

HomeNews

Written in partnership by customers and staff of North Devon Homes

Autumn 2021



Your chance to win vouchers!

3



In your community

6



Data and Security

8



INSIDE...

03 Community Services

04 Customer Involvement

06 Community Services

07 Gardening for all

08 Data and Security

09 Digital Together

10 Repairs and Maintenance

12 Development and Regeneration

14 Money Matters



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Welcome to our newsletter

After the success of combining our Annual Report to Tenants issue with Home News last year, we decided to continue with this dual-flip version to help reduce our environmental impact, and provide better value for money for customers.

As with our spring issue that you received in April, this issue also comes with your rent statement from April to the end of August.

Welcome to our autumn edition of Home News!

In some ways the last year is one to forget, given the disruption and impact that Covid has brought to all our lives.

As a business and Community Landlord we have been working hard to support customers, staff and our community to help keep people safe, supported and secure in their homes. The time has given everyone a very different perspective on the importance of a home, community, work and those around them. It has been extremely challenging for many and the impact will be felt for many years to come as young and old adapt to a new way of living.

The long term impact of the pandemic on our housing is also significant. The housing market was already struggling to offer enough affordable homes for local people before the pandemic and this has been compounded by so many more homes being converted for holiday lets, by people moving away from cities to work from home and by relationship breakdowns.

At North Devon Homes we are working really hard to try and deliver as many affordable homes as we can and we have set an ambitious target and pipeline to deliver at least 100 homes a year for the next ten years.

As we build new homes and invest in our current homes, we are thinking carefully about reducing the carbon impact and improving energy efficiency for our customers. We are working hard to ensure that homes are safe, secure and affordable.

The Annual Report in this issue provides a summary of our significant progress through what has been a most challenging year and I am especially proud to work with such a fantastic team of people who really care about our local community and our customers.

Kind regards,

Martyn Gimber
Chief Executive



New Community Services Team



In May this year we introduced a new role to NDH of Community Services Manager. This role will be leading the current Neighbourhood Services and Independent Living Services Teams as well as introducing a new Specialist Support Service team.

We have introduced team leaders for each of these teams and all three services will be working closely together to deliver frontline, tailored support to our customers, helping them to sustain their tenancies and live independent, healthy lives.

New Estates Team

Earlier this year we put together a new team to take care of our grounds maintenance. After reviewing our external contracts it worked out better value for money to bring the service in house. It has also allowed us to tailor the service more flexibly by having it managed internally.

When we spoke to our customers about the new team, one customer said:

"I had gone over to talk to the new team to let them know about an area that had been missed with the previous contractor and was now 4ft tall. I didn't expect he'd be able to do anything about it initially as it may not have been NDH

responsibility but the new team member took the initiative to go and deal with the problem straight away. He tidied up the area and trimmed down the grass meaning it was much cleaner and made things much nicer without us having to wait!"

Independent Living Surveys

The Independent Living Services Team is in the early stages of re-establishing a presence within our Older Persons schemes. We have been working with the Independent Living Support Officers (ILSOs) and involved customers to understand the following three things:

QUESTION 1 - What was your view of the way Independent Living services responded over the Covid-19 pandemic?

QUESTION 2 - What have you most missed and appreciated in this response?

QUESTION 3 - What are your hopes, dreams and expectations for your schemes when restrictions are lifted?

Both the ILSOs and the involved customers spent time contacting our current support customers and non-support customers to ask them the above questions. This helped us to plan our return to the scheme offices and widen our social events offer, whilst seeking new ways of working that keep our staff and customers safe.

We returned to the hub offices in July and the team were really excited to get back to seeing our support customers face to face and building back the social clubs.

Your chance to win

Want a chance to win a £20 Love2Shop voucher? We are giving away e-Vouchers to two lucky customers. All you need to do is answer the following question – and the answer can be found in this magazine!

How much moisture in the air does an average household produce in a day?

To enter, send your answer, along with your name, address, email and a phone number to: marketing@ndh-ltd.co.uk; or post it to

'Marketing', North Devon Homes, Westacott Road, Barnstaple EX32 8TA. Competition entries must be received by 31st October 2021. Full terms and conditions available on our website: www.ndh-ltd.co.uk/competition-tcs



Customer Involvement

Customer2Customer Team Update



Customer2Customer (C2C) is made up of four customers. The two founding customers, Patsy Chapple and Dawn Ash, both have over 10 years involvement with NDH. Tracey Hearn joined three years ago. She is an involved customer and is also Interim Chair of the Scrutiny Panel. They are now welcoming another involved customer, Kate Olds. Kate has been very active in her community helping others and is a perfect match for the team.

C2C was set up seven years ago to help customers who didn't feel that they could contact NDH themselves for whatever reason. This group acts as a bridge between the customer and NDH. It can simply be that the customer doesn't know how to explain something or know just where to start. C2C also help where a customer feels that

they haven't been listened to, or feel that NDH has not understood their situation.

The group is completely impartial and has built up a lot of knowledge over the years they have been involved. Often they can sort out the simple enquiries directly, involving NDH where needed. They love to hear from customers, whatever the problem. If there's something they can't help with, such as cases of Anti-Social Behaviour, they are able to signpost where to get help from.

You can reach C2C on 07740410970 or 07811273677 or you can leave a message with Tracey Williams to be passed to the group by contacting: 01271 313384 or via email at tracey.williams@ndh-ltd.co.uk.

C90 has a new name

This panel of customers, managers and board members has continued to review North Devon Homes' services with customers providing valuable insights to influence future policy.

These customers decided to make the group's name more meaningful for all customers and C90 is now called the "Customer Board Partnership" (CBP).

Since April CBP has looked at:

- Service performance indicators where customers have been central to redesigning how this information is presented on the website
- Feedback on consultation with customers on what they would like to see in our Independent Living Service
- Our shared ownership and right to buy policy where customers have recommended more detailed information should be made available

These customers are able to work alongside board members and senior staff ensuring that there is a customer voice in all aspects of the business and the decision making process.



Free TPAS webinars and events for customers and staff

The National Tenant Participation Advisory Service (TPAS) has provided lots of online events which our customers have been attending. These include Meet the Ombudsman, members events, environmental events, local offers and how technology can improve wellbeing webinars.

North Devon Homes is a member of TPAS and any of our customers can attend these webinars for free.

In October 2021 there is an exciting week planned around "Stop the Stigma" of social housing, with a variety of webinars. If you would like to take part in the TPAS "Stop the Stigma Week" or join any future webinars, simply register as a customer with TPAS directly at www.tpas.org.uk or contact Tracey by phone on 01271 313384 or email tracey.williams@ndh-ltd.co.uk.

Customer Health and Safety Partnership Forum

Over the last six months customers who joined this Partnership Forum have undertaken training sessions to gain an understanding of all elements of our Health and Safety for customers and employees. For example:

- Fire risk management
- Accident reporting
- Safety in the home
- Understanding risk assessments



During these sessions panel members worked with our Health and Safety Manager to develop ways for customers to make recommendations to improve health and safety.

This Panel is chaired by one of our customers, Jane Ricketts, who is keen for more customers to join. For more information please contact Tracey by phone on 01271 313384 or email tracey.williams@ndh-ltd.co.uk.

Community Involvement Events

Our Community Involvement Team is beginning to plan events within our communal lounges. These will include coffee mornings and taking Knit and Natter on tour.

Alongside moving back to face to face social events, the virtual social gatherings, quiz and games afternoons and Knit and Natter will continue on Zoom online.

Business

Over the last few months some of our engaged customers have worked alongside our Finance Director to understand how North Devon Homes works and value for money within our services.

Other engaged customers have worked alongside our Chief Executive to gain an understanding of the part Anchorwood Limited plays within the business and were able to feed customer opinions into NDH's new Corporate Plan through a question and answer Zoom session.

Young Person's Service

Our Young Person's Service has been busy working with families and young people, spending evenings out in the community chatting with young people. They also went on a camping trip over the summer with a group of young people.



In the Community

Customer Case Study Maintenance Experience

We spoke to Margaret, one of our customers whose home is undergoing some of our planned maintenance and improvements. Here's what she had to say:



"I have been a customer of NDH for fifteen years and my husband and I moved into a new house at Aspen Grove. It was perfect and we felt very lucky.

I am very grateful to North Devon Homes as now they are giving my home a facelift. With all the world coming to a full stop due to Coronavirus, it did not stop NDH and they notified me that they were planning to do some home improvements.

NDH have replaced my alarm button to make it easier for me to reach, have put in a new boiler and I have had external decorations carried out along with replacement windows, guttering and even a new outside light. It is all looking good and I am really pleased with the work that has been done to my home."

Refreshing communities

Fantastic work by the Resident's Association Group at Meadow Brook who repainted their walls to help tidy up the area. We were happy to supply the paint to help customers take some pride in their areas! Great work and thank you!!

Before...



After...



Brightening up Castle Quay

We were delighted to hear from one of our residents at Castle Quay earlier this year to highlight the work she and the other residents have been doing over the lockdown. The floral displays that you can see in these fantastic photos are brightening up the courtyard and have also been nominated in a special category for Barnstaple in Bloom.

Marina Parish and Anita Passmore, amongst other residents, have all been trying to make their courtyard more appealing for those walking by. Marina said: "We did it for the community. It's lovely to see people taking pictures as they are walking by on the Tarka Trail and the best bit is seeing the happy children wanting their photo taken with the flowers."

If you'd like to know more about Barnstaple in Bloom and want to take part you can find more information here:

www.barnstapleinbloom.co.uk.



Gardening for all

Maximum garden, minimum budget

by **Flora Gardiner**
(NDH Customer)

This new regular column is for gardeners of any age, ability and any plot-size, including windowsills. All you need is enthusiasm as knowledge will come over time. Start planning what your garden is for - relaxing? for children? For entertaining? Perhaps teach your children gardening so they will learn from an early age.

Have you thought about ecology, how wildlife, plants and weather sustain our planet? If you think, 'my small patch won't count,' it will, by attracting birds, bees and insects which pollinate crops and produce natural 'green corridors.'

LATE SUMMER/ AUTUMN PROJECTS

Herb garden from supermarket plants (indoor or outdoor)

What you need:

- One supermarket 'growing herb' e.g. basil, mint, chives, coriander, thyme, rosemary, lavender.
- Sharp knife.
- Multipurpose compost.
- For mediterranean herbs add 40% of 10mm gravel to compost.
- 3 ½ inch plastic / yoghurt / ceramic pots with drainage hole and saucers.

Method:

1. Cut plant into segments, each with own roots.
2. Add 2 inches of compost into each pot, 'transplant' your plant segment, loosely packing compost around it and then water and drain (mix in 40% grit to your compost for Mediterranean herbs e.g. thyme, rosemary, lavender).
3. Arrange on windowsill or sheltered outdoor area (coriander prefers shade).

Aftercare: Water as soil dries, feed weekly with plant food such as Baby Bio. Keep Mediterranean herbs fairly dry. Harvest a few leaves at a time.



Plant spring flower displays in pots (indoor or outdoor)

1. Collect images of garden displays with colours you like.
2. List your preferred bulbs - daffodil, minis, tulips, grape hyacinth etc.
3. Calculate quantities - look for bulk bargains.
4. Buy second-hand pots (drill holes in ceramics with masonry bit). Outdoor pots must be frost-resistant.
5. Plant in September; November for tulips.
6. Plant 2-3 layers per pot. Keep cool until they shoot - shed, greenhouse, utility.

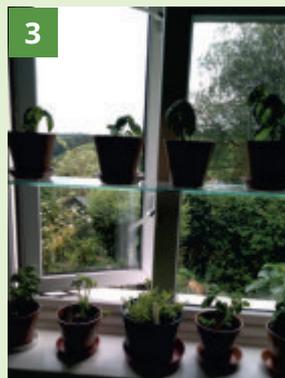
Skills learnt: Planning, propagation by division; potting-on; colour coordination; growing bulbs.



1 Dividing plants



2 Potting on



3 Window herb garden

Data and Security

As we move into a digital world the importance of data security has never been more important. With this in mind, we thought we'd highlight a few of the things customers should be aware of when it comes to their data online.



Scams

Every week there seems to be a new scam doing the rounds either online, over the phone or even in person. The rule of thumb here is to never give out any personal or financial information unless you have called or contacted the company directly. If you receive a text from a reputable company 90% of the time they will not include a hyperlink for you to click. Instead they will tell you to log into your account, or call them using the main advertised number, which you can check on their website.

Avoid clicking on any links sent to you. Even a genuine looking email could be a scam, so if it's not something you were expecting it's probably too good to be true.

Keep your details up to date

We will always ask a few security questions when you contact us. Make sure your details are completely up to date so you don't run into any hiccups when you do need to reach us for something. For now you will need to call us, or email us (if you have an email address already on record) to update your information. In future, once our customer account has been launched, you will be able to check the information we hold 24/7.

If you haven't read our privacy policy make sure you familiarise yourself with it on our website: www.ndh-ltd.co.uk/customer-privacy-policy.

Change your passwords

Make sure you are changing your passwords regularly. Everything from your banking to your social media accounts. The less frequently you change them the more likely you are to be hacked. Make sure you always use different passwords for each account and use a strong combination of letters, numbers and symbols where you are able.



Digital Together

We have now gone live with Civica Cx, our new housing management system! NDH completed implementation of Civica Cx in June 2021.



There have been many changes in the Digital Together Project since our last update. But first, a reminder of what the project aims to achieve:

Digital Together is a business-wide project with the goal to 'Transform Customer Experience'. We aim to do this with renewed and improved ways of working and a modern approach to working with you.

The first stage of the digital transformation is now complete as we have implemented our new housing management system, Civica Cx. NDH has been working on this implementation since 2019, and it has been a huge achievement for the business to finally begin using the system.

From the 23rd-30th June 2021, NDH had what is called a cutover period, which was time set aside to prepare for moving from our previous housing management system to Cx. The project team and others in the business worked hard during this time to ensure a smooth transition between systems, pre-empting and preventing any issues that may impact services to customers.

What happens next?

As the business becomes used to using Cx, we are currently dealing with any teething problems that are happening along the way. We are also considering what other changes can be made within the business to continue transforming the customer experience for you. In line with the project roadmap, we are looking at:

- **Office 365** – a web based document management and Microsoft services platform. This will replace current services such as file shares, documents, email and much more, providing a modern workspace with simplified internal connectivity.
- **Online customer account** – this is a key driver of the Digital Together Project and we can now begin to implement the customer side of the system. Through the customer account, you will be able to log repairs, view your tenancy and rent information, and much more. This will open up further opportunities for customer input as we carry out sessions for testing and feedback to ensure the account works for you.
- **Further improvements to Cx** – we have additional modules to use in Cx that were not prioritised for the initial go live. However, we can now concentrate on applying these to the system and enhance Cx service for NDH and customers.

North Devon Homes will continue to develop the Digital Together Project in the coming months and we will be continuing to review further ways in which we can improve our service to you and 'Transform Customer Experience'.

Repairs and Maintenance

Prepare for winter

As we head into the cooler months, please take a moment to make sure your home is ready for the winter:

1. Switch on your heating and boilers to check they work before you get to a cold day when it is needed. This will help us to make any repairs to broken systems before any rush in the winter months.
2. Remember the advice around Damp and Condensation (read our article for more information).
3. Prepare for freezing by ensuring any outside water pipes are insulated from the frost.
4. Disconnect any hose pipes from outdoor taps and, if possible, turn off water to your outdoor tap to stop it freezing over the winter.



Meet the Surveying Team

Within our Asset Management Team we have a dedicated team of experienced surveyors who take charge of the home surveys and inspections.

The team of five consists of:



James Halton
Lead Surveyor



Dan Saunders
Surveyor



Yvette Casey
Surveyor



Andrew Sheppard
Surveyor



Chloe Davison
Asset Contracts Coordinator

The team works together to help customers and the wider Asset Management Team but each member also covers a dedicated area of homes to ensure a special knowledge of their own assets in their patch. Dan covers the South Molton and Rackenford areas; Yvette covers the Ilfracombe and Lynton areas; and Andrew

covers Sticklepath and Chulmleigh areas. All three also cover different areas in Barnstaple.

If you need to speak directly to a surveyor you can reach them by email on surveyteam@ndh-ltd.co.uk.



Prevent Damp and Condensation in your home

Did you know that the average household produces 24 pints (nearly 14 litres) of moisture in the air every day?

There is always moisture in the air, even when you cannot see it. When the air gets colder, it cannot hold all the moisture and tiny drops of water appear, particularly on cold surfaces. This is condensation. You may notice it on your windows, particularly in the morning or as the mist on the mirror when you have a bath. Condensation mainly occurs during cold weather. It tends to appear on cold surfaces and in places where there is little movement of air. Condensation can lead to mould.

Mould will appear as small black and green spots. Mould is a living organism so needs killing to get rid of it. To do this, wipe down affected areas with a fungicidal wash. Please remember to wear rubber gloves and follow the manufacturer's guidelines.

To avoid all of this we have some top tips for keeping the moisture levels lower in your home:

- Keep your window vents and other vents open wherever possible. If you don't have vents and cannot vent your window securely, then make sure you open your windows at times of high moisture, such as in kitchens and bathrooms.
- Use your extractor fans and keep doors closed in bathrooms and kitchens to allow air to circulate outdoors but not in the rest of your home.
- Do not store items in your loft space as this can cause safety issues and block ventilation.
- Keep your heating on a steady temperature. The recommended daytime temperature for a home is 18-21 degrees.
- Ensure there is a gap between any furniture and outside walls.
- Do not put mattresses directly on the floor as they need to air on a bed frame.
- Dry clothes outdoors wherever possible. When this is not possible do not dry them on radiators - instead use a rack in a cool room with windows open.
- Any moisture that does appear during cooler days is normal but ensure you wipe it down with a cloth and either wring it out into a sink or let the cloth dry outside so the moisture does not just end up back in your home.

Development and Regeneration

Instow development helps improve customer's lives

Last year we acquired new homes at the Marine Parade Development in Instow. Instow is a small, rural village where affordable homes are usually hard to come by.

We spoke to Mrs Cook, about her house move:

"We love living and working in Instow. I have lived and worked here for over 12 years. Our new home is perfect and when I received the call to say my bid was successful, I felt as though we had won the lottery. We previously rented an expensive, cold and damp property in Instow. The heating was oil and very expensive to run and the cost in winter is similar to a whole year of heating at my new house. Before moving here, we were renting privately, properties are very hard to find and very expensive. The layout and size of these new homes are just right. Having the doors from the living space directly into the garden is perfect when the grandchildren visit. We are very lucky to have a parking area



as there are many properties in Instow without this. It has given me and my husband great peace of mind to know that we can stay here. We have several friends and a great support network in Instow. When I retire I can continue to work in the local shop and comfortably afford our rent and bills now that we are in an affordable home."



Regeneration of Mariners Close, Braunton

Following the success we had redeveloping Sellick Court (previously a bedsit style over 55s living scheme) the next large-scale redevelopment in our plans is Mariners Close in Braunton.

The first consultation process was held virtually during August and customers have started to be decanted into new accommodation around North Devon - in most cases into new accommodation which is better suited or more habitable than the older bedsit accommodation at Mariners Close.

We received this from one of the decanted residents who is now living in more suitable accommodation in Sellick Court:

“When I was first notified by letter about having to leave and relocate from Mariners due to the extensive upcoming building work, to be honest I was extremely anxious and concerned. Especially because I have lived at Mariners for about 10 years and moving out of my comfort zone to somewhere unfamiliar.

At first I was very against the idea of moving, however as time went on and I viewed some properties I began to think differently and began to look forward to living in a new and safer home.

With Becky’s guidance through the process and Sharon’s help with arranging for my furniture

and belongings to be moved they made sure I had all the basics in place for the new place. I would like to say a big thank you to Becky and Sharon for their help with the move.”

The development aims to provide state-of-the-art living facilities for the over 55s in a prime village location close to local amenities. The accommodation will be affordable, in what is normally an expensive place to live. It aims to provide safe and secure housing and build a community of like-minded residents along with the communal hub on South Street to reduce social isolation.

We have aspirations to demolish all the flats and bedsits at this complex and wish to provide a brand new complex consisting of 29 affordable rented homes complete with a front facing new community space. We are ultimately looking to provide a refreshed development to encourage an enhanced style of community living in the centre of Braunton. We are working closely with all our customers to provide much needed support and regular updates.



Money Matters

New rapid referral arrangement with **StepChange**

Many households have found the last year a real challenge financially. Furlough, redundancy and increased costs associated with the pandemic have left many people grappling with the household budget and concerned about debts. StepChange can offer free, expert advice and support based on your individual situation. They can help with everything from boosting your income, savings and budgeting to dealing with debts. North Devon Homes has recently started a rapid referral process so that our customers can take the first step towards getting debt advice. Call our Money Matters team on 01271 312500 if you'd like us to make a referral for you.

Breathing Space

In May, the Breathing Space scheme was launched to give those facing financial difficulties 60 days to get their finances back on track without debts piling up and with letters and enforcement action paused.

Also included is provision for pausing debt recovery action for people experiencing a mental health crisis which will apply for the duration of the crisis plus 30 days.

The scheme can be triggered by contacting a professional debt advisor who must agree that this is the right approach for you. It is not a payment holiday and ongoing charges are not included.

This is a very welcome change to the law which we hope will encourage people to make use of good, free debt advice to get their finances back on track whilst protecting vulnerable people from less ethical debt recovery practices.

You can get free debt advice from:



UC Universal Credit

In July we reached the milestone of 900 North Devon Homes households having made the switch from legacy benefits onto Universal Credit (UC). One of the big changes is that customers receive UC monthly and this includes money towards housing costs. In most cases you can no longer choose to have your rent paid directly to your landlord, so getting into the habit of making regular rent payments has been a priority. Thanks to all our customers who've been working closely with us to navigate this change. If you need any advice or help with your UC claim, or you want to talk with us about your rent payments, our Income Team is here to help.

Notice Board - Welcome to Team NDH

Join us in welcoming our newest team members to Team NDH:

Dean Sims
Estate Manager

Stephen Jones
Nicholas Tett
Estate Rangers

George Floyde
Shaun Dixon
Stuart Cameron
Luke Spires
Mark Hill
Multi-Skilled Operatives

Michael Dockings
Stores Person

Matt Partridge
Lee Taylor
General Operatives

Mac Mcleer
George Rawlinson
Rose Kennelly
Customer Service Advisors

Claire Cavalli
Customer Complaints
Advisor

Gemma Hodges
Independent Living
Support Officer

Andrew Sheppard
Project Surveyor

Yvette Casey
Property Surveyor

Victoria Astle
Asset Works and
Financial Auditor

Tell us your story... If you have a story to tell, or want to help contribute to our newsletters, please email marketing@ndh-ltd.co.uk



What's on

Now restrictions have eased we are increasing the number of in-person events and activities running at NDH. However, we don't want to lose the flexibility that digital events are able to offer, so some online events will be continuing.

For joining instructions for any online events please contact Tracey Williams on Tracey.Williams@ndh-ltd.co.uk

1.30pm Online Knit and Natter
- run by customers for customers



6.30pm Youth Club - check our NDH Youth Club Facebook Group for details each week

6.45pm Every four weeks tune in for another installment of **Leigh Radio** at



<https://s3.citrus3.com:2000/public/YfiRadio>

2pm Virtual Games Afternoon
with different games each week!



6.30pm Youth Club - check our NDH Youth Club Facebook Group for details each week

11am Online Knit and Natter
- run by customers for customers



ANSWERS TO QUIZ 1) The blue whale. 2) Twice - in 2013 against Novak Djokovic and in 2016 against Milos Raonic. 7) Windsor. Her full name is Elizabeth Alexandra Mary Windsor. 8) David Jason. 9) Russia. 10) The Burrow. 11) Hazelnut. 12) A kit. 13) 80 minutes. 14) Helium. 15) Gareth Southgate.

Just for fun

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

All the words are hidden vertically, horizontally or diagonally in both directions. The letters that remain unused form a sentence from left to right.

- | | | | |
|----------|-------------|-------------|--------------|
| ARCADE | DOORSTEP | GARAGE | SHUTTER |
| BATHROOM | DORMER | GUTTER | SITTING AREA |
| BEDROOM | WINDOW | HAT RACK | STOVE |
| BEDSTEAD | DRAINPIPE | HOLLOW WALL | STUDIO |
| CEILING | FIRE ESCAPE | KITCHEN | TURRET |
| CHIMNEY | FLOOR | OFFICE | WALL ANCHOR |
| CORRIDOR | FOUNDATIONS | PATIO | WINDOWSILL |

Quiz

1. What's the biggest animal in the world?
2. How many times has Andy Murray won Wimbledon playing singles?
3. Which country is brie cheese originally from?
4. In what franchise would you find the character Katniss Everdeen?
5. What is the capital of Iceland?
6. Which planet is closest to the sun?
7. What is Queen Elizabeth II's surname?
8. Who plays Del Boy Trotter in Only Fools And Horses?
9. What is the largest country in the world?
10. In Harry Potter, what is the name of The Weasley's house?
11. What nut is in the middle of a Ferrero Rocher?
12. What's a baby rabbit called?
13. How many minutes in a game of rugby league?
14. What does He stand for on the periodic table?
15. Who is manager of the England football team as of 2020?

Answers on page 15.

Spot the difference

Can you spot the 10 differences between the 2 images?

