

Tenant & Leaseholder **MATTERS**

Supporting resident involvement in the Broxtowe Borough



Broxtowe
Borough
COUNCIL

STAPLEFORD CLEANS UP



External Wall Insulation

Decorating Taster Sessions



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Stapleford Cleans Up



Spring cleaning and community spirit were in full swing as residents in Stapleford helped improve the environment in and around Matthews Court, Meredith Court, Byron Court, Sheridan Court and Aaron Close.

Broxtowe Council Housing officers joined forces with residents along with council contractors Novus Property Solutions, Vinshire Heating & Plumbing Ltd. and the Council's ground maintenance team to provide a spring clean to communal areas and walkways.

A skip was made available to dispose of bulky domestic items such as unwanted furniture and garden waste due to a good turnout of both younger and older residents.

Andrew Besford, Operations Manager for Novus Property Solutions said: "At Novus we love



getting involved in these types of community events, as a local employer we pride ourselves on respecting the neighbourhoods in which we work and take great pleasure in assisting to create a cleaner country, free from litter".

This year marks the fourth year of the Council's popular Community Clean events which help improve the local area and generate a strong sense of community spirit throughout the Borough. Further Community Clean-ups are planned for later in the year.

HOUSING TEAM AWARD SUCCESS

An initiative to offer 100 training opportunities to students in Broxtowe Borough has been awarded the Training Award at The Building Communities Awards.

The award was presented to United Living in February for their partnership with Broxtowe Borough Council and Central College Nottingham to offer 100 work placements during the academic year to construction students at the college.

Around three construction students a week from the college were offered practical experience and an opportunity to gain valuable skills in a range of trades including plumbing, joinery, painting, plastering and electrical work.

The team was also shortlisted for an award at the TPAS – the tenant engagement experts – Awards, for a more extensive project to deliver training and tenant focussed opportunities in Broxtowe.

This included the work experience project, as well as work on more tenant and community focused service, from a series of community clean-up days in various areas of the Borough, a Christmas Hamper collection for those who need a helping hand and a commitment to assisting tenants most in need.



Increasing Efficiency to Reduce Fuel Bills

As part of the Council's commitment to providing good quality homes, works have been carried out to some of our properties to make them more thermally efficient to help reduce fuel bills for our tenants.

The properties have solid wall construction, which means they don't have cavities that can be filled with insulation. They have been insulated externally, which will greatly improve their thermal efficiency. The properties also benefitted from refurbished soffits, fascias and any external asbestos was removed.

Once completed, tenants benefit from a warmer, more fuel efficient home. The properties will warm up quicker and retain the heat for longer, which will save money on heating bills and create a reduction in greenhouse gases.



"House feels warmer and kids keep telling me to turn the heating down. I am saving £6.00 a week on heating bills and the house looks loads better."

Miss Oldham, Kimberley

"House holds the heat better. Gas bill has gone down. Was spending £20.00 a week and still have £11.00 left this week. House looks really nice from outside. The loft has also been insulated and is 100% improvement. Really good job by contractors can't thank everyone enough."

Mr Holtam, Eastwood

New Look for Richmond Court

Modernisation works have recently been completed at Richmond Court, a popular Retirement Living Scheme in Chilwell.

The main entrance and garden have all had a makeover to update the appearance of the scheme and improve facilities for existing and prospective tenants.

Works included:

- Refurbished front entrance area, including new structural glazing
- New front and rear communal doors including full automation
- New flooring, plastering and decorations
- New roof covering
- Refurbished entrance canopy

- External landscaping, paving, and seating areas

The communal areas were in need of repair and refurbishment, and in completing the work we have taken the opportunity to improve access by automating the door entry system.

The external garden areas have been made more accessible and usable; improving the living environment for residents and visitors. We hope that residents and visitors will enjoy the improvements for years to come and make full use of the facilities.





DECORATING TASTER SESSIONS FOR RESIDENTS

Novus Property Solutions and Housing are organising decorating taster sessions for residents, which will be held at a couple of locations in the Borough.



Residents are invited to attend the sessions, which will provide them with the opportunity to improve their painting and/or wallpapering skills, under the guidance of Novus' Skills Champion.

their home, or if they are interested in a career in construction.

All equipment will be provided to enable residents to have a go themselves and learn some valuable new skills.

There will also be a session at the beginning of August at Brinsley Parish Hall, where residents can learn new skills while helping to decorate this community facility. Fun based activities will be running throughout the session for children.

A session will be held in Central College, Chilwell towards the end of June, which will be open to all Council tenants and leaseholders of all abilities, whether they just want to learn how to decorate

Novus will be running a prize draw for all those taking part in the sessions, with £100 of Dulux Paint Vouchers to be won.



If you are interested in attending a session, please contact the Resident Involvement Co-ordinator on **0115 917 3616** or email hpls@broxtowe.gov.uk to request further details.



Chargeable Repairs Service for Leaseholders

Housing Repairs are offering a chargeable full maintenance, servicing and repairs service for all leaseholders.

Leaseholders, who require internal works within their homes can request a quote from the Council for one of our Repairs Operatives to carry out the work at a competitive rate.

Works that can be undertaken for leaseholders include:

- Replacing washers in taps
- Fixing floorboards
- Adjusting internal doors
- Repairing kitchen units
- Plastering walls
- Grouting tiles
- Gas boiler servicing
- Electrical testing

The cost for any repairs carried out would be invoiced to you after the work has been completed and would not be included in your annual service charge.

If you would like to take advantage of this service, or to find out how much work would cost, please contact us on **0115 917 7777** or email housingrepairs@broxtowe.gov.uk

If the repairs you are requesting are relatively minor, an appointment will be made. However, if we need to assess the extent of works needed, a Senior Maintenance Officer will attend to enable a quote to be prepared.



This is one of the projects the Homes Group is working with the Housing Repairs Manager to develop. They are also reviewing the Recharges Policy and Process.

Want to get involved?

Complete our online form at www.broxtowe.gov.uk/getinvolved or contact the Resident Involvement Co-ordinator at hpls@broxtowe.gov.uk or on **0115 917 3616**.

Celebrating Independent Living

As part of Older People's Day later this year, Housing will once again be celebrating independent living and showcasing services provided through Retirement Living.

A week of events will be taking place across the Borough from 26th September to 29th September 2017, with a central showcase event taking place in the Town Hall, Beeston to finish off the week.

The events will give residents who are thinking about moving into Retirement Living accommodation, or those wanting to find out more, information about what the service offers, along with entertainment and refreshments throughout the day.

All the events will run from 10:00 am until 3:00 pm with residents able to drop in at a time that suits them. There will be information

stalls and local groups will be showcasing what activities there are in the area for residents to get involved with.

Residents are welcome to bring along family members, friends or carers and transport can be arranged if required.

If you are interested in attending and want to receive further information, please contact the Resident Involvement Co-ordinator on 0115 917 3616 or email hpls@broxtowe.gov.uk



COMPETITIVE ACCOMMODATION FOR FAMILY AND FRIENDS

Family and friends of tenants, who live in or close to our Retirement Living schemes, can take advantage of overnight accommodation at competitive rates.

The accommodation is located within Retirement Living schemes across the Borough and is available for £18 per night. They are twin bedded rooms and can accommodate up to two people.

Facilities vary from scheme to scheme and may include:

- En suite bathroom/ washing facilities
- Kitchenette/tea making facilities
- Fridge

Tenants of Retirement Living schemes can take advantage of

this accommodation if they have family or friends coming to visit them for a short break. We will consider booking requests from Broxtowe Borough Council tenants and leaseholders who live in the vicinity of a Retirement Living scheme.

To find out more about the accommodation and to make a booking, please email hpls@broxtowe.gov.uk or contact one of the Retirement Living Officers:

Beeston: 0115 917 3176

Bramcote/Chilwell/Stapleford/Toton: 0115 967 8174

Eastwood/Nuthall/Watnall: 01773 714 023

Booking terms and conditions apply and are available on request.



**FOR
RENT**

COUNCIL GARAGES



Did you know that:

- The Council owns and manages over 800 garages across the Borough?
- Any resident of the Borough can apply to rent a council garage?
- You can apply for a council garage online?

Garage tenancies run monthly and always start on the first of the month. The rent for garages currently is £35.00 per month, which offers excellent value for money and remains below the average market garage rent.

The Council is currently embarking on a refurbishment programme of some garages across the Borough. This will include replacement of roofs, fascia boards and

guttering, painting of frames and doors, and carrying out any concrete repairs required.

Further details about renting a garage and the refurbishment works can be found on at www.broxtowe.gov.uk/garages. If you have any questions about renting a garage from us please call **0115 917 7777** or email hlp@broxtowe.gov.uk

STAR

(Survey of
Tenants &
Residents)



Tenants & leaseholders are invited to complete STAR, a short survey which has been sent to you with this newsletter.

STAR enables you to let us know how satisfied or dissatisfied you are with certain aspects of Housing services, such as the overall quality of your home or the way in which we deal with repairs and maintenance.

We are also using STAR to ask about how you would like to be involved with developing Housing services and if there is any training you would be interested in completing to help develop your personal skills.

The results of STAR will enable us to compare how we are performing against other similar landlords and help identify where we need to develop services. Identifying interest in training will enable us to work with partners to provide opportunities for residents to improve their skills and employability.

Make your voice count

If you have access to the internet please complete STAR online at www.broxtowe.gov.uk/star, which will help us save time and resources in collating the results. Alternatively complete the paper version sent to you with this newsletter.



Chilwell Community Group

The Chilwell Community Group is managed and organised by local residents and was set up in 2016 to bring the community together and offer support to residents.

Over the past year they have organised a number of community events including:

- Table top sales
- Community Kitchen
- Coffee mornings
- Christmas party
- Easter Egg hunt
- Vintage Tea Party

The group covers the Chilwell West area and all residents are welcome to come along to events organised by the group. Find out about activities they are organising. Follow the group on social media:



@Chilwell_group

Facebook.com/
chilwellcommunitygroup



chilwellcommunitygroup@gmail.com

Everyone is welcome to come along to meetings on Wednesday afternoons between 1.30pm and 3.00pm at St Barnabas Church, Inham Nook. If you would like to help out the group with organising events, please contact them directly for further information.

HOMELESSNESS

DID YOU KNOW?



The Homelessness Reduction Act (HRA) 2017 became law on 27 April 2017 but will not be enacted until the early part of 2018. The HRA amends Part 7 of the Housing Act 1996. There are 13 clauses that amend many of the existing duties and bring in a substantial number of new duties.

The Act is made up of 13 clauses. It introduces requirements for local housing authorities to carry out homelessness prevention work with all those who are eligible for help and threatened with homelessness. The Act changes the point at which a person is classed as being threatened with homelessness from 28 days before a person is likely to be homeless to 56 days. It also makes changes to the way local housing authorities assess the point at which a person

becomes homeless or threatened with homelessness.

The Act requires local housing authorities to carry out an assessment of the applicants needs. The steps agreed between the local housing authority and the applicant are set out in writing in the form of a personalised plan. A new duty is placed on local housing authorities to take steps for 56 days to relieve homelessness by helping any eligible homeless applicant to secure accommodation.

A new duty is introduced which will be owed to certain applicants who deliberately and unreasonably refuse to co-operate with local housing authorities.

The Bill specifies that local agencies should refer those who are either homeless or at risk of being homeless to local housing authority housing teams.

If you are homeless or at risk of homelessness, it is important you contact the Housing Options Team as soon as possible.

An appointment will be made for you to see a Housing Advisor who will provide housing advice and explain your options. Contact the team on 0115 917 7777.



Housing Allocations Policy Review



The Council's Housing Allocations Policy outlines how applications for social housing are administered and how our properties are allocated, which is done through Homesearch, our Choice Based Lettings Scheme.

The policy is kept under regular review to reflect changes in Government legislation and local housing policy. It outlines:

- How Homesearch works
- How properties are advertised
- Who can bid for properties
- How bids are made
- How lettings and offers of accommodation are made

Further details of the review will be available through our website consultation page in the near future – www.broxtowe.gov.uk/consultations. Please take time to consider the proposed updated document and let us know your views to help shape our service for the coming year.

If you would like to comment, but do not have access to the internet please contact us on 0115 917 7777 to request a copy of the policy and consultation questions.

If you are seeking accommodation the easiest way to apply for housing is through the Homesearch website. Or you can obtain an application form from the council offices or by contacting the lettings team.

w: www.home-search.org.uk

e: hyps@broxtowe.gov.uk

t: 0115 917 7777



Previous Winners

Spot the Difference

Congratulations to the winners of the Spot the Difference competition from our last newsletter.

Mrs S Lounds, Eastwood won 1st prize of £25 and Miss J Cash, Eastwood won 2nd prize of £15 Love2shop vouchers in the 16 and over category. First prize of £25 in the under 16's category was won by J Clay, Stapleford.

Did you spot all the differences?



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.

This document is available in large print upon request

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IS YOUR PC READY FOR PAYMENT CHANGES?

From October 2017, our online payments system will no longer support old operating systems and web browsers and you won't be able to make payments online if you are using them.

Find out more at www.broxtowe.gov.uk/paymentready



SUMMER BEACH

competition



Can you find all the beach related words in this zigzag word search?

Words can go, left, right, up, down, not diagonally, but can bend at a right angle. There are no unused letters in the grid and every letter is used only once.

Find all the words, fill in your contact details and return your completed grid to us, using the details on page 7, by Friday 30th June 2017. All correct, eligible entries will be entered into a prize draw. 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 you pay rent or service charges to Broxtowe Borough Council. Any personal information you provide will only be used for the purpose of this competition.

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

BUCKET
CRAB
FLIP FLOPS
GULL
PEBBLE

SAND
SEA
SPADE
SUNBATHING
SUNGLASSES

SWIMMING
SWIMSUIT
TOWEL
UMBRELLA
VOLLEYBALL