

CourtCIRCULAR

AUTUMN 2024



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Retirement
SECURITY



Welcome

Welcome to our Autumn edition of the Court Circular; what a busy Summer it has been for Retirement Security. We have settled well into our new office and were delighted to celebrate our move with you all on 5th August.

I have now had the opportunity to visit most of our Courts. I have met with Boards of Directors, Owners, Court Managers and employees. My visits have been invaluable and I am very grateful for your views and suggestions and have already made positive changes in this respect.

We have recently appointed an Office Manager/ Company Secretary, Receptionist and Head of Services, who are already making a difference in our services to you. I have been pleased to receive your compliments on the new efficient call handling facility we are providing.

Your Court Managers have informed us that the introduction of our new HR services has provided them with newfound confidence. They will soon be using the latest software to streamline their HR management and receiving fully updated policies, procedures for all your employees.

We have also adopted a variety of different ways to communicate more effectively with our Courts and will monitor this over the coming months to determine which methods are working well.

It is a pleasure and honour to be leading our company and I would like to personally thank you for the overwhelming support you have shown to myself and Retirement Security over these last months. Your many positive letters and emails have been very much appreciated. Our Owners are at the heart of everything we do and we are forever committed to ensuring you live an independent, happy and fulfilled life.

Best wishes

Michelle

Michelle Hackett
Managing Director

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Preventing Falls



As we get older, lots of us may start to feel a bit unsteady on our feet and become worried about falling. The good news is there are lots of things you can do to stay steady on your feet and prevent falls.

Do take care when you're out and about. With the falling leaves and wet weather during the autumn, the risk of falling increases. So it's worth having a think about how you can reduce your risk, and take care when you're on the move.

What can I do to prevent a fall?

Although falls become more of a concern as we get older, they are not inevitable. There's a lot you can do to reduce your chance of having a fall, even if you have had one in the past.

If you have noticed you are starting to feel unsteady on your feet and it's stopping you doing the things you used to do – whether it's down to your health, your activity levels or your home environment – it's important to reach out and ask for help. You might be reluctant to do this, but admitting that things have changed could help you stay independent for longer.

AGE UK RECOMMENDS

Stay active

You might think that moving less will help you avoid a fall, but actually, moving more and staying active is the best thing you can do to stay as mobile and independent as possible. Being active can help you maintain your strength, balance and coordination, which can help you prevent falls. This doesn't have

to mean doing vigorous exercise. Why not try getting off the bus a stop earlier or doing some simple chair-based exercises?

Eat well

It's important to keep an eye on your appetite and try and make sure you are eating well. If this is tricky though, it's always better to eat something rather than nothing – even if it's small snacks throughout the day instead of 3 main meals, or a slice of cake. Getting enough energy is important in keeping up your strength and preventing falls.

Keep hydrated

As well as eating well, you should make sure you're drinking lots of fluids – you need 6 to 8 glasses a day. This doesn't have to be just water. Tea, coffee and low-sugar or sugar-free squash are fine too. When it's hot, drink a little more to make sure you stay hydrated. If you don't drink enough it's likely that you'll start to feel lightheaded or dizzy and this will increase your risk of a fall.

Take care of your eyes

Sight problems are common in later life, so it's important you look after your eyes in any way you can.



Your vision plays a vital role in keeping you balanced, so having your eyes tested can help reduce your risk of a fall. Get your eyes and glasses prescription checked regularly – at least every 2 years. This is important even if you think your sight is fine, as opticians can detect eye conditions at an early stage.

Check for hearing problems

The risk of hearing loss increases as we get older, but people often wait several years after noticing their hearing is getting worse before raising it with their doctor. Our hearing is essential to maintaining balance, so it's important that you look after your ears and check for hearing problems.

Talk to your doctor as soon as you notice your hearing isn't what it used to be. The problem may be something easily treated, such as a build-up of ear wax or an ear infection, or it may be that you need to be referred for a hearing test and prescribed an NHS digital hearing aid in one or both ears.

Manage your health conditions and medicines

Low blood pressure and poorly controlled diabetes can make you feel faint or dizzy, as can certain medicines or being on a lot of medication. Let your doctor or pharmacist know if you experience side effects like these – they may need to check the dosage you are on or look to consider alternatives.

Alcohol can increase your risk of falls in and of itself – but it's worth knowing that it can also interact with some medicines in a way that affects your balance. Check the leaflet that comes with your medicine for possible side effects.

Support your bone health

Stronger bones don't just make a fall less likely, they reduce the risk of more severe effects if you do fall. Keep your bones strong by doing regular exercise, such as walking, bowls or tennis. You also need calcium and vitamin D to maintain strong bones, both of which can be found in certain foods. For calcium, make sure you include dairy products, fortified soya products or canned fish in your diet, as well as fortified breakfast cereals, pulses and nuts. For vitamin D, make sure you're trying to include oily fish, eggs or fortified spreads in your diet.



However, it's difficult to get enough vitamin D from diet alone – sunshine is actually the best source. You might want to consider a daily vitamin D supplement in autumn and winter, when the sun is weaker, or all year round if you spend most of the day indoors, have darker skin or cover your skin for cultural or health reasons.

Think about your foot health and footwear

Problems with your feet can affect your balance and increase your risk of tripping or falling. Report any problems with your feet, such as pain or decreased sensation, to your doctor or practice nurse. It's also a good idea to keep your toenails short. It is also important to make sure you're wearing appropriate footwear. For example, you should avoid wearing high heels. Instead, wear high-sided shoes with low heels, thin soles and good grip. And to avoid slips around the house, don't walk around with bare feet, socks or tights.



How can I make my home fall-proof?

Sometimes even familiar environments can become difficult to navigate as we get older. But there are some simple things you can do to feel safer and more comfortable at home.

Here are some top tips:

- If you think you could benefit from adaptations to your home, get in touch with the adult social services department of your local council. They can give you more information about your options and may offer you a free care needs assessment.
- Keep things tidied out of the way. Also, make sure that floors are clear of trailing wires and wrinkled or fraying rugs and carpets.
- Think about installing fitted handrails in helpful places, like by the bath or by the toilet. Non-slip mats can also be helpful to stop you slipping when you're at home.
- If you wake up during the night, consider installing a night light near the bed to make sure you can see where you're going. You could install a motion-activated light that comes on as needed.
- If you have a pet, think about getting it a collar with a bell attached to it. Pets can get under your feet, so it's good to be aware of where they are when they're moving around.

What can I do if I'm worried about a fall?

You might be nervous because you've had a fall before or because you've noticed you're starting to feel unsteady on your feet. You might have noticed changes to your health, or just feel like you're slowing down a little.

Whatever the reason, it isn't unusual to become cautious and lose confidence, and this can stop

you doing the things you used to do and make you feel more isolated. The good news is that making some adjustments and getting the right help can make you feel more confident again.

Talk to your doctor

If you've had a fall or you've started to feel unsteady, tell your doctor – even if you feel fine otherwise. Your doctor can check your balance and the way you walk to see if improvements can be made. They may be able to refer you for a falls risk assessment or to the falls prevention service. If you have a falls risk assessment, an action plan will then be designed to meet your individual needs and reduce your risk of falls.

Get a home safety check

Contact your local council to find out if it offers home safety checks or a handyman scheme. Some local Age UKs also offer handyman schemes to assist with small repairs and carry out home-safety checks – why not get in touch with yours to see whether any support is available?

Personal alarms

Personal alarms allow you to call for help if you need it – for example, if you're unwell or you have a fall and can't reach a telephone or your pull cord. By pressing a button on a pendant or wristband, you can contact your Duty Manager during the day and night.



Welfare Benefits Update



Winter Fuel Payment

At the end of July, the Government announced that the Winter Fuel Payment will become means-tested.

Only those receiving Pension Credit or other means-tested benefits will receive Winter Fuel Payment this year and beyond. This means that as many as 2 million pensioners who need the money to stay warm this winter will not receive it.

Pension Credit

Following this announcement, we urge our Owners to check if they would qualify for Pension Credit. This benefit gives you extra money to help with your living costs if you're over state pension age and on a low income. Pension Credit can also help with housing costs such as your service charge.

You might even get extra help if you're a carer, severely disabled, or responsible for a child or young person.

You can get Pension Credit even if you have other income, a pension, savings or own your own home. Even a small award of Pension Credit can provide access to a wide range of other benefits, such as a free TV licence if you are aged 75 or over and help with NHS dental treatment, glasses and transport costs for hospital appointments.

If you would like our support to check your eligibility or help with your application, please do arrange a visit with your Services Manager, who will be more than happy to assist you.



The Start of Something Amazing!



On 5th August we formally opened our new office in Wellesbourne, Warwickshire. The sun was shining and the day was a huge success.

We send our sincere thanks to all who were able to attend, in particular our Owners, our Court Directors, our Court Managers and all our partners and suppliers.

Our team worked tremendously hard organising and preparing for the event and were delighted to spend time with you all in person.

We mark our move as a new chapter for Retirement Security and we could not be more excited.

“Thank you for your amazing hospitality during our visit! We enjoyed every moment”
Louisa Barnes, Margaret Court.

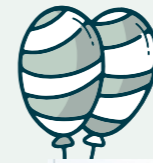
“Thank you for the hospitality you showed us. So grateful to receive such warmth. Sending love and regards”
Gaynor Davis, Boat Lane Court.

“Along with one of our directors, Margaret Moakes and Braco Dawson, I attended Retirement Security’s ‘Open Day’ at the new offices in Wellesbourne. It was a great opportunity to meet not only the newer members of the team, but also to catch up face to face with colleagues with whom I am constantly exchanging emails and telephone calls. It was great to see directors having that opportunity as well. Sometimes we spend so much time communicating with people electronically that we can lose that human element so it’s fantastic for businesses like ours where people are at the heart of everything, that we all have that personal contact”.

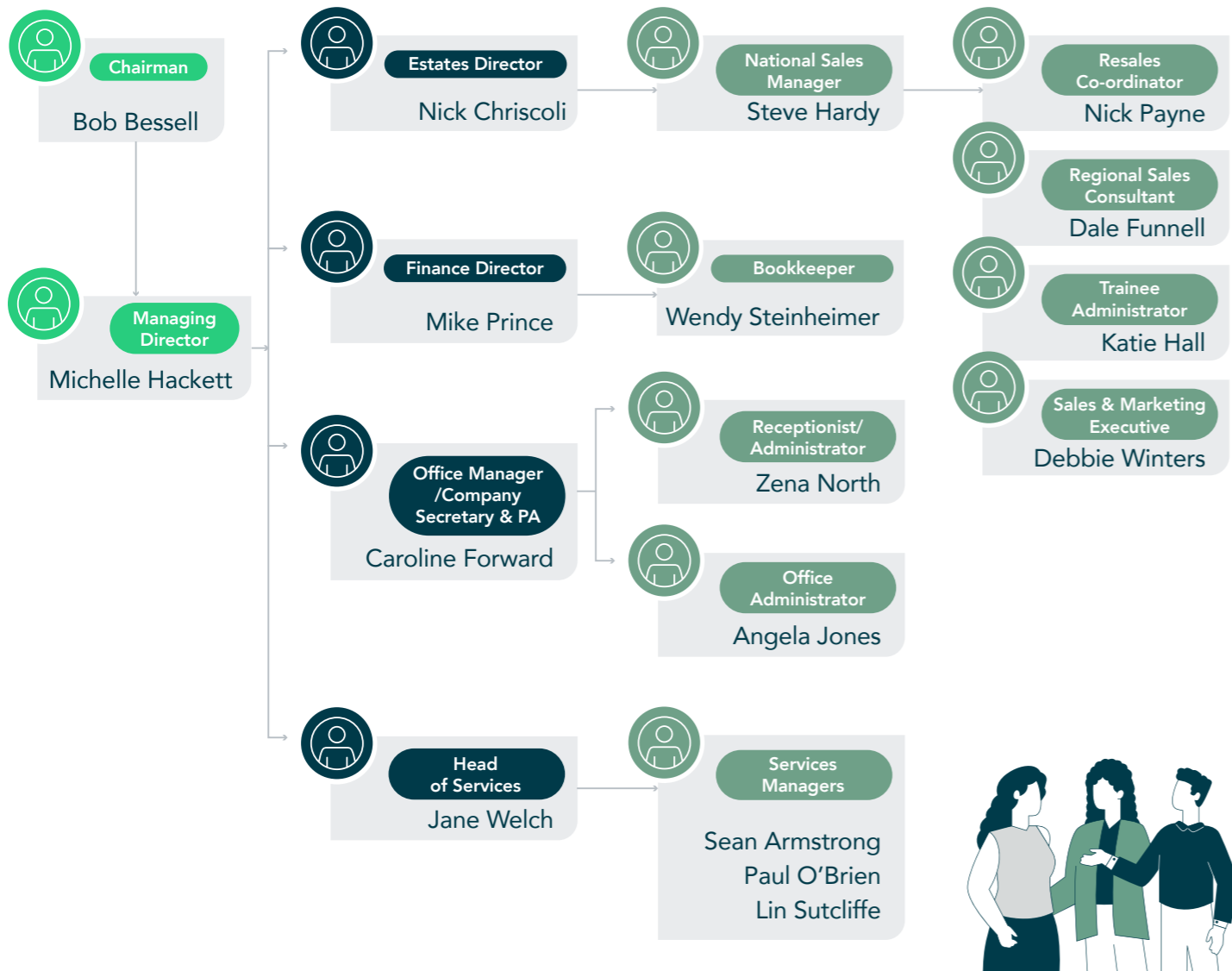
Gary Baxter, Oaktree Court

“It was lovely to see you all and meet so many people from HQ and from other Courts. The welcome we received (and the hugs) were special, as was the food”.

Berenice Fray, Emmbrook Court



Meet the Team



MICHELLE HACKETT - Managing Director

I oversee the operations of the company, providing direction and guidance. Supervising our senior management I have oversight across all functions of the business. I am currently spending time managing relationships and communicating with our Courts, ensuring that our services are in line with expectations. I am also introducing positive changes to strengthen our foundations in order to support all employees in their roles.

I spend my leisure time travelling with my family, expanding my knowledge of other cultures, taking part in new experiences and gaining inspiration from the different landscapes. I also enjoy nothing more than sitting on my sofa with a good novel.



NICK CHRISCOLI - Estates Director

My role is to provide guidance and support on property matters, liaising with RS Directors, Courts and external professionals. I visit our Courts regularly, assisting Boards of Directors, Court Managers and Owners with maintenance and alteration matters. I also manage our resales strategy and lead the resales function of our company.

In my free time I enjoy getting out on the open road by either car or motorbike. As a collector of motorbikes I am often found in my garage restoring or modifying parts.



MIKE PRINCE - Finance Director

I handle all of the finance matters for our company and I also provide advice, support and training to Court Managers, Boards of Directors and staff with their own accounts' related matters.

I am a father of two which takes up much of my time, but I enjoy DIY, listening to music and playing guitar when I can.



WENDY STEINHEIMER - Bookkeeper

I look after our day-to-day financial transactions, such as bank reconciliations, supplier payments, court and staff expenses, and invoicing.

In my spare time I volunteer and foster for Dogs Trust in Kenilworth. I also enjoy swimming, quizzes, games, walks, cycling and gardening.



CAROLINE FORWARD - Office Manager/Company Secretary & PA

Primarily I manage the administrative function of our business, driving forward our office processes and discovering where we can improve the service we deliver to our Owners, Court Managers and Court Boards of Directors. I am also Company Secretary, dealing with general administration, shareholder communication, corporate governance, and statutory compliance / filing of accounts. Additionally, I am PA to the Chairman and Managing Director.

Outside of work I enjoy travelling and gardening. I like to cook for my friends and family and enjoy eating out. On a Saturday you are likely to find me clothes and shoe shopping.



ZENA NORTH - Receptionist/Administrator

My main role is answering our telephone calls and helping with enquiries. I also provide specialised administrative support to our services managers and general office support to the RS team.

In my spare time I regularly enjoy going to the theatre and live music events. I am also known to win a pub quiz or two.



ANGELA JONES - Office Administrator

I provide general administrative support, which includes lease extension applications, insurance claims, share certificates, annual returns, HR contracts, stationery management, specialised administrative support to our services managers and managing our incoming emails and telephone calls.

Having travelled the world working on cruise ships for many years I now enjoy a more tranquil life going to local Steam Fairs with our self-built Vardo (Romani Wagon).

JANE WELCH - Head of Services

I lead the Services Manager Team with overall responsibility for the management arrangements of each court and service level agreements. My priorities are providing support and guidance to my team with Owner welfare, HR, finance, company secretary duties and property maintenance.

Having worked in the travel industry when I was younger I discovered the beautiful island of Cyprus, I never get tired of visiting its beautiful beaches and harbours, centuries old sites and the unforgettable food. At home, I enjoy attending 1940s vintage events and love to spend time with my family.

SEAN ARMSTRONG Services Manager

I supervise the management arrangements of each court and define and manage service level agreements. My priorities are Owner welfare, HR, finance, company secretary duties and property maintenance.

I am a keen aviation enthusiast with a passion for all things related to flight. You are also likely to find me paddle boarding on the picturesque River Avon during the summer.



LIN SUTCLIFFE - Services Manager

I supervise the management arrangements of each court and define and manage service level agreements. My priorities are Owner welfare, HR, finance, company secretary duties and property maintenance.

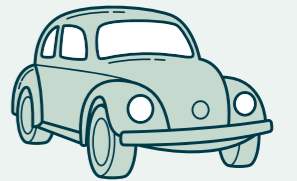
During my spare time I love spending time with my grandchildren. At home, my two German Shepherd's keep me very busy, particularly as my youngest is only four months old. My passion is classic cars, having recently restored a Ford Coupe. I often attend car shows to exhibit my work.



PAUL O'BRIEN - Services Manager

I supervise the management arrangements of each court and define and manage service level agreements. My priorities are Owner welfare, HR, finance, company secretary duties and property maintenance.

My hobbies outside of work include course fishing and crown green bowls. I am also a licensed Lay Minister in the Church of England where I can be asked to preach at Sunday service, lead study groups and officiate at funerals.



STEVE HARDY - National Resales Manager

Providing support and guidance, I lead our resales team to achieve successful outcomes for our buyers, sellers, Courts and RS. Some resales matters can become complicated and protracted; in order to support our Court Managers and my team, I will personally deal with this work, in addition to frequently liaising with solicitors to progress sales for all parties involved. I am focused on meeting the requirements of our resales strategy and ensuring the services we provide are both positive and effective.

I am the proud Dad of three with my eldest heading off to Brighton University in September. Growing up, my father and grandfather worked in the antiques trade, running an Auction House in Birmingham, so I enjoy looking through shops and going to Auctions. I also enjoy a game of golf now and again, especially up in North Wales where we like to go for family holidays.





NICK PAYNE Resales - Co-Ordinator

I help to keep the conveyancing of all property sales running smoothly to completion. In addition, I also provide administrative support in relation to property alteration requests from our Owners and Courts.

I currently exercise throughout the week and I am working towards entering the local 10k event. I am also listed as a lay preacher in the Church of England.



KATIE HALL - Trainee Administrator

Working within the resales team, I am responsible for all social media and marketing within the Courts, specifically for events. Starting as an apprentice for Retirement Security, I am soon to graduate in Business Administration.

If I am not in the office I am at the rink, whether that be ice skating or watching ice hockey, these are my passions. I also love outdoor running and exploring new places.



DEBBIE WINTERS - Sales & Marketing Executive

I ensure properties available are legally compliant and effectively advertised prior to being put onto the market. I also assist in planning sales events and producing marketing literature for our Courts and prospective Owners.

Outside of work, as a family we love to travel but most of my time is spent raising our two girls, Holly (11) and Olivia (10). However, when I do have a free moment, I like to look after myself by way of exercise and self-care.



DALE FUNNELL Regional Sales Consultant

Working with Court Managers in our southern Courts I provide hands-on support with resales. I am their primary point of contact, dealing with potential buyers, sellers and the general resales process. I manage all enquiries relating to these Courts, whilst ensuring our records are updated. In addition to the work I am currently doing organising and hosting Open Days I am also involved in overseeing our marketing content. My aim over the coming months is to improve pricing across the region following the impact the pandemic has had on property prices nationally.

Whilst not working, I enjoy spending time with my family, playing golf, walks by the sea with my two children and watching Crystal Palace FC.



New Starter

**Office Manager/
Company Secretary & PA**

Caroline Forward

Office Manager/Company Secretary & PA

I am primarily from a Customer Service, Office and Operations Management background. I joined Retirement Security in June 2024 and my new role entails driving forward our office processes and discovering where we can improve the service we deliver to our Owners, Court Managers and Court Boards of Directors.

It also includes supporting positive change. Currently this is through new IT systems such as the Concerto Court Manager Portal. Real time updates by the Court Manager into the Concerto system will ensure that all the important information regarding new shareholders or occupiers is captured as properties are sold. Also, information relating to those already living at your Court who may have a change in circumstances. This will aid us all in keeping data up to date to ensure the varying types of information RS send out to the Courts goes to

the right people at the right address, whether Leaseholder or Occupier or Power of Attorney/Executor or Court Director. Capturing all this information at source is key to us moving forward and improving.

Other new IT Systems RS have invested in include Bright HR. The goal is to help free up time for our valuable Court Managers and I am currently arranging for some initial training and follow up support. The new system will mean minimal administration for your Court Manager in maintaining holiday, absence, performance, rotas, working patterns, contracts and new recruits. The aim of the new Bright HR system is to help your Court Manager to maximise their time with you, by having all their HR Administration streamlined in one place, on one system.

As Company Secretary, my role also includes liaising with Solicitors and your Services

Managers and Court Managers to ensure that moving forward, the information regarding any changes to your Court Shareholders and Directors is accurately recorded and filed with efficiency at Companies House.

Supporting our Services Managers in their roles in supporting your Court Managers who in turn help them to support you as Owners of our Courts is all part of my vision for this new role with Retirement Security.

In my leisure time I enjoy exploring cities and towns primarily in the USA, Middle East, Far East, Australia and New Zealand and closer to home, our beautiful countryside and cities of the UK. I frequently cook dishes from around the world for my friends and family, but also enjoy eating out.



Learning & Development



One of the most important aspects of customer service is learning how to communicate effectively with our Courts and customers. Communication skills include listening, speaking, writing, and non-verbal cues. With this in mind all our team attended a refresher course in September and benefitted from being given the time to focus on such an important aspect of our work.

Do speak to your Services Manager if you would like us to organise the same training for your staff.

Over the coming months your Court Managers will be invited to attend training sessions on our new staff management system and bespoke customer relationship management system. Both systems are designed to support your managers in their roles, providing a more efficient way of working and reducing the time spent on administration.

Travel to Me is a Way of Life

When I was young and others around me got married and started families, I chased my dreams of seeing the world and was able to make many of them a reality. I never wanted to stop learning and travel was my way of keeping my eyes open to different perspectives, cultures, and views.



It was when I moved to Warwickshire and met my partner Paul that we stumbled upon an old 1904 Co-Op Dairies Float in a field. We approached the local farmer who let us have the float and rotten wood.

We spent our free time reproducing all the pieces to put the flat dray back together.



We used a book of patterns to create our perfect Vardo (Romani Wagon) with its own bed and stove.

My travel now is more local. I enjoy the summertime taking my vardo to Steam Fairs. It is a truly joyous and soothing setting, spending the evening watching the light waning through the windows and admiring the slowly setting sun cast beautiful colours on the surrounding fields. It is my time to reconnect with nature, pick fruit and shop for local produce. I love nothing more than to cook a meal outside on a homemade fire made with an empty gas cannister and horse shoes.

Angela Jones.



Spring Art Competition

We would like to thank all of the entrants that took the time to enter our competition; we again received an overwhelming response. The craft work was certainly of a very high standard and we thoroughly enjoyed seeing them all, particularly the beautiful crocheted blankets. Congratulations to our three winners!



First Place - Handmade quilt.
Margaret Martin, Marlborough Court



Second Place
Flower arrangement (cardboard, tissue paper and pipe cleaners).
Knit & Natter Group,
Plymouth Court



Third Place
Decorative sewing.
Wendy Meacham,
Gorselands Court

FEATURED GUEST SUITE

Gorselands Court



The Local Area

Gorselands Court is situated in the South of Liverpool and only a five minute walk from Sefton Park.

Sefton Park features many distinctive curved paths and driveways, with beech and other indigenous British trees abound. Amongst the park's many features are a boating lake, replica statues of Eros and Peter Pan and a café. The park is also home to the famous Palm House, a fabulous glass-panelled building that has been restored to its former glory.

Discover a variety of things to do in nearby Liverpool, including a lively waterfront, grand architecture, and a buzzing music scene. Home to the Beatles and two hugely successful football clubs, Liverpool is one of England's most legendary cities. Why not take a weekend break to the city and visit free attractions like the Royal Liver Building and the Cavern Club. Visit Liverpool at night and you'll be able to enjoy a whole new selection of exciting things to do, including top restaurants and bars in the city's Baltic Triangle.

Liverpool has a fantastic reputation when it comes to events. There's so much happening across the region every day, with some events that certainly shouldn't be missed.

Musicals direct from the West End, classic Scouse comedies and brilliant, forward-thinking theatre is on stage every week. Comedy clubs, poetry slams, ghost tours, bottomless brunches and life drawing classes are just some of the events you can experience in Liverpool.

Liverpool has music in its blood and there are so many places to experience this. The M&S Bank Arena hosts some of the biggest artists in the world, Future Yard brings new talent to the stage and of course there's the Cavern Club that boasts live music every night.

With the largest number of museums and galleries outside the capital, you are guaranteed to find an exhibition that's right up your street.

Guest Suite Prices (per night) from 1st April 2024 | Mon to Thurs £45.00 | Fri to Sun £55.00
Please contact Gorselands Court on **0151 726 1771** to enquire about availability.



Collaborative Housing and Innovation in Care (CHIC)



Our chronically underfunded social care system is currently failing to meet the needs of more than a million people over the age of 65, and there are too few suitable housing choices for people in later life. CHIC has been exploring the ways in which collaborative housing might help meet the changing care needs of older people.

Commissioned by the Government, the CHIC project is led by Professor Karen West, Professor of Social Policy and Ageing at the School for Policy Studies, University of Bristol, working with team members from the University of Bristol, Lancaster University and the LSE London.

For the purposes of this project our Courts are termed as 'collaborative housing'. Plymouth Court was approached by the University of Bristol to participate in this nationwide research, which they willingly accepted.

Collaborative housing is a term that refers to a wide range of different housing models from cohousing (both so-called 'senior' or intergenerational cohousing), housing co-operatives, self-managed retirement developments as well as other forms.

The term does not describe a particular model of ownership, but what is essential is that the residents of a collaborative housing scheme must be in control of their housing in a meaningful sense, for example, all decisions are taken by the residents.

Plymouth Court was allocated the lead researcher for the project, Jim Hudson, who has worked as a researcher in the field of community led housing and ageing for several years. Kate Dennis, Court Manager, explained "Jim was really impressed with how our model works and has asked whether we would take part in further research, we of course agreed".

To read the full report please visit www.collabhousingcare.blogs.bristol.ac.uk. The report is anonymised, the references to Crescent Crofts is Plymouth Court.

Sincere thanks and gratitude to the Owners, Kate and her team for taking part in this project; we are so pleased that Plymouth Court has been commended for the services offered to Owners.

My Friend Peter

Boat Lane Court

I came to Boat Lane Court four years ago following a stroke. It took me some time to settle but I made friends with Kevin, he was like me, he also had an electric scooter. We often went down to the river and it was there that I first met Peter and we became firm friends.



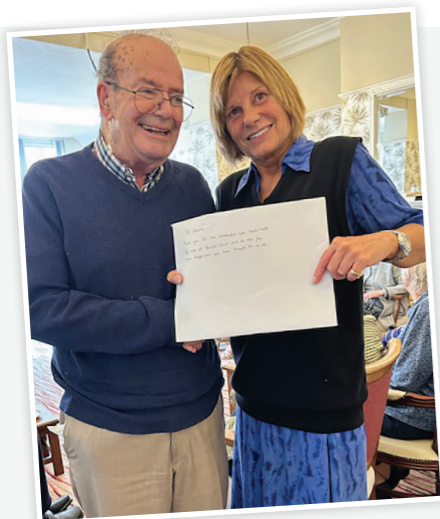
Peter was 98 years old at the time, he appreciated my Yorkshire sense of humour and we enjoyed making fun of each other. Peter had lived at Boat Lane Court for a long time, he was extremely knowledgeable about the workings of the Court and was always prepared to scrutinise and ask questions of the Board. I came to respect Peter's views and listened to the sound advice he would

give me. He came to sit in my flat for hours at a time - joking that he was keeping warm with my central heating and that it was costing him nothing. We enjoyed a whiskey or a gin and tonic and he was partial to a coffee with Baileys that he had every Saturday morning.

At 101 years old he enjoyed visiting my flat when my daughter, Rachel, would visit with her two dogs. Peter got

to know these dogs well and always brought cheese with him, while they sat patiently waiting for a piece. We always kept ourselves busy, visiting the local jewellers to chat about items they were buying or selling or going to the local coffee shop where we would take it in turns to buy lunch.

Sadly Peter has recently passed away and I miss him a lot. Last week I went for an ice cream by the river, I turned around and asked Peter if he would like one and then realised he wasn't with me. I find it difficult to grieve about Peter, I just try to remember the fun we had together and how lucky I was to be able to share the final years of his life.



Fond Farewell

Burcot Court

Sharon Dean has been a Duty Manager at Burcot Court for 21 years. Following a recent bereavement Sharon decided to relocate to be closer to her Mother. Sharon has been a hard working, dedicated member of staff who will be sadly missed by all. **Best wishes to you Sharon!**



Home Sweet Home

Cathedral Green Court

When Barbara Daniels decided to move back home from Zimbabwe, her daughter Sally worked tirelessly to organise her smooth return. Barbara arrived back to England safely, but tired. Wishing you the very best wishes in your new home Barbara!



99 Years of Being Fabulous

Forum Court

Tony Tookey recently celebrated his 99th birthday with a scrumptious afternoon tea. Having set up a singing class for Owners several years ago, fellow Owner (and resident baker) Frank Goldsmith created a fitting birthday cake. **Many happy returns Tony!**



Think of Fire Before It Starts!

Gorselands Court

Gorselands Court recently welcomed their local fire prevention team to give a talk on fire safety. Owners found the workshop really informative and many took away the advice on preventative measures to use within their own apartment. Do contact your local fire service to see what services they provide in your community.

70 Years of Wedded Bliss

Margaret Court

Peter and Tilly Edwards celebrated their platinum wedding anniversary on 30th August with Owners and friends. Special Congratulations to you both Peter and Tilly!



Open Day (with a Twist)

Oaktree Court



Working alongside our Resales Team, the Owners and staff decided to showcase their Court at a recent sales event. Visitors were delighted to be entertained by the Courts theatrical group, view the work produced by the art group and read all about their classics nights. The day was a huge success, which in turn led to a number of enquiries from prospective Owners.

Steve Hardy, National Sales Manager commented

“I have received wonderful feedback from visitors who attended on the day, they were very impressed by all the social activities on offer. Thank you to Owners and staff for all your hard work and effort”.



A Moving-In Message

Oaktree Court

The Duty Manager at Oaktree Court was very touched to have received this message from one of their new Owners:

“I have only been here a short time after making one of the biggest decisions of my life. I loved my previous little flat and had never intended to leave it. However, life never works out how you expect it to, and sadly the flat wasn't suitable for my health needs anymore. I can honestly say in just these few weeks I feel totally settled here at Oaktree Court. I am very happy and it is all down to the huge welcome from everyone.

All the staff are warm, helpful and kind. They seem to have unending patience when I ask lots of questions. Their welcome has been absolutely amazing. I have also felt the same friendliness from other Owners. I haven't got quite as far as remembering everyone's name yet, but that will happen. In just a few words, thank you, everyone so much”



Barry Turns 90!

Tannery Court

Barry Sheppard from Tannery Court recently celebrated his 90th Birthday with Owners and friends. Barry beamed “What a wonderful celebration – thank you to the staff for working so hard to organise such a memorable day”



Forum Court

Bringing the Outdoors In



The rain didn't stop Forum Court from having their summer BBQ, they just moved it indoors (including parasols!). Owners had a lovely afternoon of food, entertainment and a prize raffle. Ron & Sylvia Reason provided the sangria and cake was courtesy of Alan Buck, who was celebrating his birthday.

Marlborough Court

Curiouser & Curiouser

Owners at Marlborough Court tumbled down the rabbit hole this summer to enjoy afternoon tea inspired by the whimsical world of Alice in Wonderland.



Plymouth Court

Sunshine & Singalongs



Owners have been making the most of the wonderful weather, tending to their gardens and getting together to enjoy food, wine and song. Kate Dennis, Court Manager, explained "We were fortunate to have a variety of musicians visit. It's amazing how one song can instantly bring a room together, bring back memories of a summer gone by, or just make you dance".

Priory Court

Cheese & Wine Party

During the summer there is no better way to spend a warm and sunny evening then having a fun and delicious wine & cheese party. Janet Tildsley, Chair of Priory Court said "We had a lovely evening nibbling cheese and sipping wine with friends". The evening ended with a documentary on the City of Liverpool.



St George's Court

Best of British



Owners at St Georges Court have spent their summer celebrating British events

On 14th June Owners watched the Trooping the Colour Ceremony and the Military Fly Past over Buckingham Palace with a glass of prosecco to toast the King on his special day, followed by a full English breakfast and birthday cake.

The only thing that would have made the day better would have been a visit from the King himself.

On 1st July 2024 the lounge was filled with chatter

anticipating the excitement of the upcoming tennis tournament where everyone, in true British style, enjoyed Pimms and lemonade with fresh strawberries and cream.

Owners enjoyed the celebrations so much, they requested other similar events so the management team then organised 'Sunshine and Sangria'. Although the sun didn't shine on the day, Owners brought imaginary Spanish sunshine to the lounge with their glasses of Sangria and Spanish music.

Tannery Court

Making the Most of the Summer



It has been a glorious summer in North Wales and the Owners at Tannery Court have made the most of it. From sparkling afternoon teas and sizzling BBQ's to armchair exercise. Court Manager, Christine Bather commented "It has been wonderful seeing so many Owners come together having fun and socialising".

Autumn Collectors Competition

"To be happy in life, develop at least four hobbies, one to bring you money, one to keep you healthy, one to bring you joy and one to bring you peace" Stan Jacobs



Many psychologists have highlighted the benefits that hobbies can have in our lives. Collecting improves memory, attention and observation skills, as well as encouraging creativity, but not least, it also makes us happier – whether it be ornaments, stickers, badges, coins, stamps or records. We would be delighted if you would share your collection with us.

- 1st Prize £75
- 2nd Prize £50
- 3rd Prize £25

Take a good clear photograph of your collection and send your entry to michellehackett@retirementsecurity.co.uk or post via your Court Manager.

Deadline for entries is **Friday 22nd Nov.**

CourtCIRCULAR

AUTUMN 2024

HELLO *Autumn* word search

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



LEAVES
NOVEMBER
FARM
HALLOWEEN

FALL
CIDER
PUMPKIN
PIE

APPLE
BLANKET
COZY
RAIN

SWEATER
CAMPING
BOOTS
SLIPPERS