

HOUSING

Summer Newsletter 2020



ETHEL'S VERY SPECIAL BIRTHDAY!



In June this year one of our tenants, Ethel Duckworth, celebrated her 100th birthday.

Despite lockdown restrictions, Ethel had a lovely day with visits from her loving family.

To mark this special occasion, we arranged for Ethel to be sent some flowers, balloon and card from everyone in the Housing Service. You can also see the very special card she received from Her Majesty The Queen.

TURN TO PAGE 3

STAR Survey Thank You!



A Survey of Tenants & Residents has recently been carried out on our behalf by independent company, Mel Research. The satisfaction survey was sent to 70% of tenants and leaseholders who were randomly selected.

Huge thanks to each and every one who took part in the survey. The feedback you've given will help us shape and improve our services in the future.

The results of the survey are currently being analysed and as soon as we receive the full report it will be published on our website (our Facebook/Twitter pages will have details).

You'll also be able to read a summary of the key findings in the Autumn/Winter edition of Housing Matters.



Annual Report

Turn to page 11 to read our Annual Report which gives an overview of how we performed during the financial year 2019/20.

Also in this edition...

How our teams have responded during the pandemic	page 4
Advice from the Revenues & Benefits Team	page 5
Are you struggling to pay your rent?	page 5
You could be eligible for reduced water charges	page 5
Cumbria's Emergency Support Lifeline	page 6
Age UK are here for you	page 7
Children's competition page	page 10

BANK HOLIDAY Monday, 31 August

The Housing Service will be responding to emergency enquiries only on this day. See back page for details.

Have I got housing news for you

I'm sure you will all agree 2020 so far has been extremely challenging for everyone, in particular those of us who are vulnerable and at risk of the pandemic. I sincerely hope everyone has kept safe and as well as possible throughout such unprecedented times.

Here at the Housing Service, we have worked throughout lockdown to ensure our priority services have been provided at all times. This includes providing an emergency repair service 24/7, and carrying out gas safety checks at properties where access is available as soon as possible.

Our Homelessness and Advice Service has been extremely busy throughout lockdown, ensuring vulnerable people accessing the service are provided with relevant advice and assistance and providing emergency accommodation to everyone in need due to Covid-19.

Our Mobile Caretaking Team has worked hard during lockdown ensuring our estates are clean and tidy which, I am sure you will agree, has been a far from easy task at times. Read more about how our teams have responded during these challenging times on page 4.

The service is now moving into the recovery stage, working towards resuming non-priority services for our customers, including receiving responsive repair requests as soon as we are able to do so.

Staff are working a mix of homeworking, agile working (a mix of home and office working), with a core group being office-based. Working practices are being reviewed as we progress to the recovery stage.

We are aiming to open our reception area on an appointment-only basis in September to enable us to control the footfall during the current Covid-19 restrictions. The phased appointment system will initially be focused on new applicants signing-up for a tenancy, followed by current tenants experiencing difficulty paying their rent and those residents experiencing anti-social behaviour. This will continue until such time as the Covid-19 restrictions are further lifted.

To say I am proud to be head of the Housing Service is an understatement. Staff's support, flexibility and can-do attitude has been incredible over recent months - a big thank you to you all.

Finally, I would like to thank all our customers for your understanding of the limitations we have had to introduce to our service during the pandemic. It has been appreciated.

Keep safe everyone.

Jane E. Sharp

Assistant Director - Housing



COMMUNITY WORK AT BROAD CLOSE

Prior to lockdown, and working in close conjunction with the County Council Community Unit, the Council's Streetcare Team had begun talks with HMP Haverigg who, due to a recent restructure, has become an open prison. They were looking at ways of implementing some form of community work in areas that would benefit the most.



Unfortunately lockdown halted initial plans and it is only now, with the easing of certain controls that we have begun to start work on some projects together.

As such one of the first projects was the cleansing, de-weeding and generally "making good" of the path area that runs along the back of the flats in Broad Close. This also involved tidying up the path edges as well.

We think you'll agree the guys have done an excellent job and we look forward to strengthening this partnership in the weeks and months ahead.

Consideration will be given to any potential projects as long as this does not conflict with work that is currently carried out by our usual contractors.

Suggestions for community work welcome

If you have any suggestions please contact us on (01229) 876578 (FAO Caroline Kendall) or email housing@barrowbc.gov.uk

Make Yourself Heard

In danger, need the police, but can't speak?

- 1 Dial **999**
- 2 Listen to the questions from the 999 operator
- 3 Respond by coughing or tapping the handset if you can
- 4 If prompted, press **55**
This lets the 999 call operator know it's a genuine emergency and you'll be put through to the police.

OPC Independent Office for Police Conduct #YouAreNotAlone Supported by women's aid until women & children are safe NPCC

Ethel's Very Special Birthday continued...

Ethel was born in 1920 in a small terraced house next to the Black Dog Inn on the outskirts of Dalton.

In February 1946 she married Alec and they spent their first married years living at High Duddon Close in Askam. The couple later moved to Paradise and also lived in Coronation Drive. Ethel and Alec had two children, Maurice and Marian, four grand-children: Kevin, Steven, Karen and Sarah and three great-grandchildren: Rebecca, Simon and Sophie.

Ethel sadly lost her husband Alec 31 years ago but she is extremely independent and still lives by herself, very happy and content.



Fish n' Chip Babies

Ethel keeps herself busy by knitting the cutest little jumpers for Africa's 'fish and chip' babies', so called because some new born babies are sent home from hospital wrapped in newspaper to keep them warm because their parents are too poor to afford clothing.

She estimates she's knitted more than 20 jumper and hat sets and because these little garments may never be washed, they're all knit in bright dark colours. Here's some of Ethel's latest knitting.

Ethel loves to watch The Chase on the TV along with Tipping Point and is absolutely snooker mad! And actor and TV presenter, Warwick Davis, is another firm favourite.

When asked the secret of long life, Ethel said: "Just keep active".

Everyone in the Housing Service congratulates Ethel on her very special birthday and wishes her many more years of health and happiness.



CUT OUT & KEEP



RECORD OF RENT PAYMENTS 2020/21

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

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

HOW OUR TEAMS HAVE RESPONDED DURING THE PANDEMIC

Allocations Team

Our Allocations Team has been homeworking through Covid-19 but is now coming into the office to ensure new tenants can sign up safely for properties.

To ensure the sign up process is as smooth and efficient as possible, we have streamlined the process by telephoning the client in advance of the sign up to discuss the process. This has reduced the face-to-face contact needed and time involved. This is a process we will look to build on in the future.

Business Support Team

The team is doing a mix of home working and coming into the office on a rota basis to cover all tasks and to keep our service ticking over in the background.

Emergency Repairs

We have continued to provide an emergency service to ensure we keep you safe in your home.

Estates Team

Our Estates Team has been kept very busy dealing with a surge of anti-social behaviour and already since lockdown they have secured three injunctions with three more cases pending legal action. They are currently monitoring another 15 cases. To put this into perspective during the whole of 2019/20 four injunctions were secured.

The ability of the team to obtain emergency without-notice injunctions during lockdown was extremely important, particularly given people were spending prolonged periods of time in the confines of their homes unable to escape the anti-social behaviour. The injunctions carry a 'Power of Arrest' to prevent and stop anti-social behaviour within our communities.

Gas Servicing

Gas servicing has also had challenges with access to properties due to residents shielding and self isolating.

We have had a dedicated officer homeworking liaising with residents and our contractor over the phone to ensure we are meeting our legal responsibility whilst adhering to health and safety measures and challenges due to Covid-19.

Homelessness Team

The Homeless Team adapted their service to respond to the immediate crisis during the pandemic. During this period they:

- Accommodated 20 households into temporary accommodation
- Assisted 17 homeless households directly into secure accommodation, negating the need to provide emergency accommodation.
- Introduced a weekly 'welfare check' on all clients in temporary accommodation to ensure they are well and are able to access appropriate services should they need them.
- The Lead Senior Advice officer has been attending a range of 'virtual' meetings with local partners to ensure all homeless households are assisted in a co-ordinated approach
- Introduced twice-weekly virtual staff meetings to keep up to date on current availability of temporary accommodation and co-ordination of move-on accommodation.
- Our in-house dedicated Support Officer has provided support to clients and also co-ordinated the turnover of our temporary accommodation .

Income & Debt Recovery Team

Again, despite the team working from home, they have been on the other end of the phone providing support, advice and assistance to anyone struggling to pay their rent including assistance with housing benefit claims, advice on universal credit claims, money management, water rate tariffs and keeping in regular contact with our vulnerable tenants offering support and advice.

Mobile Caretaking Unit

Our Mobile Caretaking Unit (pictured below) adapted the service to respond to the immediate crisis during the pandemic with the team carrying out the following tasks:



L/R Dave Greenall, Sue Vaughan, Barrie Coleman & Paul Gillard (supervisor)

- Assisted with the set up of the 'recovery centre' at the Academy.
- Set up emergency temporary accommodation to meet demand of vulnerable homelessness clients at short notice.
- Delivered food boxes to clients in temporary accommodation.
- Collected and delivered furniture to set up emergency accommodation and support move-on of families into secure accommodation.
- Moved vulnerable families during lockdown while removal companies were closed.
- Carried out estate tidies to ensure our estates remain clean and attractive neighbourhoods for residents.

Reception Team

Our Reception Team is now back in the office full time and are being kept busy answering calls which have now been taken back from our out-of-hours call handling service. They are also carrying out lots of different admin tasks for our various teams.

Repairs Team

Our Repairs Team has continued to carry out void inspections as well as ensuring planned maintenance projects such as roofing, heating, rewires and painting could restart on site when the Government lifted restrictions. Additional Covid-19 risk assessments and safe systems of work have been put in place to ensure the safety of you and your family.

Assisting other departments

Some members of our staff have also been assisting at the Crematorium, processing Discretionary Business Grants, delivering advice leaflets to the elderly and vulnerable as well as manning the phone line of the town's local Support Hub.

Telephone Enquiries

As soon as the Town Hall closed to the public, we put measures in place to ensure our telephones were covered by our out-of-hours call handling service.

The call centre has taken on average 575 calls each week, dealing with emergency repairs, homelessness enquiries, lettings queries and have ensured residents' queries are directed to officers to call them back and emergency repairs are actioned.

ADVICE FROM THE COUNCIL'S REVENUES & BENEFITS TEAM

Discretionary Housing Payments

Where the Council considers a claimant requires further financial assistance towards housing costs a Discretionary Housing Payment can be awarded. To claim a Discretionary Housing Payment you must be entitled to:

- Housing Benefit; or
- Universal Credit which must include the housing element and
- require further assistance with housing costs

For more information, please contact us by either:

Telephone: (01229) 404242 or

Email: benefits@barrowbc.gov.uk



Council Tax Reduction

You may be entitled to some help towards your Council Tax if you are on a low income. The reduction is calculated by taking into account your circumstances and household details and includes things like income and capital.

For more information please contact us by either:

Telephone: (01229) 404242

Email: benefits@barrowbc.gov.uk

Council Tax Covid-19 Hardship Fund

If you are not entitled to full council tax reduction and you are suffering financial hardship as a result of the pandemic, please complete a Covid-19 council tax hardship application and return to counciltax@barrowbc.gov.uk

For more details on the Council Tax Covid-19 Hardship fund and to complete a hardship application form visit the Council's website:

<https://www.barrowbc.gov.uk/residents/council-tax/council-tax-advice/> or alternatively you can request an application form by ringing our Customer Services Team on (01229) 404242

Anyone struggling to pay their Council Tax should contact our Customer Services Team on 01229 404242 or by email counciltax@barrowbc.gov.uk to make an arrangement to pay.

ARE YOU STRUGGLING TO PAY YOUR RENT?

Our Rents Team is here to help

If you've any queries about your rent account, or you're struggling to pay your rent, please don't sit at home worrying about it. Call our friendly Rents Team for help and advice.

As our Rents Team is currently working from home and handling more calls, if you do call and get diverted to voicemail please leave your name, address and phone number and they'll get back to you.



Call the team on (01229) 876345 or 876379 or 876469. Alternatively, email housing@barrowbc.gov.uk and a member of the team will get back to you.

If your usual payment outlet is currently closed, or you're shielding or self-isolating, you can pay your rent:

- online at www.barrowbc.gov.uk/payments
- via 24-hour automated payment line 0845 603 1510
- via Payment Hotline – speak to an operator on (01229) 876543
- via online banking directly to the Council's bank account (HSBC Bank plc): account number 01159372 / sort code 400914 / Account Name: Barrow Borough Council.

Please quote your full payment reference number to ensure the payment reaches your rent account.

- At the Post Office or any PayPoint outlet.

Always ask for a receipt and keep this in a safe place.



MORE TENANTS ARE BENEFITING FROM REDUCED WATER CHARGES

United Utilities has amended its criteria so that many more people whose income has been affected by Covid-19 can benefit from reduced water charges.

If your income has been affected by Covid-19 and you want to check if you're eligible, please contact our Money Management Officer, Jo Hughes, and she'll take it from there.



Jo has managed to secure reduced water bills for over 60 tenants during the pandemic.



Call Jo Hughes on (01229) 876534 or email jhughes@barrowbc.gov.uk

Don't miss out on free school meals & uniform vouchers!

Check to see if you're eligible for free school meals and uniform vouchers! If your financial circumstances have changed during the COVID-19 lockdown, you may now be entitled to financial support towards school meals and uniforms.

If you already receive these, you do not need to reapply.

To check eligibility and to apply visit: cumbria.gov.uk/freeschoolmeals

If you are unable to apply online, call 01228 606 060



Check to see if you're eligible for free school meals!

Search 'Cumbria school meals' or visit cumbria.gov.uk/freeschoolmeals

BARROW
women's
COMMUNITY MATTERS

<http://www.womenscommunitymatters.org>

Our reception is now open to welcome pre-booked appointments into the centre. To ensure a safe place for all, we ask that you are aware that appointments are by invitation only, but please do contact us:

MONDAY to FRIDAY 9:30am-4pm

☎ 01229 311 102
✉ reception@womenscommunitymatters.org
f Women's Community Matters (private message)

If you have concerns, please speak up

Over the last few months, safeguarding referrals for children have dropped by 50%. Please keep an eye out for children suffering neglect.

If you have any concerns, even if you're unsure, please speak up. It's better to be safe than sorry. If you have any concerns over a child's welfare but feel awkward contacting the authorities, you can contact CrimeStoppers online: crimestoppers-uk.org or on the phone 0800 555 111 (24/7, 365 days a year). **Your anonymity is 100% guaranteed.**

In an emergency, always call 999.

Child neglect: signs to spot

Children appearing withdrawn, anxious or frightened

CrimeStoppers.
0800 555 111
100% anonymous. Always.

crimestoppers-uk.org

COVID-19 EMERGENCY SUPPORT HELPLINE

Cumbria's Emergency Support Helpline is continuing to support vulnerable people who need urgent help with food, medicines and essential supplies and can't rely on friends, family or neighbours.

The free helpline also accepts referrals from members of the public who may be concerned about people in their community.

The helpline operates Monday to Friday 9am-5pm (10am-2pm at weekends).

<https://www.cumbria.gov.uk/coronavirus/landingpage.asp>

NEW EMERGENCY SUPPORT HELPLINE

0800 783 1966
COVID19support@
cumbria.gov.uk



Only for people at high risk of becoming seriously ill as a result of COVID-19 and who do not have support available from friends, family or neighbours.

Full details can be found online at cumbria.gov.uk

Provided by Cumbria County Council and partners including District Councils, CVS, Cumbria Community Foundation, community and voluntary sector, and private sector.

HELP TO CLAIM UNIVERSAL CREDIT

Support Service provided by Barrow Citizens Advice



Our trained advisors are currently working from home to offer guidance, information or full support to anyone needing help with their Universal Credit claim, including checking whether or not this is the right benefit for your circumstances and exactly when you should start your claim.

To get help, call us free on 08001 448 444 (Monday to Friday 8am-6pm)



Our Services

Age UK Barrow has been providing essential services to the elderly community throughout the pandemic and lockdown period. We continue to provide clients with a full and comprehensive information and advice service and this continues to be fully operational. Our fully qualified assessors help and advise on a wide range of benefits, aids, adaptations and care issues. The current crisis has meant we continue to be able to advise on a wide range of issues that living in such unprecedented times has raised.

Free Hot Meals

We have been working in conjunction with local caterers to ensure people who live alone and are most vulnerable, receive a hot meal, free of charge each week that has been prepared, is nutritional, wholesome hearty food and is delivered by our friendly volunteers.

Food Parcels

We are able to provide food parcels to those that are struggling to shop for themselves. Our food parcels have been tailored to suit the cooking abilities and facilities of an older person. They contain items such as tinned meat, pies, vegetables, soup and fish, as well as bread, butter and eggs. The food boxes contain enough items to keep people going for around a week.

Telephone Befriending Service

We provide a telephone befriending service. Many people who are already isolated have become even more so during the lockdown period and have missed seeing a friendly neighbour or friend. This is where our telephone befriending has become a vital lifeline to many and our clients receive a regular telephone call from a friendly volunteer who will phone for a chat. During these calls we can check on a client's wellbeing and hopefully support them which will avoid further isolation and loneliness.



Barrow Foodbank provide three-day Emergency Food Parcels for those in need.

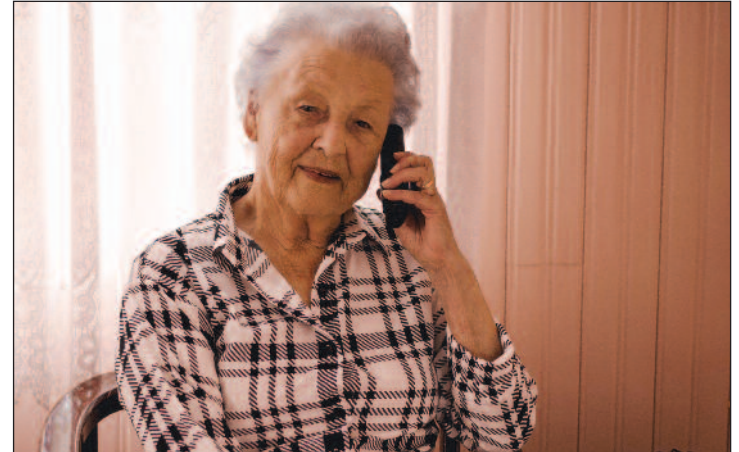
Last year we fed 7,382 people in the local area.

We know that anyone can find themselves at crisis point for a number of different reasons so, in order to provide the most appropriate help, we work with a large number of local agencies, who are able to identify those most in need and can issue Foodbank vouchers on our behalf.

Our local agencies can also provide long term support if needed to help address some of the issues behind the reasons for your crisis.

Do you require assistance?

If you feel you require assistance from Barrow Foodbank but are not sure of how you can access the service, then please call us on 01229 343436. Please be aware that due to Covid-19 we are operating a reduced service but if you leave a message someone will get back to you.



Prescription Delivery Service

Many local pharmacies are still struggling to meet the demand of prescription deliveries. We can help, our volunteers are on hand to collect your prescription from any local pharmacy and deliver it to your door.

Hearing Aid Batteries

We have a stock of hearing aid batteries that have been supplied to us by the audiology department. Please feel free to call into our office on Abbey Road or call the office to arrange delivery.

We are here for you

Our dedicated team of staff and volunteers have been working tirelessly to ensure Age UK Barrow is there to support the local elderly community. If you are aged 60 or over and live in the local area and would like to access any services, food parcels, hot meals or prescription deliveries, please contact our office on 01229 831425 or call into our Lakeland House offices on Abbey Road and a member of our team will be happy to help.



Whether you're dealing with poor mental health, emotional distress or in crisis, we are here to listen and to offer support and advice.

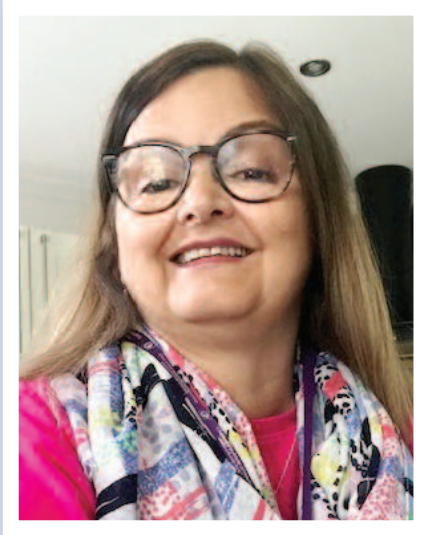
Mind in Furness are currently offering telephone support service and the office number is 01229 827094 or visit our website www.mindinfurness.org.uk

Mind in Furness office hours are Monday to Friday 10am - 3pm



FACE TO FACE with...

Amanda Brierley



Amanda is the Lead Senior Advice Officer in our Homelessness Team. She has worked for the Housing Service since 1996 when she started as a receptionist in our Ormsgill office. During her time with the Council she has also held the post of Housing Officer.

Her role involves assisting people who are experiencing problems with their current accommodation or those who have no home or place to go. She is responsible for leading the

Homelessness Team to ensure a good quality service is delivered.

In addition to the day-to-day operational work, Amanda also assists with work on county-wide homeless initiatives and represents the Housing Service at meetings that require input around homelessness duties that the Council has a statutory duty for.

Despite working from home since lockdown, it's a great credit to Amanda and her team that they have continued to seamlessly provide this essential service. You can read more about this on page 4.

Amanda, tell us...

What are your three best character traits?

Respectful, trustworthy and a problem solver

What are your three worst character traits?

Impatient, anxious (every time my kids go out in a car!) and telling my husband he's missed a bit when he's painting!

What are you most proud of?

My two boys, Alex and Kristian

What's your earliest memory?

Going to the family caravan at Askam for our holidays

What's your favourite film?

Forrest Gump, "Life's like a box of chocolates, you never know what you're gonna get"

What's your favourite TV programme?

Anything crime thriller based

What's your favourite book?

The Girl with the Dragon Tattoo by Stieg Larson

What are you most afraid of?

Heights

What do you do in your free time?

Usually you will find me at a racetrack somewhere in the county with my youngest son who competes in National Kart Racing

What was the first record you ever bought?

The Status Quo album 'Hello'

What's your favourite singer/band?

The Police

What three items would you take on a desert island?

Water, matches to light a fire and a fishing net

What's your most treasured possession?

My diamond ring that my husband bought me for our 25th wedding anniversary

What or who makes you laugh the most?

My eldest son, I always tell him he could have been a stand up comedian!

What's your favourite meal?

I like all kinds of food, don't think I have a favourite, I am a devil for crisps!

What's your favourite drink?

Gin & Tonic

What superpower do wish you had?

To eradicate Coronavirus

What's your dream holiday destination?

I like a good cruise anywhere warm

Who's your hero?

My Husband

Who would be sat around your dinner table if you could invite six people – living or dead?

Jenson Button, ex F1 Driver

James Hunt, F1 World champion 1976

Guy Martin, TT Rider and TV personality

Peter Kay, Comedian

Joanna Lumley, Actress

Miriam Margolyes, Actress

WELCOME TO...

Nic Huntingford

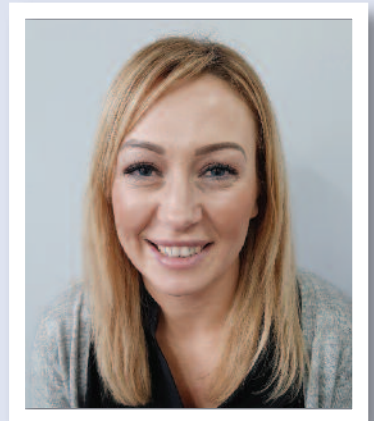
Hi, my name is Nic.

I started as the new Business Support Officer in January this year.

I was only in my role for three months and then we were hit with lockdown. It's been very strange times learning my new role and working from home. The girls in my office have been fantastic with their support and positive attitudes.

Myself and my partner Andrew are currently renovating our first home, which has been challenging in the current situation.

Between us we have two boys, who are full of life and both love Lego and anything Marvel and DC. We keep busy by going out for bike rides and walks.



A new member of our Homelessness Team...



Laura Heasley

In February I started a new role in the Homelessness Team. My new job role is a Triage/Administration Officer. This involves taking the triage calls and booking the client in for a full assessment with the senior officers. I also support the senior officers with any admin work.

With only starting in February, I haven't really had much of a chance to get stuck into the full role due to the circumstances!

Whilst moving onto to this new role, I left a role which I really enjoyed since starting in the Housing Service. Thank you to Business Support for having me and supporting me, it was a pleasure working with you all.

FAREWELL TO...

Matt Preston



Matthew, a time served joiner by trade, worked as a valued member of our Maintenance Team for the past six years.

Matthew undertook various surveying roles that included monitoring of contractors carrying out planned improvements, diagnosing routine repairs and adapting homes for tenants with mobility needs.


We wish Matthew all the best in his new role at BAE Systems.



Happy First Birthday to us!!!!



In February of this year, we celebrated our 1st birthday on Facebook and just recently we made it to our 2000th follower! Massive thanks to each and everyone of you who follows us and gives us the occasional like.

 **Barrow Borough Council Housing Department**

 **@BarrowHousing**

For those that don't follow us, please spare a minute to check out our Facebook page **Barrow Borough Council Housing Department** – it really is the easiest way to keep up to date on what's happening in Housing as well as other related services.

We also have our own Twitter page, so for those of you that prefer to read more short and snappy news, head over to our Twitter page.

RESULTS OF CHILDREN'S WINTER COLOURING COMPETITION

It's been such a long time since our last competition, but a huge well done to everyone who entered and congratulations to Mason-Olivia Wood and Mia Davies our overall winners.



WINNER: Mason-Olivia Wood



WINNER: Mia Davies



Raed Abd Elhafiz



Gracie, Miley & Hallie Robertson



Lexie Harris



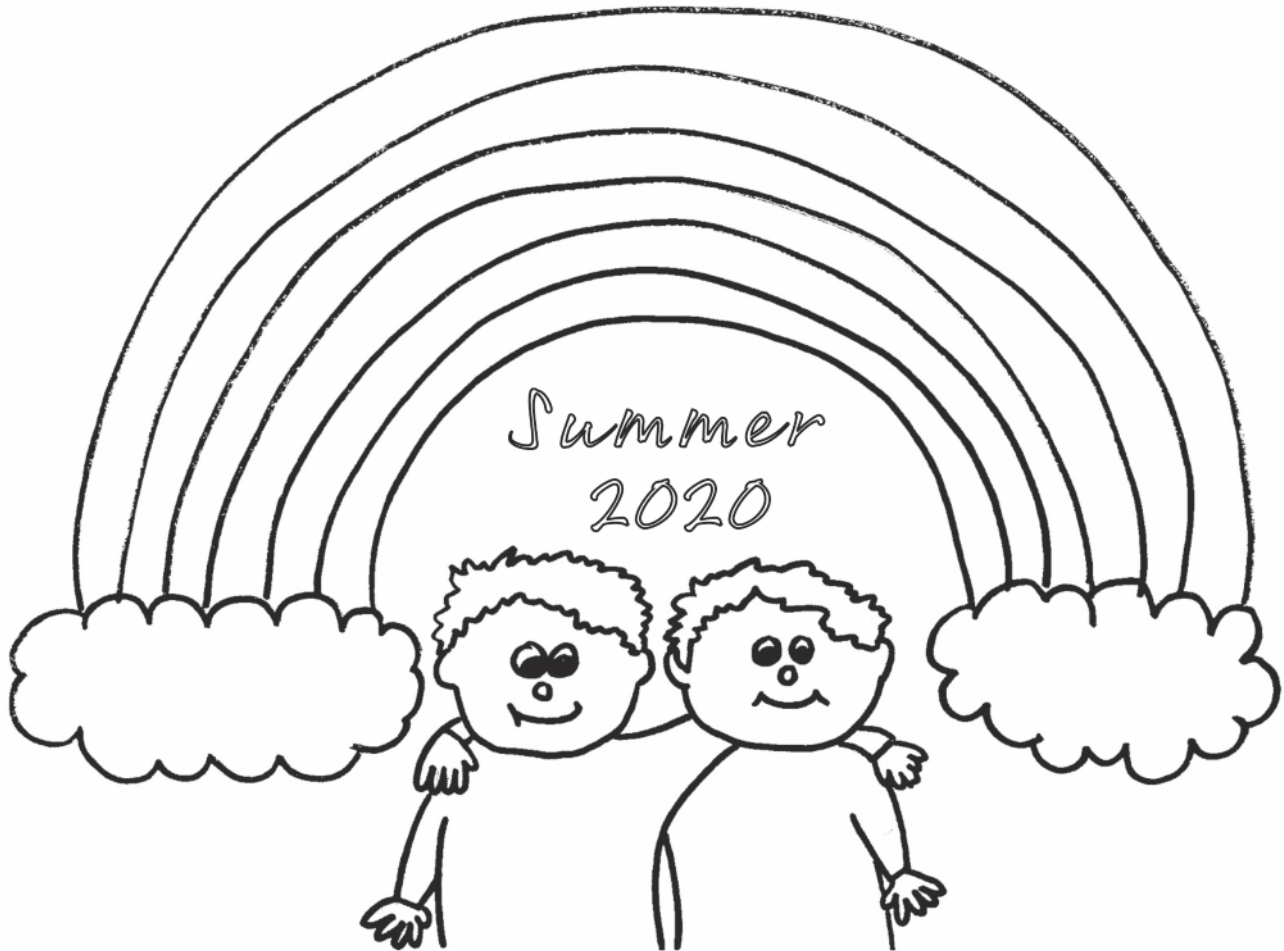
Charlie Wood



Daisy Lynne Bradford

SUMMER COMPETITION

We hope you're enjoying the summer holidays and looking forward to returning to school in September and being with your friends again. Before you start back, here's a fabulous picture for you to colour in, so get your crayons and felt tips out and go for it!!! You may want to 'adapt' the picture so it's you and a friend? The competition is split into two age groups: 7 years and under & 8-11 year olds and as long as your parents or grandparents are Council tenants/leaseholders you can enter. The deadline is 4 September. Please return your entries to: Cathy Kirk, Housing Dept, Town Hall, Duke St. Barrow-in-Furness LA14 2LD



NAME (IN CAPITALS PLEASE)

ADDRESS

TELEPHONE NO AGE

ANNUAL REPORT 2019/20 in numbers

Here's our annual report which gives information on how we performed during the financial year 1 April 2019 to 31 March 2020. We hope this information is useful in terms of understanding key costs and our performance. If you've any queries or comments you'd like to make about this report, please get in touch with us on (01229) 876523 or email: housing@barrowbc.gov.uk.

Responsive Repairs

 **£1,002,512** spent on responsive repair work:

-  1422 were emergencies
-  1851 were urgent
-  2357 were routine



£99.20 average cost of responsive repair



£432.16 average cost of major repairs

£3382.80 average cost of a void repair



Planned Maintenance Works

£1,760,490 spent carrying out major improvements to 1438 properties:



225 central heating



615 painting



116 rewires



148 roofs



263 windows



71 roofs



100% properties meet Decent Homes Standard



Rents

£80.68 average weekly rent

£433,364 current tenant arrears

11 tenants evicted for rent arrears



Tenancy & Estate

1448 people on Cumbria Choice register

224 homes were re-let

60.4% properties accepted on first offer

20 houses sold under Right to Buy Scheme

2,536 properties managed by Housing Service



Your Home

Gas Safety Checks

100% properties have valid gas certificates

17 warrants obtained to gain access to properties to carry out gas servicing where tenants refused access

£340 spent on warrants

£20 per warrant



Aids & Adaptations

£158,896 spent on adaptations

121 aids/adaptations completed

100% customer satisfaction



Neighbourhood

1 report of Hate Crime (disability)

Complaints	Stage 1	Stage 2	Stage 3
Upheld	2		
Not upheld	2		
Partly upheld	1		
Rejected/withdrawn	2		
Total	5		

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

Katie Barker (01229) 876352

ESTATE MANAGEMENT TEAM**Email:**

housing@barrowbc.gov.uk

LETTINGS TEAM**Housing Officers:**

Jackie Rimmer (Snr) (01229) 876550

Alison Horricks (01229) 876403

Sue Drake (01229) 876456

OTHER SERVICES**Homelessness Advice****Office hours:**

Triage (01229) 876599

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

Peter Rimmer (01229) 876530

Andrew Hartley (01229) 876531

Gas Technician

Mike Robson (01229) 876488

BUSINESS SUPPORT TEAM**Leaseholder Enquiries**

Georgina Bridgens (01229) 876478

Right to Buy

Michelle Bradley (01229) 876483

Household Insurance

Joanne Worrall (01229) 876488

Choice-Based Lettings

Rachael Hornby (01229) 876554

**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 EMERGENCY REPAIRS****During office hours****Out-of-office hours**

Non-gas repairs

(01229) 876578

(01229) 833311

Gas only repairs

0800 031 6578
freephone

(01229) 833311

REPAIRSWe are continuing to carry out emergency repairs, along with gas servicing. For a list of repairs classified as emergencies, please visit: www.barrowbc.gov.uk/residents/council-housing/your-home/repairs/**Routine Repairs**

Due to the ongoing furloughing of Hughes Brothers' staff, we are unable to carry out routine repairs. This situation is being reviewed on a regular basis. Updates on this will be posted on our Facebook and Twitter pages and on our website.

**TOWN HALL
Switchboard:
01229 876543****CONTACTS FOR TENANT GROUPS***Listed below are Council-recognised tenant/resident associations and street voices within the Borough.***Street Voice for Raglan Court & Corporation Terrace**

Mandy Anderson - 07514 417 606

Street Voice for Grange & Cartmel Crescent

James Christie - 07748 427 104

Street Voices for Lord Street Area, Dalton

Jackie Scott 07595 389 895 & Irene Asbury (01229) 468138

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