disadvantage minority groups, women and people with a disability.

Shine is available in large print or CD upon request. To request a copy please telephone us on **0300 100 0303**.

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If you require a document or need to have a conversation in another language, please make us aware of this. We would generally expect you to organise your own translator or interpreter, but we may in some circumstances consider organising an interpreter or translation of a key document.

