

Welcome to the summer edition of your residents' newsletter.

I hope you are all coping with what has been called the longest heatwave for fifty years. We have put some useful information from Age UK on keeping cool over the summer in our lounges. As a team, we've also done all we can to cope and avoid overheating. Please bear in mind we have members of the team off over various points in August.

We hope you find this newsletter interesting and informative. We appreciate residents sharing stories, ideas or snippets for future editions; please do send them in.

Ian Brooke (CEO) & the TDHA team

Wayfinding project

We've been told by residents, visitors and delivery drivers that Pearce Court can be difficult to find your way around. This is especially for residents who are partially sighted or have early cognitive issues. Karen has been working on ideas to make this easier and has discussed them at resident meetings. Your ideas and input has led to a local wildlife theme, which will make each block easy to identify.

We are also working on a new site map to make the scheme even more accessible that includes the new wildlife theme.

Here's one of the photos of our mock-up, which was very well received at our meeting with the Residents' Association. Karen will now work with the Residents Association to pick an animal out of a hat for each block!



As part of our work to brighten up the sites, our craft group has painted these lovely stones which will be displayed around Pearce Court.



We're also trialling changes to our morning calls, as fewer residents have them now, and our scheme managers come in very early to make the calls, sometimes even on their days off. After an initial pilot (thanks for taking part), we are now using an "I'm Okay" button, which is reducing the need for early-morning phone calls and gives us real time updates on our management panel.

Alongside this change, we have also introduced our first chatty bench to help residents who are keen to chat. Thank you to the fantastic craft group for the lovely chatty bench sign that they knitted. Anstey Court residents are deciding whether they would like a chatty bench. They are also considering a summer family picnic – thanks to Keith for suggesting this 😊

Residents' Association update

We've had further meetings with the Residents' Association and have taken action in response to feedback. The Association is increasingly focusing on common themes and discussing the most relevant ones with us where we need to agree the next course of action. At our last meeting, we talked through speed bumps and where these should go.

We had 18 points raised this quarter and all of them have been progressed. Please remember that, if it is a maintenance issue, you should let us know directly, ideally by sending us a short email office@tdha.co.uk, so we can ensure it is resolved quickly.

ARCADE

A big thank you to over 20 of you who are now part of the Oxford Brookes, UCL and Met Office research programme to see how we can keep our flats cool. This data will not only help us make future improvements, but also provide evidence to improve homes up and down the country. If you want to join, please email the office and we will give you a consent form and add you to our waiting list. You also get a £20 voucher!

ARCADE
reaching diverse cultures in sustainable places

Activities

We have a great range of resident-led activities that are shown below. Please let Karen or Fran know if you have any ideas or would like to organise a new session. We also had a visit at a recent coffee morning from staff at the Friendship Centre where they talked about the activities that they offer for older people.

Thame Senior Friendship Centre
Supporting our parents and grandparents in local communities since 1986

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Pearce Court Lounge	Yoga, 10am Bingo, 1:30pm	Craft, 2pm	Coffee morning, 10am Games, 2pm	Lunch 12pm Bingo, 1:30pm	Coffee morning, 10am	Gardening club, 10am
Anstey Court Lounge		Lunch, 12pm		Coffee morning, 10am Yoga, 2pm		



Door Mats

Please remove all door mats, shoes and other personal items from corridors to reduce fire risk. As highlighted in our latest Fire Risk Assessment, corridors must remain clear of obstructions and trip hazards to allow safe evacuation in an emergency.

Replacement Keys

The cost of replacement flat front-door keys will increase to £22.00 per key from 1st August 2026.
We have not increased this charge for several years, but the adjustment is now necessary due to rising supply costs and inflation.

Asbestos Removal

Thank you to residents affected by asbestos removal works over recent months for your patience and cooperation. Further works are planned over the next 12 months, and we will provide as much notice as possible of any access restrictions. We apologise for any inconvenience caused.

RMC Legionella Testing

Joel Skinner has now left RMC for pastures new. Some residents may have met the new legionella engineer, Tim Cooper, during Joel's final visit. Tim will attend our sites on Monday 10th August as scheduled to carry out the monthly water monitoring.

Pendants

A polite reminder to please leave your call pendant in the flat if moving out/vacating. Thank you.

Stock Condition Surveys

Following surveys completed in October 2024 at 25% of our flats, Ridge Surveyors will carry out internal surveys at a further 50% of properties this September. Affected residents will be contacted once arrangements are confirmed.

Bins

A polite reminder to all residents to ensure that general waste, food waste and recyclable items are all deposited in the correct communal bins. Please break down any cardboard packaging to allow more space for others.

Washing Lines

The washing lines are available for all residents to use. Please be considerate of others when hanging your washing by using one section at a time wherever possible. Once your washing is dry, please remove it promptly to make space for other residents.

Security

Please ensure that all external communal doors are closed securely after use, particularly during the evening and overnight, to help prevent access by unauthorised visitors.

Apprentice

We will be interviewing three candidates for the position of Property Maintenance Apprentice in September. We hope to appoint a suitable candidate who will be a valuable addition to the maintenance team.

Maintenance Team – Summer Repairs

Some of our team will be away on holiday during August. We'll still be dealing with emergency and urgent jobs as usual, but non-urgent repairs may take a little longer than normal. Thanks for your patience!

spring into

SUMMER WORD SEARCH

Z	N	K	B	B	S	W	D	L	F	S	U	N	E	Z
K	Q	D	D	O	H	L	E	M	O	N	A	D	E	W
S	J	L	W	A	E	R	U	P	N	X	T	Z	B	P
U	V	D	T	T	L	B	P	O	B	W	X	U	E	J
N	E	G	C	U	L	K	D	P	C	T	P	I	A	T
G	A	E	W	J	T	D	C	S	P	O	O	O	C	A
L	G	Z	Q	A	B	B	X	I	X	G	E	W	H	N
A	Y	F	M	D	T	Z	Q	C	B	W	D	N	E	P
S	U	Z	S	Y	H	E	R	L	J	R	M	W	L	L
S	G	N	K	S	X	V	R	E	I	J	M	W	L	Z
E	G	T	G	O	X	U	V	B	U	O	M	W	A	Z
S	I	C	E	C	R	E	A	M	W	Z	W	Y	Q	C
P	Q	M	R	H	B	D	T	I	Q	A	M	E	T	K
J	X	D	G	Q	I	L	B	U	T	R	S	V	L	K
O	Y	N	W	A	N	S	W	I	M	S	U	I	T	

BEACH	SWIMSUIT	BOAT	SHELL
POPSICLE	LEMONADE	SUNGLASSES	ICE CREAM
SUN	TAN	TOWEL	WATER