

Grapevine



Special Edition Christmas 2020



We'll close at 5 pm
on 23 December and
re-open at 8:30 am
on 4 January.

Merry Christmas &
Happy New Year



Thank you!

We just wanted to say a quick thank you for your patience this year.

We've had to find new ways of working and it's not always been easy. We know we've not been able to provide some of our services in the way we'd like but we've achieved a lot despite... pretty much everything that's happened this year!

We're continuing to change the way we work and we'll be launching new systems in the next few months which will mean we can work more effectively.

We'd like to wish everyone a very Merry Christmas and Happy New Year!

Welcome to our Christmas 2020 Special Edition

We don't normally have a Special Edition at Christmas but this year has been anything but normal!

We were looking forward to getting together with you again like we did last year but, sadly, that's not possible this year so we thought this was the next best thing.

It's full of information and links we hope you'll find useful as well as games, coloring in, "make your own" activities and games.



ACTIVITIES

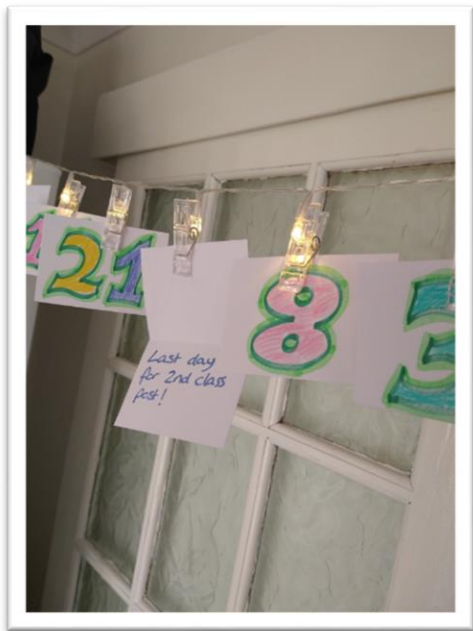
"A JOKE A DAY"

COLOURING IN

"MAKE YOUR OWN"

ADVENT CALENDARS

GAMES



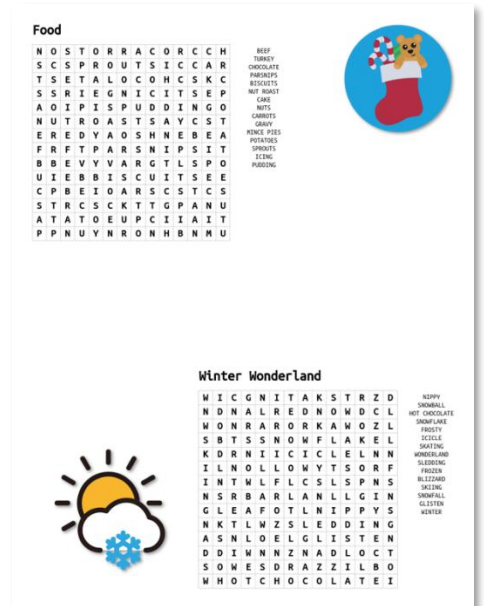
Make your own Advent calendar

Cut out the templates and fold each day in half. Write little messages or jokes to each other to open each day – or set yourself little reminders!

Word search

We've put together a collection of 6 word searches on a Christmas/Winter theme. Have a go – or why not have fun creating your own online.

www.thewordsearch.com/maker



Colouring in

We all love a bit of colouring in. Print off as many copies as you want and use them as decorations and put them in the window.

Cracker joke Advent calendar

We've put together 24 of our favourite Christmas cracker jokes in an Advent calendar to give you a laugh (or should that be groan) a day. If you're making your own Christmas crackers you could cut them up and use them too!

The answers are on the last page!



Advent calendar of our favourite Christmas cracker jokes

6 What is a parent's favourite Christmas carol?	14 What do you call Frosty the Snowman in June?	22 Who looks after Santa when he's ill?
2 Why is it getting harder to buy Advent calendars?	11 Which of Santa's reindeer has the best mouse?	1 Why was the crookman looking through the carrots?
17 Why did Father Christmas go to the doctors?	21 How did Darth Vader know what Luke got him for Christmas?	24 How much did Santa pay for his sleigh?
18 What is the Grinch's least favourite band?	4 What do you get if you eat a Christmas decoration?	12 What do you get if you cross Santa with a duck?
8 What is Olivia Colman's favourite part of a turkey?	9 What's Tazari's favourite Christmas song?	15 Why did no-one buy Redlight and citizen on ebay?
19 What you can call a polar bear wearing earmuffs?	20 What beats his chest and swings from Christmas cake to Christmas cake?	23 Why does Santa have three gardens?
16 What's Santa's favourite type of music?	13 Why is Santa so good at karate?	10 What do snowmen like to do at weekends?
7 What do snowmen eat for lunch?	3 Why did the turkey join the band?	5 Who delivers presents to cats?



Jennie's gert lush (Vegan) nut roast

Fancy a healthy, tasty alternative to the traditional turkey? This lovely meal can be made up to 3 days in advance and kept in the fridge – or frozen to enjoy later.

Create your own Fairytale Characters & stories

One person completes the first section and folds it over to hide what they've drawn/written. The next person does the same and so on. Then the person who started it off reveals the result. Fun for all ages!

Write your own Fairytale

Once upon a time there were two ...
And they lived in a...
One day...
They thought...
So they...
And they all lived...

Emergency when we're closed

All you need to do is call 07889 537164.

If we don't answer straight away please leave a message with your name and number and we'll call you back.

If you've got a fault with your electric supply or heating/hot water you may be able to get it back up and running again quickly and easily without having to call anyone at all.

There's some information in this newsletter that may be able to help you.



We're here to help



01278 444344



07984 355553
(text only)



07889 537164
(out of hours)



2 King Square
Bridgwater, TA6 3DG



information@shal.org



www.shal.org
www.mytenancy.co.uk



[@shalhousing](https://www.facebook.com/shalhousing)

The SHAL Community

Everyone in the SHAL Community loved the Spring/Summer and Autumn/Winter issues you helped create. Don't forget to take a look at our Facebook Page and Group.



ASB (plus a message) to report anti-social behaviour;
BAL to get your latest balance;
CARD to order a new PayPoint card;
DD to set up or amend a direct debit;
PAY to find out how you can pay your rent;
REF to get your Payment Reference Number for allpay;
RENTS (plus a message) to talk to your Housing Officer;
REPAIR (plus a message) to report a repair;
UC to get all the information you need to claim Universal Credit (UC)

Unfreezing your boiler's condensate pipe with help from YouTube

Does anyone remember the Beast from the East? It was over 2½ years ago now and we responded to over 50 boiler faults over 2 days. Most of the faults were because the condensate pipe had frozen in the cold weather.

This is something you can resolve easily yourself and there is a really helpful video on YouTube.



Electrics tripping?

This time of year we plug in all sorts of lights and decorations that we haven't used for a year. It's always wise to make sure they're safe and in good working order. Faulty appliances or fittings can cause your RCD ("fuse board" or "consumer unit") to trip leaving you without power. We get quite a few calls out of hours from tenants this has happened to.

It's easy to reset your RCD and get your electric back up and running and our friends at SSE have put together information that'll help you.

Calling us out to get the power back up and running could mean you're re-charged if it turns out to be a fault with a household appliance.

Power cut?

If you experience a complete loss of power it's good to check with neighbours or Western Power Distribution as it could be a problem in your area.

www.westernpower.co.uk/power-cut-information

Emergencies when we're closed

We will continue to respond to emergencies while we're closed over Christmas and New Year. One member from each of our Management and Maintenance teams will be on call 24/7, along with our specialist contractors like Somerset Gas and SSE. If the repair is not risking your health and safety, we'll call you back and make an appointment during normal working hours. We may even be able to offer you solutions over the phone that means we don't have to come out.

If you have an emergency that's risking your health and safety please call 07889 537164 and we'll do what we can to help you. If, for any reason, we can't get to the phone in time please leave your name and number and we'll call you back.



Top up the pressure on your boiler

In most cases, low boiler pressure is nothing to be concerned about, but if you do have concerns you should please speak to us.

Typically, low boiler pressure means water can't be circulated around the system or delivered to your taps and showers. As a result, the boiler will usually turn off and display an error code to alert that you that there is an issue resulting in low pressure.

This is something you can resolve easily yourself and there is a really helpful video on YouTube.

Make and model of boiler

Almost 70% of our tenants with a gas boiler have a model made by either Vaillant or Worcester Bosch.

Clicking on either logo above will take you to the videos on YouTube.

Will you be in debt in January? You're not alone!

Blue Monday (18 January 2021) is likely to be the busiest day for the Money Advice Service; they expect someone to contact us about debt every 4 seconds during January. However, there's no need for the start of 2021 to be all doom and gloom. A new year is a great time to make a new start on tackling those debts.

Research shows that **9 million UK adults are over-indebted**, that's just over 1 in 6 of us. Being over-indebted doesn't just mean that someone is in debt, it means that they are regularly behind on bills or are struggling to keep up with repayments.

Only a third of people who are over-indebted are getting help at the moment. This January, don't be blue about your bank balance, get in touch and let us work together to get you started on your journey to becoming debt free.

Call: 0800 137 7777, Monday – Friday (8 am – 6 pm)

www.moneyadvice.service.org.uk



£33,208

has been claimed since 1 April in Discretionary Housing Payments, back-dated Housing Benefit and other funding to reduce arrears and help tenants.

Supporting others at Christmas

Whether or not Christmas is part of your life, you might be affected by it happening around you. It's a time of year that often puts extra pressure on us. For example, you might:

- **feel alone** because everyone else seems happy when you're not
- wish Christmas could move because it's **bad timing**
- want to celebrate with **someone who's struggling**

Christmas is a hard time of year for lots of people. It can make existing problems worse, and add new ones. Here are some tips on how you can be supportive of others:

Don't:

- **Don't make assumptions** about why Christmas is difficult for them.
- **Don't ask intrusive questions** about their past or experiences. You might never know why they find it difficult – it's often a deeply personal reason. You might want to know more, but **you can support them without knowing their reasons**. It could help to tell them you understand this.
- **Don't try to cheer them up**. Whatever your intentions, these aren't usually helpful things to hear. For example, don't say things like:
 - "but Christmas is supposed to be a happy time"
 - "you could enjoy yourself if you tried"
 - "look on the bright side" / "people have it worse"
 - "but everyone else is enjoying themselves"
- **Don't take it personally** if they don't join in. It may feel disappointing, but it doesn't mean they don't care about you.

Do:

- **Understand** that Christmas means something different to other people, and may bring up very different feelings. So while you might feel you're sharing a celebration, that might not be what's happening for them.
- **Let them know you know Christmas can be difficult**, and you're there for them.
- **Tell them they're not alone**. They might not know it's common to find things hard at this time of year.
- **Listen** to what they say, and be accepting of their feelings.
- **Ask** if there are things you can start, stop or continue doing. You could suggest they take time to think and come back to you.
- Ask if there are particular things about Christmas that are difficult for them, and **what they think might help**. For example:
 - not doing a particular activity
 - preparing an exit plan for a particular situation
 - you helping them deal with difficult conversations.
- **Remember they aren't trying to spoil Christmas**. No one chooses to find things hard.
- **Look after yourself**. Supporting someone else can be difficult. For example, you might feel sad or conflicted. It's ok to confide in someone about how this is affecting you – your wellbeing matters too.

"Balance your sense of social obligations against your need for self-care."



"Prioritise and tackle things one at a time."

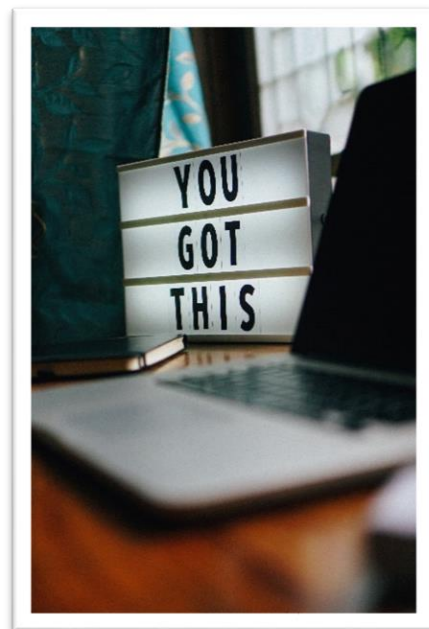


"Find time for yourself – it might be taking a long bath, or going on an errand, but five minutes to yourself can be really helpful."

Challenge the assumption that something needs to happen at Christmas and that it has to be the happiest time of the year.

Likewise, don't put yourself under pressure to set unachievable New Year's Resolutions and start changing everything on 1 January.

Take the New Year and what it brings one day at a time; you'll have good days and bad. One step backwards doesn't mean you should stop taking little steps forwards.



Somerset Integrated Domestic Abuse Service

This is Somerset's main specialist service to provide support to men, women and children who are affected by domestic abuse. Services include:

- Outreach Support in the community
- Refuge (female) and Safe-house (male and female) accommodation
- Programmes of support to men and women, including for those who want to change their abusive behaviour in intimate relationships and victims who wish to break the cycle of abuse.
- Family Intervention Service
- Young People's Violence Advisor service for high risk young victims (13-19)
- Independent Domestic Violence Advisor service for high risk adult victims

If you would like more information, please email youfirstsidas@theyoutrust.org.uk or call 0800 69 49 999.

Opening Hours are 8 am to 8 pm, Monday to Friday, and 9 am to 1 pm on Saturday and Sunday.



HM Government

AT HOME SHOULDN'T MEAN AT RISK

NATIONAL DOMESTIC ABUSE HELPLINE: 0808 2000 247 SERVICES IN YOUR AREA: www.thisisnotanexcuse.org

#YOUARENOTALONE

FIND SUPPORT AT: gov.uk/domestic-abuse

Gert lush (Vegan) nut roast

- 300g/10½oz mixed nuts, such as almonds, hazelnuts, walnuts, pecans or Brazil nuts
- 1 vegan-friendly vegetable stock cube
- 2 tbsp extra virgin olive oil, plus extra for greasing
- 1 onion, finely chopped
- 1 pepper
- 2 leeks, trimmed and thinly sliced (about 100g/3½oz prepared weight)
- 2 carrots, coarsely grated (around 150g/5½oz prepared weight)
- 2 garlic cloves, crushed
- 4 tbsp cashew butter (or peanut butter)

- 180g/6oz cooked chestnuts, broken into small pieces
- 75g/2½oz dried cranberries
- 20g/¾oz bunch fresh parsley, finely chopped
- 1 lemon, finely grated zest only
- 1 tsp sea salt
- freshly ground black pepper
- 3 flax eggs*

** To make 3 flax eggs mix 3 tablespoons of ground flaxseeds with 6 tablespoons of water or soya milk, leave for 10 mins then add to the mixture, this will bind the ingredients so that the nut roast doesn't fall apart.*

1. Put the nuts and stock cube into a food processor and blitz on the pulse setting until chopped into small pieces, but not fully ground. If you don't have a food processor, chop all the nuts as finely as you can.
2. Preheat the oven to 200C/180C Fan/Gas 6. Lightly oil then line the base of a 900g/2lb loaf tin with baking paper.
3. Heat the oil in a large frying pan and gently fry the onion, pepper, leek and carrots for 5 minutes, or until softened, stirring regularly. Add the garlic and cook for a few seconds more.
4. Tip into a mixing bowl and stir in the cashew nut butter. Add the chopped nuts, chestnuts, cranberries, parsley, lemon zest, flax eggs and salt. Season with lots of ground black pepper and stir until thoroughly mixed.
5. Spoon the mixture into the prepared loaf tin. Press down with a spoon firmly to compact the mixture. Cover with foil and bake for 30 minutes. Remove the foil and bake for a further 20 minutes, or until the loaf is hot throughout and lightly browned.
6. Remove the tin carefully from the oven and cool for 5 minutes before loosening the edges of the loaf with a table knife and turning out onto a board or platter. Cut into thick slices and serve hot with vegan gravy.

Jennie





Christmas cracker joke Advent calendar (answers on the last page)

6

What is a parent's favourite Christmas carol?

14

What do you call Frosty the Snowman in June?

22

Who looks after Santa when he's ill?

2

Why is it getting harder to buy Advent calendars?

11

Which of Santa's reindeer has the best moves?

1

Why was the snowman looking through the carrots?

17

Why did Father Christmas go to the Doctors?

21

How did Darth Vader know what Luke got him for Christmas?

24

How much did Santa pay for his sleigh?

18

What is the Grinch's least favourite band?

4

What do you get if you eat a Christmas decoration?

12

What do you get if you cross Santa with a duck?

8

What is Olivia Colman's favourite part of a turkey?

9

What's Tarzan's favourite Christmas song?

15

Why did no-one buy Rudolph and Blitzen on eBay?

19

What you can call a polar bear wearing earmuffs?

20

What beats his chest and swings from Christmas cake to Christmas cake?

23

Why does Santa have three gardens?

16

What's Santa's favorite type of music?

13

Why is Santa so good at karate?

10

What do snowmen like to do at weekends?

7

What do snowmen eat in Mexico?

3

Why did the turkey join the band?

5

Who delivers presents to cats?



What to put in the bin:

- ✓ Wet wipes – leaning, baby, make-up etc. – even if they say 'flushable', they aren't
- ✓ Nappies
- ✓ Cotton buds
- ✓ Plasters and bandages
- ✓ Tampons and applicators (both plastic and cardboard applicators)
- ✓ Sanitary and incontinence pads
- ✓ Razor blades



Flushing bathroom waste down your toilet can cause blockages, meaning what you flush could come back up through your toilet, sink or manhole. Sewage flooding is miserable and can cause damage to your or your neighbours' homes. It can also cause pollution in local streams, rivers and beaches.



To keep your home blockage free, only flush the three Ps:

- ✓ paper
- ✓ poo
- ✓ pee.



wessexwater.co.uk/stoptheblock

Did you know most wet wipes are 80% plastic? Reduce your plastic waste by swapping to reusable cloths or make-up pads.



FOR YOU. FOR LIFE.



Did you know most wet wipes are 80% plastic?

Stop the block

Every day homes in your area are affected by blocked sewer pipes. Together, we can reduce blockages to protect your home and safeguard the environment, just by making some simple changes to our daily habits.

Every year, Wessex water deal with around 13,000 blockages in the region, costing £5 million to resolve.

Around 75% of these blockages involve disposable items and can easily be avoided.

Priority Services Register

Utility providers, including Wessex Water, have a Priority Services Register for those who:

- are of **pensionable age**
- are **disabled** or chronically sick
- have a long-term **medical condition**
- have a hearing or visual impairment or additional **communication needs**
- are in a **vulnerable situation**

You may also be eligible for priority services from your supplier and/or network operator if you live with a **child under 5 years old**.

Wessex Water have made some changed meaning you can now sign someone up on their behalf.



Stay fatberg free

We've all seen reports of giant fatbergs in the news that can cause massive sewer blockages, leading to sewage backing up into homes and streets. To help keep your drains clear and your community free of smelly fatbergs, scrape leftover food and wipe grease from plates and pans before washing them. Sink strainers also help to catch any small bits of food that might otherwise get into your drains.



What to put in your food waste or rubbish bin:

- ✓ Cooking fat, oil and grease
- ✓ Leftover food from plates and pans
- ✓ Coffee grounds



wessexwater.co.uk/stoptheblock



FOR YOU. FOR LIFE.

Food

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

BEEF
 TURKEY
 CHOCOLATE
 PARSNIPS
 BISCUITS
 NUT ROAST
 CAKE
 NUTS
 CARROTS
 GRAVY
 MINCE PIES
 POTATOES
 SPROUTS
 ICING
 PUDDING



Winter Wonderland

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

NIPPY
 SNOWBALL
 HOT CHOCOLATE
 SNOWFLAKE
 FROSTY
 ICICLE
 SKATING
 WONDERLAND
 SLEDDING
 FROZEN
 BLIZZARD
 SKIING
 SNOWFALL
 GLISTEN
 WINTER



Mr. Men Characters

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

LAZY
BOUNCE
BUMP
UPPITY
FUSSY
CHATTERBOX
PERFECT
RUDE
NOSEY
MESSY
CLUMSY
GRUMPY
GREEDY
BUSY
BRAVE
CLEVER
SILLY
TICKLE
GRUMBLE
JELLY



Toy Story

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

WOODY
BARBIE
JESSIE
ALIENS
POTATO HEAD
STINKY PETE
HAMM
PIXAR
REX
COWBOY
STORY
ZURG
LIGHTYEAR
TOY
BO PEEP
SLINKY
BUZZ
ANDY



Frozen

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

POWERS
SAUNA
SNOWMAN
HANS
CASTLE
KRISTOFF
ANNA
ICE
ARENDELLE
SVEN
OLAF
SONGS
GLOVES
ELSA



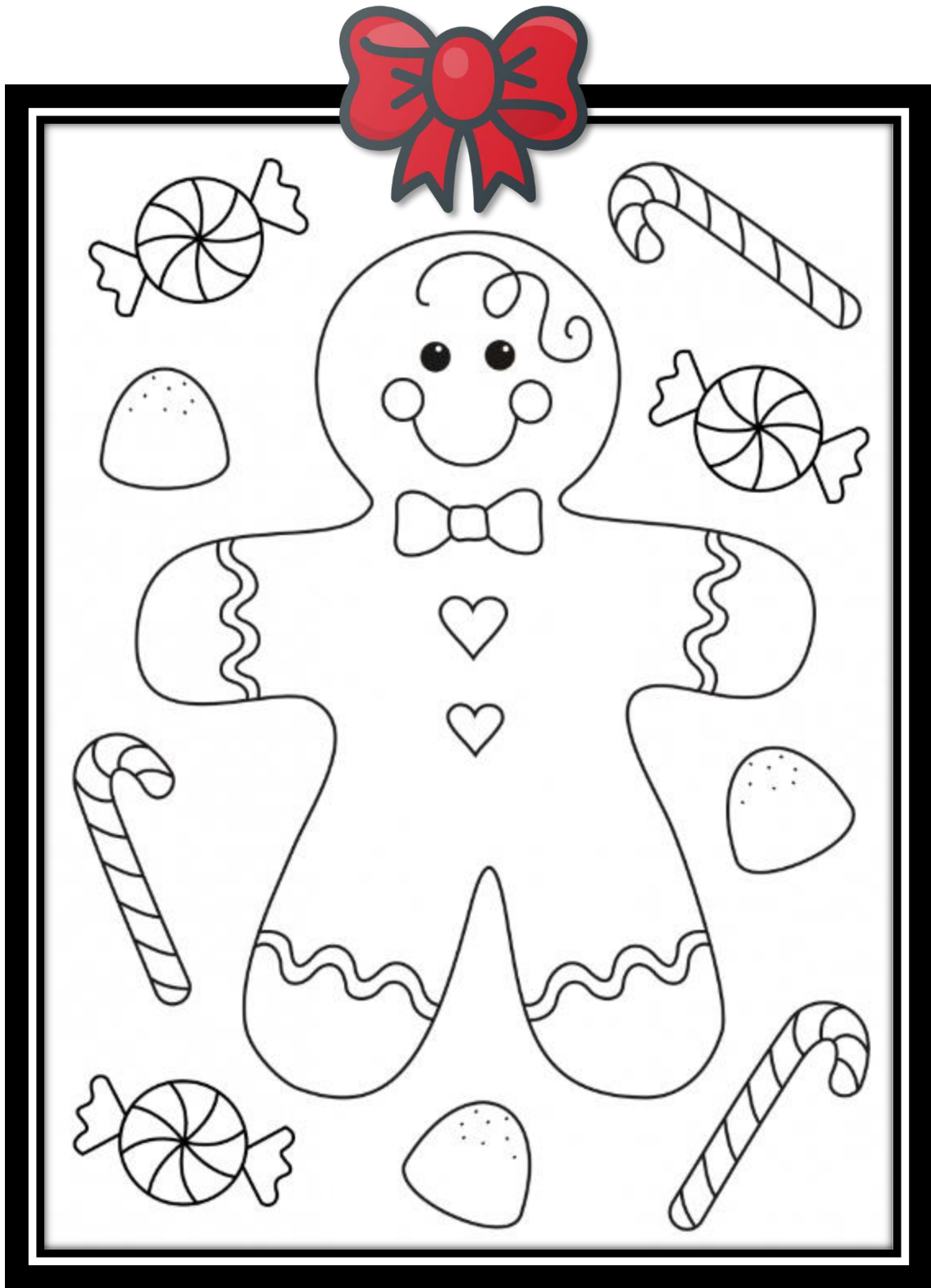
Cinderella

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

SEARCH
DRIZELLA
PUMPKIN
BALL
GRAND DUKE
UNKIND
DIRTY
FAIRY GOD MOTHER
BRUNO
CINDERELLA
MICE
MIDNIGHT
STEP MOTHER
FOOTMAN
BIRDS
CARRIAGE

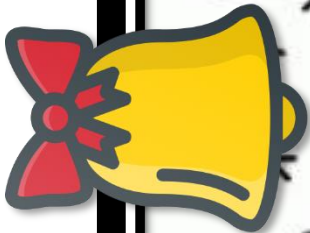














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Write your own Fairytale

Once upon a time there were two ...

And they lived in a...

One day...

They thought...

So they...

And they all lived...

Create your own Fairytale character

Hat

Head

Body

Legs

Shoes

"I can honestly say everyone who works for SHAL cares."

Simon

"There are two words that stand out for me: *community* and *pride*."

Keith



"Communication is so important but SHAL doesn't always get it right."

Bertie

"Me and my partner suffer from bad mental health but attending the discussions has helped us both feel part of a group, a community and gave us confidence to talk."

"Honestly, I attended my first one and hardly spoke and by the end had to let my partner do talking but the next one I felt a lot more at ease."

"So honestly don't be scared to attend there is no pressure put on you to talk even if you just want to listen the first time what it's all about. **SHAL really do want to listen to us tenants and make our communities a better place to live and us all happy.**"

Carly

"I've been a tenant since 1994 and can honestly say the improvement in the last few years has been exceptional."

Lisa

"I think we're part of the community **with** our tenants."

Angela



1	He was picking his nose	9	Jungle Bells	17	Because his Elf wasn't good
2	Because their days are numbered	10	Chill	18	The Who
3	Because it had the drumsticks	11	Dancer	19	Anything you want, he can't hear you
4	Tinseltits	12	A Christmas Quacker	20	Tarzipan
5	Santa Paws	13	Because he has a black belt	21	Because he felt his presence
6	Silent Night	14	A puddle	22	The National Elf Service
7	Brrr-itos	15	They were too deer	23	So he can "ho ho ho!"
8	The Crown	16	Wrap	24	Nothing, it was on the house