



CHRISTCHURCH
HOUSING SOCIETY

RESIDENTS' NEWSLETTER

ISSUE 6 • OCTOBER 2026

A WARM AUTUMN WELCOME...

Welcome to the latest edition of our tenant newsletter.

We have lots to share with you in this edition, including news, updates and useful information from across the Society. This year is particularly special as we celebrate our 80th anniversary as a Society. Reaching this milestone gives us a wonderful opportunity to look back at our history, celebrate the community we have built together and look ahead to the future. We'd like to thank all our tenants, past and present, for being such an important part of our journey.

In this edition, you'll find a reminder of our meter reading dates, along with information about what's new on our website and some of the improvements we've made to make it easier for you to find information and access our services. We'll also be sharing the results of our recent tenant survey. Thank you to everyone who took the time to give us your feedback. Your views are important to us and help us understand what we are doing well and where we can continue to improve.

We'll also be hearing from Doug as he starts his well-deserved retirement. Doug has been a valued member of our team, and we'd like to thank him for his hard work, dedication and contribution to the Society over the years. We wish him all the very best for his retirement and hope he enjoys this exciting new chapter.

Finally, we'll be highlighting the support available from our Tenancy Support Officer, Nicola Du Feu, including how she can help if you are experiencing difficulties or need some extra advice, guidance or support. Please remember that you don't have to face challenges alone and there is help available if you need it.

We hope you enjoy reading this edition and find the information useful. Thank you for being part of our Society, and we look forward to celebrating this special 80th anniversary year with you.



Du Feu

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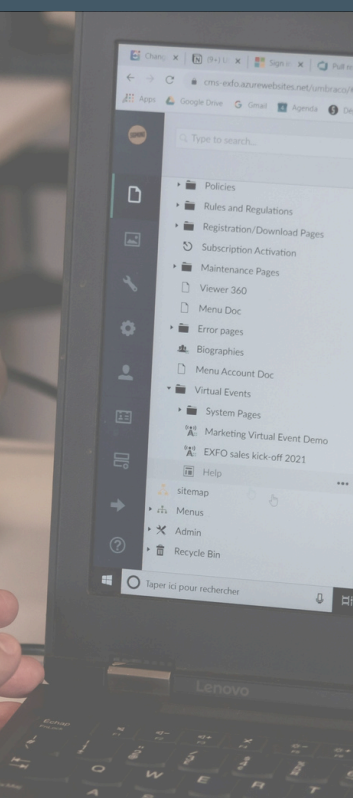


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STANLEY
KERMODE
FOUNDED
CHRISTCHURCH
HOUSING
SOCIETY IN
1946 AND WAS
AWARDED AN
MBE IN 1973
FOR HIS
SERVICES TO
ELDERLY
PEOPLE IN
CHRISTCHURCH



NEED TO KNOW CONTACTS IN THE OFFICE

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TENANCY SUPPORT

NICOLA DU FEU
Tenancy Support Officer
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The Head Office at 96 Purewell is open weekdays from 9.00 - 16.00 should you require any assistance or wish to speak to somebody detailed above. There is on street parking outside as well as lots of local bus routes. Do speak to a member of the team if you require any assistance getting to us.

Looking ahead a reminder that our offices will be closing for Christmas on **Thursday 24 December at 12.00pm and will reopen at 9.00am on Monday 4th January 2027**. During this time if you have an emergency repair then please call our out-of-hours telephone number on **020 3885 7245**.

Alternatively, if your query is not an emergency, email info@xhs.org.uk and we will deal with your enquiry on our return.

01202 483243 | www.christchurch-h-s.co.uk

A FAREWELL FROM DOUG

Dear Residents,

As you know, I will be retiring from my role as Chief Executive of Christchurch Housing Society. It has been a genuine privilege to serve this organisation and to work alongside so many committed colleagues, residents, and partners.

When I look back over the last seven years, I am struck by just how much we have faced together. The COVID pandemic tested every part of our services and every person connected with the Society. It changed the way we worked, the way we supported one another and, for many residents, the way daily life felt. Through that difficult period, I saw remarkable patience, kindness and resilience from residents, and outstanding dedication from our staff.

More recently, we have also had to manage the significant impact of rising electricity costs and wider financial pressures. These have been challenging issues for residents and for the Society, and I know they have caused concern. We have worked hard to respond responsibly, to protect services where possible and to keep our focus on providing safe, well-maintained and affordable homes for older people across our communities. Despite these pressures, there is much to be proud of. Together, we have continued to improve our homes, our care and support services, our communication with residents and the way we listen to feedback. I am particularly pleased that resident satisfaction has remained an important measure of our progress, helping us understand what matters most to you and where we must continue to do better.

I want to offer my sincere thanks to every member of staff for their professionalism, compassion and hard work. Whether in housing, care, maintenance, grounds, administration, catering, cleaning or support roles, your contribution has made a real difference to residents' lives. I also want to thank residents for your support, honesty, humour and patience. Your views have helped shape the Society and will continue to guide its future.

Christchurch Housing Society has a long and proud history of providing housing, support and care for older people, and I leave knowing that its values remain strong. The Society's purpose has always been about more than buildings: it is about community, dignity, security and creating places and homes where people can live well.

As I retire, I do so with gratitude for the trust placed in me and with confidence in the people who will carry this work forward. Thank you for being part of my time at Christchurch Housing Society. I wish you all the very best for the future.

Doug Furlong

Chief Executive
Christchurch Housing Society



IN 1967 RENT
WAS AS LOW
AS £3 PER
WEEK AND
OVER 30,000
MEALS WERE
PROVIDED IN
OUR LUNCH
CLUBS FOR A
COST OF 15
PENCE EACH.





DATES FOR YOUR DIARY - LAST METER READINGS FOR 2026

Myself or Grace will attend on the set date between 10am and 12 noon. We will read your meter and explain to you how many units you have used and the total cost of your bill. If you are not available on the day, please leave your meter reading on the door. Alternatively, you can call the office on 01202 483243 and provide your reading.

We carry a card machine so if you wish you can pay immediately, we will give you a receipt as proof of payment. We will then print off your electricity invoice within 3 days and hand deliver it to your flat. If you wish to pay over the phone, you will need your credit or debit card handy.

Greystones Day 1 (Frances, Rosemary, Stella) **Friday 9th October 2026**

Greystones Day 2 (Penelope, William) **Wednesday 14th October 2026**

Greystones Day 3 (Alan, Kenneth) **Friday 16th October 2026**

St Catherines Court **Thursday 22nd October 2026**

Twynham Court **Friday 23rd October 2026**

Stour and Avon Court **Friday 6th November 2026**

Priory and Stanley Court **Friday 13th November 2026**

Grove and Fairmile road **Friday 20th November 2026**

Winston and Kenilworth **Thursday 26th November 2026**

Dorset Grange **Friday 27th November 2026**

Homelands Day 1 (Ramsey, Tynwald, Perrin Lock) **Friday 4th December 2026**

Homelands Day 2 (Peel, Mary Mitchell, Hepburn) **Monday 7th December 2026**

Homelands Day 3 (Clementina, Benton, Hereford, Nelson) **Wednesday 9th December 2026**

Homelands Day 4 (Dowden, Miller, Douglas) **Friday 11th December 2026**

Lansdell Court **Friday 18th December 2026**

You can now see a list of meter reading dates on our website by clicking the “more” section.



LOCK OUTS AND OUR APPROACH

We know how easy it is to lock yourself out of your home. We have also had several calls recently where tenants have either lost or had door keys stolen.

I would encourage you all to have a key safe fitted on the wall outside your front door (we do not allow personal key safes fitted to the communal front doors). We can supply and fit a key safe with one spare front door key for £35. Please call Katrina at the office if you would like a key safe fitted.

If you do get locked out and do not have access to a spare key, we will need to recharge you £50 if it is during the working day or £100 out of hours or at the weekend. This amounts only cover our costs in call out.

John

PARKING & TICKETS FOR NON COMPLIANCE

Following feedback from tenants and our recent tenant survey, we know that parking is a real issue for many of you. You asked us to do more to help make parking fairer, and we have listened.

Working with our Block Representatives, tenants have helped develop the parking rules for their estates. We will now be piloting a registered third-party parking company to help us enforce the rules you have helped create.

This means that residents or visitors who continually park against these agreed rules may receive a parking ticket. The aim is not to catch people out, but to encourage everyone to park responsibly and help keep spaces safe, fair and available for those who need them.

The first trial will take place at Greystones, and residents there will receive more information by letter soon. We hope this will help ease some of the parking pressure many of you face.

As always, if you have any questions, please get in touch with us at the office.

Mark

CHRISTCHURCH
HOUSING
SOCIETY WAS
CREATED JUST
AFTER WWII,
DURING A
MAJOR
NATIONAL
HOUSING
SHORTAGE.
WE'RE PROUD
TO STILL BE
HERE TODAY.

TENANT SURVEY RESULTS 2026

A huge thank you to everyone who took part in our second survey earlier this year. Just over 63% of you gave up your time to answer the questions and give your feedback. The high number of participants means the results accurately reflect how you feel about the service we provide. The results of the survey are now available, and highlights are enclosed with this newsletter. If you would like to see a copy of the full report, you can find this on our website.



TSM Key Metrics



Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management



Jey



ASBESTOS SURVEY

Many of you will be aware that, as part of the Control of Asbestos Regulations 2012, we have been surveying your homes and communal areas. That is because Christchurch Housing Society are required to have an up-to-date asbestos register. This is not something you should be concerned about. It is something we need to have when we are considering doing certain types of work in your home, especially when we are refurbishing them.

Not all your properties need surveying. As flats in the same block are similar and built at the same time, a sample of individual homes is sufficient. Once all the surveys have been completed, I will write to any tenants where asbestos materials have been recorded or assumed.

For any resident who has had a survey completed but where sample drill holes were left and not filled, please contact Katrina at the office and she will arrange for one of our decorators to attend.

CHRISTCHURCH
HOUSING
SOCIETY HAS
BEEN
PROVIDING
HOMES AND
SERVICES,
INCLUDING
NURSING
HOMES AND
LUNCH CLUBS
FOR OLDER
PEOPLE FOR 80
YEARS THIS
YEAR.

GREYSTONES LUNCHES - REOPENING 20th OCTOBER

Did you know that we run a lunch service from Greystones Hall every Tuesday, Thursday and Friday from 12.30pm?

Enjoy a tasty main and delicious dessert from just £6 per person.

This friendly group is a great way to socialise, chat about local happenings whilst indulging in home-cooked food. It's not a club as such so no need to join, just pop along as and when you want to. **Takeaway and delivery available to those living on Greystones.**

We asked our regulars what our lunches meant to them...

"Everything to me, lovely meals, wonderful ladies in the kitchen and great company."

"The lunches are amazingly good value, I come for the beautifully cooked varied meals and the company and staff are a bonus."

Contact the kitchen on 01425 277106 to find out more.





NEW BENCH AND LANDSCAPING AT LANSDELL COURT

COMMUNITY INVESTMENT FUND

Our Community Investment Fund helps us support projects that make a positive difference to our estates and tenants living on them. Funding has been used for initiatives such as community gardens, new benches and improvements to shared outdoor spaces, creating places for people to enjoy, connect and spend time together. We would like to share with our some images of where this fund has been used so far.

To download an application form please visit the Policies, Forms & Guides section of our website.



NEW COMMUNAL GARDEN AT WILLIAM COURT



NEW SHED AT ST CATHERINES COURT

NEW SEATING AREA AND GARDENS AT PRIORY COURT



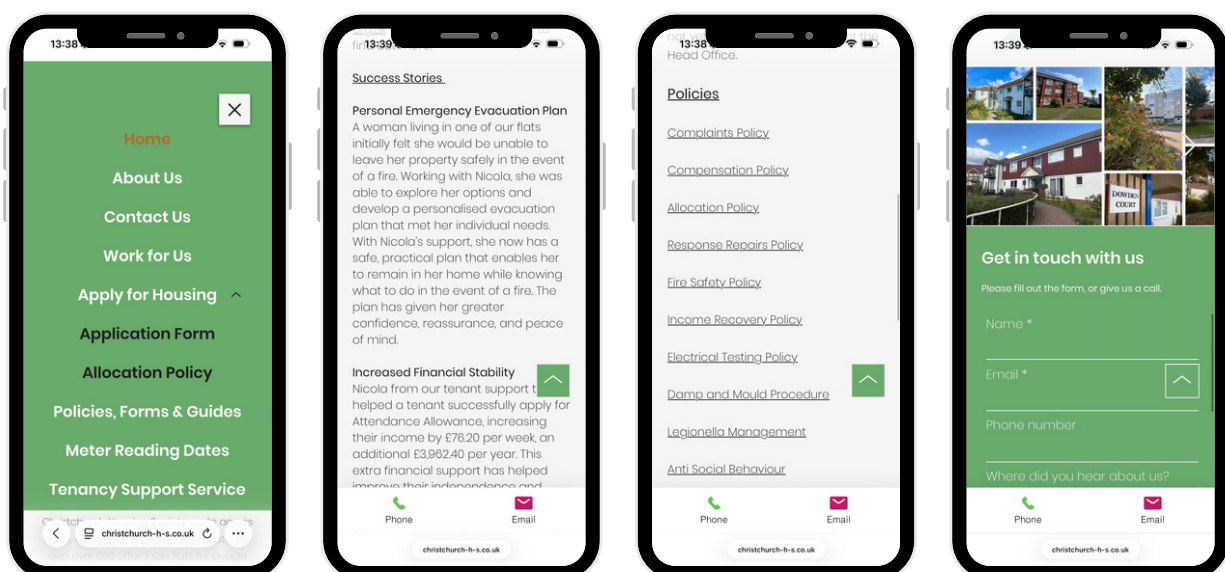


WHAT'S NEW ON OUR WEBSITE

For those of you who may have searched on the Christchurch Housing Society website, you may have noticed some new additions to the content pages.

There is a section for those wanting to apply for housing including a link to our housing application form. There is also a useful section on policies, forms and guides. Please have a look and let us know what you think.

The work to improve our website won't stop there. In our survey we did ask you whether you would consider using a customer portal. Over half of you said you would. I will start doing some more work on this over the coming months before deciding whether to invest or not. If you have experience in developing websites or would simply like to help me develop what a new customer portal could look like and what it can do, then please email me at jez.morris@xhs.org.uk and I will get in touch.



Jez



THE SOCIETY
WAS SET UP
WITH A CAPITAL
INVESTMENT OF
ONLY £20,
STANLEY
KERMODE THEN
WENT ON TO
PUBLISH
LITERATURE ON
INFLATION THE
CAUSE AND THE
CURE.



TENANCY SUPPORT OFFICER & SUCCESS STORIES

I am sure by now that many of you would have met Nicola in some capacity, she is very passionate about her role as Tenancy Support Officer and can offer a range of support and signposting should you require any assistance. This service is free of charge to all tenants.

Below are just a handful of the topics which she can support you with:

- Debt and financial support
- Hoarding and attachment
- Mental health
- Emotional needs
- Networking with social groups
- Administration support and access to a computer
- NHS and health services
- Food banks
- Bereavement services

Nicola will help to locate and identify local services who can offer much needed support. This brilliant service is complimentary to all of our residents and she is more than happy to offer as much or as little guidance as felt necessary.

Below are some anonymised success stories from support that Nicola has supported with recently.

Personal Emergency Evacuation Plan

A woman living in one of our flats initially felt she would be unable to leave her property safely in the event of a fire. Working with Nicola, she was able to explore her options and develop a personalised evacuation plan that met her individual needs. With Nicola's support, she now has a safe, practical plan that enables her to remain in her home while knowing what to do in the event of a fire. The plan has given her greater confidence, reassurance, and peace of mind.

Increased Financial Stability

Nicola from our tenant support team helped a tenant successfully apply for Attendance Allowance, increasing their income by £76.20 per week, an additional £3,962.40 per year. This extra financial support has helped improve their independence and ability to manage everyday living costs. It is important to note that Attendance Allowance is a payment disregarded by housing benefit and universal credit and is paid without affecting other benefits. Nicola also was able to secure backdated lump sum payments of £2239.80 and £2244.67 in housing benefit enabling tenants increased financial stability.

Supporting Tenants Through Food Insecurity

Nicola successfully supported residents experiencing food insecurity by securing 9 food bank vouchers and personally delivering 4 food parcels to tenants in need. This support provided immediate access to essential food supplies, helping to reduce financial pressure and ensure vulnerable residents had access to nutritious meals. Through proactive support, partnership working and responding quickly to individual needs, Nicola was able to make a positive and practical difference to the wellbeing of those she supports.

SAY HELLO

Rent Arrears Cleared Through Benefit Support

After assisting a tenant with a Housing Benefit application, Nicola secured £1,760 in backdated payments. This cleared the tenant's rent arrears in full and ensured their Housing Benefit payments were reinstated, providing long-term financial stability.

Hoarding Help

Nicola provided compassionate support to a tenant experiencing hoarding issues, which had resulted in their home becoming difficult to manage. Nicola worked closely with the tenant to understand their situation and helped them take the first steps towards improving their living environment. She signposted and connected the tenant with a specialist company that was able to assist with clearing the property, providing practical support throughout the process. This intervention helped the tenant make significant progress in creating a safer, more manageable home environment, whilst also ensuring they felt supported rather than judged. The support demonstrated the importance of early intervention, partnership working and a person-centred approach when helping tenants facing complex challenges.

Providing Emotional Support to Tenants

Nicola has successfully supported tenants experiencing emotional difficulties related to bereavement, illness, and ongoing medical issues. She provided a listening ear, reassurance, and compassionate support, while recognising when specialist help was needed. She also signposted tenants to appropriate bereavement and wellbeing services, helping them access professional support during particularly challenging periods, she also supported tenants dealing with health concerns by providing practical reassurance, encouraging them to engage with relevant healthcare professionals and helping them access appropriate services.

If you feel that you or someone living with us could benefit from speaking to Nicola then please call the office on 01202 483243 or contact her via email at nicola.dufeu@xhs.org.uk to arrange a confidential visit.

Please note Nicola's working days are Tuesday, Wednesday & Thursday.

IN 1953, WE
BUILT DRUITT
HALL AS A
PERMANENT
MEMORIAL TO
QUEEN
ELIZABETH II'S
CORONATION.
MONEY FOR
DRUITT HALL
WAS RAISED
THROUGH
PUBLIC
DONATIONS
FROM THE
LOCAL
COMMUNITY.

ELDERFEST - 27th OCTOBER 2026 GODFIRST CHURCH, CHRISTCHURCH

This year we're delighted to be taking part in ElderFest 2026. This free to attend event promises a day filled with inspiration, advice, entertainment and community spirit. Visitors will have the opportunity to explore a wide range of local services, activities and support available to help older people live active, healthy and fulfilling lives. The day will also feature a programme of talks, free health checks and vaccinations, entertainment from local performers, and of course refreshments.

ElderFest is organised by Christchurch Community Partnership in partnership with Christchurch Primary Care Network, PramaLife, BCP Age Friendly Communities and Public Health, and is supported by Barchester Healthcare.



ONWARDS & UPWARDS

We are delighted to share the exciting news that Avondene Care Home will be moving on site to Silverways Nursing Home. This purpose built home has been approved by the councils planning committee and we are hoping to have building works underway in the new year. This move marks a wonderful new chapter for Avondene, bringing together two caring communities and creating even more opportunities for residents to enjoy a vibrant and fulfilling lifestyle.

The move will provide Avondene residents with access to a new and improved environmentally friendly home, offering modern, comfortable surroundings and excellent facilities designed with residents' wellbeing, comfort and enjoyment in mind. Residents will also be able to share with Silverways a wonderful range of activities, entertainment and social events, creating opportunities to meet new people, make friends and enjoy a greater variety of experiences together.

Moreover, this exciting move is about bringing together the best of both communities while continuing to provide the warmth, care and familiar support that Avondene residents know and value. We look forward to welcoming everyone to the Silverways site by the end of 2027 and beginning this exciting next chapter together.

In other news we are also expanding Silverways Nursing Home to include two new bedrooms, these take the place of unused office space and enables our home to welcome two new residents on a permanent or respite basis.

We'd like to take this opportunity to thank you for your support and as always if you have any questions on upcoming developments please do not hesitate to contact us at Head Office.

Doug

AN UPDATE FROM SILVERWAYS

I'd like to take this opportunity to thank everyone who supported and came to our summer fete, it was a fun filled day raising over £590 for our activities fund. The money raised will go towards buying new games and equipment to keep our residents busy, entertained and having fun!

We are looking forward to hosting a Christmas Fair in the home on 28th November 2026, pop along to enjoy our famous raffle, a warm mince pie and even a glass of mulled wine! If you would like to bring your small business along then stalls will be available for a £5 donation.

Janine

