



Residents Newsletter Winter 2025

Welcome to the winter edition of your residents' newsletter.

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

It's been a busy few months, and I would like to apologise for any disruption caused. While this work is essential, we know it can be inconvenient, and we thank you for your patience and understanding.

It was a pleasure to attend the Christmas meal at Anstey Court along with Wendy Tonge (Board member). I also really enjoyed the Christmas party at Pearce Court last Sunday, it looked like Beryl enjoyed meeting my six-year-old daughter Beth (shown in the photo below).

We wish you a wonderful Christmas, and please do let us know if you are going away over the festive period.

Ian Brooke (CEO) & the TDHA team



A big Thank You to our Residents Association

We would like to thank the Resident Association for the professional and positive way they have worked with us throughout the year. They have provided valuable feedback, much of which we have been able to act upon.

After each meeting, Ian and Caroline meet with Jon (their Chair) and other members of the Residents Association to discuss the issues raised. There's always a mix of topics: some we can resolve quickly, others take more time, and in some cases, we explain why a particular issue cannot be resolved.

This year, over 140 items were raised, and 93 have now been resolved, which has made a real difference. A big thank you to Jon and the whole Resident Association team. 🙌

Congratulations

We are delighted to welcome Lin Roberson (joining Maggie Smart) as the second resident Board member.

One of our Business Plan objectives is to become more resident-centred by delivering services that are responsive, transparent, and inclusive of resident views. Having a second resident Board member is a key part of this, and moving towards having two resident Board members shows how much we value resident involvement.

Staff matters

Although we are a small team, we are very committed to developing people. With this in mind, we are delighted to welcome Ellis, who has joined us while completing his apprenticeship. He attends college on Mondays and works with us on the remaining days. I am sure you will join us in making him feel very welcome.

Please note that from 5th January, Karen and Fran will have new contact numbers that go through to their mobiles. Karen: 01844 397315. Fran: 01844 397316

Going Digital

We are close to completing work to move from old analogue lines to faster, more reliable digital lines (see maintenance update below for more details). Openreach has set a firm deadline of the 31st December for some of our lines. As you can imagine, we are very busy working with telecoms providers to ensure the transition goes as smoothly as possible.

While we always try to keep you informed, contractors sometimes must change plans at short notice.

Thank you for bearing with us if we are not always able to notify you of changes in advance due to these tight deadlines.

Activities

We have a great range of resident-led activities. Please let Karen or Fran know if you have any ideas or would like to organise a new session. The picture below shows some of the fab knitting at the craft sessions.



June's much-loved yoga sessions have been running for many years. Attendance has dropped recently, so if you would like these sessions to continue, please show your support by coming along. Information about activities is displayed on notice boards, so please remember to check them from time to time.

Lunches restart at Anstey Court on 6th January and Pearce Court on 8th January. They will run weekly until April, then fortnightly until the end of September, before returning to a weekly service. As mentioned in previous newsletters and residents' meetings, we hope this approach, along with other changes, will help reduce preparation time and costs, allowing us to continue offering this valued service. We are also encouraging residents to meet up and possibly arrange shared meals on days when scheme managers are not cooking.

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



Thank you for your patience over the past few months while we've been carrying out essential works and regulatory surveys across all sites, which has understandably been busy and, at times, disruptive.

This has been further affected by emergency works carried out by Thames Water and SGN. We greatly appreciate your understanding and cooperation. With most works now completed, we look forward to starting the new year in a calmer, more settled way.

Bins

Please ensure that general waste, food waste, and recycling are placed in the correct communal bins. Black sacks should not be placed in green recycling bins, as this prevents the recycling from being collected.

When bins are contaminated, the maintenance team has to spend additional time sorting waste and arranging re-collection. This can be avoided by using the correct bins. If you are unsure which bin to use, please ask a neighbour or speak to a member of staff. Thank you for your cooperation.

More detail on our move over to Digital

You may be aware of the UK-wide digital switchover planned for completion by 2027. Telecoms providers are gradually switching off analogue lines ahead of this date. To prepare, we have been working closely with our careline provider, IT team, and telecoms partners to identify the best solutions for our schemes.

We are aiming to ensure that all sites transition to digital services by the end of the year. This includes installing new broadband connections and fitting analogue-to-digital converters to support the changeover. Moving to digital connections will improve call connection times to the careline system and speed up responses overall.

Maintenance Response Times

Our in-house maintenance team works hard throughout the year to carry out repairs promptly and to a high standard. Wherever possible, repairs are completed in-house, with external contractors used only for more specialist work.

Repairs are categorised as follows:

- **Emergency** repairs (e.g. burst pipes, blocked toilets, no heating during cold weather): attended within **24 hours**.
- **Urgent** repairs (e.g. shower not working, no hot water, blocked drains): attended within **5 days**.
- **Routine** repairs (e.g. sticking windows, faulty radiators, plugs stuck in basins): attended within **20 days**.

Part-Time Cleaning Opportunity

We are looking for a reliable, hardworking cleaner to help keep Pearce Court clean and welcoming. This is a part-time role, offering 6-10 hours per week, ideal for someone seeking flexible work in a friendly and supportive environment.

For more information, please contact Caroline Bartlett, Estates Manager, on 01844 212564 or email the office.

Christmas Word Search

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

Decorations

Celebrate

Lights

Giving

Candy Canes

Ornament

Presents

Dinner

Christmas

Reindeer

Family

Wreath

Mistletoe

Cookies

Elves

Santa

