

## Railway Housing Association



## Everybody needs good neighbours

**Railway Housing Association is delighted to announce the winners of our first-ever Good Neighbour Awards.**

The awards, which are designed to recognise the excellent work many of our residents do in the communities in which they live, were presented at our recent residents' conference in York.

They were judged by Yuill Homes, who kindly sponsored the awards, and members of the Association's Board.

The first winner is Gordon Dixon, who lives in Haddricks Mill Road, Gosforth, Newcastle-upon-Tyne. Gordon was nominated by his neighbour Mrs Sanderson, who said: "Gordon is the most helpful, courteous person I have ever had the good fortune to live beside. "He has certainly made mine and others'

lives more pleasant and reassuring, so much so we keep on saying we cannot do without Gordon."

Mr Dixon, who receives a trophy and cheque for £50, said: "I was very shocked when I discovered I had won the award, but I am very proud. When I retired I said I would never do paid work again but I don't count the jobs I do as work, I just like helping my neighbours and friends."

The runner-up in the Good Neighbour of the Year award is Irene Armstrong, who lives in Wedgewood Cottages, Lemington, Newcastle-upon-Tyne. Irene was nominated by her neighbour Joyce Goole, who said:

"Irene is a fantastic person who is very caring and so helpful to everyone. Nothing is a trouble to her and she won't take anything for her help."

Irene, who receives a trophy and cheque for £20, said: "It is easy to be a good neighbour where I live because we live in such a nice, friendly area, but I have to admit to being slightly overawed when I discovered people had nominated me."

We would like to thank everyone who took the time to submit entries for the Good Neighbour of the Year Award and we look forward to running the competition again in 2012.

## Customer care packs



**Railway Housing is always trying to improve our services to potential and existing customers.**

One of our latest improvements is the production of new customer care packs.

The packs are aimed particularly at people who have difficulty in reading documents or even find it hard to hold a pen due to arthritis.

Included in the packs are specially adapted pens that are easier to grip and different forms of magnifying equipment to help people to complete forms or sign documents.

These packs are now available in our offices and our Housing Officers and Tenancy Services Officers have also been issued with them, so they can be used when they are visiting residents in their homes.

Julie Clark, Railway Housing Association's Housing Manager (pictured with one of the packs), said: "Many of us take signing their name or reading a document for granted, but there are others for whom this is not so easy, and these packs are designed to help them in particular.

"We take our responsibility as a landlord very seriously and this is just one of a series of improvements we are making to ensure everyone receives the same high level of customer service.

"So, whether you come into our office or are visited in your home by a Housing Officer or Tenancy Services Officer, you have the comfort of knowing we have these customer care packs to aid you."

## John lays the foundation for a great career



**A talented apprentice working on a Railway Housing Association development has been crowned the region's best bricklayer for the second year in a row.**

Working as an apprentice for the house builder Yuill Homes, 20-year-old John Rudge has been the talk of the building site after he won the gold award in the northern section of the renowned Guild of Bricklayers Competition - being crowned regional winner for the second successive year.

Currently studying for a Level Two Diploma in Bricklaying and Trowel Occupations at Hartlepool College of Further Education, John wowed the judging panel by demonstrating his brickwork ability following the construction of a specialist wall.

John said: "Working as an on-site apprentice has enabled me to put what I have learned at college into practice and

has helped me to develop my skills which I hope will help me to secure employment in the future. I am very proud of what I have achieved and hope to continue to better myself in the future."

John has been gaining on-site experience for the last 12 months working on Railway Housing Association's new development Hillingdon, in Spennymoor, County Durham. The development, which is scheduled for completion in Autumn 2011, will provide 14 new homes for people aged 55 and over.

Anne Rowlands, Chief Executive for Railway Housing Association, said: "We are very pleased with the progress that has been made on the Hillingdon development so far and are extremely

happy with the high standards that have been achieved. As an organisation that supports the recruitment and training of apprentices, it is fantastic to see how well John has done. We would like to congratulate John for all his achievements."

Graham McPhail, Director of Apprenticeships at Hartlepool College of Further Education, said: "Everyone at the college is delighted that John has been recognised for his talented brickwork. He has shown what it takes to succeed through his determination and willingness to learn after previously being unemployed."

## Staff News

### Hat's off to Juliet

Housing Officer Juliet Kerins has graduated with a distinction from a housing studies course – 28 years after first leaving the classroom.

Juliet, who works in the York area, completed the three-year Leeds Metropolitan University foundation degree course in Housing Studies this year. Her studies were funded by the Association.

Juliet, who has worked in housing for 23 years, says that the qualification has given her more confidence and has inspired her to continue learning. She now plans to start a two-year BA (Hons) degree course, with a view to eventually studying for a Masters degree.

She said: "I have more confidence and the course has given me greater knowledge of all sorts of aspects related to housing, which is already benefitting my work, in areas like dealing with anti-social behaviour, handling budgets, as well as resident involvement.

"I'm enjoying the whole learning experience. It really has inspired me to go on and do more, as well as my family. My daughter's 14 and it's inspired her as well."



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### A permanent role for Charlotte

Charlotte Wallace, our Apprentice Maintenance Assistant, has successfully completed her NVQ Level 3 and has now been appointed to a permanent position of Maintenance Assistant with Railway Housing Association.

Charlotte, who joined the Association in 2009, passed her Level 3 in just seven months, when it had been predicted to take a year and a half.

The course was a mixture of exam and evidence-based work, for example demonstrating how she could develop a presentation.



Charlotte said: "I am really happy to have completed my course and to have been offered a full-time role at the Association, where I really enjoy working."

### Sue shows merit

Thirty years since she was last in a classroom, Housing Services Assistant Sue Arrowsmith has graduated with a Chartered Institute of Housing Level 3 from Durham New College.

When Sue got the opportunity last October to be funded by the Association to study for the housing qualification, she jumped at the chance.

Although she admits she was nervous about going back into the classroom, the married mum-of-three excelled on the course, gaining 2 passes, 4 merits and 2 distinctions.

Sue said: "The children are a bit older and I wanted to do something for me. It was the right time. I've really enjoyed it, meeting people from different organisations, getting ideas and

hearing how things work elsewhere and really pushing myself.

"When I started I thought I'd be happy with a pass, but then when I got two distinctions I wanted to do more.

"I'm already using what I've learned in my role now, in terms of resident involvement and looking at issues like anti-social behaviour. I've thoroughly enjoyed the course – I'm really chuffed to bits with it."



## Listening to you

**Residents living in Railway Housing Association properties have expressed their overwhelming satisfaction at the service they receive.**

An independent survey, undertaken by the Northern Housing Consortium, was commissioned by the Association to see how people living in our properties felt about their homes and the service they receive.

Of the 75.4% of residents who returned the detailed questionnaire, the vast majority said they were happy to be a tenant of Railway Housing Association.

**The survey revealed :-**

- 93.8% of residents were satisfied with their property
- Only 4.5% said they were dissatisfied with their property
- 93.1% of residents were satisfied with the quality of their accommodation (this was 100% in Hereford)
- 93.9% of those questioned said they were satisfied with the area in which they lived (97.3% in Northumberland & Tyneside)
- 94.2% considered the rent to be good value for money. Only 3.2% felt it was poor value for money
- 93.8% were satisfied with the overall service, which is well above the average of 85.6% for similar landlords
- 91.3% considered they were kept well informed
- 75.9% considered that we listened to their views. Only 6.5% consider that we don't listen to their views

•86.8% of respondents were satisfied with the way repairs and maintenance was dealt with, including 49.4% who were very satisfied. Only 7.2% were dissatisfied

Anne Rowlands, Chief Executive of Railway Housing Association, said: "We are extremely pleased that the vast majority of our residents are happy with the homes they live in and with the overall service they receive from us as a landlord.

"However, we recognise there are improvements we can make and we will continue to strive to do this. We want the service we deliver to residents to be nothing short of excellent."

**Some of the issues raised by residents that we will be addressing include :-**

- Car parking – 30% of residents said that this is a problem in their area. This had already been identified as a priority by the residents who attended our Annual Residents' Conference in 2010. Over the next five years we will assess the car parking at each scheme and identify possible solutions.
- Rubbish & litter – 12% of residents said that this is a problem in their area. We carry out regular estate inspections with residents to check for problems like this and take appropriate action. We will also be contacting residents in Hereford, where it is considered to be a particular problem, to find out what more we can do.
- Disruptive children and teenagers – we are aware that this is a problem in some areas and deal with any complaints that we

receive. It is encouraging to note that residents' satisfaction with the way that we deal with such problems has increased significantly from 50% in 2009 to 83.3% in 2011.

•Being told when workers will call and the time taken for repair work to start – a review of the repairs service is due to start this year and will take into account the findings of this survey

•Listening to residents views – we have agreed service standards with residents for giving timely feedback on the results of meetings, surveys and complaints to show how we are listening to your views

We will also be looking at the comments that residents made on their survey forms. As the forms were completed anonymously we can't reply to individual residents but we will be considering how we can respond to common problems.



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## Conference round-up

Our annual Residents' Conference was a big success, with well over 50 people attending.

The conference, which once again took place in the Royal York Hotel in York, attracted residents from across the UK.

Held on Wednesday 13th July, the day began with a presentation from Railway Housing Association Chief Executive, Anne Rowlands. Anne briefed residents about the Association's new business strategy and highlighted the number of priorities identified by residents at last year's conference that have been included in the plans for the next five years.

Anne was followed by Gareth Wreatham, from the comparison website U-Switch. Gareth explained how it was important for residents to regularly shop around for electricity and gas supply prices and not to just continue using the same supplier.

With energy prices rising Gareth said that there were a number of different options available to residents, including online and fixed price deals. uSwitch.com, which is an independent organisation, can do the work for you, with a view to saving you money on your energy bills.

uSwitch.com has teamed up with the National Housing Federation to give housing association tenants and staff a free impartial online or telephone comparison service. The website address is [www.uswitch.com](http://www.uswitch.com) and the telephone number is 0800 015 5346.

Just before lunch, presentations were made for our first-ever Good Neighbour of the Year awards (see page 1). Both the winner, Gordon Dixon, and the runner-up, Irene

Armstrong, were there in person to collect their awards.

After lunch, Sarah Andrews, from Darlington Borough Council, gave a talk about welfare benefits, which was aimed at ensuring people are claiming what they are entitled to. She stressed the importance of checking with advice agencies so that residents can find out about their entitlement to a range of benefits and services.

The final speakers of the day were Karen Dunn, Railway Housing Association's Director of Housing Services, and Jim Race, a resident in York, who is a member of the Residents' Scrutiny Panel. They explained how residents can get involved with the Association and shape the services we provide.

The day ended with plenty of fun. First there was a quiz and this was followed by a prize draw, with the winners receiving M&S vouchers, bottles of wine or boxes of chocolate.

Railway Housing Chief Executive Anne Rowlands said: "The conference was a great success and it was pleasing to see so many residents present and getting involved.

"This is always an ideal opportunity to meet our residents and to let them know how we are constantly striving to offer them the best possible customer service.

"It is also a good way of inviting external organisations to come and provide our residents with useful information, such as money saving tips and advice."

After the conference we received some good feedback from the residents who attended. Comments included:

- "Everything was excellent"
- "We enjoyed the day thoroughly"
- "It was a good central venue"
- "You've all done an excellent job and been very patient"

Contact details for the agencies Sarah Andrews discussed in her welfare benefits presentation are as follows:

**Age UK**  
0800 169 6565 or [www.ageuk.org.uk](http://www.ageuk.org.uk)

**Carers UK**  
0800 808 7777 or [www.carersuk.org](http://www.carersuk.org)

**Citizens Advice Bureau**  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Pension Service**  
0845 606 0265 or [www.directgov.uk](http://www.directgov.uk)

**Turn2Us**  
0808 802 2000 or [www.turn2us.org.uk](http://www.turn2us.org.uk)

**Welfare Rights**  
Contact your local authority



## Community News

### Buckets of fun

Railway Housing Association has once again shown its support for the North East's oldest children's charity, by digging out its bucket and spade for a sandcastle building competition.

Thousands of youngsters from primary schools across the region flocked to South Shields on Friday 1st July to take part in the Children North East Annual Sandcastle Challenge.

The charity invites professionals from construction and related industries to support the children in their quest to build the best sandcastle, and this year Railway's Director of Asset Management, Andrea Abbott, took her bucket and spade along to lend a hand.

The theme for this year's event was castles and prior to the competition Andrea visited some of the schools involved to help the children come up with ideas for their sandcastles. They can use their time at school in the planning stage to come up with ideas for designs and to create decorations for them.

Once on the beach at South Shields the school teams had just an hour to build their sandcastles, with a panel of judges made up of building experts and special guests deciding the winner.

Andrea said: "It was a fantastic event, thousands of children from 120 schools packed the beach and one of the ones



we'd helped mentor from Byker won a prize. They built a sandcastle in the shape of the Byker Wall – it was great. And they won £200 for their school

"The weather was lovely, but because it was so dry it was quite hard work for the children building the sandcastles. But it was a fantastic event and everyone had a lovely time."

Actors Tim Healy and Denise Welch are patrons of the charity.

### Quizzing the generations

Residents at Tempest Anderson House in Darlington have been bridging the age gap through quiz nights with local teenagers.

The quizzes were the brainchild of Darlington Council's Youth Service, which wanted to start some intergenerational projects to help older and younger people gain a better understanding of each other.

Railway Housing Association approached the Youth Service to see if it would come to Tempest Anderson House. The events were attended by up to 20 residents and around 10 young people. The teams were all mixed, with young and old coming together to answer questions covering topics to suit all ages and subjects.

Clare Mudd, Railway Housing Association's Tenancy Services Officer, explained that the quizzes have proved extremely popular – with young and old alike.

She said: "Barriers have definitely been broken down on both sides. The first time the young people came in to meet the residents, they had a lovely chat and told each other stories about what life was like for them when they were young and what it's like today for the young people now.

"It dispelled a few myths the generations had about each other, and now they're good pals – great friends. The residents have really enjoyed having the young people here for the quizzes. It's given them 'a bit of life' as they put it."



### Matchstick man

**A retired railway worker spends hours creating intricate matchstick models of some of his favourite locomotives.**

George Day, 88, of Tempest Anderson House in Darlington went to work for the London North Eastern Railway (LNER) when he left school in Crook aged 16. He was later transferred to work for British Rail at Bank Top Engine Shed in Darlington, where he worked for 25 years. These experiences inspired his matchstick hobby.

Mr Day and his wife Gwen, 93, moved to Tempest Anderson House five years ago, which is when he started building replica locomotives from match sticks.

Previously he had made much bigger replica engines using wood, but as he

can no longer use the machinery needed to make these, he has started crafting the replicas from matchsticks.

He explained that it is a time consuming and pain staking process, which takes many hours to perfect.

He said: "This one here is 12 inches long – it's a Great Western Engine, a side tank engine, the sort used for passenger work on the branch lines. It's not a big one, but the boiler alone took 800 matches to make. I should think the whole thing probably took about 1,500 matches in total.

"I don't just build them from matchsticks. I paint them and decorate them - they're a proper replica, and when people first look at them, they don't necessarily realise straight away that they're made with matchsticks.

"I'm a stickler for accuracy. It has to be right or I'll throw it away. I am a bit of a perfectionist."

One of the wooden replicas Mr Day built in his workshop before he moved to Tempest Anderson House was of Locomotion, the engine which made the famous first passenger railway journey from Stockton to Darlington in 1825. His replica can still be seen at North Road station in Darlington.

"Railways and the engines are something I'm interested in," he explained. "I enjoy it and I don't like to sit around and do nothing. At the moment I'm looking at making Tornado from matchsticks, but I'm still trying to work out how I'll make the wheels."

## Community News

# Vouchers galore

Three of our residents have received £50 in High Street vouchers after taking part in our recent 'STATUS' survey.

Everyone who completed and returned their survey forms were entered into a prize draw with a chance to win the vouchers.

The three lucky people drawn out of the hat were Jean Edwards, Glendon Kitto and Anne Slater

Mrs Edwards, who lives at The Green, Romanby, near Northallerton, said: "I am over the moon and can't wait to get out and spend them. I will probably use them to spoil my first great grand-child.

Mr Kitto, who lives at Plevna Mews, Shildon, said: "Words fail me but I'll enjoy spending them."

Mrs Slater, who lives at Davidson Cottages, West Jesmond, Newcastle, said: "It was a very nice surprise and I bought myself some lovely new clothes with my vouchers."

We would like to thank everyone who took the time to complete and return the survey form.

Full details of the STATUS survey can be found on page 5.



# Memories of Loughborough



Our class was detailed to dig out the footings for an air raid shelter on the school playing field. Like normal boys we thought this was better than lessons so decided to shovel some dirt back in so it made the work last longer. But we were sent to the head and received six strokes of the cane.

After I left school I volunteered to become a messenger in the Auxiliary Fire Service. We had to travel on our bikes to take messages to HQ or other sub-stations if the telephone lines were down. After each roll call the firemen's names were read out in alphabetical order, ours which went Adcock, Allcock, Ball and

Dickson caused much laughter every time.

My friends and I were all cadets in the 132 Squadron Air Training Corp. I was unsuccessful getting into the aircrew as my eyesight let me down but I eventually reported to Cardington in Bedfordshire as a trainee flight mechanic. When in training they said the flight mechanics course was closing. The officer in charge asked: "Do you know anything about electricity?" I said that back home in Loughborough I could change a bulb and repair a fuse so he said: "Right, you'll be an electrician."

I had my electrician's course at RAF Credenhill, Hereford, where I met my lovely wife, who sadly passed away in 2005. When working in Hereford, I did install the air conditioning for the computer room at Genotosan (later Fisons) on Derby Road. I really enjoyed my working days at Fisons where I met some great friends and colleagues.

This is an excerpt of an article about the life of Bob Dickson, Chair of the Great Western Court Residents' Association, Hereford. The article originally appeared in a newsletter for former employees of Fison.

My friend and I were in our last days of school when the Second World War broke out. My father became a captain in the 9th Loughborough battalion of the Home Guard despite being wounded by a sniper in the First World War. He carried a bullet in his lung for nearly 50 years and outlived both the doctor and surgeon who declared him not to have long to live.

## My Friend Ted

A poem from Patricia Blakesley, Patrick Stirling Court, Doncaster

Am I the only pensioner who talks to a teddy bear?  
It's just that when I'm feeling low, he is always there.  
He will not argue as he cannot talk  
He will not run away because he cannot walk  
My teddy bear is a quiet, good friend  
He will stay with me to the very end  
Then when I take that final ride  
Ted will be there by my side.

## Community News

### Happy 90th birthday Phyllis

**Phyllis Richardson, who recently celebrated her 90th birthday, was born in 1921 the same year as Deborah Kerr, Dirk Bogarde, Donald Campbell, Sir Harry Secombe, Jimmy Young, Peter Ustinov and Tommy Cooper.**

Phyllis was married to a lovely man, the late Mr Walter 'Ritchie' Richardson, who was in the RAF 12th Squadron and later they had their own electronics firm where he was known to be a super boss.

Phyllis moved to Hexthorpe, Doncaster four years before Patrick Stirling Court was built when it was just a big field and along with her neighbours she watched it being built brick by brick. She came to the opening day of the scheme alongside many other members of the community and says every one of the 40 flats was snapped up quickly

For the next ten years Phyllis came to enjoy the social activities on an invitation basis before eventually moving into Patrick Stirling Court in March 2007

Isolation can become a very big problem as people get older and their health begins to fail. Phyllis believes very strongly that places like Patrick Stirling Court are very important particularly for people like her who have hardly any family and no children

Phyllis has made many friends but has one special friend in fellow neighbour

Jean Tate. Together they love running a small shop on the scheme; the goods sold are donated by residents, their family and friends and are sold at very reasonable prices, often helping out new residents moving in.

The ladies are also helped by Yvonne Smith and Jim O'Malley who help set up the shop and help put things away afterwards. Without their hard work the ladies state they wouldn't be able to run it, so a big thank you to them. Profits from the shop go to the social committee fund and residents then decide how the funds are spent.

Credit and thanks must also go to all the other residents who organise, participate and help with the many different activities and the general community spirit at Patrick Stirling Court.

Phyllis said she had a fabulous birthday and received lots of telephone calls and gifts galore including beautiful cards, chocolates, a book, and a cake.

Phyllis' recipe for a long and happy life is "just get on with it; keep an active mind, soul and body; stay positive" and most important of all "never lose sight of the magic in life."



### Are you receiving what you are entitled to?

**There are many organisations that can help you with benefit and money advice. The Citizens Advice Bureaux (CAB) is one that many people will recognise.**

The CAB offer free, confidential, impartial and independent advice at over 3,500 locations. These include high streets, community centres, doctor's surgeries, courts and prisons.

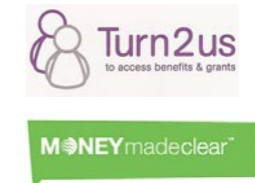
Their advice helps people resolve their problems with debts, benefits, employment, housing, discrimination and many more issues. It's available to everyone.

Advice may be given face to face, by telephone or email. Most CAB outlets can arrange home visits if necessary.

To get advice you can go online to [www.adviceguide.org.uk](http://www.adviceguide.org.uk), or telephone 0844 411 1444.

Other organisations that we would also recommend are:- Money Made Clear - this is a Government sponsored money advice service. You can either ring 0300 500 5000 or log on to [www.moneymadeclear.org.uk](http://www.moneymadeclear.org.uk)

Turn2us - this is a charitable organisation which helps people access the money available to them. You can either ring them on 0808 802 2000, log on to [www.turn2us.org.uk](http://www.turn2us.org.uk) or visit [www.railwayha.co.uk](http://www.railwayha.co.uk) where you will see the link to this website.



### Survey feedback

**To ensure residents and applicants are satisfied with the services Railway Housing Association provide we carry out surveys to monitor the satisfaction of those people who use our services.**

Since our last newsletter we have carried out the following surveys:

**Application forms** - We sent out 295 surveys with application forms and received 78 replies. Of those, 70 people said they were satisfied with the application service, 2 people said they were neither satisfied or dissatisfied and 6 did not answer the question.

**Lettable standard** - We sent out 24 surveys to residents who moved into our properties during this period and

received 5 replies. All 5 responses said they were satisfied with the standard of their new home.

**Disabled adaptations** - We sent out 19 surveys to residents who had a disabled adaptation carried out and received 13 responses. Of these, 11 residents said that overall they were satisfied with their adaptation and 2 people did not answer the question.



## Our Performance








We constantly measure and monitor our performance to gauge how good the service we provide is and to make sure we are keeping our promise to offer customers the highest possible level of service.

How we performed - 1st April 2010 to 31st March 2011

**green**  
Performance on target 

**amber**  
Performance below but close to target 

**red**  
Action is needed to meet target 

Income Management	New Applications
Amount of rent arrears outstanding = 1.81% (Target is 1.94%) 	Percentage of new applications assessed within 14 working days = 100% (target is 95%) 
Lettings	Complaints
Average time taken to repair and let an empty property = 24 days (target is 26.50 days) 	Percentage of complaints resolved at first stage = 97% (target is 95%) 
Disabled Adaptations	Repairs and Maintenance
Percentage of work completed within 4 weeks = 92% (target is 95%) 	Average cost of responsive repairs = £102.16 (target £114.80) 
Response to Letters	Percentage of residents satisfied with the repairs service = 99% (target is 96%) 
Percentage of letters responded to within 10 working days = 95% (target is 95%) 	Percentage of priority 1 repairs completed within 1 day = 95% (target is 99%) 
Response to Telephone Calls	Percentage of priority 3 repairs completed with 3 days = 78% (target is 97%) 
Percentage of telephone calls answered within 7 seconds = 61.5% (target is 65%) 	Percentage of priority 7 repairs completed within 7 days = 81% (target is 97%) 
New Tenancy Visit	Percentage of priority 31 repairs completed within 31 days = 93% (target is 97%) 
Percentage of new tenants visited within 6 weeks = 93% (target is 90%) 	During 2011/12 we will investigate the reasons why we are not completing more repairs on time

## Recipe: Summer Pudding

Serves: 4  
Preparation: 10 minutes  
Total time: 20 minutes, plus a few hours standing

- 200g raspberries
- 200g blueberries
- 175g redcurrants, stalks removed
- 3 tbsp caster sugar
- A squeeze of lemon
- 3-4 slices white bread
- Clotted cream, to serve

1. Put the berries and currants in a pan with the sugar and lemon juice and cook gently until the fruit have burst and released their juices. Taste and add a little more sugar if needed.

2. Cut the crusts off the bread and cut each into 4 triangles. Put a spoonful of the fruit and juices into each of the 4 glasses. Press a couple of triangles of bread onto the fruit, then add another spoonful of fruit and juices. Repeat with the remaining fruit and juices. Leave to stand for a couple of hours. Serve with clotted cream

144 calories; 1g fat (0.3g saturated fat); 27g carbohydrates; 21g total sugars; 0.3g salt



# RHHA

## English

Information can be made available in other languages, or other formats such as Braille, large format or audio tape, on request.

## Arabic:

يمكن توفير المعلومات بلغات أخرى و صيغ أخرى مثل طريقة بريل أو شرائط سمعية ، حسب الطلب

## Bengali:

আপনি অনুরোধ করলে এই তথ্যগুলি অন্য ভাষাতে, অথবা অন্য কোনো মাধ্যমে যেমন ব্রেইল-এ বা অডিও টেপে, পাওয়া যেতে পারে।

## Somali:

Faahfaahinta waxa kale oo aad ku heli kartaa luuqadaha kale, ama siyaabo kale, sida Farta waaweyn ama canjal maqal ah, waana in aad soo codsato.

## Turkish:

Talep üzerine bu bilgi diğer dillerde veya görme engelliler için kabartma alfabetesi ve ses bantı formatında da temin edilebilir.

## Urdu:

یہ معلومات دیگر زبانوں اور دوسری صورتوں میں (نابینا افراد کے لیے خصوصی عبارت) یا آڈیو ٹیپ پر بھی فراہم کی جاسکتی

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# Railway Housing Association

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Registered Social Landlord: A1855 Registered Charity: 216825

MEMBER OF THE HOUSING OMBUDSMAN SERVICE

