



WINTER
2017

the newsletter from saha - **transforming lives**

*With Best Wishes for a
Happy Christmas
and a Prosperous New Year*



from everyone at saha

MAKE SURE YOU'RE IN

THE LOOP

Call us on 0800 970 6363

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 **saha**
Salvation Army Housing Association

A Christmas message from saha Chair, Commissioner John Matear

As I write, the first snow of winter is falling in Nottingham and the City's shops and busy streets all reflect that the commercialism of Christmas is in full swing. We are wrapped up against the cold so that we can get Christmas wrapped up. I love it when I hear the traditional carols and familiar Christmas songs. Everyone has a favourite, probably from way back. In truth you may love it, loathe it or simply tolerate it, but for most of us there is no escaping the fact that it is Christmas time once again! Tradition might have it as snow and Santa, cards and candles, gifts and glitter, but at its simplest and purest it brings a message of peace and goodwill to all people. In the birth of a child there is the gift of love for the world.

I know that for many, Christmas involves a journey to meet with family and friends. In the first Christmas story wise men came seeking, bearing gifts and having sought and found we read they returned home 'another way'. In a deeper sense this may be a time of finding ourselves and embarking on another way that is right for us. The real gift of Christmas is not how much is spent, but in how we receive and share God's greatest gift - His love.

All at saha join me in sending warmest Christmas greetings to all of our residents with the hope that you have a blessed and peaceful time, along with our prayer that 2018 will be a good year for you. Be assured we remain committed to providing you with safe and secure accommodation - a place you can proudly call home.

Christmas blessings,

Commissioner
John Matear
Saha Chair



Roseberry's garden mural



Roseberry staff and residents needed a new project in the garden that encouraged resident involvement and inclusion that was outside in the open, getting fresh air. We decided that the previous mural of the French Market Theme made such a difference as to how the rear of the garden looked and positive contributions made by all that we would do another mural on the next section of the rear wall.

The theme was agreed as the beach and the sea, as the gate and pillar on the section used could be incorporated as a light house and beach hut; staff and residents started sketching and putting it all together,

We agreed to replace the old purple slate with yellow pebbles and sand to create a much more realistic impression.

The outcome is fantastic and what a great project led by Josie and Ann, project workers.

"I love this mural and how it brightens up a previously dull and unused space, transforming it into somewhere I will sit out by in the garden especially in the summer. I hope that we continue the murals along the rest of the walls, as when I am feeling low, I go into the garden and the spaces within it and feel calm."

Christine Whitlock, Roseberry resident

Partnership Trophy 2017

On the 21st September, the annual Partnership Trophy football tournament was held in Manchester. Twenty seven teams from across the country gathered together to win the treasured trophy at an event hosted by Commissioners Clive and Marianne Adams who are the Territorial Leaders for The Salvation Army in the UK and Republic of Ireland.

The teams consisted of players from The Salvation Army and saha. The majority of the players have currently or recently been homeless and the event is organised to boost their confidence through competitive sport.

The Salvation Army organised hot drinks and refreshments throughout the day by manning one of their famous red response vans, and Pret A Manger supplied free sandwiches, chocolate and water for lunch which was served with assistance of personnel from saha's IQI dept. and The Salvation Army.

Every year a celebrity is invited to join in the fun and this year's guest was Former Celtic and Wales international footballer and TV pundit John Hartson.

Though the day started with heavy rain, this didn't dampen the atmosphere and the matches were played in a fair but competitive atmosphere. The final was a thriller between Booth House Salvation Army Lifehouse in London and a Chapter 1 United Manchester team with Booth House winning the match 2-1 to claim the cup.

Hartson said afterwards "Today has been a great day for seeing how football is making a difference in the lives of people who are facing some of their toughest challenges, and it's been great to cheer them on from the side-lines as well as having time to share my own experiences of facing and coming through difficult times'.



Beware of Phishing

Phishing is a cybercrime in which a target or targets are contacted by email, telephone or text message by someone posing as a legitimate institution to lure individuals into providing sensitive data such as personally identifiable information, banking and credit card details, and passwords.

Below are two examples of phishing scams that have been circulated in the UK:

Barclays have released the following statement;

'We have been made aware of fraudsters calling clients, pretending to be from Barclays, advising that their accounts or systems may have been compromised and that they need to move money from their account/s. Variations of the conversation include moving money to 'test accounts' or 'cloud accounts' to 'protect it'.

This is a scam. Barclays will never call you to move money to other accounts. Barclays will also never call and ask you for remote access to Barclays.Net. Fraudsters can also manipulate caller ID software so that it displays a genuine looking number in order to convince you they are calling from Barclays or whichever company they are impersonating. Please remain vigilant and make other users aware. If you receive such a call, please hang up and contact the Barclays.Net fraud team on 0330 156 0155. For more information, please read the latest news article on the Service Information section of the Barclays.Net logon page.'

A recent phishing scam on popular messaging app- WhatsApp has been trying to convince the recipient that they are eligible for free vouchers from the supermarket Asda. The messages have contained the following "Hello, Asda is giving away £250 free voucher to celebrate its 68th anniversary, go here to get it. Enjoy and thanks me later!"

Once you click on the link fraudsters also collect personal information from your device by installing cookies on your phone that track you, or add browser extensions that can be used to show you advertisements

To report fraud and cybercrime and receive a police crime reference number, call **Action Fraud** on **0300 123 2040** or use its online fraud reporting tool.

Real Life story!

2nd Chance makes a difference

My name is Angie and I work for a charity called P3 in Nuneaton. P3 try to improve lives and communities by delivering services for socially excluded and vulnerable people.

I came into the 2nd Chance store requesting donations for a client I was supporting, to move from temporary accommodation to permanent local authority accommodation. I spoke to a member of staff who advised they were sure they'd be able to help, but needed to speak to the manager. Graham was approached and upon telling him of my client's story and that all he had were clothes and a microwave, 2nd Chance kicked into action and assisted him with almost everything he needed to furnish his property. Items such as a sofa, chests of drawers, coffee table, cupboards for the living room, bedding, cutlery, crockery, and many other kitchenware items.

I had advised I had sourced a bed from Emmaus otherwise I believe a bed would have been offered too. The delivery charge was also waived due to my client's lack of income. Although my client is 54 years of age, due to circumstances out of his control this was his first tenancy.

In addition to this I was directed to the Judkins shop whereby Andy also assisted the client with a toaster, rugs, curtains, towels and various other household items that were needed.

Needless to say, with your help, we assisted a vulnerable adult to furnish his flat. He would not have been able to do this without the organisation's help. I am extremely grateful that the service is there and all staff and volunteers are non-judgmental and easily approachable.

A Journey of courage

*We got married in a castle
Had three lovely girls
I thought we were forever
But you shattered our world*

*The changes started slowly
I didn't see them coming
When your anger burst out
I didn't think of running*

*Shouting strange things
That didn't make sense
Inventing crazy stories
It was all so intense*

*Who were you angry with?
Only yourself all the time
But you never saw it
You believed you were fine*

*You were always right
The whole world was wrong
Nothing ever changed that
Not even now you're gone*

*Because I knew in my heart
There was no future to save
It took me a long while
To make myself brave*

*I did it for my girls
I had to take control
You scared us too much
And I told you to go*

*I didn't back down
Though it caused me pain
I had to stop this hell
Happening again and again*

*I was afraid to be brave
It'll take time I know
But your weakness won't defeat it
And my strength will grow*

*I'm on a journey that may take years....
Going in to my future
Not living with fear
By Jess & Her Mum*

*your life
unfolds in
proportion
to your
courage*

Healthy Lifestyle and Healthy Choices at Roseberry



Female residents were asked if they would like to attend a Healthy Lifestyle and Healthy Choices Training course. The training would take part in a Local Community Centre called The Hub, Grove Hill. The women were advised the course would be over four weeks and delivered twice weekly on Tuesdays and Thursdays.



The course covered topics such as healthy foods including super foods and foods which help prevent or slow down some illnesses such as cancer.

The other sessions included checking breasts for potential cancers. This took some finding, but also made light of a serious issue with a few giggles.

On another serious topic smoking was also discussed. Pam the trainer gave advice on what is available to support this and services to help in the area should any of the residents want help.

Relaxation sessions went down well with the smooth voice of the facilitator Pam Cooper and relaxing music and breathing techniques shown.

Pam asked if the women would like anything in particular discussed on the last session. One of the women particularly wanted to know about how to make positive friendships. The session started with how they would like to be seen as a friend and what in return they would like from friendships.



The women did feel more at ease that a member of staff had gone along with them to all the sessions. At the end of the training all the women had thoroughly enjoyed each of the sessions. All found some aspects more useful to them given individual experiences, some found areas upsetting at times too. However they dealt with emotions appropriately, discussing individual goals they would like to achieve.

One or two of the women even agreed to take up further courses. Two women agreed to be more healthy, encouraging each other to join the local swimming baths. All the women agreed to check their breasts monthly for any changes. All considered smoking habits and how to cut down or stop with appropriate support.

Pam discussed that each woman would be given a certificate for attending the course if they completed all sessions, and didn't they do well?



Feeling safe with T4R

During the T4R annual general meeting back in February, the panel decided to undertake three scrutiny topics this year. The panel recently looked at - Feeling Safe and what this actually means to residents, whether this is:

- **Feeling safe on their scheme or in their service**
- **Feeling safe online**
- **Feeling safe when moving on**

The scope for the T4R feeling safe scrutiny meeting was to look at the different ways used within the Association to promote residents feeling safe with a view to understanding:

- **What does this mean in practice?**
- **Does this encompass more than just Anti-Social Behaviour (ASB)?**
- **Having the confidence to offer feedback**
- **Dealing with difficult situations**
- **Training**
- **Online scams and phishing**
- **Building communities within our schemes**
- **Move on into Independence (where applicable)**

Get Involved Resident Roadshows

Members of the T4R panel have joined the Get Involved roadshows that have been taking place across the Association. The roadshows are designed to give our residents the opportunity to feedback to us on a number of topics and to allow the Get Involved team to showcase the various ways that you can get involved! Look out on the saha website and Facebook pages to find a roadshow near you!

If you would like to find out more about the T4R panel or join the group please visit **www.saha.org.uk** or contact the Get Involved team on **0800 970 6363**.

The panel used feedback from the recent roadshows that had taken place, the STAR satisfaction survey, resident feedback, complaints/compliments and ASB case feedback to help to create recommendations that they felt would help improve residents' perceptions of feeling safe. Some of these recommendations included:

- **An online resource where residents can find online training**
- **Details of phishing scams and how to avoid them**
- **How to stay safe online**
- **Training for moving on to independent living**

You can find more about the recommendations and read the report on the T4R page on

www.saha.org.uk

Long service record

We would like to celebrate the following staff for their long service; also their hard work, commitment and dedication that has helped so many residents.

<i>Joan Abura</i>	10 years
<i>Michelle Aherne</i>	10 years
<i>Abaya Alakoto</i>	10 years
<i>Jane Baker</i>	10 years
<i>Margaret Bolton</i>	10 years
<i>Geanna Bray</i>	10 years
<i>Lynne Dixon</i>	10 years
<i>Peter Godden-Kent</i>	10 years
<i>Alison Luscombe</i>	10 years
<i>Matthew Ottiwell</i>	10 years
<i>Alpita Patel</i>	10 years
<i>Jurgita Paulauskaite</i>	10 years
<i>Mobo Quadri</i>	10 years
<i>Luan Richards</i>	10 years
<i>Lynn Scott</i>	10 years
<i>Hazel Bankole</i>	15 years
<i>Pauline Disley</i>	15 years
<i>Leanne Foster</i>	15 years
<i>Patricia Mycock</i>	15 years
<i>Angela Sinden</i>	15 years
<i>Heather Stamp</i>	15 years
<i>Wendy Bew</i>	20 years
<i>Adele McGill</i>	20 years

saha's response to ASB

A resident in Ipswich who subjected his neighbours to Anti-Social Behaviour (ASB) has successfully been evicted.

Residents in Ipswich came together to put an end to the ASB they were experiencing in their neighbourhood.

Over the past 6 months residents had been subjected to ASB from another resident and visitors to the property. On a regular basis they were disturbed by loud music, bad language, and frequent visitors to the property both day and night banging on windows and doors, alleged drug dealing and general nuisance behaviour.

In order to take action against the perpetrator saha required evidence of the ASB. Residents were encouraged to call the police, report the noise to Environmental Health and provide log sheets. From this evidence the Housing Officer was able to prepare Witness Statements and a Community Impact Statement to support an application to Court. At Court, the Judge was able to see first-hand the impact that the ASB was having on the other residents and also on other resources such as police time. Thanks to the residents' input and support saha was successful in its application and the Court awarded a Possession Order. The resident and his visitors were successfully evicted and saha regained possession of the flat. All costs that saha incurred in taking this action through the Court and subsequent works to the flat to bring it up to a lettable condition will be recovered from the evicted tenant.

Working with residents, police and partner agencies saha is committed to ensuring your communities are safe places to live and work without the fear of crime, harassment and ASB. No one deserves to feel intimidated or unsafe in their own community.

Saha will always support residents so that they feel empowered and safe to give evidence against perpetrators, because without this we are unable to take the necessary legal action and secure the desired outcomes in cases like this.

To report anti-social behaviour please contact the **Customer Services Centre** on **0800 970 6363**.

Art to make you think!

As part of a Mildmay House art project, one of the residents Chris wanted to complete a piece that highlighted the dangers of smoking using cigarette packets. The concept was based on the grim reaper and graveyards, both of which can represent the reality of death. Chris was keen to complete this in memory of his mother, Mary who passed away from emphysema.

If you would like to quit smoking visit www.nhs.uk/smokefree for free support, proven to work.



Board visit to Roseberry



Saha Board member Maggie Cameron-Ratchford recently visited the Roseberry supported service in Middlesbrough.

During her visit Maggie met with staff and residents who were able to tell her about their experiences of the service and showcase the amazing work that takes place within the service.

Following a buffet lunch Maggie joined the residents in a baking masterclass.

Maggie said, "Icing biscuits with residents was just one of the highlights of my visit to the Roseberry scheme in Middlesbrough. I have a new found respect for anyone who can decorate using icing, it is harder than it looks, but fortunately one of the residents let me use their biscuit for the photograph.

Other highlights were meeting residents over a delicious lunch prepared by the staff, talking with them and listening to Sharon describing the positive outcomes they have achieved over the years. Welcoming me with warmth, Sharon is a typical saha manager: compassionate, committed to residents and staff, dedicated to saha's mission to transform lives, all topped off with a lively sense of humour.

Yes, there are challenges, sometimes from residents, which are handled with firmness and sensitivity, but Sharon has good relationships with the local council and has had funding extended for 3 years, staff and residents have discovered a talent for fundraising and plan a new initiative next year. Everyone is looking forward to having a new central heating system installed which will be more energy efficient and let residents have more control of heating in their own home. Sharon is particularly looking forward to having communal areas redecorated and will be consulting with residents about colour schemes in the near future. I hope to have an opportunity to visit again once the work is finished"

Howell Road



Here at the Howell Road Project (which is part of the Shilhay Service in Exeter) we have just been involved in the autumnal tidy-up in the garden. This happened during a late and lovely October week that included in particular a really gorgeous and hot Friday more akin to a Summer's day!

The garden make-over was achieved through undertaking the acts of digging over and weeding out the borders & the raised beds, cutting & pruning back hedges, roses & lavender, getting rid of the ivy that had crept over our boundary wall from some wasteland the other side of it, and generally getting the garden into a position where it can overwinter.

Whilst working on the garden, there was also an opportunity to have a tidy up of 'the grounds' in getting rid of weeds, and fallen tree leaves in the project's car park, and extending the weeding into the public pay & display car park surrounding our project around our exterior boundary wall, which visually has helped make that public environment look tidier.

Following a service visit by both Geanna Bray, Director of Housing, Care and Support Services & Pat Cross – Head of Housing, Care and Support Services on the 31st October, and upon receiving very positive comments on the garden here and how it was looking, Geanna particularly asked whether we could provide an article and some photos for the newsletter.

Most Devon folk are pretty reserved, and really don't like a fuss being made, so no-one involved in the garden make-over wished to be individually named, and like true 'Devon Piskies' disappeared for the photos! However, from one particular individual to the forming of the 'Fab Four' who undertook the work, the efforts have not gone unnoticed, and are much appreciated by all.

Gertrude Jekyll said "A garden is a grand teacher; it teaches patience and careful watchfulness; it teaches industry and thrift; and above all, it teaches entire trust."

No better words to describe how nature can help with the physical, emotional and spiritual welfare of everyone. Gardening is a fantastic therapy, and we are delighted that we are able to provide that therapeutic opportunity. It is hoped that as we enter next Spring we can stimulate more growth in gardening activity with our residents, and see our Project's Gardening Club flourish!

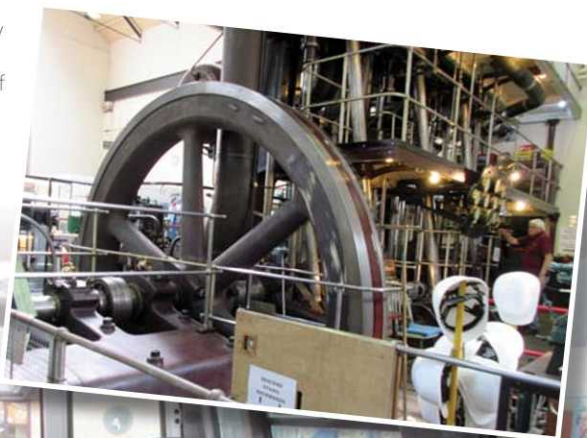


Hazelwood Court meets “Marshall”

Residents were taken back in time on Friday 15 September when they visited the Museum of Power in Langford, Essex. They were treated to a very informative talk and demonstration of the Steam Pumps, followed by a tour of the museum and a superb lunch in the Tearooms.

They learnt how water was pumped by “Marshall” an incredible Steam Pumping Engine which was commissioned in 1931 and supplied Southend-on-Sea drinking water for many years.

Residents and Friends from the local community thoroughly enjoyed reminiscing over old machinery and household equipment and are looking forward to returning to the Steam Pump Tearoom for one of their famous High Teas early next year.



Advice for tackling debt

The Christmas period tends to be a time when we all spend too much and after the season is over, many of us are left facing a hefty bill in the New Year. It can be hard to avoid using credit to pay for the festive season and we are often left with large debts in January.

Dealing with debt

Most of us have debt of some sort – we have mortgages, credit cards, store cards or loans. Sometimes though, we borrow more than we can really afford to pay back or an emergency means that we can't afford the repayments or skip other important payments like the rent.

Facing up to debt is important – understanding it means we can start to deal with it and get things back under control. If debt has become a problem, think about how it happened. Then you can decide how to deal with it.

Tips for tackling debt

- Don't take on any new debts and avoid taking more loans to cover the debts – this could cost you much more in the long term
- Look at what's coming in and going out and see if there is a way to reduce your spending, especially on non-essential items
- Contact the people you owe money to and see if you can agree a more realistic repayment plan
- Prioritise your debts – some are more serious than others. For example not paying your rent or mortgage could result in you losing your home. Other debts like council tax, utility bills like gas and electricity, fines and maintenance payments also need to be treated as a priority

Borrowing money

When we need to replace a broken cooker or telly, many of us have to borrow money or get credit. And we know there's no such thing as free money!

We usually have to pay back extra on top – this is called interest. Some options for borrowing are much safer and cheaper than others. Interest Free Credit is a great option – you pay back exactly what your cooker or telly cost, over an agreed number of months or years. Some shops offer this.

Beware payday lenders!

That £300 cooker could cost you nearer £550 if you borrow that way and pay it back over a year! And if you don't repay straight away their interest rates rocket.

Beware of loan sharks!

There may be times when you need to borrow money. If you have bad credit or need money in a hurry, you might be tempted to borrow from someone who'll give you the money quickly, without too many questions.

Sometimes there are people down the pub or in your community who give out informal cash loans. They don't give you any paperwork or receipts and they'll probably collect repayments from you in cash. These people are loan sharks. To start with they'll probably seem really friendly, helping you out during a difficult time. But they're there to make money, taking advantage of you to do so.

Beware of loan sharks!

- A loan shark is anyone who lends money without a licence and can't provide you with a credit agreement setting out the terms of the loan.
- Loan sharks actually don't want you to pay off the loan and will keep lending you more money.
- Loan sharks won't be very clear about the interest rate, but it will be very high so you pay back a lot more than you borrowed.
- They move the goalposts by changing how often and how much they want you to pay back, so you can never keep up.

They may start intimidating or threatening you if you struggle to repay them.

If so, then Please get in touch with the **Illegal Money Lending Team Direct** on **0300 555 2222** or email **reportaloanshark@stoploansharks.gov.uk**

Credit Unions

If you need to borrow money then credit unions are a good place. A Credit Union is a cross between a co-operative and a bank, and is set up by people with a common interest, like where they live or work, and offer low-interest loans, savings and sometimes bank accounts.

Find your local Credit Union by contacting your local council or online at www.findyourcreditunion.co.uk

Christmas Clubs

Christmas clubs are a good way to save for the festive season. It's difficult to pay for Christmas out of December's pay packet alone, so it makes sense to save up as much as you can beforehand. The earlier you start saving, the less you need to put aside each month. Even a small amount over a few months can make a big difference

MONEY MATTERS

Speak to someone

Never be embarrassed about discussing your financial problems. You are not alone; most of us get into difficulties at some point. It's how we deal with the situation that matters.

Rent

Please remember that over the festive period it is essential that you maintain your rental payments. If you are having problems then please contact us in the first instance.

If you don't know what to do then please contact your **Rent Account Officers Emma** or **Paul** on **0800 970 6363**.

Other agencies who should be able to help are: **Money Advice Service** is free and independent www.moneyadviceservice.org.uk or give them a ring on **0800 138 7777**.

National Debt Line is also free. They've helped millions of people with their debts. www.nationaldebtline.org or phone **0808 808 4000**

AdviceUK Member centres offer debt advice including specialist advice for minority communities and people with disabilities. www.adviceuk.org.uk or phone **0300 777 0107**

Citizens Advice For advice and information on debt and other topics, visit your local Citizens Advice www.citizensadvice.org.uk



East Sussex Young Mums get digging!






During a residents' meeting this year, the East Sussex Young Mum's service residents suggested they wanted a vegetable patch in the Eastbourne house garden so they could teach their children where their food came from and learn how to grow fresh, organic vegetables. Staff looked into this and contacted Southern Land Services who kindly agreed to come out and talk to us about how they could work together to make this possible.



Working in partnership with Southern Land Services and Community Stuff a local community organisation, a plan was devised to create a vegetable patch for the Young Mothers. Southern Land Services very kindly gave their time and materials to the service. Work was underway to construct the new vegetable patch and in keeping with our efforts to be cost-effective and environmentally friendly, Southern Land Services used recycled and reclaimed materials to create a large, enclosed area, complete with raised bed for the vegetables.

Over the next few weeks everyone got involved in looking after the new veg patch. Everyone had taken something out of watching the veg patch grow over the past few months and it has inspired staff to create a whole month of workshops on going green and the environment, which the residents participated in with newfound, first-hand knowledge, and now, just a few months on, they are all enjoying picking their own vegetables and cooking delicious, healthy meals for the residents and their babies.

They hope to continue this into next year, so that the veg patch, the staff and the residents alike can all continue to flourish.

Rents	Quarter 1 (Apr – Jun 2017)	Quarter 2 (Jul– Sep 2017)	Our Targets
% of rent arrears of current tenants	4.32%	4.32%	5% 
Customer Survey	Quarter 1 (Apr – Jun 2017)	Quarter 2 (Jul– Sep 2017)	Our Targets
Overall satisfaction with repairs	98%	100%	90% 
STAR Satisfaction	Quarter 1 (Apr – Jun 2017)	Quarter 2 (Jul– Sep 2017)	Our Targets
Resident overall satisfaction with saha	90.83%	81.98%	90% 

Learning from Feedback...

From 1st April until 30th September 2017, saha received 16 service complaints from customers of the Association. 14 complaint cases were resolved and closed in the same period, with 13 resolved at stage one of the complaint procedures and one at stage two.

During this period three of the complaints resolved had learning outcomes established from the cases. These are detailed as follows:

Complaint	Response	Learning Outcome	Implementation
A failure of the phone system.	Agreed in full – Software problem with the saha telephony system, which prevented the automatic call queue closure at close of business.	Our IT team have now provided the Contact Team Leader with a mobile app to allow them to view and manage the call queuing system remotely.	IT have installed this on the Team Leader's mobile phone.
A complaint about a staff member.	Agreed in full – staff training and independent living plan issues highlighted as part of the investigation.	IQI have scheduled to conduct a scheme inspection and additional checks of independent living plans have been arranged.	IQI inspection and individual file checks completed at the scheme.

The Loop - Next Edition

If you would like to feed back on the KPI's you would like to see reported please contact the **Get Involved** team on **0800 970 6363**.

Learning from Feedback... continues next page

Learning from Feedback continued

Complaint	Response	Learning Outcome	Implementation
Complaint about general scheme services	Agreed in full – Communication between staff and residents was not effective. Also support provided was not consistent.	Arrangements have been put in place to ensure that residents are kept updated on progress and any incidents via noticeboards, text messages and during link work sessions. We will make sure residents are fully aware of their right to ask for a review if they are dissatisfied with the service or feel that they are not being listened to	Issues to be monitored at next scheme visit / inspection to ensure completed to resident's satisfaction.

Compliments

For further information, from April to September of the this financial year, saha staff and contractors received 37 service compliments that were formally logged.

Saha Christmas and New Year Arrangements 2017/18

For your information, the arrangements for contacting saha from 22nd December 2017 to 2nd January 2018 are as follows: -

The Customer Service Centre office will close on **Friday 22nd December 2017 at 12.30pm.**

The out of hours service will then be available to deal with emergency and urgent repairs until the office opens again. You can contact the emergency service via the normal freephone number **0800 970 6363** and follow the instructions provided, or dial direct to **01253 501104**.

The Customer Service Centre will open again on **Tuesday 2nd January 2018 at 9.00am.**

During the extended break the out of hours call handlers will be able to assist you, plus Saha staff are on hand to advise them on any situation reported if required. Please do not hesitate to contact one of the numbers mentioned above for advice and assistance if you feel you need it.

We trust that the information is satisfactory. If you have any comments or wish to discuss any of the above arrangements, you can contact a member of the Customer Service Team on **0800 970 6363** prior to 22nd December 2017.



Saha would also like to wish you a happy Christmas and a peaceful New Year.