

Achievements and activities

SHIP members have been busy working with council officers, on behalf of sheltered housing tenants across the city.

Here are some of the highlights of their work during the first few months of 2015:

- Panel members completed a training course through our tenant training for Norwich (TTfN) academy.
- Panel members represented SHIP at the annual tenant summit.
- The panel discussed the Choice Based Lettings (CBL) allocations policy.
- The panel went on a site visit to St James House to view the progress of the scheme refurbishment and also to Silkfields to see the refurbished guest room and communal lounges.
- They also visited council contractors; Norwich Norse, UKDN Waterflow and NPS Norwich.
- Members discussed ideas for keeping sheltered housing tenants updated on SHIP activities, which has led to the publication of this newsletter.
- Proposals for scheme lock changes and police approved key safes have been discussed.



Panel members proudly display their TTfN certificates.

- A discussion was held on new ways of promoting TTfN.
- Members reviewed feedback on the sheltered housing service received from the Talkback panel.
- A new warden call system was looked at.
- Members were consulted on the landscape proposals for St James House.
- The panel reviewed the sheltered housing tenant handbook and the new emergency procedure leaflet.
- The panel are currently looking at the proposals for sheltered housing guestrooms and communal lounge upgrades.