

Tenant & Leaseholder MATTERS

Supporting resident involvement in the Broxtowe Borough

including the Annual Report 2016/17



Broxtowe Borough COUNCIL

Independent Living

HOMESearch RELAUNCH



Know Your Waste and Recycling Options

Also in this issue

- Decorating Taster Sessions
- Fire Safety for Tenants & Leaseholders
- Work Experience Opportunities
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DECORATING TASTER SESSIONS FOR RESIDENTS

A summer holiday fun day took place in Brinsley in August when residents were invited to practice their decorating skills and get involved in other fun activities.

Novus Property Solutions and Housing teamed up to offer two sessions in the Borough this year; one at Central College in Chilwell and the second at Brinsley Parish Hall. A member of the Novus team was on hand at the Brinsley event to provide hints and tips on decorating, and gave people the opportunity to have a go at painting the communal area walls. The session also had additional activities, such as indoor arts and crafts and outdoor football training.

Residents enjoyed these sessions, and were looking forward to trying out some of their new skills in their own homes. Novus Solutions work

with Housing to deliver effective maintenance solutions and the team will continue to hold more community events in the future.

Future sessions may include wallpapering - if you are interested in attending please contact Capital Works on 0115 917 3636 or email capitalworks@broxtowe.gov.uk



Homesearch Relaunch

The Homesearch website relaunched in August 2017. It has a fresh new look and improved functionality for applicants, which will make the application process smoother. We have also introduced a new mobile phone and tablet site for customers to be able to search and bid for properties.

Homesearch has transferred applicant details to the new website, so customers already registered do not need to do anything as their details will automatically carry over.

Officers from the Lettings Team launched the website by holding an event at the Council reception area to answer any queries, with a 'guess the keys in the jar' competition to win Love2Shop vouchers.





Fire Safety for Tenants & Leaseholders



We have all been shocked by the Grenfell Tower block fire and our thoughts are with all those affected.

We understand that as a tenant or leaseholder you may have concerns about the safety of our buildings and the fire safety measures in place.

The following information addresses some of the key concerns:

- In Broxtowe we have no “high rise” (over 18m) accommodation blocks in the Council’s housing stock. Our highest block is 9m.
- Where cladding has been used on our buildings, it is not the same material as

the cladding used at Grenfell Tower.

- Where cladding has been used, it has been fixed to the building in such a way so there is no void. This prevents the ‘chimney effect’ which was seen at Grenfell.
- Hard wired smoke detectors are installed to our Retirement Living properties and facilities. As part of our modernisation programme for General Housing we check for existing smoke detectors and replace, or install new ones if required. If not hard wired a battery operated smoke detector is fitted.
- Fire Risk Assessments are carried out on a rolling basis (annually for Retirement Living Accommodation) and an external provider will be carrying out a more in depth fire risk audit on a selection of Retirement Living Schemes and General Housing. The findings of this audit will help inform a Fire Risk Assessment Policy.
- For Retirement Living tenants the Council will continue to follow national fire service advice and operate a ‘stay put’ policy in the event of a fire. If there are any changes to this, you will be notified.

WHAT ARE YOUR RESPONSIBILITIES?

As a tenant or leaseholder, you are responsible for fire safety in your property and communal areas.

We expect all residents to:

- Take care when cooking - most fires start in the kitchen.
- Never leave unattended candles burning.
- Check smoke alarms weekly to ensure they are working.
- Make sure cigarettes are properly extinguished.

- Not have flammable materials in any communal store cupboards or keep bottle gas canisters in your home.
- Take responsibility for rubbish and make sure it is disposed of appropriately.
- Make sure mobility scooters, bicycles or other items are not left in corridors or communal areas if you live in a flat or somewhere that might hinder your exit in your home.

- Know your escape routes in case of an emergency – and make sure everyone who lives in your home knows how to escape.
- If you have had external wall insulation and you notice any damage to it, please contact the Capital Works team on 0115 917 3636.

If you are a General Housing or Retirement Living or Leasehold tenant and have any further questions about fire safety in your property please contact your Housing Officer, Retirement Living Officer or Leasehold Officer.



Further fire safety advice is available on the Nottinghamshire Fire and Rescue website www.notts-fire.gov.uk under the Your Safety link. The Fire and Rescue service can arrange for a Fire Safety survey to be carried out in your property upon request.



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

KNOW YOUR WASTE & RECYCLING OPTIONS

DID YOU KNOW?

If you are a family of 5 or more you may be entitled to an extra black bin.

Email refuse@broxtowe.gov.uk to arrange a visit from one of our Environmental Inspectors

There are a number of different waste and recycling options available to tenants and leaseholders from the Council's Refuse Service.

Often, when we accumulate glass bottles and jars it is an inconvenience to take them to the local glass recycling bank. Red-lidded bins are now available to individual households to dispose of glass, and since November 2016 a one-off cost of £21 has been introduced.



If you live in a flat complex then you should already have been allocated a red-lidded bin; however if you do not already have one this can be ordered for you free of charge.

- Please speak to your Housing Officer, Retirement Living Officer or Leaseholder Officer.

What can go in the green lidded recycling bin?

PAPER/CARD
Newspapers & Magazines
Catalogues & Phone Directories
Card & Cardboard Packaging
Junk Mail, Leaflets & Paperwork

PLASTIC
Plastic Cleaning Product Bottles
Plastic Drink Bottles
Yoghurt Pots & Margarine Tubs
Plastic Toiletry Bottles

METAL
Drink Cans
Food Tins
Aerosol Cans

www.broxtowe.gov.uk/recycling

FLY TIPPING

The fly-tipping of waste is a serious criminal offence which carries an unlimited fine or an offender can even be sent to prison.

The most common types of fly-tipped waste are:

- Household waste
- Large domestic items such as fridges and mattresses
- Garden Waste
- Commercial waste, such as builders rubble, tyres and clinical waste
- Hazardous waste, such as syringes, broken glass, asbestos and toxic chemicals

If you witness fly-tipping please contact Neighbourhood Wardens on 0115 917 3142.



Estate clean-ups have been held across the Borough to help tenants get rid of bulky waste

BULKY ITEMS

If you have a number of bulky items to get rid of and are unable to take them to one of the local Nottinghamshire County Council recycling centres, the Council provides a service for the collection of bulky waste. This service costs £13 per order plus £7 per item of waste collected from your property. The item must be accessible for collection from 7:00am on the allocated collection day. Collection dates will be scheduled after the order has been placed. Further information can be found at www.broxtowe.gov.uk/bulkywasteform.

Nottinghamshire
County Council



recycling centre registration:

www.nottinghamshire.gov.uk/waste-and-recycling/recycling or telephone 0300 5008080

- Beeston Recycling Centre, Lilac Grove, Beeston, NG9 1PF
- Giltbrook Recycling Centre, Gilthill, Giltbrook, NG16 2HR

For further information on what is available to you, telephone 0115 9177777 or email recycling@broxtowe.gov.uk

Make Your Voice Count



Residents are central to our business and are best placed to tell us what works and what could work better.

Resident Involvement enables the needs, priorities and aspirations of residents to form the basis of service development. If you have

views and opinions on the work carried out by Housing then this is an opportunity to make your voice count.



We are currently looking to recruit new members to join our Editorial Panel. The Editorial Panel assists in the production of this newsletter, and will be asked to comment on other publications produced for residents. Residents on the panel are supported by officers in Housing.

Please contact Laura Campbell, Marketing Officer on telephone 0115 917 3565, email hpls@broxtowe.gov.uk or complete a 'Get Involved' form online at www.broxtowe.gov.uk/getinvolved

Work Experience for Students

Are you applying for an apprenticeship, new job or a place at university? The Housing Department is offering placements for students who would like to gain the right skills required for a career in writing, marketing and design.

The work experience placement will enable you to shadow a member of the team in planning timescales and arranging meetings, coming up with article ideas, overseeing the design of the newsletter, plus much more.

Our work experience placements can help you gain the following skills which will help to increase your career prospects:

- Editorial and proof reading

- Creative thinking
- Creative writing
- Time management and organisation
- Planning and researching
- Communication and Interpersonal skills

To find out more about these placements, please contact Laura Campbell, Marketing Officer on 0115 9173565 or email hpls@broxtowe.gov.uk



SERVICE REVIEW GROUPS

At Broxtowe Borough Council we want to ensure that we are providing the best possible service to our tenants and leaseholders.

To do this we regularly review our services. The Service Review Groups play a big part in doing this. The Service Review Groups scrutinise our services and work with Officers to make recommendations and implement improvements.

During the last year the Homes Service Review Group has reviewed the Council's policies and procedures for rechargeable repairs and the Neighbourhood Service Review Group has considered a new tenants rewards scheme.

Our newly formed Allocations and Housing Options Service Review Group has met and started to review customer satisfaction information for the department and complete work shadowing to increase their understanding of the work that the teams do.

We are due to start some new service reviews within the next few months. If you would be interested in taking part, please contact us so that we can discuss this opportunity with you.

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



STAR

(Survey of Tenants & Residents)



With the last issue of the Tenant and Leaseholder Matters we included our annual STAR (Survey of Tenants and Residents) survey.

Thank you to everyone who returned a completed questionnaire. Results of the survey showed that:

86% satisfaction with the service provided by Broxtowe Borough Council

87% satisfaction with the overall quality of their home

84% satisfaction with their neighbourhood as a place to live

84% generally satisfied with the way the Housing department deals with repairs and maintenance

71% satisfied that Broxtowe Borough Council listens to their views and acts upon them

89% of tenants are satisfied that their rent provides value for money

72% of Retirement Living tenants are satisfied that their service charge provides value for money

We have identified the need to improve how we listen to your views and how we act upon them. We have already begun work to improve how we learn from the complaints we receive and use them to improve our services.

We will be completing further consultation on why people are dissatisfied with their service charge as very few comments were included to provide reasons for the dissatisfaction. If you would like to be more involved in developing our services, information about our service review groups is available on page 4.

Every tenant and leaseholder who returned a completed survey was entered into a prize draw to win an Amazon Fire tablet. Details of the winner can be found on page 7.

Leaseholder Guide

Our new Leaseholder Guide is now available on the Broxtowe Borough Council website. The Leaseholder Guide is a handbook that provides Leaseholders with useful information about services and their lease.

Under your lease, the Council retains the freehold of the property. You have been given a lease on the property, which means you may 'hold and enjoy it' for a specified period of time, which is usually 125 years. The guide is important in making you aware of your responsibilities as a leaseholder.

The guide outlines what happens when you sign your lease, such as what you agree to, what your rights and responsibilities are and what you can and cannot do.

To access the handbook, please visit www.broxtowe.gov.uk/leaseholders. All leaseholder queries can be sent to hpls@broxtowe.gov.uk or telephone 0115 917 7777.



Independent Living

Retirement Living properties offer comfortable and affordable housing for those aged over 60, which provide support and safety while still allowing you to maintain your privacy and independence.

Retirement Living properties offer comfortable and affordable housing for those aged over 60 (and for age 40 plus depending on circumstances), which provide support and safety while still allowing you to maintain your privacy and independence.



There are two types of accommodation in Retirement Living; 'A' schemes and 'B' schemes. 'A' schemes are mainly flats which open on to a secure corridor and are linked to communal facilities. 'B' schemes are a mixture of flats and bungalows with their own front door and provide extra independence.

LEAFLETS

Housing has recently launched a set of leaflets for each of the individual Retirement Living 'A' schemes, which provide details including:

- Social activities
- Communal lounge
- Guest rooms
- 24 Hour Tunstall Call System
- Laundry room facilities
- Parking availability

Leaflets are also available on the website.

There are a number of different options if you, a friend or family member is interested in Retirement Living, including available properties. If you would like a leaflet, this can either be sent out in the post to you, or you can collect them from the Council's reception area. Please email hlp@broxtowe.gov.uk or telephone 0115 917 7777 to request a copy.



And the winner is ...

CONGRATULATIONS to the Winners Garden Competition 2017

Housing invited tenants and leaseholders to enter a Garden Competition in the Spring edition of the Tenant and Leaseholder

Matters. They were asked to enter photos of their own garden or outdoor space, or were nominated by a neighbour or relative who they felt deserved recognition for their efforts.

- Best Individual Garden – Mrs Elliot, Bramcote
- Best Small Container Display – Mrs Ward, Beeston
- Best Communal Garden – Grove Court, Chilwell

Chris Harrison from United Living and residents presented the winners with their prizes:

- £50 National Garden Centre Vouchers
- Garden hamper
- Personalised certificate

If you would like to be considered for next year's garden competition, please contact Laura Campbell, Marketing Officer on 0115 917 3565 or email hpls@broxtowe.gov.uk



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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SUMMER BEACH competition

Under 16's

Z Prince of Beeston won the 1st Prize of £25 and L Fendick of Stapleford won the 2nd Prize of £15 Love2Shop vouchers.

Over 16's

S Johnson-Bullimore of Eastwood won the 1st Prize of £25 and D Edwards of Stapleford won the 2nd prize of £15 Love2Shop vouchers.

STAR Survey Competition

Congratulations to Mr and Mrs Kime of Beeston who won an Amazon Fire Tablet for entering our STAR Survey competition.





find the answers



Can you find all the right answers in this copy of the Tenants & Leaseholder Matters?

Find the answers to the following questions by reading through the articles in this newsletter:

Question 1: What is the one-off cost of a red-lidded bin for disposing of glass?

Question 2: STAR Survey: how satisfied are tenants with the overall quality of their home?

Question 3: Name one of the categories for the 2017 Garden Competition

Fill in your contact details and return your completed answers grid to us, using the details on page 7, by Friday 24th November 2017. All correct, eligible entries will be entered into a prize draw. There is 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.