

SHELTERED HOUSING CHRISTMAS NEWSLETTER



Ho ho ho! It's that festive time again, and we're here to sprinkle some holiday cheer your way! Wishing you a Merry Christmas and a Happy New Year!

If you should be planning to be away from the scheme over the holiday, can you please inform either the Hub 01255 686888 or your Sheltered Housing Officer.

Council Offices close over the Christmas period on:

Wednesday 24th December 2025 at 4.30 pm and Re-open for normal service on Friday 2nd January 2026.

Scheme Cleaners will be onsite in schemes between Christmas and the New Year:

Please consult the poster in your relevant scheme for full details.

In the event of an emergency, or the in need of repairs, please contact Helpline 01255 222022.. Alternatively please pull a cord or press your pendant. This service is available 24 hours a day, 7 days a week.



Christmas Word Search

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

SANTA
MISTLETOE
REINDEER
TREE

CELEBRATE
STOCKING
WREATH
JOLLY

BELLS
CANDY CANE
ELVES
HOLIDAY

RUDOLPH
FROSTY
CHRISTMAS
SLEDGE

3 INGREDIENT SHORTBREAD RECIPE



Servings: 24 cookies

Ingredients

- 1 cup (8 oz/225 g) butter, softened
- ½ cup (2 oz/58 g) powdered sugar, sifted
- 2 cups (10 oz/280 g) all purpose flour

Instructions

- Preheat the oven to 350°F (180°C) and line a baking tray with parchment paper.
- In a large bowl cream together the soft butter and sugar with an electric mixer on high speed until light and fluffy, about 3 minutes.
- Add in the flour and mix until the dough just comes together.
- Roll the cookie dough in cling wrap into a long two-by-two-inch log. Place in the fridge for at least 60 minutes, or up to 3 days.
- Once the dough is firm, slice the cookies into ¼-inch thick rounds. Place each round on your baking tray and bake for 18 – 20 minutes or until just golden.
- Allow to cool slightly before transferring to a cooling rack. Once cool the cookies can be stored in an air-tight container for up to 3 days

NOTICES

Keep it clear

Can we also remind you that we are responsible for the communal (shared) areas and have a duty to make sure that you have a clear escape route in an emergency. This means that we must be strict about what is left outside of your home, and you may have been asked to remove personal belongings from these areas.

Our policy is that you must not use the communal areas to store any possessions, to dump unwanted goods or for decorative items outside your front door. This includes bicycles, pushchairs, mobility scooters, wheelchairs, e-bikes and e-scooters as well as plants, door mats, refuse or recycling containers.

The law around risk requires us to make sure that, if there was a fire in your block, there would be nothing blocking your escape route – or which could give off smoke or fumes that would affect you or hinder the Fire Service in their rescue duties.

Any items left in these areas will be removed and you may be charged for this.



USEFUL CONTACTS



Visit www.agewelleast.org.uk
or call 0300 37 33 333



Visit www.cvstendring.org.uk
or call 01255 425692



Visit www.salvationarmy.org.uk
or call 01255 423328

NOTICES

Mobility scooters

Tendring District Council aims to ensure that it meets the needs of individual residents wherever possible. However, this cannot be at the expense of the health or safety of other residents or any other person visiting the scheme.

Over recent years the popularity surrounding electric bikes and scooters has increased massively. Most of these use lithium batteries which can also be used in some types of electric wheelchairs and mobility scooters. Alongside popularity of these comes the increasing numbers of those that have exploded and/or caused rapidly developing fires.



Due to the unpredictable nature of these batteries, it is important that they are NOT stored inside our homes or communal areas if you live in blocks of flats or sheltered housing schemes. It is very important that you adhere to the rules surrounding these electrical items, as having them in your home could cause you and your neighbours harm if they were to set alight.

We do not allow residents or their visitors to use or store mobility scooters within the internal communal areas of any of our Sheltered Housing Schemes. However, at a number of our schemes, we have dedicated mobility scooter storage, and our Sheltered Housing Officers are responsible for allocating and administering the waiting list.

We would recommend that you speak to us before you purchase a mobility scooter so we can check if storage is available, and you must get our permission before making any alterations or additions to your home to accommodate your mobility scooter.

If you have a mobility scooter, you are responsible for using this safely and in accordance with the manufacturer's guidance so as not to endanger anybody, cause a nuisance or damage property. You must have and provide evidence of adequate and current insurance.

CCTV

Some of our sheltered housing schemes have CCTV to both protect the building and make sure that residents feel they live in safe and secure homes.

However, if you ever feel threatened or witness a crime you should dial 999 immediately.



PLEASE COMPLETE YOUR TENANT SATISFACTION SURVEY! _____

Tenant Satisfaction Measures (TSMs) are performance indicators that assess how well social housing providers are performing in key areas such as property maintenance, building safety and resident engagement. Introduced by the Regulator of Social Housing, TSMs use a mix of management information and tenant perception surveys to measure overall satisfaction. Your responses shape the way we deliver services, from repairs to communication and support so please submit your responses by 9 January 2026!

What would we like from you?

- Fill in your survey as soon as you receive it.
- Return it promptly using the instructions provided – whether online, by post, or through the contact details included.
- Every response counts, and it only takes a few minutes.

You could win a prize for taking part!

To thank you for your time, all tenants who return their completed survey will be entered into a prize draw to win one of three fantastic prizes

- £250 Love to Shop voucher
- £150 Love to Shop voucher
- £100 Love to Shop voucher



That's three chances to win just by sharing your views!

Use the QR code to fill in the survey or use this link – arpsurveys.co.uk/tendring

Your voice makes a difference

By sharing your experience, you help us:

- Improve services for all tenants.
- Identify areas that need attention.
- Ensure your home and community remain safe and well-maintained.

If you have any questions about the survey or need help completing it, please contact Tenant Involvement on 01255 686690 or tenant.involvement@tendringdc.gov.uk.

Thank you for helping us make housing services better for everyone and good luck in the prize draw!

ARE YOU EXPERIENCING FINANCIAL DIFFICULTIES? _____

If you would like to contact us for advice you can email us at treed@tendringdc.gov.uk or rentsteam@tendringdc.gov.uk Call us on 01255 686291 / 686468

Come into one of our drop ins at our Pier Avenue Offices on alternate Tuesdays (9th, 23rd Dec & 6th, 20th January) 10am to 1pm

HOUSING ADVICE SURGERY _____

Community Room | Honeycroft | Waldegrave Way
Lawford | CO11 2DY

Every other Friday between 10am and 1pm,

FRI 9TH JAN 2026

FRI 23RD JAN 2026

FRI 6TH FEB 2026

FRI 20TH FEB 2026

FRI 6TH MARCH 2026

FRIDAY 20TH MARCH 2026

NO APPOINTMENT IS NEEDED