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Coronation Celebrations across our sheltered housing schemes

Red, white, and blue bunting, along with flags were blowing in the wind for residents of our sheltered housing schemes to celebrate the coronation of King Charles III and Queen Camilla.

The rain didn't stop the celebrations and residents had a lovely afternoon and an opportunity to get together with neighbours and friends to enjoy some cake, tea, and party food.

One scheme also enjoyed a few games of royal bingo, and another had the opportunity to dress up like the king, including a crown and robes.



Comments, Compliments & Complaints

How to report a problem and who to contact with comments, compliments, or complaints about you council services.

We listen and learn from suggestions as well as compliments and complaints. Comments about how we can alter or improve can lead to a change in process, policy, actions, activity, or literature and material.

We think we are doing things right, so unless you tell us we may continue doing the same. What you tell us can really make a difference, we cannot change everything, but what we can - we will.

We encourage anyone who has a concern to first contact a member of staff in the relevant service area who should try to resolve it. However, if a service user remains unhappy and wants to make a complaint or provide feedback, they can do so in several ways.

The quickest way to contact us with a compliment, comment or complaint is through our My Tamworth Portal or by filling in a form on our website.

To provide a comment or compliment:

- Visit our website at www.tamworth.gov.uk/tell-us-your-suggestions
- Visit our website at www.tamworth.gov.uk and use the 'click to chat' or 'contact us' button on our homepage.
- Telephone 01827 709709.
- Write to us at Marmion House, Lichfield Street, Tamworth, Staffordshire, B79 7BZ or
- Visit our team based at the Assembly Rooms, Corporation Street.
- Ask any member of staff to assist.

To make a complaint:

- complete an e-form via the My Tamworth customer portal <https://mytamworth.tamworth.gov.uk>
- Visit our website at www.tamworth.gov.uk/complaints-compliments-comments
- Telephone 01827 709709.
- Email tellus@tamworth.gov.uk
- Write to us at Marmion House, Lichfield Street, Tamworth, Staffordshire, B79 7BZ.
- Visit our team based at the Assembly Rooms, Corporation Street.
- Ask any member of staff to assist.

Housing Ombudsman

You can contact the Housing Ombudsman Service via its website www.housing-ombudsman.org.uk at any point during the complaint process. It cannot investigate your complaint whilst your complaint is going through our internal complaints procedure however the Ombudsman may be able to help you and your landlord reach a resolution.

Further detailed information is available in our Corporate Complaints Policy found at www.tamworth.gov.uk/sites/default/files/misc_docs/Comments-Compliments-Complaints-Policy.docx.

Appeals against decisions

Complainants will be informed in writing of the council's decision resulting from application of this policy and procedure. The response will explain how to appeal any decisions.

Wates coffee morning and high-rise charity drive

As part of mental health awareness week, Wates held a coffee morning at the high-rise social club for high rise residents in May.

Residents were offered tea, coffee, bacon rolls and a selection of cakes. Everything was free for residents, but they were invited to make a donation to the James Bulger Memorial Trust. The coffee morning raised a wonderful £132.

Throughout May, residents of the high-rise blocks have been raising money for the James Bulger Memorial Trust and in total they have raised £1,290. Wates have kindly pledged an additional £500 taking the overall total to £1,790.

A big well done to everyone who helped raise so much.



Updated Highrise and Health & Safety guide

A new High Rise Health and Safety Handbook will shortly be sent to every resident in our high-rise blocks. Please take a moment to look through it when it arrives, even if you have lived in the blocks for a while as there is new and useful information in there for you.

Easter at Eringden

Easter was early this year; however, it did not stop us, a number generator chose seven lucky easter egg winners amongst Eringden residents. Maria even wore bunny ears to deliver the Easter eggs to the winners and put a smile on tenants' faces.



TAMWORTH BOROUGH COUNCIL

Preparing for a power cut

Power cuts do happen from time to time, so it's best to prepare and plan ahead for this rare event.



POWER
OUTAGE

**TENANT
APPROVED**

Tamworth
Borough Council

What can I do to prepare?

Prepare - Make a plan: know what to do if you have a power cut

- Keep a torch handy with spare batteries available so you can avoid using candles.
- Have warm clothes and blankets somewhere easily accessible.
- Have food which doesn't need heating accessible. Reminder, if you are in a flat or sheltered housing, paraffin heaters and other heaters with open flames or gas supply are prohibited.
- Keep a charged mobile phone to hand, as many modern telephones, especially digital or cordless ones, won't work without power.
- Write down important phone numbers and contact information. If your numbers are saved to a landline phone or mobile phone that runs out of charge you will not be able to access essential contact information until the power returns.
- If you have electrical appliances with battery back-ups, make sure they have fresh batteries and/or are charged.
- Make sure any medical equipment you have at home has a battery back-up and are kept charged.
- Follow your network operator on social media so you can find local updates. Find them at www.energynetworks.org/be-winter-ready.
- Save 105, the free national power cut emergency number, to your phone.
- Talk to your family/friends or neighbours about a plan in the event of a power cut of how you can help them or let them know you may need help.
- If you are given advanced notice of a 'planned power cut' consider preparing the following:
 - Hot water bottles

- Thermos flasks for hot water
- Bottle some cold water
- Plan your journeys and appointments around a power outage
- Check you have sufficient medication etc. if you can't go out during the power cut
- Notify visitors/carers/deliveries as there will be no lift service

What to do during a power cut?

- Stay Calm.
- Take care when moving around your home as if its dark there will be an increased risk of trips and falls.
- Switch off and unplug heated appliances like fires, ovens, grills, hobs, the clothes iron or any heated hair straighteners or curlers, in case you forget they were on when the power comes back on.
- Use items like torches and battery powered devices to provide extra light but please do not use candles as this presents a fire hazard.
- If you can, try and stay in one room as this will reduce heat loss while the power is off and reduce the risks of tripping over items you can't see in the dark.
- If possible, avoid opening your fridge and freezer to keep the contents cool and preserve your food for longer. If your frozen food defrosts, you'll have to eat it that day or throw it away.
- Leave a light switched on so you know straight away when the power returns.
- If you have a battery powered radio to hand, tune it in to your local radio station for updates on the power cuts and when the power may return.
- Follow your network operator on social media so you can find local updates. Find them at www.energynetworks.org/be-winter-ready.

Examples of what won't work during a power cut

In a power cut there are a lot of things in your home that won't work until power is back on.



| | | | | | |
|---|---|---|---|---|--|
|  | Lights |  | Electric shower |  | Mains appliances eg. TV, cooker, fridge, freezer |
|  | Lifts & stair lifts |  | Toilets in the town centre high rise flats (once toilet system emptied) |  | Communal lighting (however, some lights have a battery backup) |
|  | Mains water in the town centre high rise flats (the pumps that supply water to the high rise blocks are powered by electricity) |  | Landline phones Most landline phones won't work without power |  | Hot water boiler You'll have whatever is in your tank |
|  | Heating |  | Wifi (unless battery powered) |  | Door entry system |

Take a moment to look around your home and consider what will not work without electricity. If you have items such as medical equipment that needs mains power, you may want to consider arranging battery back-up options for essential equipment. You may need to contact your medical provider to discuss this further. It may also be beneficial to contact your energy provider and notify them that you have essential medical equipment in your home, so they are aware

who their most vulnerable customers are in the event of a power cut.

Living in sheltered housing

If you live in Tamworth Borough Council's sheltered housing, there will be emergency lighting within communal areas of indoor schemes and the pull-cord lifeline services will continue to be available during a power cut.

Are You Ready?

Thinking ahead and being prepared for a power cut can help to make sure you stay safe, so remember to:

- Make a plan for you and/or your family
- Be prepared
- Make sure important information and documents are together in a known place
- Take necessary measures so you can stay informed for example a fully charged mobile phone/charged laptop/battery radio

The Priority Services Register

The Priority Services Register is a free service to help people who have additional needs.

The type of help available will vary, depending on your circumstances and the support from your local network operator. All network operators can offer:

- **Advance notice of planned power cuts.** If you rely on your energy supply for medical reasons your network operator can tell you about planned power cuts. For example, when there are planned engineering works.

- **Priority support in an emergency.**

Network operators can provide heating and cooking facilities or accommodation and direct contact and updates, such as by phone.

- **An identification and password scheme.**

This could include arranging a password or pictures only you and your local network operator will know. The network operator will use these forms of identification so you can feel confident they are who they say they are if they need to visit or contact you.

Being registered for priority services does not guarantee a continuous supply of energy. As supply interruptions can happen all year round, it's important you are prepared and know what to do if they happen.

Further information about who is eligible, how to sign up and how to find out your network operator see www.energynetworks.org/customers/extra-help-for-customers.

Useful contact numbers/information

| | |
|--|---|
| Free national power cut emergency number | 105 |
| Tamworth Borough Council | 01827 709709 |
| Tamworth Borough Council Office Opening Times | Monday to Thursday 8.45am - 5.10pm. Friday 8.45am - 5.05pm. N.B. We are closed on bank holidays. Tel: 01827 709709. Out-of-hours there is a message which lists emergency contacts. Email: enquiries@tamworth.gov.uk |
| 24 hour Repairs Call Centre | 0800 183 0044 |
| Non-emergency Police | 101 |
| Non-emergency Medical | 111 |
| Sheltered Housing Pull Cord life-line Monitoring Control Centre | 01323 690703. Available 24 hours a day, 7 days a week |

How to change the end your tenancy

How to give notice

To end a tenancy including a joint tenancy, you must give at least 28 days' notice (ending on a Sunday) in writing.

Your notice must contain:

- The address of the property you are giving notice for
- The date
- Your new address
- Your contact details, phone, email
- Your signature

If you do not provide these details, there is a risk that you will have to pay rent on the property after having left it. We will charge rent until we receive the keys.

You can give notice through:

- an email to estatemanagementteam@tamworth.gov.uk
- a letter to the Estate Management Team, Marmion House, Lichfield Street, Tamworth, Staffs, B79 7BZ

A joint tenancy can be ended by notice from one or both tenants. **Important:** If one tenant gives notice this will end the joint tenancy for both tenants.

Cancel or change your notice

If the date changes when you are going to leave your property, please tell our Neighbourhood Team, so we can make arrangements.

If you need to change your notice period, please tell us why you will not be leaving on the agreed day and what date you will now be moving on.

You can also cancel your notice and remain in your property, just let us know.

Please note that you are not allowed to have two tenancies running at the same time.

Ending the tenancy of someone who has died.

If a tenant has died, please inform our Neighbourhood Team as soon as possible and provide a copy of the death certificate.

You will be given guidance on what you need to do, including how long you will have to empty the property.



NEIGHBOURHOOD TEAM CONTACT DETAILS

Address: Marmion House, Lichfield Street, Tamworth, Staffs, B79 7BZ

Phone: 01827 709 514

Email: NeighbourhoodTeam@tamworth.gov.uk

Opening Hours:

Monday – Thursday: 8.45am - 5.10pm & Friday: 8.45am - 5.05pm

New tenancy visits within the first four weeks of your Tenancy

All new tenants receive a visit from one of our housing officers.

This applies to:

- New tenants
- Tenants who transfer to another council property
- People who move as a result of a mutual exchange.

The purpose of these visits:

- To make sure you are settled into your new home.
- To make sure you fully understand your rights and responsibilities as a new tenant.
- To give advice on any issues or concerns you have with your new home or tenancy.
- To make sure we hold up to date information on who is living in the property.
- You understand how to pay your rent and apply for any benefits you may be entitled to.

Anyone living in sheltered housing will also be visited by their sheltered housing scheme manager who will complete an individual tenancy management plan with you as part of their visit.

Rent free weeks



IMPORTANT NEWS Rent Free Weeks for 2023-2024 are week commencing:

21 August 2023

18 December 2023

18 March 2024

25 March 2024

If you are behind with your rent (called rent arrears), you must pay your rent on these weeks.

It's important to make regular payments and keep a clear rent account to prevent losing your home.

If you are evicted for not paying rent, we or other social housing providers are not allowed to find you another home.

If you are struggling to pay your rent, please contact us without delay on 01827 709514 for help. We cannot help you keep your home if you don't contact us.

Volunteers wanted

join our new anti-social behaviour residents'

Our Neighbourhood Impact team respond to reports of anti-social behaviour across the borough.

We are committed to tackling and preventing anti-social behaviour and are looking for volunteers to join our new anti-social behaviour residents' scrutiny group.

If you have been affected by anti-social behaviour or are interested in the way we as Tamworth Borough Council, manage reports of anti-social behaviour then why not join our new anti-social behaviour residents' scrutiny group, which is for residents over 18 in Tamworth of any tenure (council, private rented, owner occupiers).

You will help us shape the service offer, have a say in our corporate anti-social behaviour policy and scrutinise the service through the anti-social behaviour service improvement plan.

The anti-social behaviour residents' scrutiny group will meet around three times each year. Each meeting will last around two – three hours and be based in a convenient location in Tamworth with parking.

If you are interested and want to learn more, please contact us on tenantparticipation@tamworth.gov.uk or phone and ask for our Tenant Involvement team on 01827 709709 (normal office hours).

New heaters for the high-rise flats

After consultation and a trial at Harcourt House, our new heater upgrade is now in full swing across the high-rise flats.

These new storage heaters will continue to run on economy seven and will give residents more control on when they can heat their homes throughout the day.

Residents will receive a personal visit from an Equans resident liaison officer before work starts in each home to answer any questions about the heaters and the installation process.



Dispose of bulky items or too much rubbish

Many residents have large items (bulky waste) or extra rubbish to get rid of. There are several ways of doing this legally.

Bulky Waste (large items such as furniture)

This waste can be collected by our waste service, and you'll need to book in advance. It costs £17.20 for the first item and £7.20 for each subsequent item.

For advice on what can and can't be collected and to book, contact us:

Online: www.lichfielddc.gov.uk/recycling-bins-waste/bulky-scrap-collections

Phone: 0345 002 0022 for advice on what can and can't be collected or book online at the price above.

Please do not put any items out for collection until the day of collection as this could be dealt with as fly tipping, which could lead to a £400 fine or even prosecution.

Alternatively, you can take them to a local recycling centre.

Excess Waste

If you have bags of excess waste that will not fit into your wheelie bin, this can also be taken to a local recycling centre, do not put them next out for collection with your wheelie bins as they will not be taken, and they could be considered as fly tipping.

Please do not accumulate bags of waste in your garden as this can encourage vermin to the area. We could take action against you if this happens.

Man with a van

If you decide to pay someone to take away your waste, please first check they have a waste carriers' licence.

Ask to see their licence and registration number, and check they are a legitimate company at:

<https://environment.data.gov.uk/public-register/view/index>

You can also find a licenced waste carrier online: <https://environment.data.gov.uk/public-register/view/search-waste-carriers-brokers>

You must make sure any waste carrier you use is legal, if your waste ends up being fly tipped, you will be responsible and could face legal action.

Think before you flush!

Residents are reminded not to flush items such as wipes, nappies, and sanitary items down the toilet.

Even if the packaging says they are flushable they can still cause real problems with blockages in waste pipes and can easily get snagged or stuck in pipes. This can cause a blockage which could result in foul waste and water backing up the pipes and into your home.

Anything other than toilet paper and natural waste should be put into biodegradable bags and disposed of in the bin.

Register for MyHousing

Our MyHousing website allows you to access, at any time, your current rent account balance, report repairs and anti-social behaviour, pay your rent and make a housing application for another property all online.

When signing up you will need to create a password so you have secure access to your personal account.

Sign up:

<https://myhousing.tamworth.gov.uk>

Identity badges

All Tamworth Borough Council staff and repairs contractors should be wearing an identity badge when they visit your home.

If they are not, please ask to see it before allowing them into your home. We will always be happy for you to ask and check.

Home contents insurance

As Tamworth Borough Council we have negotiated a home contents insurance scheme for our tenants and leaseholders.

The prices are competitive, and it is important to protect your own personal contents in your property against loss or damage caused by fire, flood, and burglary.

The council's insurance policy only covers the building not your personal contents.

Full details are available at: <https://www.tamworth.gov.uk/budgeting>



Tenant satisfaction measures

The regulator of social housing is creating a new system for assessing how well social housing landlords are providing their tenants with quality homes and services.

The regulator consulted on what tenant satisfaction measures should be in place for all social housing providers, and now has new tenant satisfaction measures in place.

The new tenant satisfaction measures cover five main themes:

- Repairs
- Building safety
- Effective complaint-handling
- Respectful and helpful tenant engagement
- Neighbourhood management including anti-social behaviour.

Results will be collected through tenant surveys and landlord data.

Why are tenant satisfaction measures important?

Part of the government's response to the Grenfell Tower tragedy in June 2017 was the Social Housing White Paper in November 2020. Part of those recommendations included a set of satisfaction measures that are important to tenants.

The measures form part of a huge overhaul of social housing regulations and aim to see landlords work in a more tenant-focused system.

You can see the full details of the tenant satisfaction measures on the government's website: www.gov.uk.

The new approach means we will:

- a. Collect and report performance against the tenant satisfaction measures from 1 April 2023.
- b. Submit our performance against the tenant satisfaction measures to the Regulator of Social Housing every year from June 2024.
- c. Publish our performance against the tenant satisfaction measures including how we meet the regulators requirements every year from September 2024.
- d. Make sure data is accurate, reliable, valid, and a transparent reflection of our performance against the tenant satisfaction measures.

Fire doors in the high-rise blocks

This a reminder to all residents not to interfere or tamper with fire doors in the high-rise blocks.

This includes propping doors open for ease of access or putting things around the edge of the doors to muffle the noise of the door closing. The doors in the high-rise blocks are designed to slow the spread of smoke as well as fire in the event of an emergency. Propping doors open or compromising the integrity of the door or the seal around the edge of the door will reduce its efficiency in the event of an emergency.