

Summer 2011

syha
South Yorkshire Housing Association

Keeping In Touch

The Newsletter for SYHA Residents

In this issue:

Page 3

**Calling all gardeners!
Enter the SYHA gardening
competition**

Page 5

**SYHA wins 'Regional Social
Landlord of the Year' award**

Page 7

**Changes to how you receive
your rent statement**

Page 8 - 9

How you can get involved

Page 10 - 11

**Care and Supported
Housing news**

Page 14 - 15

Competitions

Cover feature:
The garden at Whinn Dale
Extra Care Scheme,
Wakefield



Repairs satisfaction survey winner

Each time we carry out a repair you receive a satisfaction survey to complete asking you how satisfied you were with the experience.

We use the replies to the survey to improve our service and will contact you if you mention anything on the survey that we need to respond to.

We also enter every survey that is returned in to a 3 monthly prize draw.

The winners of the latest draw are Mr and Mrs Doherty from Doncaster.



Mr and Mrs Doherty from Doncaster.

Win £50

Make sure you return your survey to be in with a chance of winning £50 in high street vouchers.

SYHA Repairs Partners



Burngreave Building Company

As most of you will know we use contractors to do repairs and maintenance work, as well as our own Direct Services Organisation (DSO).

In March 2011 our five year partnering contracts for general repairs and for gas servicing ended.

We started the process of deciding which contractors will do future work on our behalf way back in September 2010. Last year we also carried out a review of our maintenance service and gathered a lot of comments from customers about how they wanted the repairs and maintenance service to be delivered. We have used these comments to design how we will deliver repair and maintenance work in the future and made

sure that the contractors we chose could deliver this level of service.

Three residents were involved in the lengthy selection process and the Resident Communication and Improvement Panels also had an input.

The contractors to work alongside our DSO on day to day repairs are KMS Building Services and Burngreave Building Company. For gas servicing and repairs we selected GMT who are part of the Liberty Group.

We would like to thank the residents involved in the selection process for the many hours they spent poring over contract and qualification questionnaires.

We look forward to working with all three contractors and our DSO to continually improve our maintenance services.

Report your repairs from 8am, Monday to Friday

You told us that you would like to report your repairs before you go about your daily business, so from April we have been opening our repairs phone line at 8am.

Since we have introduced the earlier start we have been taking some calls between 8am and 9am but we expect it to get busier as customers become more aware of the earlier opening times. This has also taken pressure off the rush of demand at nine o'clock making it easier for all customers to get through.



Calling all gardeners! Enter the SYHA 2011 Gardening Competition

With one of best springs on record coming to an end no doubt many of you will have been busy gardening.

Our staff and board members often remark on the efforts many of you make to maintain your garden and the areas in and around your home. This improves the appearance of the whole area and gives pleasure to many.

In recognition of this we are launching an SYHA 2011 gardening competition to reward the efforts that people are making.

There are a number of categories so no matter what type of home you live in or garden you have you can enter.

The five categories are:

- Best window box or hanging basket display
- Best floral display
- Best overall garden
- Best communal Garden
- Best grow your own garden

The winner of each category will receive a prize of £100 in Gardening or High Street vouchers and there are runner up prizes of £25 for second place and £10 for third place.

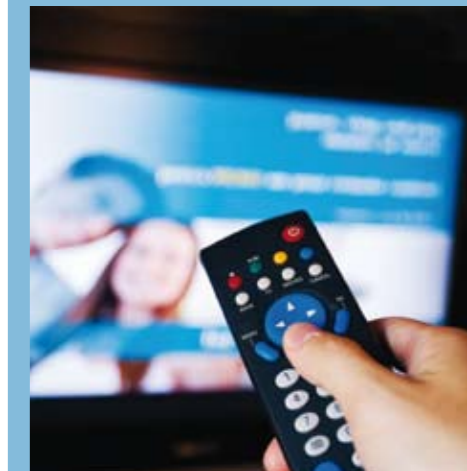
Everyone who enters will also receive a small prize.

To enter or nominate one of your neighbour's gardens ring SYHA's Customer Services team on 0114 2900 200 or text the words SYHA GARDEN to 63333. You can also email your photos to enquiries@syha.co.uk.

The deadline for entries is 8th July 2011. Entries will be looked at by a small panel of judges. If you're not at home when the judges call, they will leave a card to let you know your entry has been judged.

Good luck, happy gardening and we hope to get some blooming great entries!

The digital TV switchover is coming soon



Over the last few years you will have heard a lot about the big switch and for a lot of SYHA customers it is nearly here.

For example if you live in the Yorkshire TV region the switch starts from August 2011.

You can find out exactly when the signal changes in your area by putting your postcode into the enquiry screen on the official website: www.digitaluk.co.uk Or give Digital UK on a call on 08456 50 50 50.

Our programme to update the aerials of customers that pay a service charge for their aerial (usually customers that have a communal aerial) is now complete. For SYHA customers that do not pay a service charge for their aerial it is your responsibility to make sure that your equipment will work after the switch over.

Most people with a good aerial will not need a new aerial for switch over and almost all TV sets can be converted with a digital box. For more advice go to the website mentioned above or give Digital UK a call on the number also above.

If you need a helping hand switching to digital because you are disabled or over the age of 75 the BBC is running a scheme that provides the equipment and practical support needed to switch one TV to digital.

For more information about the help scheme call 0800 40 85 900 or go to www.helpscheme.co.uk

How Government Policy is impacting on SYHA and our customers

In the winter edition of the newsletter I explained how the new Government's plans are likely to impact on SYHA and on you as residents. The Residents' Communications Panel has asked me to provide an update, so here goes...

One of the main things the Government is trying to do is to promote decision making at a local level. This is good news. It means, for example, that local communities can decide whether new housing should be developed in their area and, if so, what form it should take. The Government is also encouraging local authorities to allow housing associations and voluntary organisations to take responsibility for providing public services.

We are responding to this, and are in touch with many local community groups on how we can take forward this so called "Big Society" agenda. Also, the Government is providing an incentive for local authorities to grant planning permission for building new homes in the form of the New Homes Bonus.

This should make it easier for associations like SYHA to obtain planning permission for much needed new housing in the future.

The New Homes Bonus will provide a grant which the local council can plough back into the development of further new homes.

The cuts which the Government is introducing are having a serious impact on us, particularly in relation to the services we are able to provide to vulnerable groups such as people with mental health problems or people with dementia. We are having to cut our costs significantly and, for some schemes, we are losing funding altogether and some services may close as a result.

The Government is also proposing to cut back on the Housing Benefit payments that some tenants receive. For example, if tenants are considered to be under occupying their homes (for example, a couple living in a 3 bedroom house) the Housing Benefit payments they receive may be reduced.

The Government is also seeking to reduce the numbers of people who receive Incapacity Benefit. One of the proposals that currently gives us most concern is that, in the future, it may no longer be possible for Housing Benefit payments to be paid directly to SYHA. Where this has happened elsewhere rent arrears and the cost of rent collection have increased.

Senior staff and Non Executive Directors at SYHA regularly meet Government Ministers and local MPs to discuss the impact of new proposals. For example, one of our Care Services Managers and I met Nick Clegg, the Deputy Prime Minister, two weeks ago to discuss our concerns around local reductions in Supporting People grant. In this way we can try to ensure that Ministers are kept up to speed on the way in which their policies are impacting on housing associations and our residents.

Tony Stacey
Chief Executive



Cleaning up

In March and April we organised clean ups in some of our Sheffield neighbourhoods including Upperthorpe, Netherthorpe, Crookesmoor, Broomhall, Manor, Beighton and Sharrow.

During the clean ups we particularly encouraged residents to get rid of bulky items that were cluttering up gardens, sheds and homes.



Why did we do this and why in those areas?

We did it because residents in those areas told us it was what you wanted. You also told us, through last years consultation that rubbish was a big concern.

How did we do it?

Neighbourhood Officers Jenny Beach and Karen Smart enlisted the help of our Neighbourhood Environmental Action Team (NEAT) to remove rubbish and unwanted items. By using SYHA vehicles including NEAT's super-truck, we were able to remove the equivalent of around 60 skips worth of rubbish.

Miss Garrison from Netherthorpe said 'On behalf of my neighbours and I we would like to say thank you for organising the recent clean up day. I myself was grateful to be able to have the facility to get rid of my many unwanted items'

If you would like to join your Neighbourhood Officer to walk around your neighbourhood and identify areas of concern, please get in touch using the contact details on page 15.



SYHA receiving the award from Carl Burrows at Smith & Byford. Left to right Narendra Bajaria, Brenda Gayle, Carl Burrows, Barbara Walsh and Tim Fordham

We are extremely pleased and proud that we have beaten off stiff opposition, from twenty three other housing associations across the country, to win the award for 'Regional Social Landlord of the Year' at this year's Housing Excellence Awards.

The Chair of SYHA's Board, Narendra Bajaria CBE commented: 'Becoming the Regional Social Landlord of the Year is a great achievement for us as the award focuses on so many aspects of the work of our organisation. The fact that we are able to show that we deliver excellence to our customers in so many different ways is truly a credit to all at SYHA.'

New developments in the pipeline

We have recently started building a development of 31 new homes in Kimberworth, Rotherham.

The development will be made up of apartments and family houses for affordable rent, rent to home buy and shared ownership. SYHA's in-house architects have designed the homes and they will include photo-voltaic roofs and rain water harvesting.

We have involved local residents in the project and local school children took part in a competition to name the new estate road, with Chiberwoode Avenue being selected. The name originates from the Doomsday Book name for

Kimberworth.

We have also nearly finished building two supported housing schemes at Grimesthorpe Road and Malinda Street in Sheffield. They are made up of 21 apartments for people with learning disabilities and 4 apartments for people with physical disabilities. Many of the new residents have been involved in the project from the start and have been able to follow the progress of the build from the laying of foundations, through to completion.



Malinda Street, Sheffield

Gold Medal on Health and Safety for SYHA

We are proud to report that SYHA has achieved a ROSPA (Royal Society for the Prevention of Accidents) Gold Award. Awards are given at Merit, Bronze, Silver and Gold. We will receive the award at a ceremony in Birmingham in May.

To achieve the award, SYHA had to evidence that we have an excellent Health and Safety Management system in place. For our residents, this means that you can rest assured about repair work, as our approved contractors have to go through a robust selection programme and our in-house tradesmen are also regularly trained.

Also as part of the submission we had to show how we involve and consult our customers on Health and Safety matters.



This is an important part of our working at SYHA and we were able to provide evidence of this as part of our submission.

Gas servicing prize winner

We want to help you stay safe and as your landlord we have a legal responsibility to make sure your home receives a free gas service check every year.

Our gas contractors GMT carry out the checks and they will write to you 2 weeks before your service is due.

Most of you welcome their calls and if you are in at the first appointment that saves us time and money.

So, to say thank you we put all those residents that do this into a draw with a chance of winning £100 of shopping vouchers. The draw is carried out every six months so for a chance to win please make sure you allow us access on the first call



The winner of the latest draw is Miss Machen of Balby, Doncaster. Congratulations Miss Machen. Thanks for letting us carry out your gas service on the first visit and we hope you enjoy spending the vouchers.

SYHA Live green

Changes to how you receive your rent statement will save money and be greener

From September some of our customers will receive their quarterly rent statement enclosed with their copy of Keeping in Touch.

If you are a supported housing customer you will continue to receive your quarterly rent statement in the same way as you received your last statement. If the way you receive your rent statement is changing there will be a note giving more details on your next rent statement.

Sending statements out with the newsletter will reduce postage costs and we are using some of the money saved on more environmentally friendly packaging for the newsletter.

You can request a copy of your rent statement at any time by calling our Customer Services Team on using the contact methods on page 15.



Do you want to be a bit greener?



If the answer is yes, then let SYHA help you. We have put together a free pack for SYHA customers that contains a guide full of handy green tips, a reusable cotton shopping bag, a pack of bio gradable bin liners and cleaning sponges.

To get your pack contact us using the contact methods on page 15.

Come to see our PV!

After seeing SYHA's Power Roofs featured on BBC2 Newsnight, the tenants' association at Melton Borough Council spoke to their Resident Involvement Officer to organise a trip to view our project first hand.

The tenants from Melton Mowbray in Leicestershire joined members of the SYHA LiveGreen team for a presentation about the project, a bus tour of the different areas where we have already installed PV (photovoltaics) and finally - fish and chips from the café at The Meadows, our first extra care housing scheme in Sheffield.

One visitor from Melton commented "I'm very impressed with the work being done and how good your association is in realising tenants' needs."

If you would like to find out more about Power Roofs you can email us at LiveGreen@syha.co.uk or contact us using the contact methods on page 15.



Melton Borough Council Tenants, SYHA staff and Brenda Gayle, Non-executive Director at Cuthbert Bank, Sheffield

You said, we did... Dealing with antisocial behaviour

You said: Customers experiencing noise nuisance said it was difficult to prove the level and duration of noise and that it was not easy to access noise monitoring equipment through the Local Authority's Environmental Health Services

We did: We have trialled noise monitoring equipment and will be investing in a noise monitoring system to help us investigate and deal with any issues more quickly.

You said: Some customers said that they were not aware that their antisocial behaviour complaint was to be closed until after they receive the closure letter

We did: We now write to complainants letting them know that the complaint will be closed rather than relying on leaving a message



Looking for a new home? Visit HomeSwapper!

HomeSwapper.co.uk is the UK's largest service helping people like you swap homes.

In the past year HomeSwapper has helped over 18,000 tenants move home! For more information visit www.homeswapper.co.uk or give SYHA a call on 0114 2900 200.



SYHA Resident Communications Panel work with SYHA to produce this newsletter

EASY READ

RESIDENT COMMUNICATION PANEL



How you can get involved with SYHA and in your neighbourhood

We want to be a great organisation for our customers. We know from good experience the best way to provide the services and support our customers need is to get you involved in shaping them.

We know that our customers lead busy lives and that different people want to get involved in different ways. Therefore we have a variety of ways that you can get involved and let us know what you think or how we can improve our services.

	What it involves?	How and what happens?
Praise or grumble	Giving SYHA any praises or grumbles you have	You can give us a praise or grumble any time by contacting us using the contact details on page 15 You can also give us your praise or grumble using the back page of each newsletter We respond to your praise or grumble We also learn from the praise or grumbles we receive and use them to improve services further
Satisfaction surveys	Completing a satisfaction survey We conduct satisfaction surveys on many different services you receive from us for example satisfaction with repairs completed or handling of complaints	You can complete surveys by answering them over the phone if we telephone you or returning surveys we post to you We respond to you about any issues you have raised that are personal to you We analyse the results to identify where we are providing a great service and also where we aren't and learn from it to improve services further
Count me in Club	Joining the club which is for people who are interested in getting involved When you join we ask you how you want to get involved	We will involve you in the ways you have told us you want to be involved Members receive a 6-monthly involvement newsletter and are entered into 6-monthly prize draw to win £50 in high street vouchers To join the club get in touch with us using the contact details on page 15 or fill in the online form on our website www.syha.co.uk
Armchair Panel	Responding to surveys on different topics from the comfort of your armchair We send you a short survey every two months by post to complete and return	We use what panel members tell us in the completed surveys to improve services Each time a panel member returns a survey they receive an armchair credit. Four armchair credits can be exchanged for a £10 High Street Voucher If you want to become an Armchair Panel member get in touch using the contact details on page 15
Communications Panel	The panel work with us to improve the way we communicate with customers Attending ten 2 hour panel meetings a year at SYHA's Wellington Street Office	We use the panel's views to improve the way we communicate with customers We refund out of pocket expenses If you want to become a Communications Panel member get in touch using the contact details on page 15

	What it involves?	How and what happens?
Improvement Panel	The panel work with us to improve the services SYHA provides Attending ten 2-hour panel meetings a year at SYHA's Wellington Street Office	We use the panel's views to improve our services We refund out of pocket expenses If you want to become a Improvement Panel member get in touch using the contact details on page 15
Challenge Group	The group will carry out detailed exercises on areas of service that they choose and make recommendations for improvement	This is a new group we are setting up so look out for more details in future newsletters
Customer Empty Homes Inspectors	Assessing empty homes that are ready to let against our lettable standard	If the Inspector finds that the home meets the lettable standard it is let. If it doesn't we do further work on the things that the Inspector identifies do not meet the standard If you are interested in being a Customer Empty Homes Inspector get in touch using the contact details on page 15
Neighbourhood Walkabouts	Walking around your area with your SYHA Neighbourhood Officer to pick up any issues with the condition of your estate	Neighbourhood walkabouts take place in all of our larger neighbourhoods Neighbourhood Officers work to put right any issues that are picked up If you would like to know if there is a walkabout in your area and when it is contact your Neighbourhood Officer using the contact details on page 15
Being part of a Resident Group	Some of our areas have resident groups that work for the benefit of the neighbourhood	There are many different ways you can get involved in a resident group from being a committee member to just attending a monthly meeting If your area doesn't have a group and you would like to set one up we can help you To find out if there is a group in your area or for support to set up a new group contact your Neighbourhood Officer using the contact details on page 15
Cash in the community	Getting funding from SYHA to do something that benefits your neighbourhood	Working with SYHA to make your idea to do something that benefits your community reality ● It could be doing something to improve the environment, provide education and training, bring the community together or just have a good old knees up Individuals and groups can apply for funding and support to organise a community based activity as long as it will benefit residents of SYHA ● If you have any ideas, plans or projects, please contact your Neighbourhood Officer using the contact details on page 15

If you receive care or support from SYHA then there are more opportunities for you to get involved. Speak to your Support Worker for more information.



Residents Eileen Rushton, Eunice Tankard, and Sylvia Robinson enjoying a YouTube clip

Whinn Dale gets digital

SYHA residents from Whinn Dale extra care housing scheme in Normanton, Wakefield, have been getting digital after winning a 'Digital Inclusion' grant last year.

They used the grant to purchase specialist IT equipment for the computer lounge. Working with a trainer from Generation Xchange, residents have learnt to use both the computers and the internet, for social networking, shopping, information and good fun.

Matthew Reather, SYHA Support Worker, said: "There has been a vast increase in the number of residents that are using the computers, people who live here can now comfortably access emails and surf the net – some have even set up facebook accounts and share their favourite youtube videos!"

In April the residents joined together with training provider Generation Xchange to hold a celebration event. Celebrations included an awards ceremony to acknowledge the achievement of the learners, give-it-a-go IT sessions, and a nail-biting online Wii game challenge.

Local Awards Success for Residents at Westmeads



Ann and Edith

Residents at Westmeads extra care scheme in Royston near Barnsley have received awards for their contributions to the community.

At a recent event organised by the North East Area Partnership in Barnsley, Edith Kiernan and Ann Gibson were presented with their awards.

Edith received her award for her work in setting up a library room at Westmeads. Master of ceremonies Councillor Bill Newman said, "Edith has worked tirelessly sorting out hundreds of books that have been donated to the scheme. In doing this, she has turned a hardly used lounge into a luxurious comfortable well-used library for residents." Edith has also started a card game evening in the library to bring people together.

Ann received her award for her work tending the communal gardens at Westmeads. Each year Ann transforms the gardens at the scheme by adding colour with her pots, tubs and borders. She uses flowers she grows from scratch in the scheme greenhouse. This year Ann has set her sights on creating a memorial garden at the scheme. Residents and visitors alike take pleasure from the seasonal beauty of the grounds and gardens.

Scheme Manager, Dawn Lomasney said "Both Edith and Ann are fine ladies who are a credit to Westmeads. They were nominated by their friends and neighbours and we are all delighted and proud that their efforts have been recognised."

Firefighters stage event for Barnsley's vulnerable residents

Barnsley fire station opened its doors for a special event to highlight health and safety in our care and supported housing projects.

The projects involved were En Route, The Forge, Barnsley Thursday Project, Barnsley Satellites and Jubilee Gardens. These projects support vulnerable people to live successfully in the community.



Firefighters, traffic police officers and health experts from Barnsley Metrodome delivered talks and advice, alongside practical demonstrations including chip pan fires and a road traffic collision display.

The day was a great success and the clients as well as picking up valuable health and safety advice had the chance to win raffle prizes donated by local businesses.

Mad March Tea Party at Whitfield House raises over £200 for Willow Wood Hospice



Residents and staff at Whitfield House in Glossop donated items for a tombola and raffle and put their baking skills to the test with a delicious tea party of cakes and buns in March to raise money for the Willow Wood Hospice.

The total raised throughout the day was £210 and a great time was had by all involved.

Pass it on...



Do you remember the Jamie Oliver TV show called Ministry of Food which was about getting people cooking again?

He set up a Ministry of Food Centre in Rotherham town centre to give non-cooks a place to come and learn how to cook. Earlier this year SYHA Rotherham Thursday Project residents took part in a Ministry of Food session.

They got some useful cooking tips and made a delicious pasta, pea and bacon dish. If you would like to try this tasty dish you can find the recipe on page 13. Another cookery session is planned for July.

Rotherham Thursday Project provides low levels of support to people who need help to maintain their tenancy. If you would like more information about the Project and their work call **01709 552520**.

Since we introduced the new Leasehold and Service Charge Team in the last edition, the team have been busy settling into their new roles and getting out and about meeting some of you.

If you pay a service charge, you will by now have met Lizz, Karl and Hanna at a meeting to present your service charge for 2010/11. Minutes and responses from these meeting are currently being compiled and will be sent to you in the coming weeks.

The team are now compiling your service charge accounts for the financial year to 31st March 2011. This involves obtaining copies of every invoice and making sure all payments paid and received

have been allocated correctly to your estate or scheme budget. We will then produce a set of final accounts and these must be checked by an independent auditor in most cases. We aim to send you a certified copy of the service charge accounts for your estate or scheme by 30th September 2011. You will be invited to a meeting after this date where you will have the opportunity to discuss the information in the accounts with the Team.

What else we are working on:

- Looking at ways that we can involve our Leaseholders in decision making about what we do and how we do it
- Improving the Leaseholder information available on our website
- Developing and distributing the Leaseholder Customer Satisfaction survey

If you need to contact the Leasehold and Service Charge Team, the details are:

Email: leasehold@syha.co.uk
Fax: 0114 2900290

Telephone:
For Leasehold Management, contact Lizz Cadman on 0114 2702688.

For Service Charge queries, contact Karl Drabble on 0114 2900260.

For queries relating to your rent or support charges for Care and Supported Housing, contact Hanna Bottomley on 0114 2900343.

The wider picture

Free ways to spend sunny days



The summer holidays can be an expensive time but there are still some great ways to keep the kids entertained for free:

- Have a picnic, take your lunch, grab a blanket and eat it alfresco
- Go to the local park or a country park, some of the larger country parks host free events in the school holidays
- Visit a museum or gallery, the UK Government free entry scheme applies

to 50 national museums and galleries but many other Local Government institutions have followed suit

- Organise a treasure hunt
- If the sun doesn't shine go on a wellie walk and let the kids get as wet as they like
- Not quite free but Vue, Cineworld and Odeon cinemas all have cheap showings at certain times of the day or on certain days with tickets from as little as £1

Keep safe in the sun tips

Here are some tips from Cancer Research UK to help you and our family stay safe in the sun.

- Spend time in the shade when the sun is at its peak. When your shadow is shorter than your height, you are more likely to burn
- A hat with a wide brim offers good sun protection for your eyes, ears, face and the back of your neck – areas that are particularly prone to sunburn.
- Sunglasses can help protect your eyes from sun damage. The ideal sunglasses don't have to be expensive, but they should block 99-100% of UVA and UVB radiation. Check the label to see if they do.
- Remember to take extra care with children young skin is delicate and easily damaged by the sun.
- Apply at least a SPF 15+ sunscreen to all exposed areas of the skin. Sunscreen should be reapplied liberally every two hours.

The wider picture

Fostering - could you do it?

The need for foster carers is huge. On any one day there are 57,000 children living in foster care in the UK.

Foster care provides them with a safe, secure and nurturing family environment, and allows them to keep in contact with their own families if they wish.

The article below has been written by a foster parent in Sheffield to give an outline of their personal experience of fostering:

"Following a lot of discussion as a family and a careful vetting process we were approved as holiday foster carers in March 2010.

Initially we offered holiday care, firstly to a five year old, then to two brothers aged 7 months and 22 months and finally to a six year old. Then last September we became carers for the little girl we had looked after previously, on the understanding that she would be with us for up to a year.

It has got to be the most challenging, yet most rewarding job we have taken on, and we have learned a huge amount about ourselves and each other. Both our boys- aged 14 and 11- have been great with the children who have come to stay, and they adored the babies.



It is both tremendously sad and wonderfully satisfying- the babies have now been adopted, and we played some small part in their lives. The best bit has been the people we have met who foster, and have done for years- they really restore your faith in humanity.

After this challenge we will go back to offering holiday placements, now really understanding how essential these breaks are for families to spend time together without additional responsibilities. We have learned that however well intentioned, many fostered children prefer to stay at home, as the challenge of travel can

be just too much.

The process is challenging as it should be for such an important job, but the rewards in terms of feeling you are really making a difference are huge."

If you are interested in fostering or have been thinking about becoming a foster carer and would like more information, you can contact Fosterline on 0800 040 7675 (Mon-Fri 9am-5pm; calls are free from UK landlines but calls from mobile networks may be charged) or email fosterline@fostering.net.

Smoked Bacon and Pea Sauce Pasta

Serves: 4

Ingredients:

- 10 slices smoked streaky bacon, preferably free-range or organic, or pancetta
- a small bunch of fresh mint
- 150g Parmesan cheese
- sea salt and freshly ground black pepper
- optional: 1 chicken stock cube, preferably organic
- 400g dried mini shell (or other type of pasta)
- olive oil
- a knob of butter
- 300g frozen peas
- 2 heaped dessertspoons crème fraîche
- 1 lemon

How to make it:

Finely slice the bacon
Pick the mint leaves and discard the stalks. Finely grate the Parmesan

How to cook it:

Bring a large pan of salted water to the boil and drop in the stock cube (if using). Stir until it's dissolved, then add the mini shells and cook according to the packet instructions.
Get a large frying pan over a medium heat and add a good lug of olive oil and the butter. Add the bacon to the pan, sprinkle a little pepper over and fry until golden and crisp. Meanwhile, finely chop your mint leaves.

As soon as the bacon is golden, add your frozen peas and give the pan a good shake.

After a minute or so, add the crème fraîche and chopped mint to the bacon and peas.

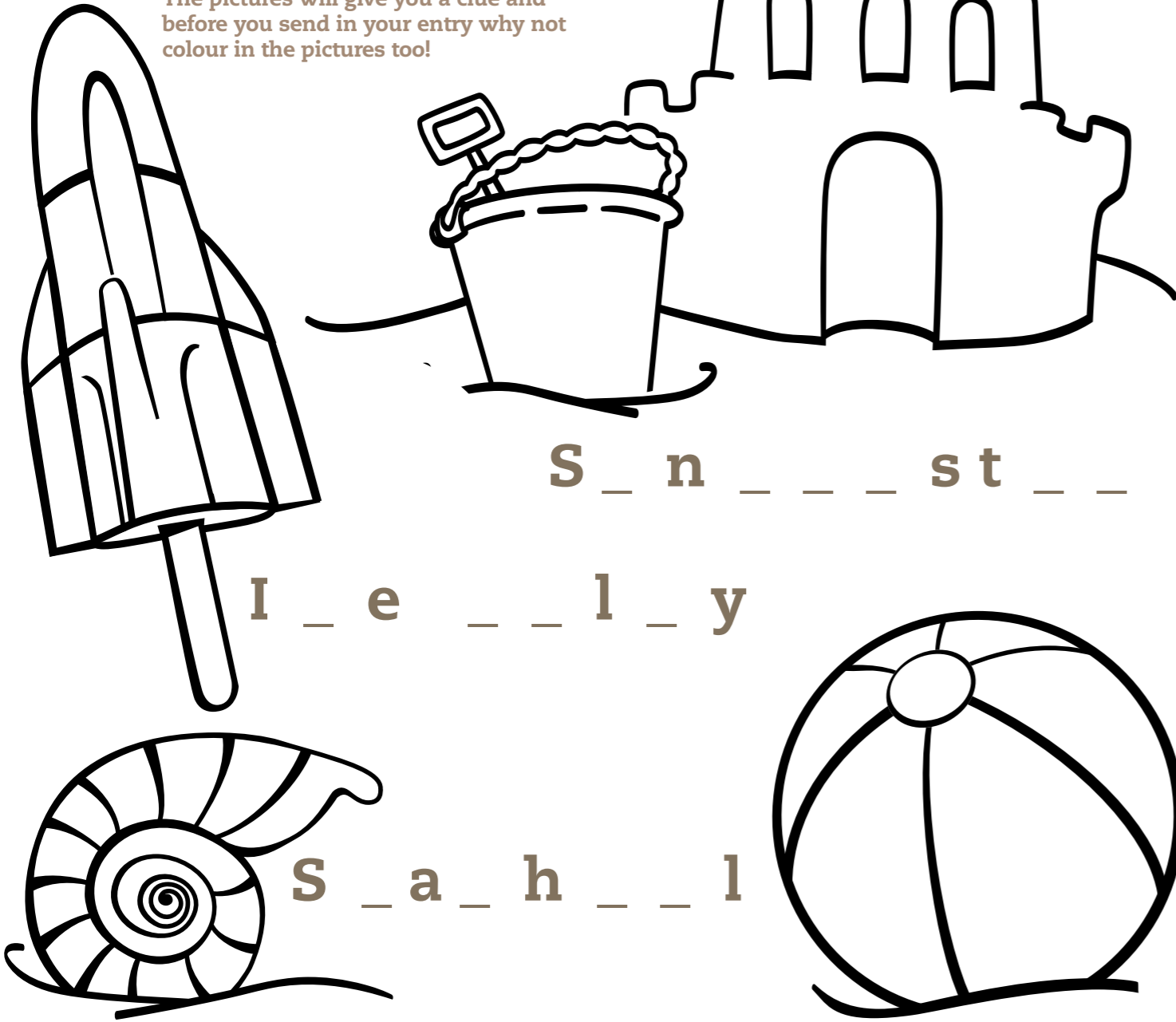
Drain the pasta in a colander over a large bowl, reserving some of the cooking water. Add the pasta to the frying pan. Halve your lemon and squeeze the juice over the pasta. When it's all bubbling away nicely, remove from the heat. It's really important that the sauce is creamy, silky and delicious but if it's too thick for you, add a splash of the reserved cooking water to thin it out a bit. Add the grated Parmesan and give the pan a shake to mix it in.

To serve your pasta
Divide your pasta between plates or bowls, or put it on the table in a large serving dish and let everyone help themselves. Lovely with a simply dressed green salad.



Kid's Competition Colour and guess

Can you guess the words below?
The pictures will give you a clue and before you send in your entry why not colour in the pictures too!



S _ n _ _ _ s t _ _

I _ e _ _ _ l _ y

S _ a _ h _ _ _ l

B _ _ _ c _ _
b _ _ _ l

Name: _____ Age: _____

Address: _____

Postcode: _____

Telephone No: _____

Colour, guess and send to:
South Yorkshire Housing Association Ltd,
FREEPOST, SF1336, Sheffield, S1 1AY.
The closing date for entries is the
1st of July 2011.

WIN £10 HIGH STREET VOUCHERS

WIN £25 HIGH STREET VOUCHERS

Adults Competition... Ice Cream Flavours Word Search

The ice-cream cone is one of the most environmentally friendly forms of packaging

Everyone loves ice cream especially on a hot summer's day! Which is your favourite flavour? Find the fourteen different flavours hidden in this word search.

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

Competition Winners

Congratulations to winners of the spring newsletter competitions.

The £50 winner for Praise and Grumble was Miriam Beresford from Shirecliffe, Sheffield.

Rachel Overton from Stonegravels, Chesterfield won £25 for finding the Latin names of all 10 garden birds in the word search and well done to Keegan aged 2 from Eastwood, Rotherham - Keegan won £10 for colouring in Baldrick the birdy.

The average number of licks to polish off a single scoop ice-cream cone is approximately 50

Britain is Europe's third biggest consumer of ice-cream at around 8 litres per person

Remember - you've got to be in it to win it...

If you want to enter the adults' competition and fill in the praise or grumble form overleaf, all you need to do is detach the whole page, send it to us and we will make sure your competition entry and praise or grumble are both entered in the prize draw.

- BANANA
- CHERRY
- CHOCOLATE
- COCONUT
- COFFEE
- LEMON
- MANGO
- MINT CHOC CHIP
- NEAPOLITAN
- PISTACHIO
- RASPBERRY RIPPLE
- RUM AND RAISIN
- STRAWBERRY
- VANILLA

More ice-cream is sold on Sunday than any other day of the week

Name: _____

Address: _____

Postcode _____

Telephone No: _____

Send your answers to: South Yorkshire Housing Association Ltd, FREEPOST, SF1336, Sheffield, S1 1AY. The closing date for entries is the 1st of July 2011.

How to contact SYHA

Telephone 0114 2900 200
enquiries@syha.co.uk

SYHA, 43 - 47 Wellington Street,
Sheffield S1 4HF
Text keyword SYHA to 63333
If you text during office hours we aim to do call you back by 5pm the same working day.

Repairs
Freephone 0800 1380 380
Out of office hours emergencies
0800 1380 580
Repairs@syha.co.uk
Text keyword Repair to 63333

If you text during office hours we aim to do call you back by 5pm the same working day.

You can also find more information about SYHA and our services on our website www.syha.co.uk



Praise or Grumble

WIN **£50** HIGH STREET VOUCHERS



Your comments are very important to us.

Please use this form to let us know your praises, grumbles, comments, suggestions or to nominate a staff member or team that you feel has given not just a good service but a great service. We will respond to every form that is returned and enter you in to a prize draw to win High Street Vouchers worth £50. We will draw the next prize on the 12th of July 2011.



I would like to:

Praise Grumble Comment Nominate a staff member or team for a Good to Great Award

Details

Suggestions:

Name

Date

Address

Postcode

Contact Number

Cut out the form and return it freepost to: Performance & Planning Team, South Yorkshire Housing Association Ltd, FREEPOST SF1336, Sheffield, S1 1AY

If you are having difficulty reading this document, please contact us.

If you would like to make a Praise or Grumble please call us on 0114 2702 685 or email praiseorgrumble@syha.co.uk



Help us to help the environment

Please recycle this newsletter when you have read it

