

HOUSING

Summer Newsletter 2018



Major investment starts on Greengate Estate



This year will see the start of roof replacement work on the estate. Starting on Mardale Grove and Greengate Street we have appointed contractors DLP to replace the roof coverings. DLP have previously done the same work on the Griffin estate and, more recently, on Roosegate where roofs were replaced over the last three years.

We are confident DLP do a good job with the minimal disruption for residents. That said, it is not possible to cause no

inconvenience for residents as scaffolding is required, and there will be more activity on the estate than normal so we apologise for this in advance.

We aim to complete the whole estate over three or four years. All residents will receive notification of the works, but if you have any queries please contact our Maintenance Team (contact details on back page).

BANK HOLIDAY CLOSING

The Town Hall will be closed:
Bank Holiday: Monday, 27 August

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RECOMMENDATIONS OF THE HOUSING MANAGEMENT FORUM

Town Hall Talk

You will probably be aware the Town Hall has now agreed the way two large services will be managed from later in the year.

The Park Leisure Centre will from 1st August be managed by Life Leisure. This the trading name of Stockport Sports Trust, established in April 2002 to provide leisure and recreation services for the Stockport community and visitors to the area.

The second, your Revenues and Benefits Service will, from 1st October be directly provided by the Council. For the last 18 years the service has been contracted out to Liberata who provided the service on behalf of the Council. At the end of their contract, the Council considered options for the provision of the service and opted to bring the service back inhouse. We will provide further details of the arrangements as time progresses.

Within the Housing Service directly, we continue to progress the implementation of our new IT system called Cx. This has been more time consuming than had been expected, and for tenants who use the facility to view their details online we apologise again for the delay in the new system being available for you to view your rent account, or order repairs online. We will be trying to get the facility back online as soon as it is practical.

The Housing Service tends to experience a relatively settled workforce and I am sure you will be familiar with many of my colleagues, particularly those who work on the ground. Every so often however we find when one colleague moves on there is a flurry of activity. Within the Repairs and Maintenance Team in particular a number of colleagues have retired or moved on. I am pleased to report we now have three new faces in the team whose role is to respond to your repair requests and also manage the delivery of improvement schemes. There are further new faces in the Business Support Team, and Reception Services. There is more information about the leavers and new faces on pages 6 and 7.

Finally, if you are not already aware, I am also leaving the Council and retiring during the summer. I started with Barrow Borough Council way back in 1984 and, except for a few years elsewhere in Cumbria and Shropshire, have enjoyed working here. By the next edition, if all goes to plan, my successor will be in place and I am confident the team will continue to provide the best service they can.



Assistant Director – Housing

Email: housing@barrowbc.gov.uk

Website: www.barrowbc.gov.uk

Below is a summary of recommendations made by members of the Housing Management Forum

Meeting held on 15 March 2018

Cumbria Choice-Based Lettings

Members:

- noted the content of the report;
- agreed to continue to work within CBL Framework and explore options in terms of software and report back to Housing Management Forum; and
- agreed that that Assistant Director-Housing would make reasonable resources available from the HRA Budget 2018/19 to contribute towards any cost to improve the existing system.

Annual Garden Competition

Members agreed that the Housing Service no longer run the Annual Garden Competition.

Purchase of Freehold

Members agreed to accept the application and to authorise the Assistant Director – Housing to progress the sale of the freehold for the two adjoining flats.

Housing Service – Investment in Social Fund

Members agreed to note the information and that ongoing updates would be provided by the Assistant Director – Housing at appropriate times.

For more details on these reports visit:

<https://www.barrowbc.gov.uk/about-the-council/barrow-council/council-minutes-agendas/housing-management-forum/>



WOULD YOU LIKE TO BE THE 'VOICE' FOR YOUR AREA?

Tenant representatives have always been part of the Council's decision-making process for many years. They have their own Forum and budgets for things like training and have seats on the Housing Management Forum which makes recommendations to the Council on matters which affect tenants.

In this way a tenant representative can help influence the way services are delivered. Working as a team with other representatives, Councillors and Officers they consider and agree the way services should be provided.

We are always on the look out for tenants who are interested in getting involved. We have number of tenants who are what we call 'Street Voices' and represent the area in which they live. To be a street voice involves just a few hours per month on average, and their role is not to directly help neighbours with their problems but rather help direct and contribute to discussion on the development of our policies and procedures.



Allan McIntosh (pictured), the Chair of the Tenants' Forum and a street voice himself says: "This is not onerous, it's great to work in partnership with councillors and officers and I feel that the Forum has made a great difference to improving the services that are provided".

If you are interested in becoming a street voice or want further information, please drop us an email to housing@barrowbc.gov. and we will get back to you.

BARBECUE SAFE THIS SUMMER!

Now that the warm, light evenings are with us and the summer holidays are fast approaching, barbecues are beginning to sizzle across Cumbria.

But behind the bangers and burgers, summer fun has a serious side. Cumbria Fire & Rescue Service (CFRS), as part of the national fire safety campaign, is asking everyone to take extra care when cooking al fresco, especially when lighting barbecues or dealing with bad weather.

Catherine Moody, an accident reduction team leader at CFRS, said: "It's natural to want to go outdoors and enjoy the warmer weather with family and friends - many of us can't wait to get the barbecue going! We all know how tempting it can be to give stubborn coals a helping hand, but, please be patient and make sure you use the right tools for the job.

"And if you've planned a barbecue and the weather lets you down, don't take the barbecue indoors or into a tent. In recent years, some people have sadly succumbed to carbon monoxide poisoning as a result, so we are urging everyone to stay safe this summer."



By following the national fire safety campaign's top tips you can ensure your barbecue is a safe, enjoyable event.

- Never set up BBQ/fire pit in the street
- Never leave a lit barbecue unattended.
- Follow the safety instructions provided with disposable barbecues.
- Never use a barbecue indoors.
- Make sure your barbecue is well away from sheds, fences, trees, shrubs or garden waste.
- Keep children, pets and garden games away from the cooking area.
- After cooking, make sure the barbecue is cool before moving it.
- Use enough charcoal to cover the base of the barbecue, but not more.
- Empty ashes onto bare garden soil, not into dustbins or wheelie bins. If they're hot, they can melt the plastic and cause a fire.
- Enjoy yourself, but don't drink too much alcohol if you are in charge of the barbecue.
- Always keep a bucket of water, sand or a garden hose nearby for emergencies.

Catherine adds: "This may seem a long list but most of these things are common sense. By far the biggest danger is the use of flammable liquids to light the barbecue. We have had a couple of occasions where people have poured petrol onto the charcoal in an effort to get it going and the reaction has, not surprisingly, been violent and highly dangerous. Prepare well in advance and light the charcoal early. Most of all, enjoy yourself safely!"



Cumbria Fire & Rescue Service

WHAT A LOAD OF RUBBISH...

and unfortunately, there is



Despite efforts of 'The Big Clean' throughout the Borough, there remain many areas which are in a sorry state due to spilled waste and fly tipping.

In conjunction with Streetcare/FCC, can we please remind all residents to dispose of rubbish and recycle appropriately. Please check a recycling item is suitable for your red bin to avoid 'contamination' and non-collection.

In many areas, particularly communal and bin stores, there are lots of abandoned items and bags with rubbish spilling out. If this happens to your rubbish, please ensure you re-bag securely to avoid further mess, potential for vermin and to ensure it can be taken away on bin collection day. If everyone takes responsibility and does their bit, we can avoid situations as pictured here, a common sight in many areas.

If you do witness fly tipping and you have any details of those responsible, please contact the Streetcare team in confidence:

email: Streetscene@barrowbc.gov.uk or call 01229 876487.

Thank you.

REPORTING REPAIRS

There are two different numbers to ring depending on the type of repair:

Report gas related repairs

No heating or hot water?

Boiler not working properly?

Problem with your radiators?

If so, please call our gas contractor, Sure Group, directly on Freephone (no charge):

0800 031 6578

Ring this number both during office hours and out-of-office hours

Report any other type of repair

Office hours: **(01229) 876578**

Out-of-hours emergencies only: **(01229) 833311**

Cut out & keep!

Universal Credit will require all claims to be made online. In preparation for this we would like to make you aware of free IT sessions/free wifi/free use of computers available at Barrow Library.

FREE IT SESSIONS AT BARROW LIBRARY

..... Available all week

Need help with online skills?

We offer a range of sessions to suit your needs.



Get ahead before you need to apply online for Universal Credit.

Barrow library also offers free wifi and two hours a day free public use of computers.

MONDAY – THURSDAY MORNINGS:

Beginner sessions 10am - 11.30 am.

Learn about email and how to apply for jobs, shop and bank online and how to be safe on the internet.

MONDAY MORNINGS:

Laptop help 10am - 11.30 am.

One-to-one help with your laptop - e.g. help setting up or running updates.

TUESDAY AFTERNOONS:

Teatime 4.45pm - 5.30 pm.

For those who can't get to our daytime sessions, bring your IT queries at the end of the day.

WEDNESDAY AFTERNOONS:

@ppy hour 1.15 - 2.15 and 2.30 - 3.30 pm.

Informal help and support with laptops, tablets and phones.

THURSDAY AFTERNOONS:

Silver surfers 1:30 - 3:30 pm.

Help with PCs and laptops.

Phone or call in to book on your preferred time/day (01229 407373).

Barrow Library

Ramsden Square

Tel: 01229 407370



FINDING EMPLOYMENT IS JUST A STEP AWAY

Inspira, who are located on Dalton Road in Barrow, run services which could help you if you are unemployed. As an expert in providing careers advice, Inspira delivers programmes which are designed to help people rebuild their confidence and prepare them for getting into or back into the world of work.

From help with your CV, interview preparation and presentation to mock interviews and opportunities to meet employers with current job vacancies, Inspira has successfully helped people for over 20 years find employment and develop their skills.

Local man, Mark Glover, who has recently landed a job with Liberata as a Customer service adviser, said, "I would have to say that my participation in The Key Course was a significant factor in me obtaining this role. Help with my CV was vital as I learned to tailor it to meet the criteria in applying for this role. Other aspects, which were perhaps less obvious to me during my time on The Key, but came to the fore during the application process, were: confidence building, a sense of discipline, a sense of focus, the sense of feeling less anxious in an interview and a help with my general interaction with others, which with me, (as with many people) can be a weak point."

Inspira runs several sector-specific pre-employment programmes in construction, care, catering and security. All the programmes have a certified qualification included and give participants access to employers who have live vacancies.

Inspira has services for young people as well as adults, including the National Citizen Service, a once-in-a-lifetime summer

adventure for 16 and 17 year olds. If you have a young person in your family, who is finishing GCSEs this year and doesn't know what to do with their summer, contact an NCS Co-ordinator in the Barrow office. Financial assistance is available for those who meet the criteria.

FREE HELP FOR YOU

INSPIRA CAN HELP YOU, WHETHER YOU ARE:

- In-between jobs
- Needing help to apply for a job
- Thinking about a career change
- Needing help to write a CV
- Being made redundant
- Wanting to get back to work after a career break
- Needing help to prepare for an interview
- Or just have no idea where to start or what to do next

GET IN TOUCH

- Why not call into our Inspira Centre at 237-241 Dalton Road, Barrow-in-Furness LA14 1PQ
- Ring (01229) 824 052
- Email: info@inspira.org.uk
- www.inspira.org.uk

   @inspiraforlife





Ocean Wave Community News

Ocean Wave's Annual Trip

On 23rd May members of the club had a trip out to Oswaldtwistle Mills for a day of shopping, lunch and cabaret. The singer was a lovely lady who did a tribute to Abba and she sang really well. Everyone really enjoyed the day. Because it is all under one roof it is quite compact so even the ladies who are not so steady on the old legs found it very manageable. There were plenty of places for the occasional sit down and mid-afternoon we all returned to the restaurant for coffee and biscuits and more Abba!

At the end of the day our bus driver managed to get all the shopping into the boot of the bus – and, believe me, there was a lot!

It really was a great day out and I would recommend a visit to Oswaldtwistle Mills to any group who may be planning an outing.

Bingo Sessions

The club meets every Wednesday afternoon (in the community centre on Ocean Road/corner of Court Guards) to play bingo. If you've never been before, please pop along, have a game of bingo and a brew! Bingo starts at 1:50pm. Hope to see some new faces soon!

Glenda Fullard, Ocean Wave Club
Tel: (01229) 839927



Royal Wedding



Following the happy occasion of the wedding, on Saturday 19th May, the members celebrated with a specially baked cake at their next meeting. This treat was enjoyed on 22nd May, when everyone was given a slice of cake to enjoy with their tea or coffee, prior to the Club meeting and bingo session.



Devonshire Residents' and Tenants' Association

Friday Night Bingo Club

Friday Night Bingo is not just about playing bingo! It is about involving the community in social events as well. The Committee of the Devonshire Residents' and Tenants' Association, who run the Bingo, try very hard to involve everyone in their endeavours by organising many "special" events.

Friday night bingo is open to everyone aged 18 years and over and we have players coming from all areas in the town. It's a good place to socialise and make new friends and enjoy a nice atmosphere.

We have again, welcomed quite a few new players to the Friday Night Bingo since the last newsletter and we hope to welcome more in the future. Why don't you come and join us? You might go home with more cash than you came with!!

All the ticket prices are paid back in winnings and we have an 8 game book, which includes early and late flyers and a progressive jackpot game. The late flyer house prize is always £40 plus.

Doors open at 6pm with play starting around 7:30pm. The evening concludes at 9pm(ish) and will cost you a maximum of £6 for books, raffle tickets, interval refreshments and entrance fee. Please think about joining us on Friday evenings – we will be pleased to welcome you.

Remember - the more who join in – the better the prize money!



Easter Buffet Supper Evening

The Easter supper evening took place on 6th April, when players met at the Centre at 6pm ready to enjoy the evening. The bingo session started at 6:30pm when the first game was a free one with a cash prize for the winner.

The buffet supper was served during the interval.

Following the serving of the refreshments, the Grand Easter Raffle was held. Everyone in the room was allocated a good prize and all seemed pleased with their prize. The second bingo session concluded around 9pm and all the players left with a bar of chocolate given by the Committee.



Griffin Community Centre Community News

Need a place for your celebration?

Griffin Community Centre is available to hire at very reasonable rates (includes use of kitchen/appliances). If you would like to hire the centre for parties, meetings, family functions etc. please ring Barbara Lavender on (0122) 829773.



Defibrillator

There is an Automated Defibrillator Unit situated outside the Griffin Community Centre linked to the North West Ambulance Service and is for public use.

Cotswold Crescent Senior Citizens' Club

The Senior Citizens' Club meets every Tuesday afternoon at the Griffin Community Centre. Members enjoy many events, including special lunches, shopping trips and, of course, the bingo sessions which are held at every meeting. New members are always welcome so if you wish to join, and are over the age of 55, please come along to the Griffin Community Centre any Tuesday afternoon. The Centre is open from 1pm and club meetings are held between 1:30pm and 3pm. Any new members will be given a very warm welcome.



Easter Celebration

Easter was celebrated on Tuesday 10th April, when members gathered at the centre for a buffet lunch. This was enjoyed prior to the club meeting, where an Easter Raffle was held with every member receiving a prize.

Following the Raffle, a bingo session was held and the afternoon concluded with each attendee receiving the gift of a chocolate bar.



FAREWELL TO... Keith Mills

As referred to in the Town Hall Talk, there have been significant changes in the Housing Department over the last few months, and it is with great sadness that I report that Keith has now reached a stage in his life where he has decided to retire.

Keith has been one of the faces of the Housing Department for over 20 years, visiting tenants at home to discuss maintenance problems, ordering work and supervising contractors to ensure delivery.

In addition to what you saw him doing face-to-face, Keith has also been a very valued colleague who managed our MCU Unit and took a lead on all matters relating to health and safety, both in maintenance and throughout the Housing Service.

Whilst it is disappointing that Keith has left, we are very pleased that he has chosen to start the next chapter of his life and we wish him every happiness in his retirement.

WELCOME TO... NEW FACES IN THE MAINTENANCE TEAM

There are a number of new faces in the Maintenance Team that many of you will meet in the near future.



Bryan Walker

My name is Bryan and I started on 11 June in the Housing Department as a full time senior surveyor. Prior to this I worked as a self employed carpenter joiner for some time.

When not at work I do a lot of swimming - pool and open water; general fitness; walking and I really enjoy socialising.

Looking forward to meeting you all in due course!!!



Peter Rimmer

Hi my name is Peter. I have recently joined the Housing Department as a contract supervisor. My role includes day-to-day maintenance surveying and looking after planned works such as windows and doors.

Previous to working here, I worked for Hughes Brothers as a plasterer and before that worked for a local building company as a general builder.

In my spare time I play rugby league for local club Hindpool.



Andrew Hartley

Hello everyone my name is Andrew. I've recently joined the Housing Department as a contract supervisor. I'm really enjoying my new job, everyone is very friendly and welcoming.

I previously ran my own plastering and building company for 13 years but decided I'm ready for a new challenge working in a professional environment.

In my spare time I enjoy watching my children playing sports and walking the family dog.

NEW FACES IN BUSINESS SUPPORT



Laura Heasley

Hello, I'm Laura and I've recently joined the Housing Department as Business Support Worker (job sharing with Rachael).

I previously worked at McBride's for the past eight years and before that I worked at Cumbria Care.

I'm looking forward to the change and challenge of the new job.

In my spare time I like to explore the Lake District and try to tire out my three-year old little boy!



Rebecca Halton

We are pleased to report that the vacant Business Support Manager post has now been filled having been vacant since June last year.

Rebecca first joined us as a Housing Management Trainee a few years ago and has been involved with various roles within the service and so has a good breadth of knowledge

of all the activities required to run the Housing Service. She has also qualified with the Chartered Institute of Housing.

We are very pleased that we have been able to appoint someone and take them through a career progression to reach the position of senior manager and we wish Rebecca every success in the continuation of her career.

& NEW FACES IN OUR RECEPTION TEAM



Ann Roberts

Hi my name is Ann I have just joined the housing reception.

I have previously worked at Tesco.

When I am not working I enjoy reading, caravanning and walking up the lakes.

Jacky McCaulay

I would just like to say I am excited to be starting my new role of Housing Assistant.

For the previous nine months, I was a member of our Homeless Advice Team (on a funded post) and although I will miss working with the Homeless Team I am very happy to have secured this new permanent position.

Thanks to everybody for being so welcoming.



NICE ONE NATHAN!

Congratulations to the latest winner of our Rewarding Good Tenants prize draw, Nathan Brown, who has won £100 of Love2Shop vouchers.



Any tenant who maintains their tenancy in accordance with their Tenancy Agreement can enter the Rewarding Good Tenants prize draw. You just need to complete an entry form providing your name and address. Your housing officer will then do a tenancy check.

Eligible entries are then taken to a meeting of the Tenants' Forum where the prize draw takes place. The first drawn receives £100 of vouchers and 2nd and 3rd prize receive £50 of vouchers



BEES

We have had a couple of enquiries recently about bees/nests.

If you need advice, the Council's Public Protection Team (formerly known as Environmental Health) advise contacting **Furness Bee Keepers**. They will attend the property and there is no charge. If they can't remedy the situation, they will at least be able to give some accurate information. (There is no phone number for this service).

- <http://www.beekeepinglinks.co.uk/contact.php> or
- email: info@furnessbeekeepers.co.uk

Where appropriate, we will arrange for structural repairs to be carried out to prevent a recurrence of the problem.



MAINTENANCE NEWS

Incredibly it's almost three years since Hughes Brothers and Sure Group joined us to provide our day-to-day repairs services to all our tenants. As it's the three-year review, the Council has been asked to agree that both contracts are extended for a further year.

In short, working with Sure Group has revolutionised the way we operate as tenants now have the opportunity to report repairs directly to them and agree convenient times for their operatives to call. This appears to have gone remarkably well and hopefully will make it far easier for tenants to arrange convenient appointment dates.

Hughes Brothers have settled in equally well and have established their operation and working practices in conjunction with our Housing Maintenance Team.

From an officer perspective, performance of both contractors has improved on previous experience and we hope you are getting the benefit of this.

Keeping an eye on money, both contractors have worked with the Maintenance Team to ensure the prices they quoted for work have remained very competitive and they are generally delivering the work at

prices they agreed three years ago. Where it has been necessary to alter prices – because costs have gone up – this has been done with our mutual agreement, but I would add they have also reduced some prices where, due to a change in the way we work, we have been able to bring down their costs.

We are recommending both contracts are extended for a further year following which another review will be carried out before it is extended further.

If you have any comments or suggestions on how the maintenance service can be improved, please email us: housing@barrowbc.gov.uk

Works to be carried out 2018/19

Below is a summary of the major investments that have been agreed by tenants and Housing Management Forum for the current year.

If you want to read the full report please visit:
<https://www.barrowbc.gov.uk/about-the-council/barrow-council/council-minutes-agendas/housing-management-forum/>

Scheme	Available Budget	Contractor
Greengate Estate Re-roofing Works	£450,000	DLP Roofing
Window & Door Replacements: Various housing areas	£200,000	Top Notch
Walney Render & Damp Proofing Works	£320,000	DLP Roofing
Dalton Estate Re-Roofing Works	£120,000	DLP Roofing
Lower Hindpool Re-Roofing Works	£150,000	DLP Roofing
Communal Entrance Lighting	£40,000	K Wilson
Communal Entrance Painting	£10,000	George Jones
Garage Improvements	£20,000	Cumbria Roofing
Rewires	£306,000	K Wilson
Bathrooms	£207,000	Wright Build
Heating	£420,000	AFM Gas Ltd
Painting	£180,000	G Jones

TENANCY AGREEMENT - LATEST NEWS

To update our readers, I can confirm we are in the final stages of agreeing a new Tenancy Agreement. We have listened to your views and by the time you are reading this newsletter we expect the Council to have accepted the new Tenancy Agreement which describes the legal arrangement between you as the tenant and the Council as your landlord.

A copy of the new Tenancy Agreement will be hand delivered to all tenants at the beginning of September.

When you've read it, if you have any queries please contact us and we will answer your queries. You don't have to sign the Tenancy Agreement – just keep it in a safe place for future reference about the Council's obligations as your landlord and yours as a tenant.





HomeSwapper®

Barrow in Furness Borough Council is committed to helping tenants find the right property for their needs.

This commitment means that all of Barrow in Furness Borough Council's tenants are able to sign up for the HomeSwapper service **free of charge!**

HomeSwapper is the UK's largest community of social housing tenants looking for a house swap. It is a quick and easy way of finding both local and national moves with 500,000 social tenants currently using HomeSwapper.



Registering on HomeSwapper couldn't be easier just go to homeswapper.co.uk and follow the online instructions to join. Don't forget, as Barrow in Furness Borough Council are partnered with HomeSwapper, it will not cost you a penny. Just add Barrow in Furness Borough Council in the "your landlord" section and you'll be up and running in no time.

www.homeswapper.co.uk

The UK's leading mutual exchange service

RESULTS OF CHILDREN'S EASTER COLOURING COMPETITION

We had some really great entries in the last competition. Congratulations this time to Lacey Clark and Lucy Rigg who were the winners in their age groups - well done to you both!

The runners-up are pictured below.



WINNER: Lacey Clark (under 7 years)



WINNER: Lucy Rigg (8-11 years)

Summer Competition

Here's a lovely summery picture for you to colour in. As usual, the competition is split into two age groups: 7 years and under & 8 – 11 year olds and is open to children and grandchildren of Council tenants/leaseholders.

There are £10 gift cards for the winners of each category. The deadline for entries is Friday, 20th July



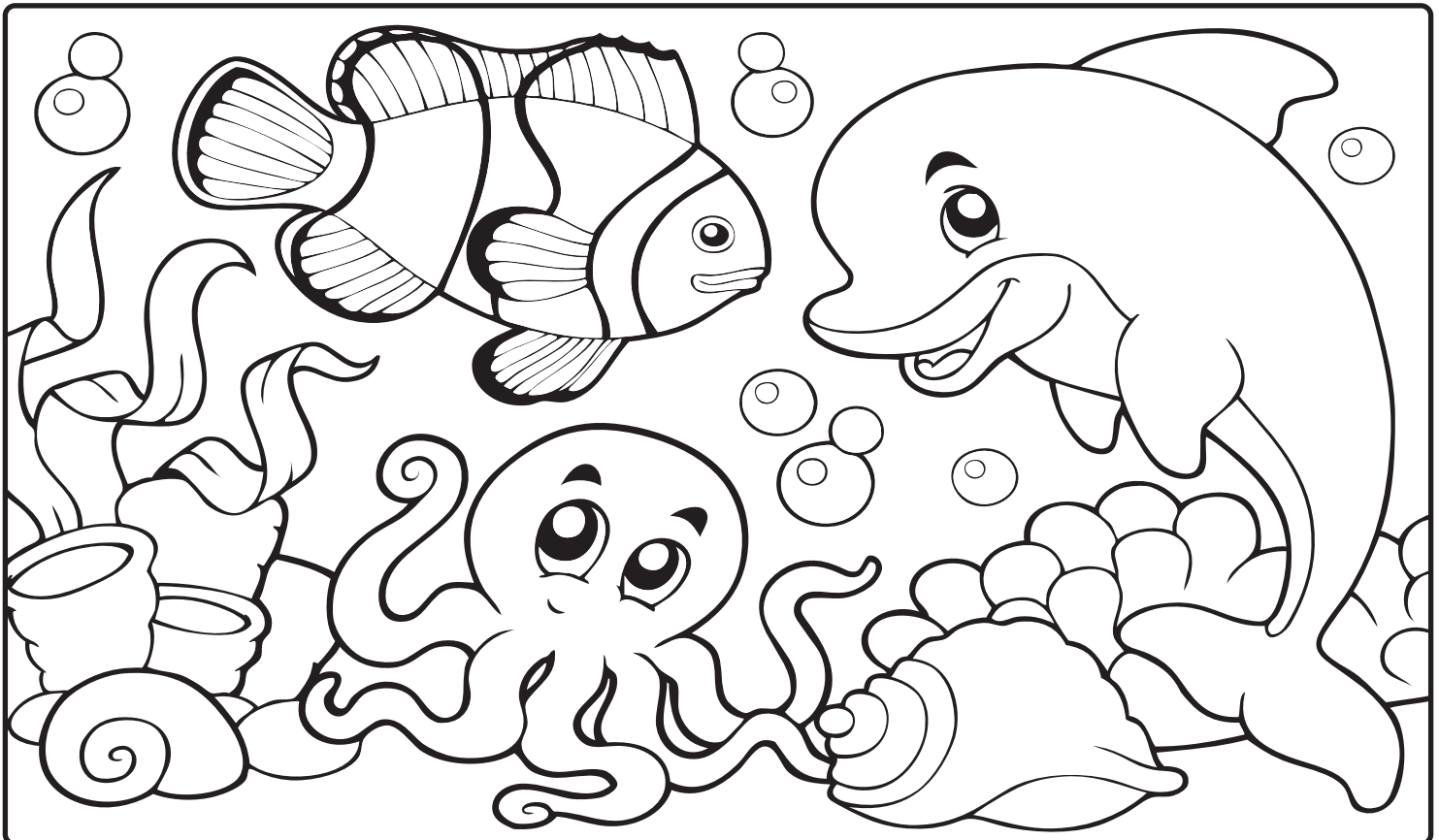
Emily Brooke



Keira Cosgrove



Molly Harris



NAME (IN CAPITALS PLEASE)

ADDRESS

TELEPHONE NO AGE

CONDENSATION, DAMP & MOULD - Prevention Tips

It is not uncommon for tenants to contact us regarding mould growth in their homes and their immediate reaction is to say the property is damp. Whilst this can be the case, quite often damp patches are caused by condensation. I hope this information helps you deal with problems as they arise. Of course, if you want further advice, please contact our Maintenance Team.

No-one wants to live in a damp home. Damp can cause mould on walls and furniture and cause wooden window frames to rot. It's also unhealthy.

Some damp is caused by condensation. This can lead to a growth in mould that appears as a cloud of little black dots.

Condensation occurs when moist air comes into contact with a colder surface like a wall, window, mirror etc. The air can't hold the moisture and tiny drops of water appear. It also occurs in places the air is still, like the corners of rooms, behind furniture or inside wardrobes.

How to reduce condensation in your home

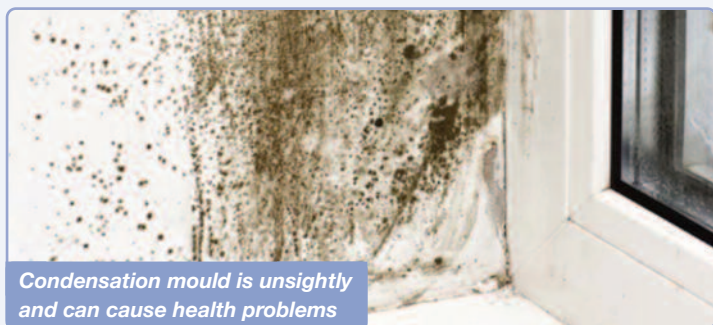
Produce less moisture

Simple things make a huge difference, like keeping lids on pans when cooking, drying clothes outdoors (not on radiators), venting your tumble dryer to the outside and avoiding paraffin heaters or flue-less bottled gas heaters.



Condensation is not the only cause of damp

- 'Penetrating damp' is caused by moisture entering the house through leaking pipes, a damaged roof, blocked gutters, gaps around window frames and cracked or defective rendering and brickwork. All these problems can be remedied.
- 'Rising damp' is due to a defective (or non-existent) damp course. This will leave a 'tide mark' about 1 m above the floor. Fixing rising damp is a job for a qualified builder.
- Newly built homes can sometimes feel damp because the water used during construction (in cement, plaster etc) is still drying out.



Condensation mould is unsightly and can cause health problems

Let the damp air out & the fresh air in

Extractor fans are a good way to get rid of moist air and steam so that less condensation forms. Some very modern homes have extractor fans which run continuously, fitted in the ceilings of bathrooms, shower rooms and toilets. They use little electricity and don't add much to your bill.

If your home doesn't already have extractor fans then it is worth getting them fitted in the bathroom and kitchen. Fans that run on a timer, humidistat or pull-cord (e.g. when you turn on the bathroom light) typically have a rating of 8-30W, so would cost about 10p if they were on all day.

Stop moist air getting into the rest of your home. When cooking or bathing, keep the kitchen or bathroom door shut and open the window so that the steam goes outside instead.

Meanwhile, let fresh air circulate to avoid mould forming where the air is still. Make sure there is a gap between your furniture and the walls, and give wardrobes and cupboards a good airing sometimes.

Insulate & draught-proof your home

Warm homes suffer less from condensation, so you should make sure your house is well insulated. This means insulating your loft to the recommended depth of 270mm (about 11 inches), and your cavity walls (if your house has them). Your windows and external doors should be draught-proofed, and you should consider secondary glazing if your windows are draughty.

While you don't want to waste money heating rooms you don't use, very cold rooms are more likely to get damp and mould. Set the thermostatic radiator valve to 1 in unused rooms so the radiator gives out a little bit of heat whenever you have the heating on. If you don't have central heating, consider using a room heater with a timer and temperature control. Remember, unused rooms will need a good airing from time to time.



A typical place for condensation mould, on an outside wall and behind furniture

More tips

You can catch condensation dripping from windows with condensation channels and sponge strips (available from DIY shops). If you wipe down windows and sills in the morning this will also help, but be sure to wring out the cloth rather than dry it on a radiator. In extreme circumstances you may need to invest in a dehumidifier. These can help a lot but cost anything from £40 to over £200 and larger ones can be quite costly to run.

And finally, if you already have mould on your walls and ceilings then you need to clean it off properly. An effective method is to start by cleaning off the mould with spray containing bleach. This will help remove the staining that persistent mould can leave behind. Leave to dry overnight and then spray the affected area with an anti-fungal wash and allow that to dry. Always follow the manufacturer's instructions and consider wearing a face mask when spraying.

You could also treat the affected area with a mould-resistant paint, available from most major hardware shops.



ASSISTANT DIRECTOR - HOUSING

Colin Garnett (01229) 876523

OPERATIONS TEAM

Operations Manager

Janice Sharp (01229) 876552

Assist. Operations Manager

Caroline Wagstaff (01229) 876310

RENT RECOVERY

Housing Officers:

Andrew High (Snr) (01229) 876345

Carol High (01229) 876397

Emma Johnston (01229) 876469

ESTATE MANAGEMENT

Housing Officers:

Debbie Cubiss (Snr) (01229) 876423

Jill Burrows (01229) 876479

Cheryl Waite (01229) 876520

LETTINGS

Housing Officers:

Jackie Rimmer (Snr) (01229) 876550

Alison Horricks (01229) 876403

Kelly Lamond (01229) 876352

OTHER SERVICES

Homelessness Advice

Amanda Brierley (01229) 876332

Debbie Reid (01229) 876374

Private Housing Liaison Officer

Karl Thornley (01229) 876513

Tenancy Support

Simone Singleton (01229) 876580

Housing Needs Assistant

Lindsay Gedling (01229) 876577

Housing Benefit Liaison Officer

Amanda Morris (01229) 876581

Money Management Advisor

Jo Hughes (01229) 876543

MAINTENANCE TEAM

Maintenance & Asset Manager

Les Davies (01229) 876540

Senior Surveyor

Bryan Walker (01229) 876466

Senior Projects Officer

Nigel Clarke (01229) 876326

Contract Supervisors

Graham Harcourt (01229) 876465

Matt Preston (01229) 876492

Peter Rimmer (01229) 876530

Andrew Hartley (01229) 876531

Gas Technician

Mike Robson (01229) 876522

BUSINESS SUPPORT TEAM

Business Support Manager

Rebecca Halton (01229) 876549

Right to Buy

Sarah Hart (01229) 876468

Household Insurance

Joanne Worrall (01229) 876581

Recharge Officer

Alison Bathgate (01229) 876333



Email us:

housing@barrowbc.gov.uk



Website:

www.barrowbc.gov.uk



Write to us:

Housing Service, Town Hall, Duke Street,
Barrow-in-Furness LA14 2LD

Office Hours Monday to Friday 9am - 4pm. Tel enquiries: Mon to Thurs 8.30am - 5pm (4.30pm on Friday)

REPORTING REPAIRS

	Office hours	Out-of-hours emergency
NON-GAS	(01229) 876 578	(01229) 833311
<u>GAS-ONLY</u> <u>REPAIRS</u>	0800 031 6578 (Freephone)	0800 031 6578 (Freephone)

Feedback: Your questions or comments regarding this newsletter are very welcome. Please send your feedback to:

Housing Department, FREEPOST RTLL-XUYS-JHZZ, BARROW-IN-FURNESS, Cumbria.

Email: housing@barrowbc.gov.uk Tel: (01229) 876543

TENANT/RESIDENT ASSOCIATION CONTACTS

Listed below are Council-recognised tenant/resident associations and street voices within the Borough.

North Walney Residents' Association

Steve Thornton - 07856 753 482

Raglan Court & Corporation Terrace Tenants' & Residents' Association

Mandy Anderson - 07712 587 677

Devonshire Road Residents' & Tenants' Association

Jennifer Lord - (01229) 835165 -
Griffin Community Hall

Ormsgill Youth & Community Association

(01229) 343405

Hindpool Community Association

Paul Bibby - 07874 649 200

Street Voice for Barrow Island

Allan McIntosh - (01229) 828669

Street Voice for Devonshire Road

Lisa Webb - (01229) 219787

Street Voice for Broadway

Eddie Lynch - (01229) 812122

Street Voice for Eamont Close

David Rollinson - d.rollinson43@gmail.com

Street Voice for Grange & Cartmel Crescent

Mervyn Gray - 07510 159 721