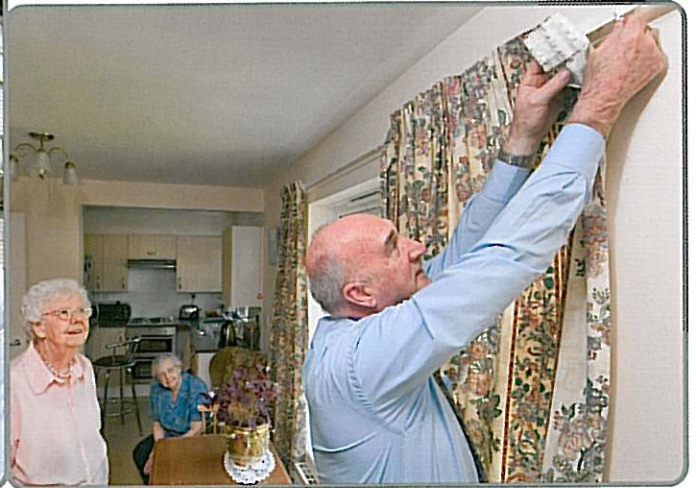


# Improving Homes & Services



## Sheltered housing receives major face-lift

Having decided a year ago to retain its sheltered housing, work on an extensive £1m refurbishment of Fornham House in Ipswich began at the end of 2008. After reaching its 25th year, the scheme was in need of a face-lift, both for the benefit of its residents and to make it an attractive option for those looking to move to sheltered accommodation.

As part of the work, some of the former bedsits have been remodelled into larger and more attractive flats, meaning the total number of homes has reduced from 35 to 31. Residents were



widely consulted before all new and existing flats were fitted with new kitchens, bathrooms, double-glazing and carpets.

Whilst work took place at their homes, residents had to move into alternative accommodation at the scheme. Roy Attwood, the Society's Scheme Co-ordinator, was so keen to see the work through to completion and support residents during the disruption to their lives that he has deferred his retirement by 18 months.



## Just two clicks!

The Society's new-look website went live in early 2009.

Clear, concise and easy to navigate, the "one stop shop" shows residents how to pay rent, request repairs, apply for housing benefit, make a complaint and get involved with the Society's future plans through the Tenants' Voice group. It also gives a range of useful information about how to find a home, including tips on renting and shared ownership, along with a guide outlining what residents should do if they wish to move.



The website has been designed to make sure that all information is no more than two clicks away, while it also uses Browsealoud technology and offers a translation service to make it accessible to all.

Although a great deal of emphasis was placed on its use for residents, the website also contains easily accessible information about the Society for our stakeholders and other businesses.