

HOUSING MATTERS



Summer
2022

The Newsletter of Barrow Borough Council Housing Department

A BANK HOLIDAY TO REMEMBER!

Whichever way you spent the Platinum Jubilee bank holiday, we hope you really enjoyed it.

In the Town Square a wonderful time was had by everyone who attended what must have been the borough's biggest ever street party. See inside for more details and photos of this memorable occasion.



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COST OF LIVING SUPPORT

Turn to pages 2 and 4 for details on support and financial help available



Have I Got Housing News for You!

Here we are mid-Summer already, and what a busy year it's been so far!

The highlight of course being the celebrations during the Jubilee Bank Holiday and the events held to mark The Queen's Platinum Jubilee which thousands of residents joined in.

The photographs in the newsletter are a pleasure to see, and I'm

sure you'll agree it's great to see celebrations and events being held after such a difficult couple of years of the pandemic and subsequent restrictions. It's also lovely to see the Town Hall open again with customers being able to access face-to-face services without an appointment.

On the service front, the Council has undergone a management restructure as part of the preparations for it becoming Westmorland and Furness Council – one of the two unitary councils in Cumbria – in April 2023. My role is now Deputy Director of People and Place and my three managers are now Heads of Service, which has expanded our roles and given us additional duties – see page 10 for more details on this. I would like to reassure you despite the changes, our focus remains on providing a good service to our tenants as we always strive to do. The restructure has

required all staff to be positive, motivated and flexible and I am so proud to say they have embraced the changes as we move forward.

This edition includes the Housing Service's Annual Report providing information on how the service performed between April 2021 to March 2022. As you will note, all the hard work by staff is clearly demonstrated by the numbers provided.

I really must highlight the article on page 5 warning tenants if they are approached about 'no win, no fee' disrepair claims. I strongly advise you to read the article and note the advice given, which our Chair of Housing Management Forum, Councillor Kevin Hamilton, endorses about the risk posed to tenants if they don't check the terms offered by law firms for no win, no fee disrepair claims before progressing making a claim.

I would like to take this opportunity to sincerely thank my managers and staff in the Housing Service for all their hard work and support over recent months in keeping the service running tickety-boo, during my period of ill health.

Nothing more for me to say, other than hope you find the newsletter interesting as well as informative and here's hoping for a long, warm summer to enjoy.

Joyce E. Sharp

DEPUTY DIRECTOR OF PEOPLE & PLACE

Cost of Living Support

Ways to Welfare including Food Support

Cumbria County Council's Ways to Welfare helpline offers help and emergency support with food and basics/essentials for anyone struggling to cope with their current situation.

Tel: 0800 783 1966

Visit: cumbria.gov.uk/welfare



Free School Meals & Clothing Grants

If you're on a low income, your children may be entitled to free school meals and clothing grants. Check your eligibility and apply online at cumbria.gov.uk/freeschoolmeals or call 01228 60 60 60.

Healthy Start Vouchers

For milk, fruit and vegetables if you're on low income and pregnant or have a child under four. Apply online <https://services.nhsbsa.nhs.uk/apply-for-healthy-startp/>

Financial Support

Citizens Advice can give you free advice on debt, benefits and employment and make sure you're getting all the support you're entitled to.

Tel: 0808 278 7817 Visit: citizensadvice.org.uk

NHS Prescriptions & Health Costs

You might be able to get free NHS prescriptions, dental treatment, eye tests and help with other NHS costs.

Visit: gov.uk/help-nhs-costs

Lost your Job?

If you've lost your job or had your hours reduced, then you might be able to claim benefits. Many people miss out because they don't know what they're entitled to.

The Citizens Advice Help to Claim service can talk you through the early stages of making a claim and make sure you're claiming the right benefits. Call 0800 144 8444 to find out more.

CELEBRATING OUR TENANTS

Our Good Neighbour 'Thank You' scheme allows us to reward those people in the community that go out of the way to help others and look after their neighbourhood. Having a good neighbour can make such a difference to a community and this is something we like to reward. Congratulations to the latest recipients of these awards and thank you for being such good neighbours!

Well Done Donna & Michael



Donna and Michael Murphy who live on Roosegate, were nominated to receive a Good Neighbour 'Thank You' after they helped their neighbours clear large amounts of rubbish and items from around the estate.

Their efforts didn't go unnoticed and we were pleased to award Donna and Michael £30 of Love2Shop vouchers as a token of thanks for the difference they've made.

Donna was thrilled to receive the vouchers and told us they are planning to spend the vouchers on a barbeque they are organising for the children in the area. What a lovely idea – we hope you have a great time!

Our Incentive Schemes

We have four different incentive schemes:

Rewarding Good Tenants

Prize draw for tenants who comply with their Tenancy Agreement.

Good Neighbour 'Thank You'

Awarded via nomination to anyone living on a Council estate or who contributes to the lives of a person or people who live on a Council estate.

Downsizing Scheme

A grant towards moving expenses if your current home is too big for you and you want to downsize to a smaller property.

Leave It Clean Scheme

£100 of vouchers given to tenants moving out of their property (into private sector housing) who meet certain criteria.

For more details on any of our incentive schemes, please visit: <https://www.barrowbc.gov.uk/residents/council-housing/incentive-schemes/> or call Cathy Kirk on (01229) 876523.

Rewarding Good Tenants

Congratulations to our fabulous tenants, Barbara Gibbons, Liz Shannon and Amy Meehan who are the latest winners of our Rewarding Good Tenants prize draw. We hope they enjoy spending their vouchers!



Barbara Gibbons



Liz Shannon



Amy Meehan

ARE YOU STRUGGLING TO PAY YOUR RENT?

If you're struggling financially, we know it's not always easy to talk about it, but our friendly Rents Team is here to help.

Our expert Benefits Officer, Amanda Morris, can also check you're receiving all the benefits you're entitled to – call Amanda on (01229) 876581.

The sooner you contact us - the sooner we can help.

Here are the numbers of our team:

- Emma Johnson (01229) 876469
- Carol High (01229) 876397
- Katie Barker (01229) 876471

or email: housing@barrowbc.gov.uk



Cost Of Living Payments

If you are claiming benefits and think you're entitled to a Cost of Living Payment, you don't need to do anything. You'll get the payments automatically.



The first instalment of the £650 Cost of Living Payments will be paid automatically to eligible people, between 14 - 31 July. The remaining £324 will be paid in autumn.

To find out more visit: Cost of Living Payment - GOV.UK (www.gov.uk)

WARNING!! Scammers are targeting people about Cost of Living Payments

If you're eligible:

- You do not need to apply for the payment
- You do not need to call the DWP
- Payment to you is automatic
- The DWP will never ask you for personal details by SMS or email

TENANT ORDERED TO PAY LEGAL COSTS OF OVER £9,000

Following a number of calls from concerned tenants, we want to remind you to be cautious if approached about no win, no fee disrepair claims.

A couple of years ago the Council successfully defended a claim before the County Court that it had failed to carry out repairs in reasonable time to a property.

The judge ordered the Council tenant who brought the claim, assisted by solicitors on a no win no fee contract, to pay the Council's legal costs of over £9,000.

Chair of the Council's Housing Management Forum, Councillor Kevin Hamilton, warned tenants to be careful to check the terms of the agreement being offered if they are approached by law firms offering no win no fee agreements on housing disrepair claims.

Cllr Hamilton said: "In certain circumstances, no win no fee agreements carry a substantial risk to the claimant if their

case is unsuccessful.

"If a claimant loses the claim at trial, the court may order the claimant to pay the defendant's costs as well as their own.

"Unless the claimant has a policy of insurance or other indemnity in place to cover any costs made against them by the court, they are taking a risk if their case is not strong enough to succeed. Our concern is that this might not always be clear from the outset".

Cllr Hamilton added: "If tenants have a concern about a repair or an issue with a property, they should contact the Housing Service as soon as possible so the problem can be rectified in good time. We take our responsibilities as a provider of social housing very seriously and we undertake repairs promptly.

"We would urge people to get in contact with us for help and advice if they feel this isn't the case."

Contact us on (01229) 876578 to report repairs/concerns or email: housing@barrowbc.gov.uk

Low Carbon Barrow Scheme

The Council has made a commitment to secure zero carbon status by 2037. This is demonstrated through its two-year Low Carbon Barrow Scheme which has been secured with funding from the European Regional Development Fund and Cumbria Local Enterprise Partnership.

The scheme includes several activities to reduce the Council's carbon footprint in the Borough. Two of these are nearing completion. They are the installation of 18 electric vehicle charging points throughout the Borough and the retrofit of solar panels onto Council housing stock on the Roosegate and Yew Tree estates.

Both estates had received roofing works in the last five years making them ideal candidates for this pilot scheme. Added to this, the estates are mainly made up of small flats with shared roofs giving an ideal opportunity to learn from a one-building, multiple property approach. With the recent long days and periods of clear skies, many of the currently live properties are showing a level of power generation above expectations.



NEW GROUNDS MAINTENANCE CONTRACT

We're delighted to announce Continental Landscapes have won the contract to deliver the grounds maintenance service on our estates.

We're looking forward to working with Continental Landscapes to ensure our customers receive the high-quality service they expect and we thank you for your patience and understanding whilst the new contract was put in place.



RECORD OF RENT PAYMENTS 2022/23

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

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

New look website!

Cumbria Choice is where we – along with all the main social housing providers in Cumbria - advertise vacant properties.



Following customer consultation, key changes have been made to Cumbria Choice and the allocations system. These include a new look, user-friendly website and a shorter, easier to complete application form.

Once an applicant has registered with Cumbria Choice and completed a Social Housing application form they will be able to bid on vacant properties through the website once their application has been activated.

Please note: The lettings cycle for the Council is now different to the lettings cycle of other housing providers. To view properties of other housing providers in Cumbria you need to check the Cumbria Choice website: www.cumbriachoice.org.uk

Mutually Exchanging your Home

The new Cumbria Choice website allows you to register a mutual exchange application and view properties that may match your preferences. You would then contact a potential match to make further enquiries before seeking permission from us to exchange.

If you have any queries about applying for accommodation or mutually exchanging, please call us on (01229) 876554 or email: cbl@barrowbc.gov.uk

Town Celebrates The Queen's Platinum Jubilee

Thousands of people attended Barrow Town Square for a vibrant community day of entertainment and refreshments to mark the Queen's Platinum Jubilee.

Union flags were flying high as residents and visitors took in music, dance, and variety acts, while sampling scones and tea in the sun-drenched backdrop of the magnificent Barrow Town Hall.

The family focused event, staged by Barrow Borough Council, also welcomed folk to join tours and look around the splendid rooms of the Borough's beautiful Victorian town hall on the 2 June bank holiday.

On the busy Town Square, popular acts including Becki Fishwick - The Vintage Songstress, Voce, Chris Barker, Lisa Hart, Joel Dickinson Magic Tix, South Lakes Rock School, KS Musicals and Café Society Jazz Band, took to the stage in front of the cheering crowd. Families also engaged in creative workshops within The Forum and the Town Square with Barrow Full, Age UK and Art Gene.

Barrow Sea Cadets and Barrow Air Cadets received a rapturous welcome from the crowd as they marched out in their pristine uniforms. The young ambassadors led out the new Barrow Borough Mayor, Councillor Hayley Preston, who captured the pride of Barrow and strong community spirit in her speech. The official proclamation was read by performer Russ Palmer and guitarists enthralled the crowd by playing The National Anthem from the Barrow Town Hall balcony.

Cumbria Deaf Association provided BSL interpretations of the Barrow Town Hall tours and the music performances. Cumbria Deaf Association received much positive feedback, including a lady who was moved to tears by the lovely combination of singer Becki Fishwick's performance of Dame Vera Lynn's classic song 'We'll Meet Again' and signing of the lyrics by the BSL interpreter. The recently widowed lady said it was something that being deafened at the age of 20, she hasn't "heard" for a long time."

Staff from The Forum and Barrow Borough Council worked alongside councillors and volunteers from the Rotary Clubs of Barrow, Furness and Furness Peninsula and the community to run the successful day.

The celebration was made possible thanks to the kind sponsorship of BAE Systems and Barrow Full who funded and supported the wonderful day.

Amazed residents told us: "The whole afternoon was delightful. The entertainment was superb, the tea delish and the weather unbelievable, we were blessed. Thank you for an unforgettable time."

Sandra Baines, Head of Visitor, Economy and Culture at Barrow Borough Council, thanked all those who contributed to making the Jubilee event a massive success. She said: "It was an amazing day. We had a fantastic turn out for the community street party, Barrow Town Hall tours and the line-up of entertainment was extremely well received. People really enjoyed the day."

Natalie Chapples, Barrow Borough Council Engagement Officer



SUPPORTING COMMUNITY EVENTS

Our Tenants' Forum were only too pleased to support funding bids from two of our local community groups. Both groups organised parties to celebrate The Queen's Platinum Jubilee. Here are some fab photos from the jubilee party organised by Ormsgill Stronger Together which, despite the weather on the day, had a wonderful turnout!



Raglan Street Voice & Sacred Heart Community Hub

Raglan Street Voice, Mandy Anderson, joined with the Sacred Heart Community Hub and organised a fantastic Jubilee party!!!!



There's always lots going on at Ormsgill Community Centre!

Monday Coffee Mornings



Coffee mornings are held every Monday between 9:30am to 11:30am- just £1.50 for a bacon bun and a brew.

They also have Amazon tablets that you can use to access the internet free of charge. You can use them to pay a bill or search for a job and they can help if you need something printing off too!



BINGO!



Sessions are held the first Friday of every month. It costs £5 and is over 18s only. There are four prize bingo games and a cash prize game at the end. The cost includes refreshments and a free raffle ticket.

Community Fridge

The Community Fridge is open 9am-10am every Monday, Wednesday and Friday – it's completely free and open to anyone to stop surplus food from going to waste.

Since the Government announced its decision to create two new unitary councils, work on the complex operation to create two new councils has been ongoing. Here are some frequently asked questions.

What is Local Government Reorganisation?

As the current two-tier system in Cumbria – consisting of the county council and the six districts carrying out different services – does not give the option for the Government to transfer powers and finance to a local level – it has been decided two new unitary (single tier) councils will be created.

- Cumberland Council will provide services to the areas of Allerdale, Carlisle and Copeland
- Westmorland and Furness Council will provide services to the areas of Barrow Borough, Eden and South Lakeland.

What is a Unitary Council?

A unitary council brings all the different services currently offered by Cumbria County Council and district councils in an area under 'one roof'.

When will this happen?

Following the elections in May, a Shadow Authority for Westmorland and Furness Council was created to oversee the

planning and preparation for the new unitary council and this is currently operating alongside existing councils.

1 April 2023 – 'Vesting Day' is when the new Westmorland and Furness Council will 'go live' and Barrow Borough Council will cease to exist.

How will this affect me?

From April 2023, Westmorland and Furness Council will be responsible for providing all the services currently being delivered. That means everything from your waste and recycling collections to highways and planning matters, adult social care and parking will all be looked after by the new Westmorland and Furness Council.

How can I find out more info?

For the latest information on the creation of the new Westmorland and Furness Council visit: <https://www.westmorlandandfurness.gov.uk/>

WHAT DO THE CHANGES MEAN FOR THE HOUSING SERVICE?

We can assure you that the services you receive from the 'Housing Department' will continue to be provided as they are currently – it will definitely be service as usual!

However, in preparing to become part of the new Westmorland and Furness Council, the Council has undergone a management restructure. This has involved the creation of a new Directorate of People and Place, under which Housing staff now sit.

Heading up the Directorate of People and Place is Steph Cordon

with former head of the Housing Service, Jan Sharp, becoming the Deputy Director of People & Place. Our three managers, Caroline Wagstaff, Rebecca Halton and Les Davies, joining seven other Council managers to form the new ten Heads of Service.

Here, Rebecca and Caroline outline their expanded role and some of the new additional duties their teams will be responsible for.

Rebecca Halton, Head of Business Support

Before the recent restructure I managed the Housing Service's Business Support Team, which provide all the back office support to the Housing Service.

The restructure saw an additional three teams brought under the umbrella of Business Support. One of these teams is the Housing Services Income & Debt Recovery Team who are there to help and support tenants who may be struggling to pay their rent, whilst also making sure that the income received to the Housing Revenue Account is maximised and arrears kept to a minimum.

Aside from Housing-related functions, I have also taken over the management of two other teams. The first being Parking Services, which includes the back office staff who process all the enforcement action taken by the Council and respond to numerous other parking-related enquiries and also the Civil Enforcement Officers whose job is to encourage compliance with parking regulations on Council-owned car parks.

The other team is the Admin Services Team who provide back office support for all other corporate services around post, printing and stationery, alongside performing numerous

other tasks to support Council services in their delivery.

It has been a busy and interesting few months whilst I adjust to my new role and I have learnt so much already and am keen to share some good practice across the teams and improve the offerings of the teams to services.

I am very lucky that the staff I have (both old and new) are hardworking and know their jobs well, which makes my life much easier! I would like to thank them for bearing with me whilst I adjust to things and being willing to help when needed.



Caroline Wagstaff, Head of People and Communities



I am sure many of you will know me as I have worked for Barrow Borough Council for 36 years in various roles, but prior to the restructure I held the position of Operations Manager within the Housing Service managing the Housing Operational Teams.

Within the restructure of People and Place I have taken up a new role of Head of People and Communities. Throughout my years with the Council, I have always been passionate about working with our residents to ensure all of our teams offer excellent customer service.

New Safe & Strong Communities Team

My new role has also required me to develop another exciting team of 'Safe and Strong Communities'. The Safe and Strong Communities Team is a multi-disciplinary team working across tenure of housing stock and private sector, dealing with anti-social behaviour (ASB) throughout the borough along with enviro crime which has a huge impact on our neighbourhoods ie, fly-tipping, abandoned vehicles, dog fouling, littering etc.

Our Safe and Strong Communities Team is led by Caroline Kendall who has many years' experience dealing with ASB. In recent weeks we have developed the team with a 'police hub' working alongside our officers to deliver the very best service to prevent and stop ASB in our communities - putting our residents at the heart of our service.

Working in partnership with statutory and non-statutory agencies our residents can be confident we will listen to complaints and resource the best possible solution to tackle problems within our communities by education, formal warnings and, where necessary, legal action.

New Customer Services Team

My new role gives me the opportunity to develop a new Customer Services Team bringing together our three customer service teams incorporating Revenue and Benefits customer service, Housing front-line service and also our CRM Team who are busy every day taking calls from our customers.

The new Customer Services Team (some of whom are pictured opposite) will develop over the coming months with staff receiving training to create 'one team' to deal with all customer service enquiries both over the phone and face to face.

Homelessness Team

Homelessness is another area I am responsible for ensuring some of our most vulnerable residents receive support, advice and assistance at a critical point in their lives. I am very lucky to have an excellent homelessness team with years of experience led by Amanda Brierley our Team Manager.

Alongside day-to-day homelessness presentations, we are constantly looking to enhance our service offer in this area to vulnerable residents, and have recently developed a new scheme working with our excellent partners at Barrow Women's Community Matters and Furness Homeless Support Group to deliver a 'Women's Support and Accommodation Service'. We are also looking over the coming months to deliver our 'Housing First' model. We will keep you updated on all our new schemes.

Allocations

Finally, I also manage our allocations across the borough through our Choice Based Lettings Scheme – Cumbria Choice. Our customers now have an improved service with our new IT platform with easier access to information and bidding. The policy is across Cumbria working in partnership with colleagues from all districts. Our in-house team are extremely knowledgeable. From the application stage our Business Support colleagues assist customers with their application alongside our Lettings Team who carry out accompanied viewings through to handing our new tenants the keys to their home, whilst always ensuring excellent customer service.

I look forward to developing our services as we move forward to Local Government Reorganisation to ensure our residents have the best possible customer service when we become Westmorland and Furness Council.



SERVICE WITH A SMILE – OUR NEW CUSTOMER SERVICE TEAM
Back l-r: Jess, Jan, Viv and Debra. Front l-r: Mel, Caroline and Jayne
Missing from the photo are Jacky, Ann, Jane, Laura & Claire

Face to Face with ...Steph Cordon



I'm Steph the Deputy Chief Executive and Director of People and Place for Barrow Borough Council.

I've been with the Council just over two years and look after a range of services that we deliver for our residents which includes our housing stock, emptying the bins, community

safety, car parks, the market, The Forum, Piel Island, regeneration and planning to name but a few that keep me busy! I am really lucky as I have a great team of people like Jan, Caroline and Bex that are genuinely committed to doing their best for residents.

As you will probably have seen, the Council, working with partners has been really successful in securing £60m of investment into the area over the last eighteen months. A lot of the work so far has been on putting in funding applications, but over the next 12 months you will start to see the results of getting the money.

Here are some of the things that you will see starting to happen and there will be lots of opportunities for you to engage in the consultation on what these will look like:

- a new University Campus down on the waterfront
- the Forum and the Market Hall will both get a revamp with a new single entrance and a soft play area and a food court going into the market.
- an Outdoor Activity Centre at Earnse Bay
- Community Hub upgrades at Ormsgill and Bram Longstaffe
- Getting the land on Salthouse Road ready for new housing development
- Putting solar panels on council housing as a pilot in Roose (see page 5 for details of this)

This is a snapshot of the exciting things happening and, of course, as a Council we are all working hard to make sure that when all of Barrow Borough Council services move into the new Westmorland and Furness Council that residents are unaffected by the changes.

If there is anything that you want to know more about, please let me know as we are really keen to make sure that residents are involved.

Steph, tell us ...

What are your three best character traits?

Positive, enthusiastic, caring

What are your three worst character traits?

Impatient, dramatic, easily distracted

What's your earliest memory?

In my pram going over a bridge in a park being pushed by my great Uncle Arthur

What are you most afraid of?

Failing and letting people down

What are you most proud of?

My kids, Amy and Hannah

What's your favourite film?

Pretty Woman or Sweet Home Alabama

What's your favourite TV programme?

Anything Real Housewives

What's your favourite book?

Don't really have one as can't read the same thing twice. Loved Anna Karenina by Leo Tolstoy

What's your most treasured possession?

My grandad's shoe brush from when he was in the army

What or who makes you laugh the most?

My lockdown dogs, Max and George

What do you do in your free time?

Walk the dogs, shopping, going out

What's your favourite meal?

Indian street food

What's your favourite drink?

Oat Vanilla Latte or Gin and Tonic

What was the first record you ever bought?

Blondie Parallel Lines

What's your favourite singer/band?

Nile Rodgers and the Bee Gees

What three items would you take on a desert island?

Lip balm, phone and limitless Wi-Fi and charger

What superpower do you wish you had?

Teleporting

What's your dream holiday destination?

Anywhere with a beach, cocktail and sun

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

Elizabeth I, Jo Whiley, Robert Peston, Claudia Winkleman, Idris Elba and Jason Momoa



ANNUAL REPORT 2021/22 ... in numbers

Here's our annual report which gives information on how we performed during the financial year 1 April 2021 to 31 March 2022. We hope this is useful in terms of understanding key costs and our performance. If you've any queries or comments, please call us on (01229) 876523 or email: housing@barrowbc.gov.uk.

Responsive Repairs

£802,389 spent on responsive repair work:

- ▲ 1934 emergencies
- ▲ 2405 urgent
- ▲ 4286 routine

£82 average cost of responsive repair

Planned Maintenance Works

£2,258,000 spent carrying out major improvements

£430,798 central heating

£260,521 rewires

£493,336 roofs

£828,303 windows

£245,042 repointing

100% properties meet Decent Homes Standard

Rents

£83.16 average weekly rent

£389,754 current tenant arrears

2 tenants evicted for rent arrears

Tenancy & Estate

2383 people on Cumbria Choice register

203 homes were re-let

66.5% properties accepted on first offer

13 houses sold under Right to Buy Scheme

2,524 properties managed by Housing Service

SAY NO TO HATE CRIME Neighbourhood

0 reports of Hate Crime

Your Home Gas Safety Checks

100% properties have valid gas certificates

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

£484 spent on warrants

Aids & Adaptations

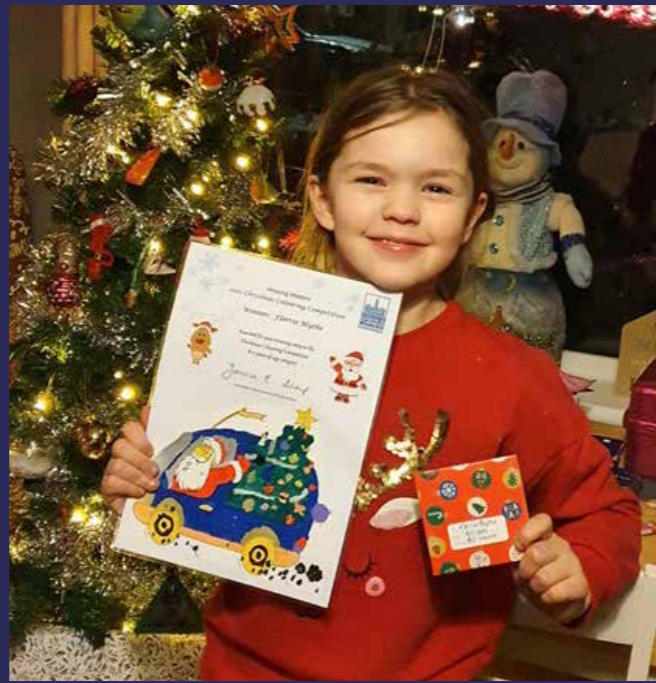
£193,293 spent on adaptations

124 aids/adaptations completed

Complaints	Stage 1	Stage 2
Upheld	1	0
Not upheld	3	0
Partly upheld	0	0
Rejected/withdrawn	0	0
Total	4	0

Children's Christmas Competition Results

Congratulations to our overall winner, Florrie Blythe, who is pictured here with her vouchers and certificate. Runners-up were sisters, Gracie and Hallie Robertson. Not pictured Ryan Roberts. Huge thanks to everyone who entered the competition.



HOUSING HOSTS DREAM PLACEMENT

Dream Placement is a unique Cumbrian initiative, project managed by the Centre for Leadership Performance that brings together bright, motivated young students aged 16-18 with some of the most forward-looking and successful businesses in the county.



It is a leadership development programme that for some young people will result in a week's Dream Placement in industry.

The scheme gives young people a vision of what they can aspire to in leadership roles across the county and helps them make informed choices about their future careers.

Earlier in the year, the Council was proud to host three talented young students for their Dream Placement week – Ethan, Abbi and Laura Bethell.

Laura's week was spent shadowing officers from our various teams, both in the office and out and about on our estates, and she also had the opportunity of attending some multi-agency meetings.

At the end of a very busy week, Laura said:

"My Dream Placement has shown me just how much the Housing Department helps the Borough and the positive impact the people working for the Council have on the lives of the local community.

"During my week in the Council, I learnt about the people skills needed in the world of work when communicating between the multiple agencies. I have gained a deeper understanding of the collaborative nature of the workplace especially when assisting people in need.

"After this work experience opportunity, I have improved my time management, in addition to developing an appreciation of the wide variety of roles and responsibilities within the Council."

We really enjoyed having Laura as part of the Housing team for the week and we wish her well in her future career.



!SUMMER COMPETITION!

Here's a fab picture for you to colour in! It's super easy to enter the competition and it has two age groups: 7 years and under & 8-11 year-olds. To enter, your parents or grandparents must be Council tenants or leaseholders. The deadline for entries is Friday, August 12th. Please post your entries to: Cathy Kirk, Housing Dept. Town Hall, Duke Street, Barrow LA14 2LD

NAME

ADDRESS

PHONE AGE



POST OFFICE CARD ACCOUNTS

The Post Office card account service will be closing at the end of November this year. At this time, the DWP (Department for Work & Pensions) will no longer make benefit payments into these accounts.

If you currently use a Post Office card account for your state pension or benefits, and you don't already have an alternative account, then you will need to open a new bank account.

If you've struggled in the past to open a bank account, we can now help. Please contact our Neighbourhood Support Officer, Simone Singleton, for help and advice – call her on (01229) 876580 or email: housing@barrowbc.gov.uk

PARKPLAY

ParkPlay is a completely free event and it's perfect for adults and children alike. There's no age limit or fitness requirement.

Just turn up and there'll be games and activities everyone can play.

When and where is it held?

ParkPlay takes place every Saturday morning come rain or shine!!

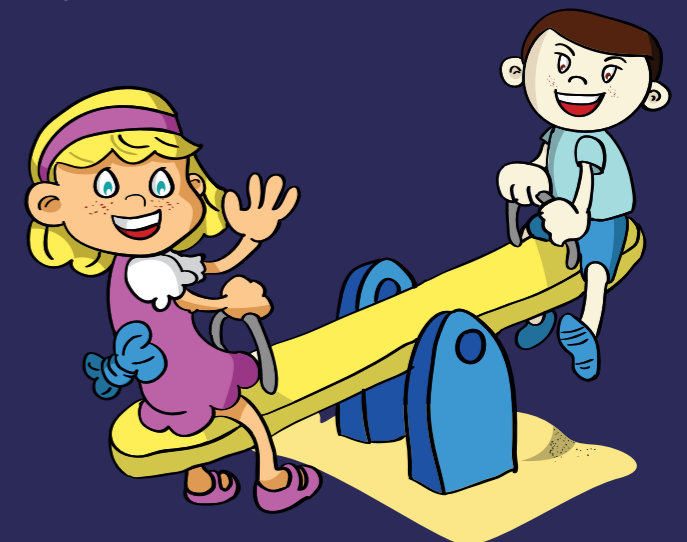
Barrow ParkPlay meet at the bandstand at 9:30am

Ormsgill ParkPlay meet at Ormsgill playing fields at 9:30am

Askam ParkPlay meet at the Lots Field at 9:30am

Register once at www.park-play.com ready to #MeetMovePlay

Follow the groups on their Facebook pages: @BarrowParkPlay | @OrmsgillParkPlay | @AskamParkPlay



DEPUTY DIRECTOR OF PEOPLE & PLACE

Janice Sharp (01229) 876523

HEAD OF PEOPLE & COMMUNITIES

Caroline Wagstaff (01229) 876310

SAFE & STRONG COMMUNITIES TEAM

Safe & Strong Communities Manager

Caroline Kendall (01229) 876462

Senior Neighbourhood Team Leader

Debbie Cubiss (01229) 876423

Neighbourhood Enforcement Officer

Gordon Robson (01229) 876410

Neighbourhood Officers

Peter Buckley 07843 471 414

Dan Crowe (01229) 876479

Cheryl Waite (01229) 876520

Neighbourhood Support Officers

Simone Singleton (01229) 876580

Lisa Lindley (01229) 876493

LETTINGS TEAM

Jackie Rimmer (Snr) (01229) 876550

Alison Horricks (01229) 876403

Andrew High (01229) 876345

HOMELESSNESS TEAM

Homelessness Advice

Triage (office hours) (01229) 876599

Out-of-hours (01229) 833311

BUSINESS SUPPORT TEAM

Head of Business Support

Rebecca Halton (01229) 876549

Right to Buy

Michelle Bradley (01229) 876483

Household Insurance

Joanne Worrall (01229) 876488

Choice-Based Lettings

Rachel Hornby (01229) 876554

Donna Brown (01229) 876468

Direct Debits

Georgina Bridgens (01229) 876478

ASSET MANAGEMENT TEAM

Head of Asset Management

Les Davies (01229) 876540

Assistant Asset Manager

Nigel Clarke (01229) 876326

Senior Surveyor

Bryan Walker (01229) 876466

Contract Supervisors

Graham Harcourt (01229) 876465

Peter Rimmer (01229) 876530

Stephen Herrington (01229) 876492

Jordan Herrington (01229) 876531

Needs Assessment Officer

Lindsay Gedling (01229) 876577

RENT RECOVERY TEAM

Carol High (01229) 876397

Emma Johnston (01229) 876469

Katie Barker (01229) 876471

Benefit Liaison Officer

Amanda Morris (01229) 876581

Money Management Officer

Jo Hughes (01229) 876543



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

TOWN HALL SWITCHBOARD

01229 876543



@ Barrow Housing



Barrow Borough Council Housing Department

CONTACTS FOR TENANT GROUPS

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

STREET VOICE FOR RAGLAN COURT & CORPORATION TERRACE

Mandy Anderson - 0792 5410 817

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 ROOSEGATE

Nicola Bull - 07808 264 941

STREET VOICE FOR NEWTON ROAD AREA, DALTON

David Pearson - 01229 230019

STREET VOICE FOR BROUGHTON ROAD AREA, DALTON

Danny Green - 07999 462 934

Email: dannygreen.stv.googlemail.com

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 & TENANTS' ASSOCIATION

Jennifer Lord - (01229) 835165 - Griffin Community Hall

NORTH WALNEY RESIDENTS' ASSOCIATION

Steve Thornton - 07856 753 482