

Tenant & Leaseholder MATTERS

Supporting resident involvement in the Broxtowe Borough



Broxtowe
Borough
COUNCIL

Dementia Bungalows

Assistive Living

Is Your Home Gas Safe?



Also in this issue

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WIN!
LOVE2SHOP
VOUCHERS

Keys Handed Over At Second Dementia Friendly Scheme



friendly housing scheme in Beeston, thanks to a partnership project between the Council, Nottingham Community Housing Association, Waters Homes and Pelham Architects to build specially designed and adapted bungalows for people with dementia.

The newly built bungalows have been incorporated into the Council's Retirement Living Scheme at Bexhill Court on Central Avenue, Beeston with residents giving overwhelming support for the idea and the development.

The homes have been designed with special emphasis on colours and textures, as people with dementia can struggle with depth perception and patterns, which can cause confusion. Colour is an important issue, to ensure that there is lots of light in the home but things like doors, light fittings and toilet seats are dark enough to stand out. Each room in the dementia friendly bungalows is a different pastel colour so they are easily identifiable to the resident.

The keys have been handed over at Broxtowe Council's second dementia

IS YOUR HOME GAS SAFE?



To ensure your home is safe for you and your family, a safety check of gas appliances in Council Housing properties is undertaken each year.

The checks are FREE for Council tenants and need to be completed to ensure we comply with statutory gas legislation. Appointments are available weekday mornings between 8.30am to 12.30pm and 12.30pm to 4.30pm in the afternoon. In some circumstances we can arrange an appointment outside of these times. Please let us know if you are unavailable during the working week.

Please allow us access into your property to undertake these checks, which should take a maximum of one hour to complete. Even if your meter has previously been isolated for safety reasons, you will still need to provide us access.

If you fail to provide access for our engineer, we may have to start court proceedings in order to gain access and undertake these checks. This could result in you being charged up to £500 for this action.

We will contact you when your service is due, but if you have missed your appointment and need to rearrange it, please contact the Repairs team on **0115 917 7777** or by email **housingrepairs@broxtowe.gov.uk**

We offer competitive rates to undertake gas safety checks for our leaseholders. For further information please contact us.

Assistive Living Solutions for Independent Living

In April 2016, the Housing Department introduced an Assistive Living Solutions pilot project. The project contributes to the health and well-being of residents in the borough. It provides practical solutions that support people to maintain their independence, particularly in and around their home.

Assistive Living Solutions helps those who require an element of support to live independently. This can be through the provision of devices and equipment to help individuals perform tasks, or prevent injuries in and around their home.

Part of the service includes the

provision of temporary accommodation for a range of people, including:

- Victims of domestic abuse
- Patients awaiting hospital discharge
- Care leavers
- People in receipt of social care support
- Those requiring assessments for independent living

Approximately 1,000 people use Assistive Living Solutions as Lifeline customers. The Lifeline service is a telecare unit that is compatible with a wide range of sensors that can trigger an alert to a 24/7 response centre if a person experiences a problem in the home.



Limited funding is available to assist households on low/limited incomes with meeting the cost of the lifeline equipment and installation in their home.

If you would like to find out more about Assistive Living Solutions please contact the team on **0115 917 3358** or email **hlps@broxtowe.gov.uk**

Since April 2016 over 23 people have been supported through temporary accommodation provided by Assistive Living Solutions. The support and assistance has enabled them to return home, or to gain permanent secure accommodation.



'My bathroom [adaptation] now means I can go in the shower and do everything alone without help and I cannot tell you how it has made me feel both physically and mentally. So I thank you for that. I'm so grateful to live in one of your properties and that you promote independence like you do and support your tenants. Thank you.'

Tenant of Brinsley

HELP TO LIVE INDEPENDENTLY IN YOUR HOME

If you live in a Broxtowe Borough Council property you may be entitled to adaptations to your home.

This service is provided for Council tenants, or members of their family who live at the property, who are disabled and require adaptations to help them live independently and to facilitate easy access into and around their homes.

For smaller adaptations such as grab rails, lever taps and hand rails please call the Council's Adaptations Officer on 0115 917 3610 or email hlps@broxtowe.gov.uk.

For larger adaptations e.g. wet rooms and ramps, an assessment and referral would be required by a qualified Occupational

Therapist who would then advise us of the work required.

You can request a self-referral by contacting Nottinghamshire County Council on **0300 500 80 80**.

The cost of these adaptations will be covered by Broxtowe Borough Council.

Before any adaptations are carried out an assessment will be made of your property and you may be offered alternative accommodation that is already adapted and suitable for your needs.

'I just wanted to thank you on [tenants] behalf for the recent adaptations made to the property. [She] explains that the additional lighting has made a huge difference to the overall lighting levels within the flat, therefore enabling [her] to mobilise and carry out tasks safely.'

Rehabilitation Officer, Adult Deaf and Visual Impairment Service





Ways to Pay Your Rent



There are a number of ways you can pay your Council Housing and Garage rents.

Pay Online - Payments can be made online at www.broxtowe.gov.uk/payments

Standing Order - Your payments can be made monthly in advance from your bank account via a standing order. To arrange a standing order please contact our Rents Section and an instruction will be sent to you. Once completed please give this to your bank to action.

By Post - Payments can be made by cheque or postal order via the post. Remember to write your name, address and account number on the reverse of the cheque or postal order.

Telephone Payments - You can also make payments on telephone number **0800 952 0040**. Please note we cannot accept payments by Credit Card.

Cash payments will be possible for those who cannot pay using an alternative method via an electronic self-service kiosk at Beeston Council Offices.

I AM FINDING IT DIFFICULT TO PAY MY RENT, WHAT CAN I DO?

It's understandable that you may be worried about telling us (your landlord) that you're going to be late with your rent, but it's far better to let us know before the payment is late.

If you cannot pay your rent, please don't ignore the problem. Talk to us as soon as possible. Whether the problem is caused by a change of circumstances, a budgeting difficulty, or a cut in benefits, you can take some important steps to help get yourself back in control and avoid eviction.

Vacating Your Council Property?

Do you know what you agreed to when you signed your tenancy agreement?

Section 7 - Ending your tenancy - identifies your responsibilities when vacating a property and shows your rights and obligations to Broxtowe Borough Council as your landlord.

When you vacate a property it will be inspected and action will be taken to make any repairs and clear any waste from both the property and the garden.

Any repairs caused as a result of neglect / your actions will be recharged and work to the garden, to mow over-grown lawns or trim hedges / shrubs, will also be recharged.

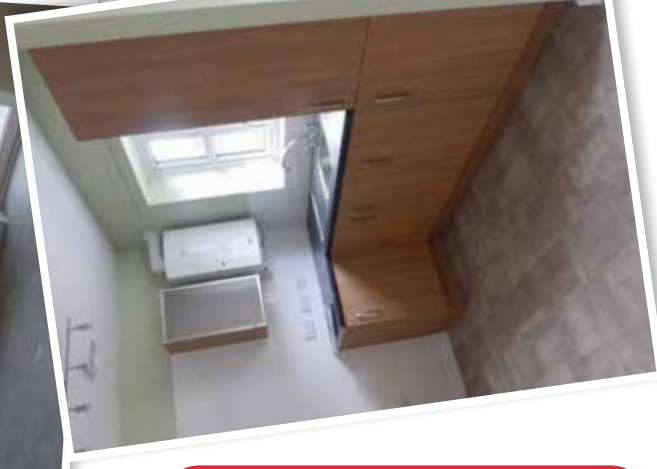
Costs to return properties to an acceptable standard for incoming tenants are on average £100,000 each year. Broxtowe will actively pursue any costs caused by inconsiderate tenants and this could result in you being

taken to court to recover our costs. It could also affect your eligibility for housing in the future.

PLEASE REMEMBER:

If you are planning to vacate your property ensure:-

- You give 28 days' written notice to the Council
- You clear all items
- Your garden is tidy and in a maintainable condition
- Your property is clean
- You make good any damaged items
- You return your keys on time



Celebrating Older Residents in the Borough

For the fourth year running, the Council celebrated Older People's Week. A wide range of activities and community events took place in Retirement Living schemes and community venues for older residents of the Borough, their friends, family and local people.

The events, held across the Borough, were well attended by residents and some of the highlights can be seen in these photographs.



A big thank you to everyone involved in making the week such a success, especially all the hard work done behind the scenes by the Retirement Living Officers.



New Year, New Website

It's now quicker and easier than ever to do it online thanks to our new website

New features include:

- New design to bring the website up to date
- Fully responsive across a range of devices including mobile and tablet
- Icons to make navigation of the site easy
- A popular services section for top tasks
- Intelligent search bar to find items related to your search term

Thank you to members of the Resident Involvement Group for their help with the website development.

Try it out now at www.broxtowe.gov.uk

How Are We Doing?

Officers in the Housing Department work hard to provide an efficient and effective service for all our tenants and leaseholders. However, we recognise that we don't always get things right.

If you are not happy about a service you have received from the Housing Department, we would like you to tell us. We are always looking for ways to improve the services we provide and your feedback would greatly help with this process. Likewise if you feel we have done something well, we would also like to hear about this.

If you do want to raise a concern, you should contact the team responsible for that service. They will work with you to identify the best available solution to try and resolve your issue. If you need help in finding the right person, the contact centre will point you in the right direction.

If you are not happy with the outcome, you can submit a formal complaint to the Director of Housing, Leisure and Property Services, outlining your complaint. This can be done using the online form, in writing, in person or by telephone.

The complaints procedure is available on our website - www.broxtowe.gov.uk, or you can request a paper copy by calling **0115 917 7777**.

😊 Overall Satisfaction

If you have recently had a Keep in Touch visit or completed a survey about one of our services you will have answered the question:

'Taking everything into account, how satisfied are you with the service provided by Broxtowe Borough Council's Housing Department?'

We ask this question on every survey we completed with our tenants and leaseholders. The results are used to monitor our overall satisfaction.

Overall satisfaction is one of the 'Top 10' Performance Indicators and a key part of our business plan.

So far, we have exceeded our target of 86% every month. At the end of December 2016 the figure for overall satisfaction was 96.4%.



Working Together to Develop Housing Services

There are a number of ways that tenants and leaseholders can get involved to help develop Housing services for the benefit of all residents.

You can join the Consultation Panel, so that you can be contacted throughout the year to be asked for your views on services you receive and hear about involvement opportunities.

We are keen to hear from tenants and leaseholders who would like to get involved with Service Reviews. Meetings are held bi-monthly and last for two hours. You do not need any prior knowledge or experience. Officers will support and guide you through your involvement.

The Editorial Panel is looking for new members. If you would be interested

in helping to produce this newsletter and look at publications produced for residents, this is the group for you.

Out of pocket expenses, such as travel, can be claimed for your attendance at meetings and further details would be provided before you attend a meeting.

More information is available at www.broxtowe.gov.uk/residentinvolvement or you can contact the Resident Involvement Co-ordinator on **0115 917 3616** or hpls@broxtowe.gov.uk

Get ready for this year's GARDEN COMPETITION

Sponsored by



Have you got green fingers? Do you take pride in your garden?
Do you put in time and effort to make your area a nice place to live?

We are inviting all tenants and leaseholders to enter our Garden Competition. Big and bold; small and creative or baskets and planters, all are welcome. You can enter your own garden or outdoor space, or if you

feel a neighbour or friend deserves recognition for their efforts, why not nominate them?

This year there will be three categories for nominations:

- **Best Individual Garden**
- **Best Small Container Display**
- **Best Communal Garden**

There are two prizes for each category of National Garden Centre Vouchers and a gardening hamper.

This year's competition has been kindly sponsored by United Living, one of our Modernisations contractors.

Please submit photographs of your entry to the address on page 7, or email to hpls@broxtowe.gov.uk by 31st May 2017. Please remember to provide your address and telephone number so that we can contact you about your entry.

To be eligible to enter this competition you must live in a rented or leasehold property where Broxtowe Borough Council is the landlord. Any personal information you provide will only be used for the purpose of this competition.



CONGRATULATIONS to the Winners Garden Competition 2016

Best Individual Garden was awarded to Mr Culley of Nuthall. Mr Culley was nominated by his wife who said 'I am writing on behalf of my husband's efforts to love and care for our garden. Over the ten year span we have lived here our garden has grown from a barren desert into paradise full of colour and interest'.



Most Creative Use of a Small Space was awarded to Mr Warren of Chilwell. The Panel felt that he had demonstrated creativity to create a tranquil area in a very confined space. They particularly commented on the creative design of the bench.



Special recognition was given to the residents of Pearson Court, Bramcote and Hall Drive, Chilwell for their entries.



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Privacy Statement

Any personal information you provide will only be used by the Housing Department for competition purposes and will not be used or shared for any other reason.



www.broxtowe.gov.uk/socialmedia



Sign up for the latest news, events, updates and more, all direct to your inbox by subscribing to our Email Me Service at
www.broxtowe.gov.uk/emailme

Previous Winners

Olympic Quiz Winners

Congratulations to Ms A Hicking, Stapleford and Mrs K Taylor, Beeston who won 1st and 2nd prize respectively for the Olympic Quiz in the summer 2016 issue.

Did you get the answers right?

Q1) How many sports will feature in the Rio Olympics?
28

Q4) The first Olympic mascot, called Waldi, appeared in 1972. What was it?
A dachshund

Q2) Which two sports have been added for the 2016 games in Rio?
Rugby sevens and golf

Q5) Where were the Olympic games held in 1928?
Amsterdam

Q3) How many gold medals did Brazil win at the 2012 Games in London?
3

Q6) In which year, and where, were the first Winter Olympics held?
1924, Chamonix, France

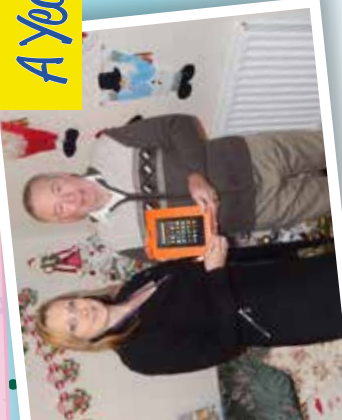
Design a Birthday Cake for the Queen

Congratulations to Tammy Holmes of Stapleford whose design was selected by the Editorial Panel as the winner of this competition.

Tammy received a certificate, vouchers and a mug featuring her design. The design was sent to Buckingham Palace and a response was received from the Queen's Lady-in-Waiting. The letter passed on thanks from the Queen for Tammy's creative design of a

celebratory cake to commemorate The Queen's ninetieth birthday.

Tammy was presented with a framed copy of the letter by the Mayor of the Borough of Broxtowe, Councillor Graham Harvey.



Tenant & Leaseholders Matters

A Year in the Life of Your Landlord Feedback

Congratulations to Mr Tate of Eastwood who was drawn as the winner from completed feedback forms for the last issue of Tenant & Leaseholder Matters.

Thank you to everyone who took time to complete and return their feedback forms.

The results will be used to inform a review of the autumn issue.

89% of respondents feel that the newsletter covers matters of interest to them.

97% feel that the newsletter is informative.



SPOT THE DIFFERENCE

Competition

WIN!
LOVE2SHOP
VOUCHERS

Can you spot the five differences between these pictures of some of Retirement Living Officers getting into the Wild, Wild West spirit during Older People's Week?

Find all the differences, circle them and return to us by 31st March 2017, using the details on page 7. All correct, eligible entries will be entered into a prize draw. Remember to include your contact details and age so we can contact you about your entry if you are a winner. There are two categories; under 16 and 16 & over. Both categories have a 1st prize of £25 and 2nd prize of £15 Love2shop vouchers.

Name:

Address:

Postcode: Telephone:

Age: ☐ Under 16 ☐ 16 and over

To be eligible to enter this competition you must live in a rented or leasehold property where Brompton Borough Council is the landlord. Any personal information you provide will only be used for the purpose of this competition.

