

## THIS MONTH'S HIGHLIGHTS



**PAGE 2**

Spotlight on Liz Kirk



**PAGE 3**

Register for MyHousing



**PAGE 4**

Annual Report to Tenants



**PAGE 5**

Tenant Estate Inspections

## New wider bridge into the Castle Grounds

Work started on 3 March to create a better entrance between the Castle Grounds and the town centre. This is all part of our Future High Street Fund town centre regeneration programme.

During this work, the bridge into the castle grounds will be closed. Signs will show you the different way to get into the castle grounds while the work is happening.

The old Nationwide Building Society building, which was built in the 1970s, will be knocked down to make space for a open area and wider bridge. This will make it much easier for everyone to get into the castle grounds from the town centre. You'll also be able to see much more of the castle and castle walls from the town centre.

The work is challenging as specialist ways of working are necessary as we're working close to the historic castle walls. There are also electricity cables under the bridge, so we need to work safely around these.

While the work is happening, all the shops in the town centre and Tamworth Castle are still open and would love to welcome you.

We know this work will cause some disruption and we thank you for your patience while we make these important improvements.



■ Artist's impression of Castle gateway entrance.

# Welcome

## Nicole Billingsley our new Neighbourhood Impact Officer

### What is a neighbourhood impact officer?

Impact officers investigate and manage reports of antisocial behaviour.

### Why did you choose this role?

This area combines two of my passions – justice and problem solving. I want to combine both, to reach out to people on a personal level and see real results. I enjoy working with people, solving problems and making a real difference. This role gives me an opportunity to help the community. My background is in investigation and court processes, so I come with experience.

### What does your job involve?

Well, I started this job in February so I'm still finding my way around! I'm one of four Neighbourhood Impact Officers who investigate and manage reports of antisocial behaviour. I cover the town centre and Leyfields along with the area north of Tamworth and the Fazeley road estate, so I have quite a large area. I am keen to work with partner agencies including the police to reduce antisocial behaviour and help communities feel safer. As I cover the town centre, I will also be involved in PABCIS (Partners and Businesses against Crime in Staffordshire) and reports of disorder in the town centre.

### How do you see your role on a day-to-day basis?

Each day is different and challenging. One day I could be investigating a serious allegation and the next I could be attending a community engagement event. It's just such a wonderful variety. Every case is unique and needs me to think on my feet while really thinking about the needs of the whole family. It certainly isn't boring!



**Hannah Jones**

Tenant and Leaseholder Analyst

## Hannah Jones our new Tenant and Leaseholder Analyst

You may be thinking what on earth is a tenant and leaseholder analyst! It's simply to use tenant and leaseholder feedback, information, data, diversity information to improve how we do things...

### “ Hannah Jones said:

I'm pleased to take on this role. I've worked in housing for three years and I'm excited to contribute to make sure our services are accessible to all our tenants and customers. ”

## Spotlight on Liz Kirk, new Sheltered Housing Co-ordinator



**Liz Kirk**

Sheltered Housing Co-ordinator

We'd like to introduce you to, Liz Kirk, our new Sheltered Housing Co-ordinator.

“ I am very pleased to have the opportunity to contribute to the management of our sheltered housing service. I'm new to the role, but not new to Tamworth or sheltered housing! I come to this role with over 20 years' experience of working in sheltered housing and I am truly committed to supporting independent living for our older sheltered housing tenants. ”

Liz Kirk, Sheltered Housing Co-ordinator.

If you have any questions about our sheltered housing service, please contact Liz Kirk, Sheltered Housing Co-ordinator on 07800 677347.

# Register for MyHousing



Council tenants - Have you created your MyHousing account yet?  
 Manage your tenancy online now at:  
<https://myhousing.tamworth.gov.uk>

Sign up to this new helpful website

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

Our MyHousing service allows you to access, at any time, your current rent account balance, report repairs and antisocial behaviour, pay your rent and make a housing application for another property all online. To sign up you will be asked to create your own password to see your personal details and to prevent anyone else having access to it.



# Contents Insurance

Tamworth Borough Council has negotiated a home contents insurance scheme for its 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: [www.tamworth.gov.uk/contents-insurance](http://www.tamworth.gov.uk/contents-insurance)



The UK's biggest mutual exchange service, with over 400,000 registered users

over 200,000 live adverts

Over 10,000 swaps

successfully completed in the last six months



HomeSwapper is free for our tenants to use and is available 24 hours a day, every day of the year. With easy registration and search tools, instant messaging and the unique Multiswap tool, it will help you find the swap that's right for you.

Find out more at [www.homeswapper.co.uk](http://www.homeswapper.co.uk)



## How to use HomeSwapper

- 1 Visit [www.homeswapper.co.uk](http://www.homeswapper.co.uk) and click register. You can register with Facebook if you like.
- 2 Tell us about the home you want, and the home you've got - make sure you upload photos!
- 3 We'll find matches for you, or you can run your own search to find exactly what you're looking for.
- 4 Contact your matches and chat to the current tenant using the in-system messaging.
- 5 Once you've agreed a swap, ask your landlord for the paperwork.

Keep a note of your login details here:

Username

Password

### If you need help

Email the helpdesk [tenants@homeswapper.co.uk](mailto:tenants@homeswapper.co.uk)



Facebook HomeSwapperOfficial

Find out more at [www.homeswapper.co.uk](http://www.homeswapper.co.uk)

# High-rise tenant consultant group meeting

We now have a consultation group for our high-rise flats.

Our high-rise tenant consultant group meet at least four times a year to talk about issues and topics unique to high-rise living.

The group are also asked their thoughts on potential plans, documents and policies we're developing. And in January they started the year off with a bang with approving the high-rise tenant newsletter – this will be landing on doormats very soon, so do look out for it!

The high-rise newsletter will come out four times a year and everything included will be approved by our high-rise tenant consultant group.



■ High-rise tenant group meeting.

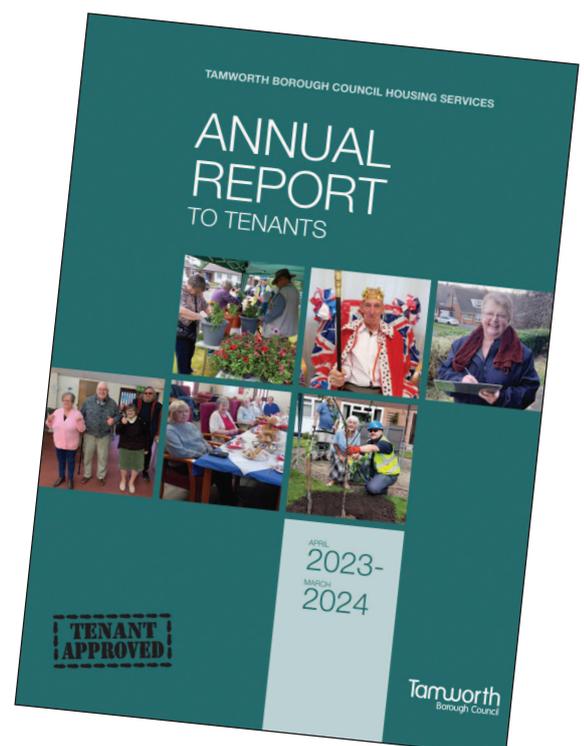
## Housing services annual report 2023-24

We're pleased to say, our housing services annual report is now ready for you to read. The report explains how housing services have met the necessary standards set by the Regulator of Social Housing and give you value for money.

Read the report online: simply Google search Tamworth housing annual report or visit [www.tamworth.gov.uk/sites/default/files/housing\\_docs/Annual\\_Report\\_for\\_Tenants\\_2023-24.pdf](http://www.tamworth.gov.uk/sites/default/files/housing_docs/Annual_Report_for_Tenants_2023-24.pdf)

For a paper copy, email [tenantparticipation@tamworth.gov.uk](mailto:tenantparticipation@tamworth.gov.uk) or call 01827 709436

[www.tamworth.gov.uk/council-tenants-hub/getting-involved/tenant-involvement](http://www.tamworth.gov.uk/council-tenants-hub/getting-involved/tenant-involvement)



# Tenant estate inspections 2024-2025 complete!

Every year we work with tenant inspectors to carry out a full inspection of our tenant estates. And we're pleased to share with you the latest round is now complete.

Five different tenant inspectors helped to look for issues such as graffiti, overgrown gardens, abandoned vehicles and fly-tipping. We found more than 170 defects to report to be fixed over our five-month inspection programme.

Jackie (pictured), one of our tenant inspectors said, "I really enjoy the estate inspections; they make me feel like I am giving back to the community".

The new inspection cycle starts again in April and we look forward to working with more tenants to identify issues within the estates.

Lee Hughes, Tenant Voice Manager said:

"Our volunteers play a key part in our annual inspection programmes; their input is really valuable, and we would like to express our thanks to them for their continued support."

We welcome new tenant inspectors, so if you are interested in helping, do get in touch, email: [tenantparticipation@tamworth.gov.uk](mailto:tenantparticipation@tamworth.gov.uk) or phone 01827 709 709.



■ Jackie carrying out a inspection.

## How to report fly-tipping

Tenants can report issues affecting council-owned land or property, such as fly-tipping, overgrown alleyways and graffiti, by calling the team on 01827 254867, or emailing [estatemanagementcaretakingteam@tamworth.gov.uk](mailto:estatemanagementcaretakingteam@tamworth.gov.uk).



# We're here to help if your gas has been cut off

**Has your gas supply been cut off? We understand this can be a difficult situation, and we're here to help.**

Many residents face gas disconnections due to various reasons - unpaid bills, not letting engineers check meters, or trying to cut costs during tough times. Whatever the reason, we're here to support you.

### How we can help:

- Make sure you are safe and have hot water, heating, and cooking facilities
- Help you talk with your energy supplier to sort out any issues
- Annual gas safety checks. These are essential to maintain a safe gas supply in your home

- Connect you with debt advice services, to help with any money worries
- Arrange gas meter inspections
- Find solutions for any damp or mould issues caused by lack of heating

Our tenancy sustainment officers provide personal support for your situation. We'll work with you to find the best solution and get your gas reconnected where possible.

### Get in touch:

- If your gas is currently cut off: Call 01827 709709 and ask to speak to your tenancy sustainment officer
- If you want to arrange reconnection: Call our repair centre on 0800 183 0044



Don't ignore the problem or avoid our calls - we genuinely want to help. The rising cost of living has affected many people, and you're not alone in facing these challenges.

Let us support you in getting your gas supply back and making your home warm and comfortable again.

## Coming Soon: major CCTV upgrade for Eringden

The entire CCTV system at Eringden will undergo a comprehensive upgrade in early 2025.

This enhanced security approach will be professionally monitored through our shared service agreement with the West Midlands Combined Authority.

### Building on Success

Since 2018, we've steadily improved security at Eringden. We started by installing CCTV inside the building, then added more cameras outside and in the new lift. We also converted a flat into an office for our resident support officer, Maria McIntosh.

Maria has worked with residents, helping people to feel comfortable reporting problems like fly-tipping and antisocial behaviour.

These changes have made a real difference. Eringden is now free of graffiti and is a sought-after place to live.



■ Maria McIntosh, Eringden resident support officer.

# Identity badges

Please be assured that all Tamworth Borough Council staff and repairs contractors should be wearing an identity badge when they visit your home and if this is not displayed, then you should ask to see this before allowing entry to your property.



# Would you like a paper copy of OpenHouse newsletter?

If you would prefer a paper copy of the newsletter to read, then please contact Tenant Participation on 01827 709709 or email [TenantParticipation@tamworth.gov.uk](mailto:TenantParticipation@tamworth.gov.uk) and we will add your name to the list.

# Electrical inspection condition report (EICR) safety checks

Tamworth Borough Council along with our approved contractor Goom Electrical LTD have been undertaking essential safety checks in over 1900 of our properties, we are pleased to say that the work has progressed well.

We still have some properties that require the checks and ask tenants to contact us to book in their appointments if they have received a letter.

Following the EICR works it has been identified that further works are required, including replacement of the electrical units within properties. We will be starting these works in our high-rise blocks. We ask tenants from the high-rise buildings to book their appointment in with Goom once they have received their booking letter.

The council are committed to maintaining the highest level of safety within our properties and thank tenants for their continued support.

**Are you struggling with...  
debt, meeting rent or mortgage payments,  
drug or alcohol misuse?**

**Whatever the issue we want to hear from you.**

Citizens Advice Mid Mercia are pleased to announce in conjunction with its partners Betterway Recovery, Tamworth Home Start, Number 8 Charity and Community Together CIC the introduction of a new service for Tamworth. The service will be supporting anyone who may be in danger of losing their home even if you may not yet realise it. Whatever it might be help is at hand. Working in conjunction with your Tamworth Borough Council Housing Teams, the service will take a holistic approach providing wrap around support and early interventions to help you keep your home.

Holistic help to stabilise housing problems.  
Outreaches within communities working towards positive outcomes.  
Multi-Agency approach, one hub for all issues  
Empowering and enabling people to build resilience and a better future.

For more information or if you're worried about losing your home then call the Tamworth **FREEPHONE** Telephone Support Line

**0808 175 4041**

**Mental health helplines**  
(UK wide†, all free of charge\*)

Available 24/7	Call 111 Option 2
	Call 116 123 Available 24/7
	Text 'SHOUT' to 85258 Available 24/7
	Call 0800 1111 Available 24/7, for under 19s
	Call 0300 102 1234* Available 9am to 6pm, Monday to Friday*
	Call 0800 0684141 Available 9am-midnight daily, for under 35s
	Text 'YM' to 85258 Available 24/7, for under 25s
	Call 0800 585858 Available 5pm-midnight, for men

# Legionella Advice

Although it is rare, you may have heard of occasional outbreaks of Legionnaire's Disease.

This disease is caused by bacteria, called Legionella, which can cause breathing problems if someone breathes in small water droplets contaminated by these bacteria. Most outbreaks seem to start in businesses or large buildings, but there is a low risk that the bacteria can cause a problem in your home.

However, to help you stay safe in your home there are things you can do to minimise the risk of legionella.

## ■ Shower heads

Clean the shower head on a regular basis. If you have been away for longer than a week, run the shower for a minute or two before using it.

## ■ Water tanks

If you have been away for a period of time, especially in the warmer months, run the water on low pressure for a few minutes to flush the system. Keep the lid on your water cisterns.

## ■ Drinking water filter jugs (for example, Brita types)

Keep in the fridge, keep clean, and do not leave water in the container for long periods.

## ■ Taps

Keep taps clean and free from scale where possible. If you have been away for over a week let the taps run slowly for five minutes when you arrive back.

## ■ Toilets

If you have been away for a week or so it is advised that you put the toilet seat down and flush the toilet.

If you have any concerns about Legionella, please contact the council repairs team on 0800 183 0044 or 01827 709709.

## Useful numbers

- **Repairs:**  
0800 183 0044
- **Tamworth Council:**  
01827 709709
- **Tenancy Sustainment Team:**  
01827 709514
- **Bulky Waste Collection:**  
0345 002 0022
- **High Rise Co-ordinator:**  
01827 709436
- **Non emergency fire:**  
0800 0241 999
- **Non emergency police:**  
Police 101
- **Non emergency medical:**  
111



HM Government

# Social housing issue? Have your complaint heard.

If you're not satisfied with your landlord's final response to a complaint, escalate it to the Housing Ombudsman. They're impartial and will investigate fairly.

Everyone deserves a safe and secure home.  
**Know your rights.**

Visit [gov.uk/social-housing](https://www.gov.uk/social-housing)

- 1 Report
- 2 Complain
- 3 Escalate

Make things right

