



THE BANNER

January 2019 | Issue 81



Good Neighbour of the Year 2018

Bill wins our annual award

3

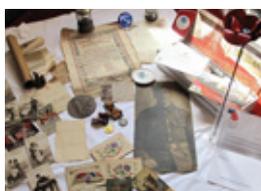
5



Twist of fate

Find out how why Brenda Morgan's home holds many happy memories.

7



Remembering Robert

Read the story of a man who made the ultimate sacrifice in the Great War.

8



On the record

DAMHA resident Jackie Davison has made a record about Northumbria.

10



Residents' forum

It was nice to see lots of new faces at our annual end-of-year gathering.

12



Recipe

Find out what our star baker Sue has come up with for this edition.

Warm Home Discount Scheme

Have you heard about The Warm Home Discount Scheme (WHDS)?

This is a government initiative that involves the UK's largest energy suppliers crediting £140 discount directly onto the electricity bills of two million low income households.

If you are in receipt of Pension Credit or Guaranteed Pension Credit then the Department

of Works and Pensions will be writing to you to advise if your discount will be paid automatically or if you need to claim via the WHDS helpline. If you need to claim then you must do so by no later than 28th February 2019. The WHDS helpline for Pension Credit customers only is 0800 7310214.

If you are in receipt of other means-tested benefits, you may also be able to claim a discount direct from your energy supplier.

More details are available on <https://www.gov.uk/the-warm-home-discount-scheme>

Local Offers

In August 2018, members of our Focus Group met to consider DAMHA's 'Local Offers'. These are a set of standards that residents first agreed upon back in 2010. Whilst the targets for these have been reviewed annually since then, the Focus Group deliberated on both the meaningfulness of the standard and the target. They agreed on the following: -

Tenant Involvement & Empowerment

Local Offer	How it will be monitored
To answer all telephone calls within 15 seconds	By information from telephone system
To send out housing applications within one working day of request	By Customer Service section
To respond to written correspondence within 5 working days	By Customer Service section
To respond to telephone messages by the following working day	By Customer Service section
To comply with our complaints procedure	By Customer Service section
All new residents will be given a minimum of 10 days from the receipt of keys to beginning of license	By information from Area Housing Officers
We will make training available for residents to encourage involvement and scrutiny	Through the Training Plan
Residents can be involved through scrutiny panel, focus groups; forum meetings; reading groups and area meetings	Monitored by Operations Manager

Home Standard

Local Offer	How it will be monitored
All properties that we re-let will meet our re-let Standard	By satisfaction survey
Emergency repairs will be carried out within 1 working day of being reported	By information from the computerised housing system
Urgent repairs will be carried out within 4 working days of being reported	By information from the computerised housing system
Routine repairs will be carried out within 21 working days of being reported	By information from the computerised housing system
Gas boilers and fires will be serviced once a year	By information from the computerized housing system
Those that have solid fuel central heating will have their chimneys swept once a year	By information from the computerised housing system
We will inspect all smoke detectors once a year	By information from the computerised housing system
We will inspect carbon monoxide detectors where fitted once a year	By information from the computerised housing system
Where appointments are made to carry out repairs they will be kept	By information from the computerised housing system

Neighbourhood and Community Standard

Local Offer	How it will be monitored
All incidents of anti-social behaviour will be dealt with in accordance with our Anti-Social Behaviour Policy Statement	By information from Area Housing Officers

Tenancy Standard

Local Offer	How it will be monitored
We will re-let empty properties, that do not need structural works, within 32 days	By information from the computerised housing system

Good neighbour award

Whether it's making and delivering a bacon sandwich each week, or driving people to their appointments, the neighbours of Bill Dodds are grateful for everything he does for them.

That's why he was the overwhelming choice of the judges in our 2018 Good Neighbour of the Year competition.

Mr Dodds, who lives in one of our Aged Miners' Homes in Burnopfield, County Durham, was nominated by three of the neighbours he helps on a regular basis.

Kelvin McHugh said: "Bill is always there to help and give advice and if you need to go anywhere he is more than happy to take you in his car."

Eddie Boyd said: "He is very helpful in difficult situations; I don't know what we would do without him."

Susan Brown, whose mother Elizabeth Greathead lives next door to Bill, said: "Bill is always on hand not only to my mother but to all who live in the street."

"Each resident has Bill's landline and mobile number to call in case of need and every Saturday Bill brings my mother a very tasty bacon sandwich."

A modest Bill, who receives a trophy, plaque and cheque for £150, said: "I didn't expect anything but I am chuffed to bits about winning the competition,

"I have lived here for a few years and have always tried to help my neighbours, many of whom are elderly or have mobility problems.

"If bringing a bacon sandwich to someone or taking someone else out in the car makes a difference to them, then that's good enough for me."

Paul Mullis, DAMHA Chief Executive, said: "It's always difficult picking a



First Prize

Bill is always there to help and give advice and if you need to go anywhere he is more than happy to take you in his car.



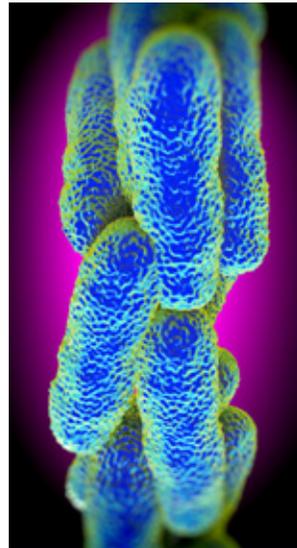
Second Prize

winner, especially in a year with so many nominations, but Bill stood out for his selfless work helping his neighbours and we would like to congratulate him on his well-deserved award."

Second prize, and receiving a plaque and £100 was Carol Sowerby, from Spennymoor, and third prize, and receiving a plaque and £50, went to Gordon and Theresa Orr, from Sunderland.



Third Prize



Keeping you moving in Winter

The Association is not responsible for clearing snow or ice from paths, yards or roads at your scheme.

If you have a salt bin that needs re-filling please contact your local authority, using the contact details opposite. Please quote the reference number painted on either the top or side of salt bin.

Durham County Highways and Street Scene
Tel:- 03000 261000 or report it online at www.durham.gov.uk/saltbins

South Tyneside
Customer contact centre on 0191 4277000 email customerhelp@southtyneside.gov.uk

Sunderland City & Neighbourhood on 0191 5205550 or email enquiries@sunderland.gov.uk

Gateshead Highways agency 0300 1235000 or email: customerservices@gateshead.gov.uk

Water hygiene

Legionnaires Disease is caused by harmful bacteria that can build up in your taps or showerheads

If you have a showerhead in your home or mixer taps that are not used on a daily basis, then you should ensure that these are operated a minimum of 10 minutes once a week to clear the pipes.

Regular cleaning of the taps and showerheads also helps reduce the risk of bacteria building up.

Simply follow these simple steps to reduce the risk of bacteria developing in your home.

Golf Day

Our annual golf day in memory of former Chief Executive Gordon Gray raised £670.

Five teams teed off at Beamish Golf Club, with a prize for the one scoring the highest points using the Stableford system. Individual prizes were also awarded for the longest drive on a par 5 and nearest the pin on a par 3.

After each team had played, participants sat down for a two-course meal.

All the money raised goes to our Social Welfare Fund. This is a fund which DAMHA residents can apply to pay for activities such as coach days out, Christmas lunches and social afternoons.



Landscape maintenance - Frequently Asked Questions

Why are the lawns not edged?

This is not in the current contract due to the excessive cost, which would have had to be passed on to residents in the landscape maintenance charge.

Does the Association collect leaves?

No, we do not have either the budget or the manpower to remove leaves from schemes.

Why are overhanging trees from neighbouring properties not cut?

We do not cut these back as we write to the person responsible for the property to ask them to do it. We would prefer the funds to be spent improving DAMHA schemes rather than others. The law says residents may cut back any overhanging foliage provided they return the trimmings to the owner's land.

Why is the grass not cut after weed killer is put down?

This is due to manufacturers' instructions. For the best results they recommend not cutting the grass for three weeks following application.

Scrutiny Panel

There were changes to our resident Scrutiny Panel at the recent meeting held in November 2018. Carter Johnson was re-appointed as Chair for the forthcoming year, and Derek Bland was voted into the post of Vice-Chair

The Panel is currently looking for new members so if you are a DAMHA resident and are interested in joining, we would love to hear from you.

By joining, you will have a direct input into the services we provide. There's only a maximum of five meetings meeting a year, which usually last no longer than an hour, and we will pay all your travel expenses.

If you would like to join the Panel, or require more information, please contact Helen Sinden on 0191 3881111.

Twist of fate

Fate is something Brenda Morgan strongly believes in. It started in 1956 when her friend persuaded her to go a juvenile dance, even though all she wanted to do back then was indulge her love of ice skating.

The friends agreed that if the opportunity arose, they would both need to leave with a boyfriend at the end of the night, or not at all.

But when Brenda arrived she realised her friend had stood her up.

This is when fate first stepped in.

Because on that night an 18-year-old called Lewis came over to speak to her and the rest, as they say, is history.

At the time Lewis, who was in the army, was staying in one of our aged miners homes in Bearpark where he was looking after his grandmother, Sarah, who was ill.

Over the course of the next few weeks, Brenda got used to visiting Sarah's home, but even she couldn't have imagined then the further twist of fate that awaited her.

Fast forward 55 years later and Lewis sadly passed away of cancer aged 70.

Having been married in 1960 the couple had gone on to live in a large family home, close to the aged miners bungalow, where they raised their five children.

With the children all grown up and Lewis no longer in her life, Brenda realised she needed to move to a smaller home more suitable to

her needs so she put her name on our waiting list, her one specification being she wanted to remain in Bearpark.

One of our homes became available and that home was, yes you guessed it, the one where Lewis's grandparents used to live.

So, for the last six years Brenda has been living in a home with lots of happy memories.

She says: "I always believed it was fate that Lewis and I met that night in the dance hall and I think it's also fate that led to me living in the house where



his grandparents spent many happy years together.

"It's obviously changed a lot since I first visited Lewis's grandparents but it's lovely to live here now and it's just a little sad that Lewis wasn't here to enjoy it with me because he would have loved it."





Christmas vouchers

As well as mentioning residents who have turned 90, at the end of each year we also present each of our nonagenarians with £25 vouchers.

We presented 113 vouchers at the end of 2018. The Almshouse Association gives £15 and DAMHA adds £10, so in total £2,825 was handed out.

Receiving his first voucher was 90-year-old Wesley Taylor, of Sunderland.

He said: "This is our first DAMHA home and we have only been in a few weeks, so to get something like this was a very pleasant surprise."

Waltzing off

Avis and Jim Menoun met at the fairground and they have been waltzing ever since.

The couple, who live in our aged miners homes in South Shields, met at the town's fair after coming off the waltzers with their friends.

A courtship followed before they were married on 6th December 1958.

Sixty years and four children, five grandchildren and two great grandchildren later, and they have just celebrated their diamond wedding anniversary.

Asked for the secret of the success of a long marriage, the couple said: "We have never taken each other for granted and always been there for each other."

Congratulations Mr and Mrs Menoun.



90th Birthdays

No fewer than 12 residents have celebrated their 90th birthday since the last edition of the banner.

September 13th brought the first of this edition for Mr Alan Hadden, of Chopwell.

October brought 3 birthdays – Mr Arthur Hudspeth, of Fishburn, celebrated first on the 6th. The 20th belonged to Mrs Irene Clennell, of Brandon, followed by Mrs Hilda Birch, of Gilesgate, on the 31st.

Three residents celebrated throughout November, starting with Mr Alan Patterson, of Gilesgate, on the 1st. Mrs Doreen Hall, of Ryton, was next on the 7th followed by Mrs Doreen Temperley, of Horden, on the 11th. Mr Gordon Green, of Windy Nook, was the final November birthday on the 30th.

December brought a final 5 birthdays. Mr Frederick Bentham, of Blackhall, was the first birthday on the 11th, closely followed by Mrs Ada Naisbett, of Horden, on the 12th. Mrs Alice Whitfield, of Langley Park, was the next to celebrate on the 28th.

The final birthday of this edition belongs to Mrs Dorothy Cook, of Gilesgate, on December 29th.



Congratulations to one and all!

Remembering Robert

On November 2018, on the 100th anniversary of the end of World War One, the nation paid its respects to the soldiers who paid the ultimate sacrifice for their country. One of these men was Robert Christopher.



Like many miners at the time, Robert left Murton Colliery at the start of the War and enlisted in the Northumberland Fusiliers, expecting to be home for Christmas to see his wife Amelia and their five young children.

The anticipated early end to the War never happened and on 1st July 1916, Robert, along with another 16 of his Company, was killed, aged 36, on the first day of the infamous Battle of the Somme.

In 2015, Robert's grandson, Tom Moreland, who lives in one of our homes in Seaham, bought a ceramic poppy from the Sea of Red display at the Tower of London and gave it to his sister Marlene to display in their late mother's miniature grandfather clock. Their mum Louisa was only two when Robert was killed in action so grew up never knowing her father.

From there, Tom's other sisters joined Marlene and Elaine Miller from the Murton Heritage Centre to start collecting historical information on Robert.

They unexpectedly unearthed a treasure trove at the home of

their aunt, who had kept a wealth of information, including letters he wrote from the trenches to Amelia, his medals, a letter Amelia received from King George recognising the sacrifice Robert had made and old postcards he used to collect.

These were put together, along with other information they uncovered during their research, and produced a booklet on Robert and his life.

On the 100th anniversary of his death in 2016 the family gathered together at Murton Cenotaph for a memorial service in his honour; then earlier this year Marlene and her partner Jim took the poppy in a box with Robert's picture to the village of Maricourt where he was killed, before leaving it at Thievypval, where his name is displayed in the war memorial.

Tom says: "For the family this completed the circle of remembrance, ensuring a forgotten hero was now remembered forever.

"With the 100th anniversary of the War having just recently passed, it was a time to reflect on the sacrifice he, and millions of others, made for their country.

"Like many, he thought he would be home in time for Christmas, but this was never to be and when you read his letters home, it makes it even sadder to know we lost someone in the prime of his life."



A letter from the trench

Here is an extract from a letter Robert sent to Amelia on the 26th May 1916.

Dear wife

I now take the pleasure in answering your kind and welcome letter.... I heard that leave was cancelled again so I don't know when I will get home... I got that postcard you sent me, it was beautiful.... Don't forget the pipe and matches.... I write every week sometimes twice a week, but we have been busy in this last two weeks so excuse me for this short letter for I am in a hurry to catch the post.

Kisses for you all from your loving husband and faithful Bob

Kisses for you and the little children hoping to be home soon

Good night and God bless you all till we meet again...

.... I would like to kiss you myself.

A proud Northumbrian

The death of his best friend has provided the inspiration for a DAMHA resident to write, record and publish a song about his pride at being a Northumbrian.

For the last 25 years, Jackie Davidson has written poems in his spare time, but had never thought to share them with the wider public

But in January 2018, his best friend Paul Jeavens was diagnosed with mesothelioma (Paul died in August) and he began to re-evaluate his own life.

Jackie explains: "When Paul was diagnosed with cancer, we had a heart to heart and he told me there were a few things he wanted to do before he died.

"He loved Jaguar cars, so he bought himself one and he also took his family away on holiday to Florida.

"Seeing that gave me a lot of inspiration and I looked at a poem I had been working on about being a Northumbrian and I thought it might work as a song."

Jackie, who lives in one of our homes in Greenside, Gateshead, used his own money to record and produce the song, which is called 'We are Northumbrian' and is dubbed as the 'unofficial anthem of Northumbria'.

He enlisted the support of friends Paul Kirsopp, who composed the music and sings on the record and co-produced it, Lisa Clarke, who provides backing vocals and Chris Ormston, who plays Northumbrian Pipes. He even recruited his grandson Ben Patrick to design the artwork for the CD.

Jackie says: "I have always been a very proud Northumbrian, so this song is my unofficial anthem to the county, and I am delighted that other people will now be able to hear it.

Jackie has had 100 CDs of the record produced and it can also be heard on YouTube, where it

already has over 4,000 views, by searching for 'We are Northumbrian'.

He adds: "I have been giving copies away to friends and family and asking them to donate to Marie Curie Cancer Care because they provided care to Paul before he died.

"I have dedicated it to Paul because without him it would probably have just sat on the shelf."



Seeing that gave me a lot of inspiration and I looked at a poem I had been working on about being a Northumbrian and I thought it might work as a song.

News from....



...Bulmer House

A new garden area is allowing residents at Bulmer House to enjoy a range of sensory experiences.

The sensory garden at our sheltered housing scheme in South Shields was made possible thanks to the fundraising efforts of residents and the backing of shoppers at the local Tesco store who voted it the most deserving project through the store's Bags of Help scheme – awarding it £5,000.

The sensory garden has replaced the old patio area of the garden, which was underused. There are now raised beds housing perennial plants, flowers and herbs, which are designed to stimulate peoples' senses through colour, scent and texture.

We couldn't have picked a better summer to have the garden and residents are hoping for a repeat in summer 2019!



...Rutherford House

Rutherford House Manager Barbara Smith demonstrated that a little bit really can go a long way, and this ensured residents had a Christmas to remember.

In the summer, Barbara came up with an idea of running a monthly tea-time club to raise money for the residents' Christmas fund.

For just £1 she provided a two-course meal for residents and their families. By adding a raffle, bran tub and staging the event on the same day as the bingo night, it proved very successful.

So successful in fact that an incredible £1,021.21 was raised, meaning the residents could enjoy an amazing four-course Christmas lunch and entertainment on 17th December, with a bit left over for other festive/new year activities.

Barbara said: "With looking for bargains and shopping at one of the discount supermarkets, you would be amazed at how much £1 stretches.

"It enabled me to provide teas such as shepherd's pie, burger and chip and pie and peas, with a dessert to follow.

"We had great support from residents and their families and everyone was so kind donating prizes for the raffle and bran tub and buying tickets."

Barbara is now planning to run the tea-time club throughout the year, with money raised from the first six months funding day trips in the summer and the final six months going to Christmas lunch/activities.



...Langley House

Just before Christmas, we sold our Langley House Residential Care Home in Horden, near Peterlee.

The home was sold to Elaine Galloway, the woman who has been helping to run the home very successfully for the past few years.

Elaine has big plans for Langley and we wish her, along with staff, residents and their families, the very best for the future.

Residents' Forum

We had another great morning at our annual residents' forum in December.

It got off to another great start thanks to children from Cestria Primary School who performed songs from their Christmas play and handed out Christmas cards they had made for our residents.

We then announced the winner of our good neighbour award (see page 3) before we held our Christmas draw and enjoyed a buffet lunch.

There were 32 prizes in total and we would like to thank everyone who donated or bought tickets. The first 15 prizes are listed below. If you need to check any others please call our office.



Coffee morning

Some of our residents in Hartlepool held a coffee morning & raffle to raise money for Macmillan Cancer Care and raised a fantastic £625 for the charity.

	Prize	Ticket No.	Sold By	Sold To
1st	£100	1582	S Clark	Mrs M Anderson
2nd	£75	406	G Black	Emma - Broomhill
3rd	£50	320	M Bainbridge	M Robinson - St Helen's
4th	Food Hamper	3364	Leda Gibbons	Rocky - DH5 9QU
5th	£10 Argos Gift card	2404	J Embleton	T Hepple
6th	Food Hamper	9010	H Whinn	D Brewster
7th	£50 M & S Voucher	10055	Mr Waterer	Cummings
8th	Food Hamper	1935	Vic Dixon	J Wright
9th	Double Duvet	4148	Pat Howard	No Name
10th	Echo Dot	802	T Brooks	No name
11th	M & S Tower of Treats	5191	Janet Jones	A Young
12th	£10 Argos gift card	4784	Carter Johnson	C Johnson
13th	Thorntons Santa/Snowman gift set	4383	David James	Mr & Mrs Johnson
14th	Amazon Fire 7" tablet	5348	J Legg	J Legg - Olaman Walk
15th	£25 Metrocentre voucher	2232	P Dobson	Susan Cockburn

1st July to 30th September 2018

Our performance

We are now using The Banner to report on our performance as a housing association. The table below outlines our performance for the period from 1st July to 30th September 2018. A green shaded box indicates we met our target, amber means we were close to target and red means we failed to meet our target.

Service Area	Target	Result
Arrears	0.75%	0.56%
REPAIRS & MAINTENANCE		
Satisfaction with repairs	90%	90.6%
Repair Appointments kept where made	100	99.9%
LETTINGS		
Satisfaction with lettings service	92%	91.8%
Re-let times (days)	32	35.7
Complaints resolved at 1st stage	80%	100%
TELEPHONE CALLS		
% answered within 7 seconds	96%	97.2%
% of calls dealt with at first point of contact	65%	67.7%
Percentage of letters responded to within 5 working days	95%	94.8%

Human Bones

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

TIBIA
 MALLEUS
 CLAVICLE
 STAPES
 ULNA
 TRAPEZIUM
 COCCYX
 FEMUR
 HAMATE

TALUS
 RADIUS
 METATARSAL
 TEMPORAL
 HUMERUS
 SCAPULA
 PATELLA
 STERNUM
 FIBULA

Recipe Corner



Festive chocolate biscuit truffles

By Susan Lewis

Ingredients:

20 Digestive biscuits crushed.

125g butter.

200g condensed milk.

2 tbsp cocoa.

125g desiccated coconut.

Chocolate strands or coconut or decoration of your choice.

Method:

1. Put butter and condensed milk in a pan over a low heat stirring until butter has melted.
2. Allow it to cool a little.
3. Add the crushed biscuits, cocoa and coconut to the wet mixture in the pan. Mix well.
4. Form the mixture into truffles about the size of ping pong balls. Place the chocolate strands (or decoration of your choice) into a bag and one at a time gently drop the truffles into the decorations and roll them around until completely covered. I placed mine into mini cake cases.
5. Place into refrigerator until ready to serve.
6. I covered my truffles with various festive sprinkles.
7. You can if you want make these more festive by adding a touch of rum or brandy into the wet mix before adding dry ingredients.



Durham Aged Mineworkers' Homes Association

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Fax: 0191 3882838

Calls welcome via Text Relay Service

Email: info@damha.org.uk

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