

HOUSING



Spring Newsletter 2019

Survey of all properties has started

Who is doing the survey?

The surveyors we appointed to carry out detailed surveys of all our properties, Michael Dyson Associates, have now started this vital work which will be carried out over the next six months.

They will be surveying the condition of kitchens, bathrooms, heating systems, wiring, windows and doors as well as roofs and external walls.

Michael Dyson will write to everyone in advance to let them know when the survey will be carried out in their property. All surveyors will carry ID.

If you have any questions about the survey or require any special provisions to be made about your personal circumstances, please contact Michael Dyson direct:

Tel: 01484 666 888 or visit: www.mdysion.co.uk

Why is this survey being carried out?

The purpose of carrying out another full and detailed survey of our housing stock and assets is to agree a new five-year investment plan that will run from April 2020 to the end of March 2025. The improvements will be delivered on a 'worst first' basis. The surveyors will advise on the type of improvement and the order that the improvements need to be undertaken.

Earlier stock condition surveys identified many bathrooms and kitchens that were in need of replacement. However, it is expected that this year's survey will identify more improvements required to roofs and external elements like render, pointing and possibly pathways and boundary walls.

Significant investments are likely to continue for replacement of central heating boilers, electrical rewires and external redecoration.

Meet our Housing Maintenance Team

All members of our Housing Maintenance Team have formal qualifications in health and safety management. They understand that contractors working on behalf of the Council need to ensure tenants and leaseholders are made aware of improvement works before they start and are kept fully informed of any planned changes to the delivery of the works on site.

Here are details of the team and their responsibilities:

- Les Davies, Maintenance and Asset Manager: Overall responsibility for Asset Management and manages the Maintenance Team.
- Nigel Clarke, Senior Surveyor: Manages the delivery of all planned investment works with a focus on roofing and external works.
- Bryan Walker, Senior Surveyor: Manages staircase cleaning, door entry maintenance, fire risk assessments, legionella and the Council's Mobile Caretaking Team.
- Graham Harcourt, Project Surveyor: Manages central heating, rewires and painting improvements.
- Andrew Hartley, Project Surveyor: Manages roofing and external improvements.
- Matt Preston, Project Surveyor: Manages the delivery of disabled adaptations and replacement windows.
- Peter Rimmer, Project Surveyor: Manages roofing and external improvements.
- Mike Robson, Gas Technician.
- Charlotte Thompson, Repairs Co-ordinator.



Maintenance Team: Back row from left: Nigel Clarke, Matt Preston & Peter Rimmer. Front row from left: Graham Harcourt, Les Davies & Andrew Hartley
Not pictured: Mike Robson & Charlotte Thompson

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RECOMMENDATIONS OF THE HOUSING MANAGEMENT FORUM

Have I got housing news for you

The last few months have been busy with the Council considering and agreeing its budgets for the new financial year starting in April. You will have received by now details of Council Tax and your new rent for the coming year.

With regard to your new rent, 2019/20 is unusual in having 53 weeks in the year. How we are dealing with this is explained in the column opposite on page 3.

The Housing Service is funded separately to other sections of the Council in that it is self-financing. This means we are reliant on tenants' rents to fund the service we deliver. The roll-out of Universal Credit last December – where tenants are paid a housing allowance to pay their rent – is a massive challenge and poses a considerable risk to the service we provide in the future; we will generally only be able to deliver our legal obligations as included in your Tenancy Agreement.

On a positive note, we are starting the new financial year with a budget that is in balance, and we will carry on working with tenant representatives and councillors to consider how we ensure we continue to balance our Housing Revenue Account in future years.

In the Housing Service, the development of our IT housing management system (Cx) continues. This is proving to be a long journey but continues to progress - all be it slower than we envisaged. I had hoped the Tenants' Portal would have been available by now, which will enable you to view your details and report repairs online but, unfortunately, we are still progressing the facility.

I hope you find this edition of Housing Matters interesting and informative.

Joyce E. Sharp

Assistant Director - Housing



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

Meeting held on 1 November 2018

Permission to Cross Access Roads to Council-owned Garages

Members agreed permission should not be given to use an access road provided to Council owned garage sites and notice signs be erected advising the land is private and the access road is used to access Council-owned garages only.

Procure Plus Contractor Selection - Update

Members agreed the recommendations and outcomes of the direct call off and mini competition.

Stock Condition Survey

Members agreed officers would progress the provisional appointment of the No. 1 ranked surveying company in line with the Procure Plus Holdings mini competition issued on 23rd October, 2018 and the delivery timetable outlined in the report; Members will retrospectively be provided with a detailed report of the mini competition results at their next meeting.

Domestic Abuse Policy for Housing Staff

Members agreed to adopt the Domestic Abuse Policy for Housing Staff to create a safer workplace and send out a strong message that domestic abuse was unacceptable.

Scrutiny – Sign-up Packs

Members agreed the Tenant Scrutiny Working Party process through to Stage 4 with a further report being submitted once the sign-up packs have been agreed and ready for implementation.

Dwelling & Garage Rents 2019/20

To note the information regarding rents on dwellings for the coming financial year; and to agree to the proposed increase in garage rents of 2%.

Meeting held on 17 January 2019

Housing Revenue Account

Members noted surplus and balances on 2018/19 budget; agreed the proposed 2019/20 draft budget; agreed implications of 53 week rent year; and agreed garage rent increase.

Stock Condition Survey

Members retrospectively agreed appointment of Michael Dyson Associations.

Scrutiny of Sign-up Packs

Members agreed implementation of a new Safety in the Home leaflet from January.

2019/23 Contracts

Door Entry Contract, Smoke Alarm & Emergency Lighting Contract; Staircase Cleaning Contract and Aids & Adaptations Members agreed appointment of contractors for 2019/23.

Housing Maintenance Investment Programme

Members noted Decent Homes Standard achieved and agreed annual investment profile with delivery through Procure Plus.

To read the reports in full, visit:

<https://www.barrowbc.gov.uk/about-the-council/councillors-and-committees/> and follow the links to view current committees.

LOVE2SHOP WINNERS

Here are the latest winners of our Rewarding Good Tenants prize draw. As the first name drawn, Janette Lawrence-Wilson was awarded £100 of Love2Shop vouchers – she's seen here with her daughter. Second prize went to Linda Bircher who was awarded £50 of vouchers.

How do I enter the draw?

Download an entry form by visiting:
<https://www.barrowbc.gov.uk/residents/council-housing/incentive-schemes/>
or email: housing@barrowbc.gov.uk
or ring Cathy Kirk on: (01229) 876523
or pick one up from our reception



EXTRA NON-COLLECTABLE RENT WEEK

There are usually 52 weeks in a standard year, however, our annual rent calendar and our rent is collected over 48 weeks. To account for this, there are normally four non-collectable weeks throughout the year.

This year (2019/20) is unusual in that there are 53 weeks in the year. As a result of this, an additional non-collectable week will be included in the coming year, taking the total number to five instead of the usual four. The non-collectable weeks will return to normal the following year. This only happens approximately once every six to seven years. The exact dates of the non-collectable periods are weeks commencing:

- 1st April 2019
- 26th August 2019
- 23rd December 2019
- 23rd March 2020
- 30th March 2020

These details are also shown on the 'Record of Rent Payments 2019/20' shown below – cut this out and keep it!

As a result of the additional week's rent needing to be recovered over 48 weeks, you will notice an increase in your weekly rent. You should now have received a letter confirming your new weekly rent for the 2019/20 year.

- If you pay by direct debit this will have been set up accordingly and you should not have to make any adjustments.

- If your rent is paid by Housing Benefit, this will be adjusted by the Revenues & Benefits Department.
- If you receive the housing element of Universal Credit, you will need to notify DWP of your new rent.
- If you pay by any other means, bank standing order or Allpay, you will have to make your own alterations or adjustments.

For More Information

If you have any queries about this or your rent payments, please don't hesitate to contact a member of our Rent Recovery Team – contact details on the back page, or email: housing@barrowbc.gov.uk

LOOK US OUT ON FACEBOOK

We've had a Facebook page for a number of years now, but it's only been used to advertise our vacant properties.

Well, better late than never(!), we are now using it to share information, news and advice on a regular basis and also to raise awareness of our achievements.

We're also hoping through this increased engagement, some tenants may be interested in being more involved and possibly represent tenants by becoming a Street Voice.



Please visit our page:
Barrow Borough Council Housing Service

CUT OUT & KEEP

RECORD OF RENT PAYMENTS 2019/20

- Payments made after Thursday afternoon may not show on your account until the following week
- Payments made using Allpay cards or barcode letters can take two working days to reach your account



Wk	From	Payment	Wk	From	Payment	Wk	From	Payment	Wk	From	Payment
1 *	01/04/19		14	01/07/19		27	30/09/19		40	30/12/19	
2	08/04/19		15	08/07/19		28	07/10/19		41	06/01/20	
3	15/04/19		16	15/07/19		29	14/10/19		42	13/01/20	
4	22/04/19		17	22/07/19		30	21/10/19		43	20/01/20	
5	29/04/19		18	29/07/19		31	28/10/19		44	27/01/20	
6	06/05/19		19	05/08/19		32	04/11/19		45	03/02/20	
7	13/05/19		20	12/08/19		33	11/11/19		46	10/02/20	
8	20/05/19		21	19/08/19		34	18/11/19		47	17/02/20	
9	27/05/19		22 *	26/08/19		35	25/11/19		48	24/02/20	
10	03/06/19		23	02/09/19		36	02/12/19		49	02/03/20	
11	10/06/19		24	09/09/19		37	09/12/19		50	09/03/20	
12	17/06/19		25	16/09/19		38	16/12/19		51	16/03/20	
13	24/06/19		26	23/09/19		39 *	23/12/19		52 *	23/03/20	
									53 *	30/03/20	

* NON-COLLECTABLE WEEKS – Please note unless your account is clear, payment is still due during the non-collectable weeks.

£30,000 Funding Boost for Barrow Community Groups

Cumbria Housing Partners Fund has granted a total of £28,265 to support the ongoing work of four projects in Barrow in Furness: Women's Community Matters, Drop Zone Youth Projects, Marvellous Holiday Club and Love Barrow Families. Each received grants enabling them to deliver projects which directly support more than 350 people and benefit the wider community.

• **Women's Community Matters** has been awarded £12,000 to employ a newly qualified social worker to pilot a six month project **#ibelieveyou**, aimed at improving access to and availability of domestic abuse support services.

"The grant has made a huge difference to the support we are able to offer victims and survivors of domestic abuse. We want to send a heartfelt thank you to the funders. In the first 3 months the project has already supported 54 women and their children". Rebecca Rawlings, Senior Officer - Women's Community Matters.



Women's Community Matters: New staff member Kim Woodcock and Admin Co-ordinator Elisha Pearce

- **Marvellous Holiday Club** now has funding of £7,000 to employ two qualified teachers during the school holidays for the rest of this academic year.
- **Love Barrow Families** was awarded £3,814 towards the installation of a new kitchen.
- **Drop Zone Youth Project** receives £5,451 to employ staff to deliver a healthy eating project in their four youth clubs.

Janice Sharp, Assistant Director of Housing, Barrow Borough Council said: *"It is a tremendous boost to have four of our community projects supported*

by these grants. By creating new employment we create opportunity. It is no secret Barrow-in-Furness is sadly ranked amongst the most disadvantaged towns in the country. As a borough council we are committed to improving the health and well-being of our communities. These projects are based in some of our most deprived areas; only by actively supporting people to aspire to more can we inspire longer term positive change for individuals and those communities. Through this funding Cumbria Housing Partners really is adding value to the communities they work in and creating better futures."

Cumbria Housing Partners is the local procurement group for social housing landlords in Cumbria. The Cumbria Housing Partners Fund is administered by Cumbria Community Foundation.

John Clasper, Chair of Cumbria Housing Partners added: "The funding these valued and vital projects have been awarded clearly show how the savings we make for our member landlords in buying materials, and contractors, or for repair and maintenance work on their homes is being reinvested to improve the lives of people living in our communities."

Annalee Holliday, Grants & Donor Services Officer for Cumbria Community Foundation, said: *"Over the past year, the Cumbria Housing Partners Fund has invested almost £100,000 across the county to individuals, and community and voluntary organisations. The money has provided training opportunities and supported projects aimed at improving people's employability or education, provided advice and guidance, supported and engaged people in their local community, and improved community facilities."*



For more information about Cumbria Housing Partners contact: LesleyD@cumbriahousingpartners.co.uk
www.cumbriahousingpartners.co.uk

Drop Zone Youth Project: Healthy Eating Project

BOOST YOUR SAVINGS BY 50%

Help to Save offers 50p bonus for every £1 saved.

Are you eligible?

Help to Save is a type of savings account. It allows certain people entitled to Working Tax Credit or receiving Universal Credit to get a bonus of 50p for every £1 they save over four years.

Help to Save is backed by the government so all savings in the scheme are secure. You can save between £1 and £50 each calendar month. You do not have to pay money in every month.

You can pay money into your **Help to Save** account by debit card, standing order or bank transfer.

You can pay in as many times as you like, but the most you can pay in each calendar month is £50. For example, if you have saved £50 by 8 January you will not be able to pay in again until 1 February.

You can only withdraw money from your Help to Save account to your bank account.

You get bonuses at the end of the second and fourth years. They're based on how much you've saved.

Your Help to Save account will close four years after you open it. You will not be able to reopen it or open another Help to Save account. You'll be able to keep the money from your account.

You can close your account at any time. If you close your account early you'll miss your next bonus and you will not be able to open another one.



For more information visit

<https://www.gov.uk/get-help-savings-low-income>

Do you need help in claiming Universal Credit?

Citizens Advice in Barrow is here to help

Our **Help to Claim Service** offers support tailored to meet your needs and to make sure your Universal Credit claim is successfully completed.

Whether you need just a little guidance and information or full support with all aspects of making a claim our trained staff are here to help.

Support might include:

- Answering your questions to make sure you know what you need to do to make a claim.
- Use of a secure PC to make your claim, with staff on hand if you get stuck.
- Help to understand how Universal Credit works and how it will affect you.
- Guidance about managing money and managing your claim online.
- Help to gather and check the evidence you need for your claim.
- Help to make sure your claim is submitted and paid as quickly as possible.

To get help, please in pop in to see us in our office at Ramsden Hall, Abbey Road, Barrow (Monday to Friday 9am-4pm) or call us on (freephone) 08001 448 444 Monday to Friday 8am – 6pm.



Make sure you're only paying for the water you use



Pass meter readings on to us

Make sure you take quarterly water meter readings to ensure you are paying the correct amount for the amount of water you have used. Our Money Management Officer, Jo Hughes, has authority to pass meter readings on to United Utilities on your behalf. All Jo needs is your name/address/meter reading and date taken.

You could be eligible for reduced charges

If you're struggling to pay your weekly water charge you may be able to get help to reduce the charge. You have to be in receipt of one of the qualifying benefits Housing Benefit, Universal Credit, Income based JSA, Income related ESA, Working tax Credit, Pension Credit Guarantee or Council Tax support.

Water leaks

If you think you have a water leak, please contact the United Utilities team for advice on 0800 330 033.

Get in touch

Contact Jo Hughes to pass on your meter readings or enquire about reduced water charges:

Tel: (01229) 876534

Email: jhughes@barrowbc.gov.uk

Pension Credit

Cathy is 58 years old, John is 69. Cathy works part-time and brings home £100 a week. John gets roughly £110 a week state pension and also a small works pension of about £20 a week.

They also have £9,500 in savings.

They get over £20.00 a week Pension Credit.

About 4 million older people are entitled to Pension Credit, yet about 1 in 3 of those eligible are still not claiming it. If you're one of them, you could be missing out on hundreds or thousands of pounds a year.

It's worth claiming Pension Credit even if you are only entitled to a small amount, as it can help you qualify for other benefits.

It may help also you with the benefit changes:

- 'Mixed age' couples (one Pension Credit age, one not) who are *not on Pension Credit*, and who need some extra financial help will, at some point in the future, need to claim Universal Credit instead - which is much less generous.
- Cathy and John are a mixed age couple - due to their income they would not be entitled to any Universal Credit! But as they are already on Pension Credit, their £20.00 a week is safe.

If you or your partner are pension credit age and not claiming Pension Credit, you could be missing out on hundreds of pounds per year. If you think you could be entitled, please contact Housing's Amanda Morris or Jo Hughes for further advice on (01229) 876581 or 876534.



Pay As You Go Home Contents Insurance

Your rent does not include contents insurance. It's up to you to insure your furniture and belongings against theft, fire, vandalism and burst pipes.

We offer an affordable home contents insurance policy designed specifically for council tenants. Weekly premiums can be paid with your rent and there's no excess to pay if you make a claim.

- Standard cover starts at £1.64 a week for a £9,000 sum insured (or £2.29 a week including extended accidental damage cover eg spill paint).
- For tenants aged 60 and over, standard cover starts at £1.09 for a £6,000 sum insured (or £1.53 a week including extended accidental damage cover).

To request an insurance application form:

- visit: <https://www.barrowbc.gov.uk/residents/council-housing/your-home/insurance/>
- call us on (01229) 876488
- email: housing@barrowbc.gov.uk

Limits and exclusions apply a full policy wording is available on request. Underwritten by Allianz Insurance Plc



Tenant's and Residents' News



Brathay/Corporation/ Levens/Raglan & Vulcan Group



On 15th December, we held our Children's Christmas Party. It was really well attended and the children thoroughly enjoyed themselves.

I would like to thank Linda & Ian Craig, Jackie & Brian Hudson, Elaine Smith, Ashley MacKeever and Tony Anderson for all their help and support. I couldn't have done it without them.

Also, a huge thanks to Barrow Mayor, Bill McEwan - the children really enjoyed partying with him! Thanks also to Colin France for the disco & Terry Crawford the magician.

We raised £246 which will go towards the trip we are planning this year.

Events planned for this year

- Table top sales
- BBQ & disco
- Trip to Happy Mount Park
- Christmas party

Mandy Anderson, Chair
07925 410 817 or (01229) 831058



Ocean Wave Community Group



Thank you to Glenda

For over 12 years Glenda Fullard (seen here top far left) has successfully run the 'Ocean Wave' Community Centre on Walney. Through dedication and commitment Glenda has built up the membership of the centre which facilitates lots of activities for the community and surrounding area, activities include:

- Bingo afternoons
- Trips and lunches for members of the centre
- Computer programme workshops
- Crochet classes
- Spanish lessons
- Private rentals for family celebrations etc

After 12 long years Glenda has decided to step down and enjoy her love of travelling. We would like to take this opportunity to thank Glenda for all her dedication and hard work which means so much to many involved with 'Ocean Wave'.

Bingo caller needed

Glenda has a small team of volunteers who help her run the centre, who are keen to keep the success of the centre running in the future. Ocean Wave requires a volunteer to help with the bingo every Wednesday afternoon, setting up the bingo, calling the numbers and assisting with tea and coffee refreshments for members.

if you feel you can help this hardworking group of volunteers with the bingo and the running of the centre, we would love to hear from you. Please contact Cathy Kirk on 01229 876523 for an informal discussion. Ocean Wave would also like to welcome any new members to the centre – so if you would like an afternoon of fun and company why not come along to the centre on a Wednesday – and enjoy a game of bingo (1:30pm–3.30 pm).



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.



Devonshire Residents' & Tenants' Association

Friday Night Bingo Club

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!



Friday Night Bingo Christmas Buffet Evening

This took place on 14th December. After all the books and raffle tickets had been purchased, the first part of the bingo session commenced. The first game was a free game which was followed by a special raffle.

Following the first part of the evening, the buffet was served. Tea & coffee was available during the interval and the Christmas Raffle was held. All the participants received a prize and everyone seemed happy with the prize they had won.

The second part of the bingo concluded around 9pm and all the members left with chocolate given by the Committee. A good evening was had by all, especially the lucky winners!!



Cotswold Crescent Senior Citizens' Club

The 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.

If you're 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. New members will be given a very warm welcome.

Christmas Celebrations

The Club held their annual Christmas dinner on 4th December at the Griffin Community Centre. Everyone enjoyed a three course Christmas dinner, followed by tea or coffee. After the meal members settled down for an afternoon of bingo. This included the draw for the Christmas Raffle, where there was a prize for everyone. The bingo session included a free game of bingo which was played at the start of the session. Everyone left around 4pm with a chocolate gift.



Annual General Meeting

The Club's AGM was held on 22nd January. Members were informed about the finances of the Club by the Treasurer, Mrs Bagley. The Chairperson, Mrs Lavender, welcomed everyone back for another year and the activities of the past year were discussed. The donations in lieu of Christmas card exchanging was discussed and the Chairperson said that there would be a suggestion box available for the members to put their preferences to which charity these donations would be given to.

Love is in the Air

Valentines Day was celebrated on 12th February and members were invited to a pie & peas lunch. As it was also one of the member's birthday, trifles and cakes were donated by the "birthday girl".

This was followed by the usual raffle and bingo session.



FACE TO FACE with...

... Caroline Kendall

We are pleased to welcome our new Assistant Operations Manager, Caroline Kendall.

Caroline introduces herself and tells us a bit about her role and answers some probing question!

Hi I'm Caroline,

I recently left Cumbria Constabulary where I worked for over 20 years, latterly as a problem solver.

Together with learning my new role I hope to bring transferrable skills from my old role to assist Barrow Borough Council tenants with issues that concern them. I also hope to become more involved with the development of Street Voices and Community Groups to improve local areas.

How do you spend your leisure time?

Walking, socialising, swimming and reading

What's your favourite film?

Taken

What's your favourite TV programme?

Power

What was the first record you ever bought?

Bucks Fizz 'Making your mind up'

What's your favourite singer?

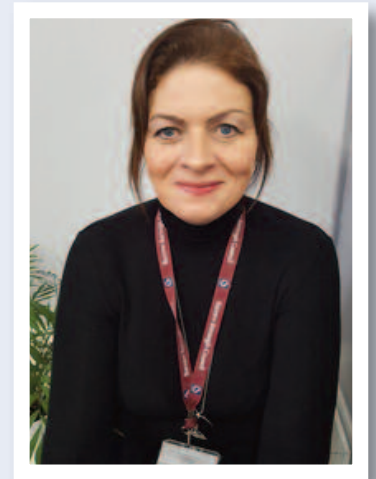
Frank Sinatra

What's your favourite drink/meal?

Coffee and cake

What would be your ideal holiday destination?

Borneo



If you could invite six people to a dinner party (living or dead) who would you invite?

Billy Connolly, Peter Kay, Les Dawson, Tom Hanks, Denzel Washington and Curtis Jackson III

WELCOME TO...



Adam Morris

Hi, I'm Adam Morris and I am a new Housing Officer within the Housing Department primarily working in the Lettings Team. This is a whole new challenge for me coming from a teaching background.

I am looking forward to helping and supporting people with their housing needs.



Katie Bamber

Hello my name is Katie and I am a Trainee Advice officer within the Homeless Team. I have previously worked with South Lakes Housing and South Lakeland District Council in housing departments. Homelessness is a very challenging and complex area and I am enjoying getting to grips with it.

I am getting married this year so most of my spare is taken up with this at the moment! But when I have some free time I enjoy walking up the Lakes, watching films, attending fitness classes and relaxing with my house rabbit Cole.

Thank you for the warm welcome from my work colleagues.

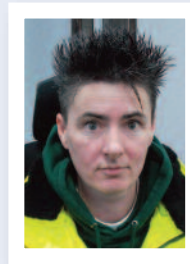
FAREWELL TO...



Colin Martin

Colin was a long-established member of our Mobile Caretaking Unit (MCU) team and had a good working knowledge of our estates and the people in Barrow.

We all wish Colin well in his new venture.



Tracey Miller

Tracy who, for a couple of years, also worked for our MCU always had a smile on her face as she tackled the wide and varied works undertaken by the team on daily basis.

We all wish Tracy well in her new role.



BE SAFE IN YOUR HOME

We have recently produced a 'Safety in the Home' leaflet which is included in sign-up packs given to all our new tenants.

The leaflet gives useful information on:

- Gas & Electrical safety
- Fire Safety
- Legionnaire's Disease
- Radon Gas
- Lead Paint
- Asbestos

It also includes tips on how to make your home safer.

For a copy of this leaflet

Download from our webpage:

<https://www.barrowbc.gov.uk/residents/council-housing/your-home/safety-in-the-home/>

or by pick up a copy from our reception or tel. (01229) 876523.

STAFF RAISE FUNDS FOR CHARITIES AT CHRISTMAS

Every year, Simone Singleton, our Tenancy Support Officer – seen here on the left with our Assistant Director - Housing, Jan Sharp - organises a special Christmas Raffle for the Homeless Support Group and collections for the Foodbank and The Salvation Army. Here Simone tells you about the success of these collections.



Xmas Raffle Raises Funds for the Homeless Support Group

We were bowled over with the contributions from Council staff who raised a fantastic £246 for the Christmas Raffle.

This donation formed part of the Furness Homeless Support Group's Christmas celebrations which instigated many smiley faces at the Homeless Shelter over the festive period. So Barrow Borough Council staff's generosity once again reached those who were most in need at such a lonely time.



Salvation Army

Lieutenant Martin was absolutely ecstatic with the generous donations from Council staff as part of their annual appeal to help families in the Borough.

We contributed a grand total of '£160' in high street gift vouchers and through the gifts and toiletries donated, this went towards Christmas packages being made up for 150 families in the Borough!!! How marvellous is that?!!!

Barrow Foodbank

So much food was collected here at the drop off point in the Town Hall – this is just a small selection of food - that Foodbank staff had to make two collections - they couldn't fit it all in their vehicle!! We were totally overwhelmed by the generous donations from Council employees - we had food, gifts and chocolates everywhere - exceeding all expectations!!!



A Certificate of Appreciation was received from the Foodbank – in all 357 meals were created through the generosity of BBC staff.



Save the Children CHRISTMAS JUMPER DAY

Staff raised £78 by wearing their festive jumpers to work.

National Elf Day

Organised by Elf Administrator, Jill Burrows, Housing staff took part in this fabulous festive fundraiser and, with donations from Town Hall staff, raised just under £100 for the Alzheimer's Society.



Elf Day is all about raising money to support people with dementia and their families and every pound raised makes a difference.

Kelly Lamond promotes National Elf Day

VERSUS ARTHRITIS



Versus Arthritis is a new charity launched last year following the merger of two of the UK's largest arthritis charities, Arthritis Research UK and Arthritis Care. The organisation, its name and visual identity have been created to demand and deliver better for over 10 million people living with arthritis and related conditions in the UK.

In January our Private Sector Liaison Officer, Karl Thornley, organised a dress down day to raise funds. And with the help of some delicious cakes baked by Michelle 'star baker' Bradley, Karl raised £60 for this very worthy cause.

RESULTS OF CHILDREN'S CHRISTMAS COMPETITION

Well done and thanks to all of you who entered our last competition. We had some beautiful entries which made judging extremely difficult!! Congratulations to Tiarna-Destiny Bray and Gracie Helm who were the winners in their age groups.

OUR WINNERS



Evie Ross



Emily Brooke



Scarlett Taylor



Tiarna-Destiny Bray (under 7s)



Gracie Helm (8-11 years)



Gracie Robertson



Miley Robertson



Hallie Robertson



Lexi Harris



Jake Cosgrove

Easter Competition

Here's another lovely 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 Tuesday, 23 April.



NAME (IN CAPITALS PLEASE)

ADDRESS

TELEPHONE NO AGE



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

ASSISTANT DIRECTOR - HOUSING

Janice Sharp (01229) 876523

OPERATIONS TEAM**Operations Manager**

Caroline Wagstaff (01229) 876310

Assistant Operations Manager:

Caroline Kendall (01229) 876462

RENT RECOVERY TEAM**Housing Officers:**

Andrew High (Snr) (01229) 876345

Carol High (01229) 876397

Emma Johnston (01229) 876469

Kelly Lamond (01229) 876352

ESTATE MANAGEMENT TEAM**Housing Officers:**

Debbie Cubiss (Snr) (01229) 876423

Jill Burrows (01229) 876479

Cheryl Waite (01229) 876520

LETTINGS TEAM**Housing Officers:**

Jackie Rimmer (Snr) (01229) 876550

Alison Horricks (01229) 876403

Adam Morris (01229) 876456

OTHER SERVICES**Homelessness Advice**

Amanda Brierley (01229) 876332

Debbie Reid (01229) 876374

Katie Bamber (01229) 876458

Private Housing Liaison Officer

Karl Thornley (01229) 876513

Temporary Accommodation Officer

Caroline Metcalfe (01229) 876546

Tenancy Support

Simone Singleton (01229) 876580

Housing Needs Assistant

Lindsay Gedling (01229) 876577

Benefit Liaison Officer

Amanda Morris (01229) 876581

Money Management Advisor

Jo Hughes (01229) 876543

Direct Debits

Georgina Bridgens (01229) 876478

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

Michelle Bradley (01229) 876483

Household Insurance

Joanne Worrall (01229) 876581

**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) 876578 / 876371 / 876474 / 876428	(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-JHZT,

BARROW-IN-FURNESS, Cumbria. Email: housing@barrowbc.gov.uk Tel: (01229) 876543

TOWN HALL
Switchboard:
01229 876543**TENANT/RESIDENT ASSOCIATION CONTACTS***Listed below are Council-recognised tenant/resident associations and street voices within the Borough.***Street Voice for Barrow Island**

Allan McIntosh - (01229) 828669

Street Voice for Raglan Court & Corporation Terrace

Mandy Anderson - 07514 417 606

Street Voice for Grange & Cartmel Crescent

James Christie - (01229) 230010

Street Voice for Brathay Crescent/Levens Terrace/Vulcan Road

Linda Craig - 07516 309 159

Street Voice for Devonshire Road

Lisa Webb - (01229) 219787

Street Voice for Eamont Close

David Rollinson - d.rollinson43@gmail.com

Devonshire Road Residents' & Tenants' Association

Jennifer Lord - (01229) 835165 - Griffin Community Hall

North Walney Residents' Association

Steve Thornton - 07856 753 482

Ormsgill Youth & Community Association

(01229) 343405

Hindpool Community Association

Paul Bibby - 07874 649 200