

# Tenant & Leaseholder MATTERS

Supporting resident involvement in the Broxtowe Borough



Broxtowe  
Borough  
COUNCIL

## Universal Credit

## TENANT REWARDS Are You A Good Tenant?

# WIN £250



## Readers Survey



## GARDEN COMPETITION CLOSES 30<sup>TH</sup> JUNE 2018

Have you submitted your entry?  
Best Individual Garden, Best Small,  
Container Display, Best Communal Garden

Find out more at  
[www.broxtowe.gov.uk/housingnews](http://www.broxtowe.gov.uk/housingnews)

### Also in this issue

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# Universal Credit

Universal Credit will go fully live in the Broxtowe Borough during 2018 and will affect all working age people that would normally claim any of the following six benefits:



Opening up work\_

- Income Support
- Income Based Job Seekers Allowance
- Housing Benefit
- Income Related Employment and Support Allowance
- Child Tax Credit
- Working Tax Credit

Applications for Universal Credit will usually be made online. They will be assessed by the Department for Works and Pensions (DWP) and not the Council. Universal Credit will combine these six benefits into one award and will be paid in one monthly payment. The payment will include any amount that is to help towards your rent. It is important that you keep up to date with your rent and make regular payments to your rent account.

If you need to make a claim for Universal Credit you will be contacted by DWP. If you are in receipt of benefits and there are any changes in your circumstances you must report these straight away. If you deliberately do not report changes, you are committing benefit fraud.

Visit [www.gov.uk](http://www.gov.uk) for further information.

We are really pleased to introduce Nathan Graham, Tenancy Sustainment Officer and Rochelle Patterson, Financial Inclusion Officer, who are able to



provide you with with tenancy related advice and support, especially if you are experiencing difficulties with the roll out of Universal Credit. This includes assessing individual finances, accessing grants and other external support and funding where available. If you would like to talk to Nathan or Rochelle please call 0115 917 3400 or email [hpls@broxtowe.gov.uk](mailto:hpls@broxtowe.gov.uk)

If you are having difficulties paying your rent, your first point of contact is the Rents and Recovery Team who can offer you help and advice. Telephone 0115 917 7777 or email [recovery-rents@broxtowe.gov.uk](mailto:recovery-rents@broxtowe.gov.uk).

Please note that if you do not make regular rent payments and you have not contacted us to discuss, you may be at risk of losing your home.

# FREE

## Training to Learn NEW SKILLS



### Do you want to:

- Develop new skills
- Gain qualifications
- Prepare for volunteering
- Learn something new for fun

Tenants and leaseholders can receive support to access and attend courses provided by Nottingham College and Nottingham City Homes. Courses may be free for you to attend and support is available with travel expenses.

There are a variety of courses available at Nottingham College, including Back to Work training, IT, English and Maths. Experienced tutors are available to provide you with support.

Where there is enough interest in a course we will look at holding these in Broxtowe Borough at community venues.

The training courses being run by Nottingham City Homes include:

- Practical DIY sessions
- Emergency First Aid
- Basic Bookkeeping

If you are interested in training and want to find out more details, contact Housing's Engagement Co-ordinator at [Housing.Strategy@broxtowe.gov.uk](mailto:Housing.Strategy@broxtowe.gov.uk) or telephone 0115 917 3616.

## Citizen's Advice

Citizen's Advice offer free, confidential and impartial advice on a range of issues, including money, benefit and housing or employment problems. They are there to help people who are facing a crisis, or just considering their options.

citizens advice

Drop-in and appointment only sessions are held in the Borough at these locations:

Broxtowe Borough Council Offices, Foster Avenue, Beeston NG9 1AB

Stapleford Health Centre, Church Street, Stapleford NG9 8DB

Telephone: 0845 404 0506

Library & Information Centre, Wellington Place, Nottingham Road, Eastwood NG16 3GB

Website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

# Tenant REWARDS



The Housing Department would like to say 'Thank You' to our tenants who are eligible for Tenant Rewards and recognise you for being a good tenant.

- Are you a Broxtowe Borough Council tenant?
- Are you a good neighbour?
- Do you pay your rent on time?
- Do you look after your home?
- Have you kept your first appointment for your latest gas service?

If you answered yes to all these questions, you may be eligible to enter our Tenant Rewards prize draw, for a chance of winning £250. To be eligible you must:

- Be up to date with your rent payments or keeping to your payment plan
- Have a property, garden and/or communal area in a clear, clean and tidy condition
- Have not caused any problems for your neighbours within the last 12 months
- Have kept your first appointment for your latest gas service\*

If you think you are eligible for Tenant Rewards, email your details to [tenantrewards@broxtowe.gov.uk](mailto:tenantrewards@broxtowe.gov.uk) or write to us at the address on page 7.

**Submit your details by Friday 13th July 2018 to be entered into July's prize draw.**

Prize draws will take place quarterly. To be entered into the draws you must enter each time the draws open for entries. One prize will be drawn each quarter. Prize will be given in cash or a payment made to clear any outstanding debt you have with the Council.

\* If you do not have a gas appliance in your property you will still be eligible to enter if you meet all the other criteria.

To be eligible to enter Tenant Rewards you must be a tenant living in a property where you pay your rent to Broxtowe Borough Council. All personal information received will only be used for the purpose of Tenant Rewards. For further privacy information visit [www.broxtowe.gov.uk/privacy](http://www.broxtowe.gov.uk/privacy).



## ESTATE INSPECTIONS

Summer is here and it is the perfect time for tenants and leaseholders to take part in Estate Inspections in their areas.

The inspections ensure areas of the Borough are kept tidy, fly tipping is removed and repairs are reported. Have a walk around your area with officers from the Tenancy & Estates Management Team to highlight what matters most to you. Don't worry if you can't see an inspection for your area, more dates will be announced later in the year.

Area	Date	Meeting Point
Nuthall – Larkfield Road	13 <sup>th</sup> July 2018	Outside shops on Larkfield Road
Chilwell – Ribblesdale Court	16 <sup>th</sup> July 2018	Ribblesdale Court car park
Stapleford – Copeland Avenue	6 <sup>th</sup> August 2018	Copeland Avenue
Bramcote – Ash Tree Square, Hanley Avenue	30 <sup>th</sup> August 2018	Ash Tree Square
Kimberley – Valley Road, Broxtowe Avenue	13 <sup>th</sup> September 2018	Valley Road – junction with Digby Street
Chilwell – Rathvale Court	25 <sup>th</sup> September 2018	Rathvale Court car park
Stapleford – Crawford Avenue, Furlong Close, Peatfield Road	9 <sup>th</sup> October 2018	Crawford Avenue
Beeston – Templar Road, Herald Close, Saxton Close, Beacon Flatts	11 <sup>th</sup> October 2018	Templar Road car park

*"We recently held a really positive inspection in Stapleford with a Councillor. They were aware of issues, able to highlight areas of concern to us and discuss how to resolve these. Sometimes it is difficult for Housing Officers to know what hidden away areas may be causing issues within the community. Having someone attend who is local to the area does make a significant difference and results in positive actions on the estates."*

Hannah Brealey, Area Housing Assistant

For further information contact Neighbourhood Services on 0115 917 3400 or email [hpls@broxtowe.gov.uk](mailto:hpls@broxtowe.gov.uk).



Broxtowe Borough Council is delighted to announce it has been awarded White Ribbon Campaign Accreditation following work done by its Communities Team, to develop an action plan and raise awareness of domestic abuse and the White Ribbon Campaign. Following a press release about this achievement we received the following response from a Broxtowe resident:

*"It's 3 years this month that I lost my daughter to domestic violence and it's as raw and painful to me as it was then. I would like to thank everyone at the Council for bringing awareness to this."*

# DOMESTIC ABUSE

Domestic Abuse has no boundaries and can affect anyone, regardless of age, race, religion, sexuality or class. It is not restricted to intimate partner relationships and can happen between family members.

It is a pattern of behaviour or incidents that occur repeatedly in order to gain control. It can be physical, emotional, psychological, financial or sexual. Domestic abuse includes being harassed, stalked or intimidated.

Research by Lancaster University has shown that domestic abuse rises during World Cup season in the UK. Did you know that during the World Cup in one force area in England and Wales, violent incidents increased by 38% when England lost – but also rose by 26% when they won?  
(Source: [www.whiteribbon.org.uk](http://www.whiteribbon.org.uk))

White Ribbon UK asks men to be active in stopping this from happening by swearing to their pledge. The White Ribbon pledge means not excusing, or remaining silent about male violence against women. That means being vigilant, particularly around the World Cup period and looking out for warning signs.



## Getting Help and Support

You don't have to wait for an emergency situation to seek help. If domestic abuse

is happening to you, it's important to tell someone and remember you're not alone:

- Talk to your doctor, health visitor or midwife
- Women can contact:
  - o Broxtowe Women's Project – 01773 719 111 or text 07914 634 190
  - o WAIS (Women's Aid Integrated Services) – 0808 800 0340
- Men can contact the Men's Advice Line – 0808 801 0327
- Free 24 hour National Domestic Violence Helpline – 0808 2000 247
- In an emergency call 999

"Domestic abuse remains a priority for my teams and our partners all year round, in line with priorities around protecting the victims, who are often amongst the most vulnerable in our society.

I'd like to take this opportunity to appeal to ALL victims of domestic abuse to come forward and to feel confident in speaking out – we will support you and take positive action in all cases reported to us. Further advice can be found on our website at [www.nottinghamshire.police.uk/domesticabuse](http://www.nottinghamshire.police.uk/domesticabuse)".

Inspector Riley,  
Neighbourhood Policing Inspector



NOTTINGHAMSHIRE  
**POLICE**  
PROUD TO SERVE

## WHITE RIBBON CAMPAIGN

Take the pledge, stand up and be counted to help end male violence against women:

[www.whiteribbon.org.uk/pledge](http://www.whiteribbon.org.uk/pledge)



# DO I NEED PERMISSION FOR ALTERATIONS AND IMPROVEMENTS TO MY HOME?

Tenants can make alterations and improvements to their properties to make their home their own. However, you need to request permission for certain works.

## What do you need permission for?

- Satellite dish
- Sheds, outbuildings and fences
- Structural changes to the property or fabric of the building. This includes internal and external doors
- Fitting a water meter
- Decorative works do not require permission

## Things to consider

- It is your responsibility to ensure that your property and surrounds are left clean and tidy following any works
- You may be asked to remove any alterations should you move out
- Works such as gas or electric will need to be completed by a competent tradesperson. You will be asked to provide appropriate certifications for works to the Council
- Check the credentials of tradespeople before they carry out any work. The Council will not recommend tradespeople
- If damage is caused as a result of any alterations you will be charged for this

## How do I request permission?

Write to the Tenancy & Estates Management team using the details on page 7 of this newsletter. Please include your name, address and details of the work to be carried out in your request. You will receive a written response and should not start any work until you have received this. For further information call 0115 917 3400 or email [hlp@broxtowe.gov.uk](mailto:hlp@broxtowe.gov.uk).

**Leaseholders wanting to make alterations or improvements to their properties must contact the Leasehold Officer to discuss what type of permission you require before works are carried out.**

You will either need a Licence to Alter or a Deed of Variation depending on the type of alteration or improvement wanted and there are costs attached to obtaining these. If you fail to obtain permission this amounts to a breach of your lease.

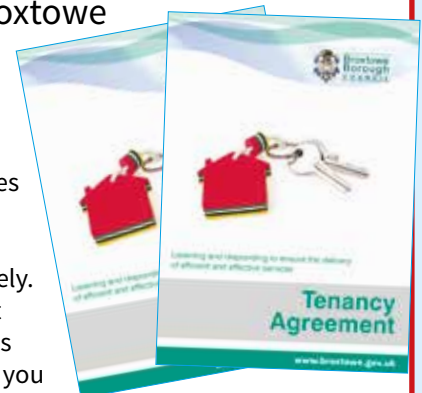
Contact the Leaseholder Officer on 0115 917 3925 or email [housing.strategy@broxtowe.gov.uk](mailto:housing.strategy@broxtowe.gov.uk).



## IMPORTANT - Your Tenancy Agreement is Changing

None of your rights as a Broxtowe Borough Council tenant will change. You will remain a secure tenant.

From time to time, the Council requires changes to be made to your tenancy agreement. This is to ensure we are able to manage your tenancy effectively. Proposed changes include the format and look of your agreement, as well as updating some of the responsibilities you have as a tenant.



Before changes can be made to your tenancy agreement, the Council must consult with all tenants. You will shortly receive your consultation letter and draft tenancy agreement which sets out the proposed changes in detail.

Please provide your feedback on the proposed changes by completing the online survey at [www.broxtowe.gov.uk/tenancyagreementconsultation](http://www.broxtowe.gov.uk/tenancyagreementconsultation) or return the paper copy to us in the pre-paid envelope provided. If you have any questions about the consultation please contact Neighbourhood Services on 0115 917 7777 or email [tenancyagreement@broxtowe.gov.uk](mailto:tenancyagreement@broxtowe.gov.uk).

After the consultation has finished you will be informed of what changes have been made and when the new agreement will take effect.



Broxtowe  
Borough  
COUNCIL

## Have you ever thought about buying your home?

If you have been a tenant with Broxtowe Borough Council or another social landlord for three years or more you could qualify to buy under the Right to Buy scheme.

# ELIGIBILITY



## You must be a secure tenant to be eligible for the Right to Buy.

If your tenancy is in both names, both tenants must be named on and sign the Right to Buy form.

Certain family members have the right to join the scheme, even if they are not tenants. In order for family members to join, they must:

- Be the spouse/partner of the tenant; or the tenant and that person live together as if they were husband and wife or civil partners; or
- Be the tenant's parent, grandparent, child, grandchild, brother, sister, uncle, aunt, nephew or niece
- Live at the property as their only or

principle home

- Have been living at the property for 12 months immediately preceding the date of application

Any tenant or family member who is subject to one of the following will not be eligible to join the scheme:

- Possession order with a fixed date – including a Suspended Possession Order
- Ground 2 Criminal Nuisance Order
- Right to Buy Suspension Order
- Bankruptcy Order
- Demotion Order

# PROPERTY EXEMPTIONS

Certain types of property are exempt from Right to Buy:

- Dwellings that are particularly suitable for elderly people
- Certain dwellings for disabled people
- Dwellings for persons of pensionable age
- Properties that are scheduled for demolition

# HOW TO APPLY



You can call the Right to Buy team for an information pack to be sent out to you, or collect an application form from the Council Offices. Alternatively, you can visit the Council's website or the Government's Right to Buy website where you will find a copy of the Right to Buy application form.

## DISCOUNTS

The longer you have been a tenant, the more discount you are entitled to off the market value of the property.

Qualifying Years	Discount Percentages								
	3	5	10	15	20	25	30	35	40
Houses	35%	35%	40%	45%	50%	55%	60%	65%	70%
Flats	50%	50%	60%	70%	70%	70%	70%	70%	70%

Discounts for houses increase by 1% per year after year 6. Discounts for flats increase by 2% per year after year 6. Both are up to a maximum of 70%, or the cash value of £80,900.

	Discount Examples	
	House	Flat
Current property value	£120,000	£80,000
Years as a tenant	20	10
Eligible discount	50%	60%
Discount value	£60,000	£48,000
Price you pay	<b>£60,000</b>	<b>£32,000</b>

## DELAY PROCEDURES

When you apply and your application is accepted, you will receive a letter within **8 weeks for a house (12 weeks for a flat)**, which will let you know how much you will need to pay the Council for your home.

If you put in a Right to Buy application and believe the Council is delaying its progress, you may be entitled to some compensation. In this instance, please contact the Right to Buy team.



# COSTS OF HOME OWNERSHIP

Before applying you will need to seriously consider the advantages and disadvantages of buying your home. There are strong reasons to buy, but you need to weigh up the costs of home ownership.

Initial one off costs can include:

- Legal and survey fees
- Valuation fees and costs associated with taking out a mortgage
- Stamp Duty fees (If over £125,000)
- Life assurance
- Mortgage payment protection insurance
- Council tax
- Utility bills

Regular payments you are likely to have as a home owner:

- Mortgage repayments
- Annual Service Charge (flats)
- Building insurance (houses)
- Contents insurance

To keep your property maintained and in good repair you will be likely to incur expenditure for major works, which may include service charges.

Please be aware that you may lose your home if you do not keep up repayments on your mortgage or other loan secured on it.

## Further Information

### For further information about Right to Buy

<b>Website:</b>	<a href="http://www.broxtowe.gov.uk/righttobuy">www.broxtowe.gov.uk/righttobuy</a>
<b>Email:</b>	<a href="mailto:Housing.Strategy@broxtowe.gov.uk">Housing.Strategy@broxtowe.gov.uk</a>
<b>Telephone:</b>	0115 917 3441
<b>Office:</b>	Broxtowe Borough Council, Council Offices, Foster Avenue Beeston, Nottingham NG9 1AB

### Useful contacts

Government Right to Buy website:	<a href="http://www.righttobuy.gov.uk">www.righttobuy.gov.uk</a>
Right to Buy Agent Service:	<a href="http://www.righttobuy.gov.uk/agent-service">www.righttobuy.gov.uk/agent-service</a>
Right to Buy Facebook page:	<a href="http://www.facebook.com/righttobuy">www.facebook.com/righttobuy</a>
Money Advice Service:	<a href="http://www.moneyadvice.service.org.uk">www.moneyadvice.service.org.uk</a>

# LEASEHOLDER MARKETPLACE

Thank you to everyone who attended our successful Leaseholder Marketplace.

The event was an appointment for all leaseholders to meet with key Council contacts, including representatives from Legal, Repairs and Tenancy & Estates Management. We were pleased to be able to introduce Natalie Wilde, our new Leasehold Officer. Natalie said. "I'm really looking forward to working with leaseholders. Please remember that I am your key contact for any leaseholder issues so please do not hesitate to contact me. I look forward to hearing from you!"

**You can contact the Leasehold Officer on 0115 917 3925 or email [Housing.Strategy@broxtowe.gov.uk](mailto:Housing.Strategy@broxtowe.gov.uk).**

As this event was so successful we plan to hold another event later in the year.

*One leaseholder who attended said "I really like the format, it's much better than the formal meetings. I'm happy as I've been able to get my query answered."*



**We'd love you to get involved with what we do, to help make your homes and neighbourhoods better for you and for others.**

By working with you we can gain a greater understanding of the services we deliver to you and where improvements are needed.

**By signing up to Your Voice, Your Views you can tell us:**

- What skills you want to gain
- How you want to be involved
- Which service areas you are interested in
- How you want to receive information

**You will also receive monthly Housing News Bulletins.**

**"It's a great opportunity to be able to work with officers to give a tenant's perspective on services"**

**"Everyone is so welcoming and helpful. They have made me feel part of a team."**

**"My knowledge of housing has really increased because of being involved."**

Complete the online form to let us know how you would like to get involved:  
[www.broxtowe.gov.uk/getinvolved](http://www.broxtowe.gov.uk/getinvolved).

For further information contact the Engagement Co-ordinator at [housing.strategy@broxtowe.gov.uk](mailto:housing.strategy@broxtowe.gov.uk) or 0115 917 3616.

All information collected will only be used for Resident Involvement purposes. For further privacy information visit [www.broxtowe.gov.uk/privacy](http://www.broxtowe.gov.uk/privacy).

For further information about Email Me visit [www.broxtowe.gov.uk/emailme](http://www.broxtowe.gov.uk/emailme). We will retain your information until you cease to be a tenant or leaseholder of Broxtowe Borough Council, or you request to be removed from Your Voice, Your Views.



## Allocations Policy Consultation

Thank you to everyone who responded to our Allocations Policy consultation.

Your responses have considered and relevant amendments were made to the Policy. The NEW Allocations Policy was approved by Housing Committee on 6<sup>th</sup> June 2018 and will be implemented in November 2018.

**If you are registered on Homesearch and the new policy will have an impact on your application, you will be contacted before it is implemented.**



## Retirement Living Review Consultation

Thank you to the 672 tenants and their friends and family who responded to the Retirement Living Consultation. Housing Committee has reviewed the feedback and further information will be provided to Retirement Living tenants in the coming weeks.

Summer is nearly here, and LLeisure on behalf of the Council has lots of great activities planned.

# SUMMER Events

## Reel Outdoors Cinema

Friday 17<sup>th</sup> August 6.30pm - 9.30pm  
Broadgate Park, Beeston NG9 2EF

Saturday 18<sup>th</sup> August 6.30pm - 9.30pm  
Colliers Wood, Moorgreen NG16 3QU

Ticket prices start from £6

## Eastwood Play Day

FREE ENTRY

Tuesday 7<sup>th</sup> August 12pm - 4pm  
Coronation Park, Eastwood NG16 3LQ

\*Some activities will have a small charge

## Stapleford Play Day

Thursday 9<sup>th</sup> August  
12pm - 4pm

Ilkeston Road Recreation  
Ground, Stapleford  
NG9 8JL

FREE ENTRY

\*Some activities will have a small charge

## Party in the Park

Saturday 11<sup>th</sup> August  
12pm - 5pm

Broadgate Park, Beeston  
NG9 2EF  
£1 Entry

FREE ENTRY

## MINI REEL

Free cinema for kids around the  
Borough of Broxtowe

Monday 13<sup>th</sup> - Thursday 16<sup>th</sup> August  
11am and 1.30pm each day

Friday 17<sup>th</sup> August 2.30pm  
Borough of Broxtowe

## Beeston-on-Sands

28<sup>th</sup> July - 1<sup>st</sup> September

10.30am - 6pm daily

The Old Bus Station,  
Beeston

FREE ENTRY

## THE D.H. LAWRENCE FESTIVAL OF CULTURE

Friday 24<sup>th</sup> August -  
Saturday 15<sup>th</sup> September

Follow L Leisure on Facebook and Twitter to keep updated, see fantastic photos and win prizes. For more event information visit [www.lleisure.co.uk/events](http://www.lleisure.co.uk/events).

events

0115 917 3695  
[www.lleisure.co.uk/events](http://www.lleisure.co.uk/events)

## Want to move home

HomeSwapper is the quick and easy way to find the right home for you



Visit our website and find a home to suit all your needs - with the UK's biggest and best home swap service.



[www.homeswapper.co.uk](http://www.homeswapper.co.uk)

With thousands of successful swaps each and every month, HomeSwapper is the UK's largest community of social housing tenants looking for a home swap

### How HomeSwapper works

Move home in just 5 easy steps.

- 1 Log onto [www.homeswapper.co.uk](http://www.homeswapper.co.uk)
- 2 Fill in your details to create a free account.
- 3 Enter details on your current home.
- 4 Enter details on the kind of home you'd like - including where you want to live.
- 5 Start searching for your new home!



[www.homeswapper.co.uk](http://www.homeswapper.co.uk)

## When Will My Repairs Be Carried Out?

When a repair is reported to the Council it is given a priority for completion.

The priority given is dependent on the type and severity of repair that is reported. Please see below for further details:

Repair	Working Days to Complete	Repair	Working Days to Complete
Total loss of electric power	1	Partial loss of water supply lock	3
Partial loss of electric power	3	Leaking roof	7
Total loss of water supply	1	Door entry phone not working	7
Insecure external window, door or lock	1	Mechanical extractor fan in kitchen or bathroom not working	7

For some repairs the timescale are set out under the Right to Repair legislation. For further information visit [www.broxtowe.gov.uk/repairs](http://www.broxtowe.gov.uk/repairs) where you will find leaflets setting out more details. Alternatively contact us at [housingrepairs@broxtowe.gov.uk](mailto:housingrepairs@broxtowe.gov.uk) or telephone **0115 917 7777** to request a copy of the leaflets.

# Previous Winners



## Did you find the wedding related items hidden in the last issue?

There were two prizes available of Love2Shop vouchers. Winners were randomly drawn and have been sent their prizes. Well done for spotting all the hidden items.

Congratulations to:

S Cameron-Jackson, Beeston who won 1st prize of £25 (under 16)

L Maddison, Beeston who won 1st prize of £25 (16 and over)

K Papp, Chilwell who won 2nd prize of £15 (16 and over)

*'It's really nice to receive some good news, I never win anything. I do like looking at the newsletter you send out, it has lots of good information about what's happening and competitions to do.'*

L Maddison, Chilwell

This document is available in large print upon request

Follow Broxtowe with social media



[www.broxtowe.gov.uk/socialmedia](http://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](http://www.broxtowe.gov.uk/emailme)



**Broxtowe Borough Council**  
Council Offices, Foster Avenue,  
Beeston, Nottingham NG9 1AB  
Tel: 0115 917 7777  
email: [hps@broxtowe.gov.uk](mailto:hps@broxtowe.gov.uk)  
[www.broxtowe.gov.uk](http://www.broxtowe.gov.uk)

## Ways to pay your rent

### Online:

[www.broxtowe.gov.uk/payments](http://www.broxtowe.gov.uk/payments)

### Telephone:

Freephone 0845 835 0144

Customer Services 0115 917 7777

### Standing Order:

Sort code: 20-63-33

Bank: Barclays Bank Plc

Account: Broxtowe Borough Council

Account Number: 80138770

# RATE Tenant & Leaseholder MATTERS

## We'd love to hear your thoughts on Tenant & Leaseholder Matters.

We are reviewing the way we send Housing news to tenants and leaseholders and would like to gauge opinion to inform how we do this. Housing regularly uses other communications channels, such as Social Media and Email Me, to ensure the latest news gets to tenants and leaseholders quickly. This has increased since we last conducted a reader's survey for this newsletter and we want see if this has changed the way you want to receive information in future.

Please complete the questionnaire, by 31<sup>st</sup>

July 2018, and return to [Housing.Strategy@broxtowe.gov.uk](mailto:Housing.Strategy@broxtowe.gov.uk) or post to the Housing Department at the address above.

All completed entries will be entered into a prize draw to win an Amazon Tablet.



Q1) How much of Tenant & Leaseholder Matters do you read?

- Cover to cover
- Most of it
- Some of it
- Occasional pages
- This is the first time I have read it

Q2) Would you prefer to read Housing articles in the Council's newsletter Broxtowe Matters, instead of receiving a separate publication?

- Yes  No
- No preference

Q3) What methods do you prefer to use to keep up to date with Housing news?

- Twitter  Facebook
- Email Me  Web pages
- Printed Newsletter

Q4) Would you prefer to read Tenant & Leaseholder Matters online?

- Yes, I would provide my email address so a link could be emailed to me
- Yes, I would go on the website to view it myself when it suited me
- No, I like to receive a paper copy

Name: .....

Address: .....

Telephone: .....

To be eligible to be entered into this prize draw you must be a tenant or leaseholder living in a property where you pay your rent or service charge to Broxtowe Borough Council. All personal information received will only be used for the purpose of this prize draw. For further privacy information visit [www.broxtowe.gov.uk/privacy](http://www.broxtowe.gov.uk/privacy)



# WORLD CUP MASCOTS COMPETITION

This year's World Cup being held in Russia will see 32 countries taking part to win the trophy and become world champions. The official mascot for the World Cup 2018 is Zabivaka, a wolf whose name in Russian hints at 'the one who scores'.



## Do you know your World Cup official mascots?

Can you guess the year each of these World Cup official mascots was used? All the years you need are listed below with the mascot names.

Mascot	Answer	Mascot	Answer			
Gauchito	.....	World Cup Willie	.....			
Footix	.....	Fuleco	.....			
Goleo VI	.....	Pique	.....			
<b>YEARS</b>	<b>1966</b>	<b>1978</b>	<b>1986</b>	<b>1998</b>	<b>2006</b>	<b>2014</b>

Email your answers to [hpls@broxtowe.gov.uk](mailto:hpls@broxtowe.gov.uk), remembering to include your name, age category, address and telephone number. Alternatively use this page to complete your answers and return it to us at the address on page 7.

To be eligible to enter this competition you must be a tenant or leaseholder living in a property where you pay your rent or service charge to Broxtowe Borough Council. All personal information received will only be used for the purpose of this competition. For further privacy information visit [www.broxtowe.gov.uk/privacy](http://www.broxtowe.gov.uk/privacy)

Name: .....

Address: .....

.....

.....

.....

Telephone: .....

Category

16 and under

Over 16

All correct eligible entries, received by 31<sup>st</sup> July 2018, will be entered into a prize draw. Each category will have a first prize of £25 and second prize of £15 of Love2shop vouchers.