

Calendar of Events

September

- Tues 4th **Domesday Books**, U3A History Group. Hobbies Room, 2.00pm
Tues. 4th **Introducing the Auricula Flower**, A talk by **James Smallwood**,
7.30pm (Soc Comm)
Thurs. 6th **Communion**. Hobbies Room, 11.30am
Tues 18th **Secret Britain**, U3A History Group. Hobbies Room, 2.00pm
Thurs. 20th **The Right Place for Fuchsias**. A talk by **Nick Dobson**, 7.30pm (Soc
Comm)
Thurs. 27th **Board Meeting**. 10.30am
Thurs. 27th **AGM and Owners Meeting**. 2.30pm

October

- Tues. 2nd U3A History Group. Hobbies Room, 2.00pm
Thurs. 25th **Something to Shout About**. A talk by **Jonathan Jones**, 7.30pm (Soc
Comm)

November

- Thurs. 22nd **The Nostalgic Island**. A talk by **Ron Bavin**, 7.30pm (Soc Comm)

January

- Tues. 22nd **Travelogues of Flowers and Events by means of Audio Vision
through the Lens**. **Ray Woods** 7.30pm (Soc Comm)

February

- Tues. 12th **St Valentine's Day Preview illuminated with music and song**.
Jennifer Carr 7.30pm (Soc Comm)

Weekly Events

Monday evening: Film Night, 7.30pm

Wednesday afternoon: 'Move it or Lose it' exercises, 3.00pm

Friday evening: Residents Choice: music, 7.30pm

Online: The current edition, together with earlier editions, is now available
on Fullerton Court's newly designed website –

www.retirementsecurity.co.uk/fullerton-court/download

Thank you for your contributions. Please send your stories, comments,
thoughts, ideas, wants, etc. to **David, no.26**, or email:

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Sutcliffe.

RESIDENTS VOICE

FULLERTON COURT



SEPTEMBER 2018

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A Summer of Butterflies and Bees



(and Wasps !!!)

NEW FACES.

After **Mrs Mel Norris** and **Mrs Diane Graham** have retired, I hope you will join me in welcoming your new Duty Managers **Miss Dawn Llewellyn** and **Miss Helen Kelly** to the team. You will also notice some other new faces of **Ms Kath Batten** and **Mrs Denise Cody** who have taken on the role of Housekeeping assistants replacing Dawn and Helen. **Miss Sarah Slade** is still on long term sick leave and the current team are coping magnificently but there are always going to be the occasion where holiday and sickness will need to be covered. To help with this I have asked **Mr Brandon Tee** (son of Helen Kelly) to carry out a few hours cleaning here and there. I have also asked **Sharon Brown** (our cook) to give a few hours here and there to help with the cleaning. The flexibility of the team is tremendous, and I could not ask for better support and commitment from the team and I hope you will join me in saying a big thank you for all their extra efforts.
Lin Sutcliffe

CATERING COMMITTEE

Your Committee met on Tuesday 21st August when the previously notified resignations of **John Bourne** and **Felicity Marks**, both due to their respective indispositions, were recorded with regret, along with expressions of thanks for their past conscientious work. We were pleased to welcome **Joyce Southern** who, now being a regular diner, had agreed to join the Committee. Our Court Manager, **Lin Sutcliffe** attends all meetings in her official role and acts as Secretary by recording proceedings and preparing a record of such for approval.

The previous comments of Diners recorded at our former meeting on 15th May were seen to have been adequately addressed. A most important item on the Agenda at each meeting is serious consideration of entries in the Diners' Comments Book and the extent to which they have been addressed following their ongoing weekly review by our Court Manager who incidentally, in her letter of 20th July to Owners, appealed for greater use of the book for helpful comment. At our recent meeting the very few book comments made were largely positive along with some useful

suggestions which were taken for action. The matters of occasional meat toughness and its carving along with the difficulties of some in cutting roast potatoes are also to be addressed.

Owners will know that the Catering Account is separate from the Operations Account and thus, the Catering Committee has a great interest in reviewing how Revenue and Expenditure progressively compare, The Committee strive to maximise revenue by increasing Diner attendance through presenting and

maintaining attractive quality meals. This requires the ongoing cooperation of Owners, Court Management and your Catering Committee. Readers please help us.

Jack Nolan

SOCIAL COMMITTEE

After a rest in August, the committee springs into action in September with two social evenings for a festival of flowers. There will be two talks both showing pictures of slightly unusual plants, the fuchsia and the auricula. Would they be suitable for the planned improvements to the 'courtyard garden' which is next to the main gate, or can you suggest other alternatives? Come and join in the discussion.

The resignation of John Bourne due to his regrettable serious illness is a great loss in many ways but other owners are helping. In particular, **Kathleen Plumtree** and **Yvette Jeffs** are coping at present with the Monday Evening Film each week.

Jill Wood

BE MORE NEIGHBOURLY

Members of our generation usually believe that it is both essential and rewarding to get to know one's neighbours. The previous generation even went a step further leaving their house doors unlocked and thus available. Here at Fullerton Court there is no need ever to be lonely, coffee and tea is waiting free every morning and afternoon in the lounge. Extending this idea further is the responsibility of the social committee while other interests are covered by the gardening and catering committees. Currently all three committees appear to need more members and you may volunteer by approaching the respective chairman, Mercia Bullen for gardening, Jill Wood for social and Jack Nolan for catering. Perhaps a little more background would help you to choose and so I give a comparison of my impression of their current performances.

THE GARDENING COMMITTEE is by far the most comprehensive with three projects, firstly it advises Lin (approved weekly by the board) on routine spending of the garden allowance from the operating account (our service charge money), secondly it initiates special plantings from donated money held in an independent bank account and thirdly its active members work in the garden.

THE SOCIAL COMMITTEE is limited to two projects only, numbers 2&3. Like the gardening committee, it also has donated money in an independent bank account which is regularly enhanced when a paid social event is well supported, thus allowing for occasional freebies such as whisky on New Year's Eve. The third project entails acting as hosts at the social events and topping up the wine glasses. There is no number 1 project, such as a contribution to Lin's parties, and no advice on spending the allowance (increased this year) in the operating **account.**

THE CATERING COMMITTEE is quite different, there is no allowance in the operating account and no independent bank account. Lin attempts to make the lunches pay exactly without a levy. The committee advises on the menu and considers the residents comments in the book. **Jill Wood**

'I DIDN'T USE IT'

An older lady decided to give herself a big treat for her 70th birthday, by staying overnight in a posh hotel. When she checked out next morning, the desk clerk handed her a bill for £350. She exploded and demanded to know why the charge was so high. *'It's a very nice hotel but the rooms certainly aren't worth £350 for just an overnight stay! I didn't even get breakfast'*, she said. The clerk told her that £350 was the 'standard rate' so she insisted on speaking to the manager.

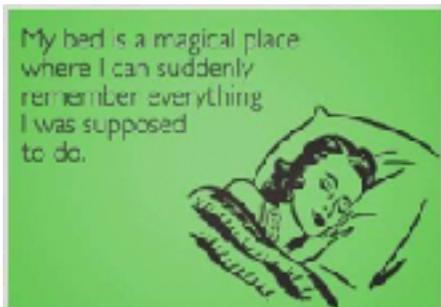


The manager appeared and, forewarned by the desk clerk, announced *'This hotel has an Olympic-sized heated swimming pool, a spa, gymnasium and a huge conference centre which are available for guests to use.'* *'But I didn't use them'* she said. *'Well, they are here, and you could have'*, explained the manager. He went on to explain that she could also have seen one of the in-hotel shows for which the hotel is famous. *'We have some of the best entertainers from all over the world performing here'* the Manager said. *'But I didn't go to any of those shows'* she said. *'Well, we have them, and you could have'*, the manager replied.

No matter what amenity the manager mentioned, she replied, *'but I didn't use it!'* and the manager countered with his standard response of *'well, they are here, and you could have.'* After several minutes discussion, and with the manager unmoved, she decided to pay, wrote a cheque, and gave it to him.

The manager was surprised when he looked at the cheque. *'But madam, this cheque is for only £100'*.

'That's correct. I have deducted £250 for you sleeping with me' she replied. *'But I didn't!'* exclaimed the very surprised manager. *'Well, I was here, and you could have!'* replied the lady.



RETIREMENT OF MEL NORRIS
Monday, 6th August



Owners and Staff gathered together on a very hot afternoon in the Lounge to say thank you and to bid farewell to **Melanie (Mel) Norris** on her retirement. Mel had been a Duty Manager for the last eleven



years. She was formerly presented from the Court with a glass vase, inscribed with the words *'Melanie Norris. Fullerton Court Ltd. Very Best Wishes for your retirement. 2018'* The Staff gave a large canvas bearing cut-out photos of all the staff members that she had worked with. Further presentations of flowers, cards and an Owners collection were followed by tea and cakes



leading to the end of an emotional afternoon.

Mel will be moving to Peebles, south of Edinburgh to be close to her family.

The afternoon proved to include a second celebration with **Janet Davies** enjoying her 91st birthday.

MORE ANIMALS



ANNIVERSARY CELEBRATION

Wednesday, 29th August

Fullerton Court was built in 1998 and on a late summer afternoon the Owners celebrated with food and wine. Music was provided on the piano by **Mark Blackwell**, the chairman's son, and the cake was made by John Blackwell's granddaughter. The RSL Chairman, **Bob Bessell**, attended the party. Special mention was given to **David Read** who has lived at the Court since the beginning.

