

# CITIZENS news

CHRISTMAS 2025

## LOOKING BACK AT 2025

Memorable moments from this year

## CHRISTMAS QUIZ

Take part in our festive quiz



Bedford Citizens  
HOUSING ASSOCIATION





## CONTENTS

Looking Back at 2025	3
Have a safe and Happy Christmas	4
Christmas Quiz	5
Christmas Wordsearch	6

**A copy of  
Citizens News  
in large font  
or different  
languages can  
be requested.**



Bedford Citizens  
HOUSING ASSOCIATION

# WELCOME

The festive season is almost upon us and so it's time for me to welcome you to our special Christmas edition of Citizen's News for 2025.



As ever 2025 has been a busy year with lots going on here at BCHA. Our summer fete and the warmer weather feels a long time ago now, but we're already thinking about and planning activities for 2026. We're looking forward to sharing some of the ideas with you in the Spring edition of Citizens News.

With the arrival of winter we have been working hard on arranging vaccinations to help keep us all as well as possible.

Finally, we'd like to wish everyone a very Merry Christmas and Happy New Year!

**Marie Taylor** Chief Executive



# LOOKING BACK AT



Here's some of our highlights and memorable moments from this year:

## ENVIRONMENTAL HEALTH INSPECTION

We're really pleased to be able to share with you our results of our recent Environmental Health Food Safety inspection.

The ongoing hard work by Charles and the team means that we have again received a 5 star rating for food safety and hygiene.

Charles and the team are always working on the menu choices for you, so you can look forward to some old favourites and some new and exciting recipes.

## YOUR FEEDBACK ABOUT OUR SERVICES

Your views matter and hearing from you about the things that we do well and those things we could do even better is really important to us at BCHA. To help us with this, we run resident satisfaction surveys so you can tell us how things are for you and share your ideas about how we can improve services. In this years' survey it was great to hear that:

- 91% of you are satisfied or very satisfied the service provided by BCHA

- 96% satisfied or very satisfied with our repairs service
- 91% of you are satisfied or very satisfied that we provide you with a home that is well maintained
- 91% of you are satisfied or very satisfied that we provide you with a home that is safe

## YOU SAID, WE DID

- We improved the payment system for laundry at Oak Way, removing the need for tokens and making the process simpler for tenants.
- We worked with tenants to enhanced the appearance of the external walkway flooring at Bedesman's House to create a cleaner, more welcoming environment.

## KEEPING EVERYONE SAFE

- We fitted door closers to resident room doors at Charter House. Although not required, this extra measure adds an additional layer of fire safety.
- We installed backup batteries for the sprinkler systems at Charter House and Oak Way House, ensuring they remain operational and resilient in the event of a fire or power failure.





# HAVE A SAFE AND HAPPY CHRISTMAS A COUPLE OF THINGS TO REMEMBER

We want everyone to have a safe, as well as a happy, Christmas so please be fire safety aware with your Christmas decorations.

Here's a quick fire safety checklist to help:

**Lights** - Check Christmas lights are in good working order. All lights, new and used, should carry the British Safety Standard sign. If yours don't, buy some that do and recycle your old ones. Any lights not working properly need to be replaced.

**Decorations** - Never place candles or a heat source near your decorations or any other materials that can catch light easily. And don't attach decorations to lights or heaters as they can burn easily. Never leave a lit candle unattended.

**Christmas trees** - Whether your tree is artificial or real, it can be a fire hazard. Keep it away from heat sources and keep a fresh tree watered so it does not dry out, making it more of a fire risk.

**Electricity** - Don't overload electric plug sockets and always switch lights and appliances off at the wall before you go to bed.



# CHRISTMAS QUIZ

Here's our Christmas quiz - just for fun (the answers are below)

1. In the Dr Who Christmas special in 2017, which actress made her first official appearance as the 13th Doctor?
2. Alphabetically, which of Santa's reindeer comes first?
3. Who is generally recognised as writing the poem "A Visit from St. Nicholas" (also known as "'Twas the Night Before Christmas")?
4. Snowflakes are often portrayed as being 6 sided but studies suggest that less than what percentage of snowflakes exhibit the ideal six-fold symmetric shape? a) 0.1% b) 1% c) 10%
5. A Bellini is flavoured with which fruit?
6. From the Morecambe and Wise Christmas Special of 1971 can you complete this quote - 'I'm playing all the right notes but ...'?
7. In 'The Gingerbread Man' fairytale, who or what devours the gingerbread man in the end?
8. What stick would you put into a mulled wine?
9. In the 1947 version of Miracle on 34th Street, who plays the little girl Susan Walker?
10. Who wrote the Band Aid song 'Do They Know It's Christmas'?
11. The Australian external territory of Christmas Island is in which ocean?
12. Modern Christmas trees originated in the 16th century in an area now known as which country?
13. In the novel A Christmas Carol, which is the first ghost to visit Scrooge?
14. Driving Home for Christmas, was written during a car journey back to which town?
15. In the Christmas song 'Let it Snow' what has happened to the lights?
16. In the film Scrooged starring Bill Murray, which actress plays the Ghost of Christmas Present?
17. Which Christmas hit for Harry Belafonte in 1956 is now widely performed as a Christmas Carol?
18. Port, the Portuguese fortified wine, often drunk at Christmas, is produced exclusively in which valley in northern Portugal?
19. Which famous scientist who developed the three laws of motion, was born on Christmas day 1642?
20. Which wordless children's picture book by Raymond Briggs was first published in 1978?
21. In Matthew's version of the birth of Christ in the bible he mentions the arrival of the Magi. Who or what are the Magi?
22. One of the most popular toys of 1970 was a NERF Ball. What does the acronym NERF stand for?
23. Pepparkakor are very similar to gingerbread cookies but much thinner, hard and very crisp and are found everywhere over Christmas in which scandinavian country?
24. La Noche Buena refers to which time over the Christmas period in Spain?
25. How many Drummers Drummed

Answers: 1. Jodie Whittaker 2. Blitzen (Blitzer) 3. Clement C. Moore 4. a) 0.1% 5. Peach 6. 'not \*necessarily\* in the right order' 7. A fox 8. Cinnamon low' 16. Carol Kane 17. Mary's Boy Child 18. Douro Valley 19. Sir Isaac Newton 20. The Snowman 21. The three wise men/kings 22. Non-Expanding Recreational Foam 23. Sweden 24. Christmas Eve 25. 12

# CHRISTMAS WORDSEARCH

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

ORNAMENT  
 TREE  
 SANTA  
 REINDEER  
 ELF  
 SNOWFLAKE  
 COOKIE  
 PRESENT  
 LIGHTS  
 STOCKINGS  
 MISTLETOE  
 SLEIGH  
 TINSEL  
 STAR  
 ANGEL  
 NATIVITY



Looking forward to 2026, our next full edition of Citizens News will be with you in the spring and we will have lots more news to share with you.

A copy of Citizens News in large font or different languages can be requested.



1B Kimbolton Road, Bedford MK40 2PU  
 01234 321400  
 enquiries@bchal.org  
 www.bchal.org

