

Openhouse

Summer 2024

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29 new council houses built and ready to welcome tenants

Five new two-bedroomed houses were built on the former caretaker's depot in Glascote. This was a £1.3 million project which has built modern and attractive houses.

Also, 22 new one-bedroomed flats and two three-bedroomed houses were built on the refurbished former Wilnecote day centre on Hockley Road. This was a £4,955,000 development, including the cost of land refurbishment and new buildings.

These new properties are modern and attractive and we're sure their new residents will be proud to call them home.

With these 29 new homes now completed, with finishing work on the pavements and road being carried out by Staffordshire County Council, the total number of council housing properties is now over 4,300.

It's a priority for us to provide good quality and affordable housing in Tamworth and these houses contribute to that.

Local families can now move in and enjoy their new homes.

All available Tamworth Borough Council properties are advertised via the Finding a Home website:

www.findingahometamworth.co.uk



Tamworth Borough Council, Marmion House, Lichfield Street,
Tamworth, Staffordshire B79 7BZ www.tamworth.gov.uk

Tamworth
Borough Council

Designed and Produced by Tamworth Borough Council

Summer planting at Ellerbeck

At the end of April, Ellerbeck supported housing scheme welcomed the new chief executive of Tamworth Borough Council with a tour!

Staff and residents had been preparing the scheme, including the planting of some summer plants for residents to enjoy in the communal garden.

There are 10 homes at Ellerbeck with a further 10 at Chestnut Court.

The team provide tailored support to residents, many who are living independently for the first time. The team plan a range of resident events such as craft activities, presentations from wider agencies including first aid and DIY skills and will be embarking on a course of cooking lessons following a successful grant funding bid.

The team is made up of Louise, Fiona, and Natasza managed by Honorata and they provide an invaluable service to Tamworth residents. A resident at Ellerbeck provided the following statement about the scheme: *“Supported Housing helped me when I had to start my life all over again. The staff are lovely and do anything to help. I would recommend this scheme to anyone who has to start life all over again”.*



Summer bandstand music returns on the upper lawn

- Free live music in castle grounds
- From Saturday 27 July
- Live outdoor music will continue throughout August and in September

Our programme of summer bandstand concerts begins on Saturday 27 July, and will see a variety of artists taking to the castle grounds to delight audiences throughout the summer season.



This year's programme starts with Josh Simpson, on the upper lawn from 12.30pm. Due to ongoing repair work taking place in the castle bandstand, performances will be next to the bandstand.

The full 2024 line-up is as follows:

- Saturday 27 July – Josh Simpson – 12.30pm-1.50pm.
- Saturday 10 August – Martin Reynolds and The Minor Detours – 12.30pm-3.30pm
- Saturday 17 August – The Devanaires – 12.30pm-3.30pm
- Saturday 24 August – Byran Brindley – 12.30pm-1.50pm and Kerry Smyth – 2pm-3.30pm
- Saturday 31 August – Guzzunder – 12.30pm-3.30pm

All the concerts are free of charge, so bring your picnic baskets and blankets down to Tamworth Castle Grounds for an afternoon of music. Performances generally take place at intervals between 12.30pm and 4pm and are subject to weather conditions.

More live outdoor music will continue in August with the 'Summer Open Air Concerts' returning to the Castle Grounds arena; plus, local music performances in September at the councils' 'We Love Tamworth' event on Saturday 7 September. Look out for more details in local press, on council social media or by picking up flyers from the Assembly Rooms.

The bandstand concerts are part of a great calendar of outdoor events organised by Tamworth Borough Council's Arts and Events team. For the full 2024 line-up please visit www.tamworthartsandevents.co.uk/outdoor-events.

Register for MyHousing

Our MyHousing portal allows you to:

- See your current rent account balance.
- Report repairs.
- Report antisocial behaviour.
- Pay your rent.
- Make a housing application for another property all online.

Sign up at <https://myhousing.tamworth.gov.uk> or visit our Tamworth Borough Council website and search MyHousing portal.

When you sign up, you'll be asked to create a password so you can safely and securely access your personal details.



Contents insurance

We have negotiated a home contents insurance scheme for tenants and leaseholders.

The prices are competitive, and it's 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

Identity badges

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

If it is not displayed, then please ask to see this before allowing entry to your property.

If you require this document in an alternative format or language, please contact us on 01827 709709 email: enquiries@tamworth.gov.uk



Annual Tenant satisfaction survey

A few months ago in January and February, all tenants we're able to take part in a satisfaction survey about our housing services.

The results also help tenants to scrutinise how we're doing around managing their homes and neighbourhoods.

This survey will happen every year and we report the results to the Regulator of Social Housing. We do this as part of the new requirements on social housing landlords.

Summary of survey findings

M·E·L Research, an independent research agency, carried out the survey on our behalf. All tenants had opportunity to take part and have their say and tell us what we're doing well and what we're not doing well.

This is the first survey like this we've done and we'll use the findings to improve the quality of services we deliver to our tenants.

Out of the 4242 Council properties let at the time of the survey (as at 10 January 2024) 745 tenants completed a survey either by phone or post.

- 58% satisfied with the overall service provided by the council
- 62% satisfied with the overall repairs service
- 62% satisfied with the time taken to complete most recent repair
- 63% satisfied that the council provides a home that is well maintained
- 69% satisfied that the council provides a home that is safe
- 51% satisfied that the council listens to their views and acts upon them
- 56% satisfied that the council keeps them informed about things that matter to them
- 69% agree that the council treats them fairly and with respect
- 23% satisfied with the council's approach to complaints handling
- 68% satisfied that the council keeps communal areas clean and well maintained
- 52% satisfied that the council makes a positive contribution to their neighbourhoods
- 54% satisfied with the council's approach to handling antisocial behaviour

A short video and easy read leaflet are available on our website, providing a summary of the survey results 2024. Please visit the website at www.tamworth.gov.uk/tenant-satisfaction-measures-and-performance-information.

Thank you to all our tenants who were involved with sharing their feedback

Thank you for sharing how you feel about our housing services. We are currently working hard, together with our tenants' groups to make things better for tenants based on what you have told us and the improvements to our service will be published in our forthcoming tenant annual report.

More information on the Regulatory Standards and the tenant satisfaction measures:

Regulatory standards for landlords:

www.gov.uk/government/collections/regulatory-standards-for-landlords

Transparency, Influence and Accountability (including Tenant Satisfaction Measures):

www.gov.uk/government/collections/transparency-influence-and-accountability-including-tenant-satisfaction-measures

Antisocial behaviour action

Antisocial behaviour is a serious crime, blighting the lives of those impacted. It's a crime we take very seriously.

In all cases, we work with partners, impacted communities and those carrying out the antisocial behaviour themselves to try and resolve issues.

Sometimes despite all efforts, we are left with no choice but to take formal legal action in the courts. And we've recently done just that. Below are the details of two serious cases we've recently taken to court.

Antisocial behaviour injunction served against local teen

- The first of this kind of injunction to be issued in Tamworth
- Aims to reduce antisocial behaviour across the town
- The injunction seeks to highlight the impact of criminal activity to the town's younger residents.

We recently served an antisocial behaviour injunction against a local 15 year old, banning them from entering Ankerside shopping centre, McDonald's restaurant (Watling Street), Morrisons Supermarket (Belgrave), Jump Extreme and Costa Coffee.

After sustained antisocial behaviour from the individual over 10 months, in partnership with Staffordshire County Council and Police, we had no choice but to act to seek to improve the lives of those impacted by the behaviour of this individual.

The teen, who cannot be named for legal reasons is prohibited from being under the influence of drugs or alcohol in a public place, using insulting or threatening behaviour, either verbally or physically against any person including emergency service workers and Police Community Support officers.

The order prohibits the minor from congregating or loitering in the stairwells, hallways and landings in the multi-occupancy buildings of Emerald Court, Moorland Court, Emperor Court and Wessex Court, unless invited by any resident of the named premises. And is banned from entering specific area of the town that have been subject to long standing incidents.

This case is serious; the teen has subjected many individuals and businesses to months of misery which cannot be allowed to continue.

Police have been granted the power of arrest, should the individual fail to comply with the prohibitions outlined within the order.

We very much focus on early intervention to resolve issues of antisocial behaviour, but in this case all attempts proved to be unsuccessful in supporting the individual to change their behaviour, which is why this injunction, the first of its kind used in Tamworth, was necessary.

The injunction was issued by Staffordshire Youth Court at Cannock Magistrates Court on 14 March 2024 for a duration of 6 months.



Tamworth woman evicted from home for antisocial behaviour

- Woman evicted from property in Gresley, Tamworth
- Criminal Behaviour Order breached three times
- Warrant for possession obtained under the 'antisocial behaviour, crime and policing act 2014

On Wednesday 15 May working in partnership with Tamworth Police, we issued an eviction order against a woman living in Gresley, Tamworth after subjecting the local community to long standing antisocial behaviour.

Local police successfully issued a three-year Criminal Behaviour Order in August 2023 to the woman for making false reports to emergency services, causing harassment, alarm or distress and assault. Police found that order to have been breached three times.

Despite support and multiple opportunities to turn her life around, the woman has continued her chaotic lifestyle causing a huge impact on the surrounding neighbours and wider community. Tamworth Borough Council were left with no choice to enact powers under the Antisocial Behaviour, Crime and Policing Act 2014 under 'mandatory' grounds and take possession of the property.

This is a very serious case, causing considerable alarm and distress to neighbours and the wider community. Antisocial behaviour is a crime, and whilst Tamworth Borough Council supports early intervention in such cases, attempts from all partners proved to be unsuccessful in supporting the individual to change their behaviour, which is why this action is necessary.



The use of our legal powers in cases like this are a last resort; we prefer to work with perpetrators and communities to resolve issues first. However, we cannot stand by while the wellbeing and property of local people and communities is put at risk. These cases are extreme, and we had no choice but to act.

In both cases we hope both criminals use this as an opportunity to change their behaviour and these cases serve as examples to others to understand the seriousness of their actions and the potential consequences.

We hope it helps the community feel safer and puts Tamworth on the right track to reduce any kind of antisocial behaviour.

If you have a case of antisocial behaviour to report, and it isn't a police emergency, the first step is to get in touch with Tamworth Borough Council's Neighbourhood Impact Team.

Visit www.tamworth.gov.uk/community-safety/anti-social-behaviour/tackling-asb to make a report

or contact the team on 01827 709 709 or email:

neighbourhoodimpactteam@tamworth.gov.uk.

Estate Inspections

USEFUL CONTACTS

- **Staffordshire County Council** looks after roads, pavements and street lights in Tamworth.

REPORT FAULTS AND DEFECTS VIA
The 'My Staffs' app, downloadable from the app store

- **Tamworth Police**
Tel: 101, email: tamworth.npu@staffordshire.pnn.police.uk
- **Environmental issues:**
Email: environmentalmanagement@tamworth.gov.uk
- **Streetscene**
Tel: 01827 709709, email: enquiries@tamworth.gov.uk

GET INVOLVED

If you would like to join us on an estate inspection or notify us of any issues in your area, please contact us.

Email: tenantparticipation@tamworth.gov.uk
Tel: 01827 709709

Tenant Regulation & Involvement, Tamworth Borough Council,
Marmion House, Lichfield Street, Tamworth, Staffordshire B79 7BZ

If you require this document in an alternative format or language, please contact us.

TAMWORTH BOROUGH COUNCIL ESTATE INSPECTIONS 2024-2025

We recognise the importance of maintaining the area where you live to a high standard. We feel that it is important that you are able to reside in a safe and pleasant environment. The management of housing land needs to be effective, efficient and consistent in its approach.

Our aim is to provide a service to residents which meets the highest possible standards at all times and ensures that we deal with all your concerns by holding annual estate inspections.

Why have estate inspections?

The purpose of the inspection is to assess the standards of service we are delivering, identify areas for improvement, and generally identify any action needed to be taken to address tenancy breaches.

How often will we visit?

We are committed to inspecting our housing areas on a regular basis. The housing estates are located across ten wards and each will be inspected once a year. This is supported by officers from the Neighbourhood team who work on the estates on a daily basis. For further information, please see the estate inspection details overleaf.

Estate inspections will be undertaken by the officers from the Neighbourhood team and Tenant Inspectors, supported by the Tenant Regulatory and Involvement Team.

What happens after the inspection?

The outcome and actions for all inspections will be reported as part of You Said, We Did, in Open House, the tenant's e-newsletter and will form part of the annual impact assessment for all tenant involvement activity.

Council properties - if the inspection finds that you are in breach of your tenancy agreement, for example fly-tipping, unkempt garden, then we will write to you, giving you opportunity to address the issues in an appropriate time frame to avoid penalties and any further action.
Private properties - non council tenants are covered by their individual covenant agreement.

While not all of the issues will be the responsibility of Tamworth Borough Council, our partnerships with local agencies - such as the Fire Service, Police and Staffordshire County Council - allow us to make sure that all concerns are fed back to the appropriate organisation. They will then be asked to respond to issues within 28 days to ensure these are actioned and resolved accordingly.



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ESTATE INSPECTIONS 2024-2025

Ward Area - Streets/Roads

Estate inspections will be carried out during the period 1 April 2024 to 31 March 2025

Ward	Area - Streets/Roads
Amington	Arden Close, Fairview Close, Florendine Street, Highfield Avenue, Kerria Road, Madrona, Magnolia, Monks Way, Nemesia, Primrose Drive, Quince, Ridgewood Rise, Robinia, Saffron, Sorbus, Sorrel, Spruce, Tilia Road, Trefoil, Woodhouse Lane.
Belgrave	Allensmead, Bambridge, Belgrave Road, Bright Crescent, Broadsmeth, Exley, Greatmead, Hamble, Hayle, Honeybourne, Inwell, Kennett, Lomita Crescent, Lower Park, Medina, Medway, Tarrant, Stonepit, Wandsbeck, Waveney, Thurne.
Bolehall	Amington Road, Argyle Avenue, Aspbury Court, Barnford Street, Beech Avenue, Bridgewater Street, Canning Road, Dormer Avenue, East View, Ferrers Road, Goostry Road, Goostry Close, John Street, Leedham Avenue, Macgregor Crescent, Manor Road, Marshall Street, Neville Street, New Street, Rene Road, School Street, Sheepcote Lane, Summerfield Road, St. Georges Way, Thomas Street, Tudor Crescent.
Castle	Balfour, Bitterscote Lane, Bradford Street, Colbourne Road, Crutchley Avenue, Devereux House, Fazeley Road, Halford Street, Lichfield Street, Harcourt House, Milo Crescent, Moor Street, Morgan Road, Orchard Street, Peel House, Richmond Close, Stanhope House, Strode House, Sunset Close, Sutton Avenue, Townshend House, Victoria Road, Weymouth House.
Glascote	Calder, Caledonian, Cambrian, Camhouses, Carisbrooke, Carlcroft, Chapelon, Craven, Crossfell, Deeley, Dunedin, Engine Lane, Faringdon, Gresley, Hawksworth, Ivatt, Kirtley, Maitland, Pullman Close, Signal Walk.
Mercian	Arnold Close, Bloomfield Way, Browning Close, Burns Road, Byron Road, Campbell Close, Chaucer Close, Chesterton Way, Coleridge Close, Comberford Road, Dryden Road, Elizabeth Drive, Goldsmith Place, Keats Close, Keble Walk, Kingsley Close, Kipling Rise, Longfellow Walk, Masefield Drive, Milton Avenue, Ragley Close, Shakespeare Close, Shelley Road, Spenser Close, St. Austell Close, Tennyson Avenue, Thackeray Drive, Wordsworth Avenue.
Spital	Alfred Street, Ashby Road, Beech Close, Beech Road, Borough Road, Cherry Tree Walk, Chestnut Avenue, Copes Drive, Edward Street, Gillway Lane, Hawthorne Avenue, Hazel Court, Hilltop Avenue, Holly Close, Laburnum Avenue, Lilac Road, Nevill Street, Orchard Close, Prospect Street, Queensway, Salters Lane, Steere Avenue, Stevenson Road, Tempest Street, Wiggington Road, Willington Road.
Stonydelph	Crowden Road, Ealingham, Edale, Ellerbeck, Eringden, Garrigill, Gayle, Holwick, Litton, Lothersdale, Milburn, Montley, Murton, Pennymoor Road, Rainscar, Ravenstone, Raygill, Ribblesdale.
Trinity	Croft Close, Greenhill Close, High Street, Layton Close, New Street, Orchard Close, Parkfield Crescent, Tamworth Road, Welford Road, Wigford Road.
Wilnecote	Admiral Close, Arden Road, Ash Grove, Bailey Avenue, Bakers Walk, Beauchamp Road, Brook Avenue, Butterfly Walk, Callis Walk, Camberwell Close, Castle Road, Ethelfleda Road, Gorsy Bank Road, Greatorex Close, Hockley Road, Ivyhouse Walk, Jarvis Road, Kilbye Close, Kimberley, Leisure Walk, Liberty Road, Linthouse Walk, New Road, Overwoods Road, Quarry Hill, Saxon Close, Smithy Lane, Tinkers Green Road.

The estate inspection team will identify issues such as:

- Vandalism & graffiti
- Abandoned vehicles
- Litter and fly tipping
- Dog fouling
- Problems with road maintenance, defective street lighting & estate furniture
- Health and safety issues
- Neglected homes and gardens
- Hot spots for anti-social behaviour
- Potholes, surface perishing to hard surfaces and uneven and broken paving
- The condition of fences, walls and paving.
- The condition of trees, grass, shrubs in communal areas)

Estate inspections will:

- Help make sure neighbourhoods are cleaner, more attractive and safer.
- Improve the physical condition of estates through quick responses to residents' concerns and identifying potential improvements
- Making sure agencies take responsibility for issues identified within their remit
- Keep communal areas (including surrounding areas of any flats) in a tidy condition, free from rubbish, personal belongings and any other obstructions.

Any items that cause an obstruction or are a fire hazard will be removed

Riverside high-rise flats emergency evacuation information.

If you live in one of our high-rise blocks, do you know what to do in an emergency?

Staffordshire Fire and Rescue Service have asked us to share the following for all residents on our high-rise blocks.

In an emergency, unless told otherwise by the police or fire service, you should 'stay put' in your flat, unless a fire is in your own home.

There could be times when emergency services evacuate the building and you need to leave your home. At these times, always use the stairs and not the lift.

However, we need to know if you might need help to leave your home in an emergency. Think about the following questions:

- Can you exit the building independently without any additional assistance?
- Can you exit the building with some assistance from one person?
- Would you need help from two or more people to exit the building?
- Do you use oxygen tanks in your home?

If you've answered yes to any of these, or your circumstances have changed (even if temporary), please tell us. We need this information so we can keep you safe if the building is evacuated at any time.

For example, if someone has a broken leg, they may need help to leave the building in an emergency, just until their leg has healed.

So please make sure we have the most up to date information, so we can keep you safe in an emergency.

New high-rise tenant involvement group!

A brand-new tenant involvement group focused purely on life in our riverside high-rise blocks had its first meeting in June.

We already have a variety of tenant groups to focus on different areas of council services but due to the unique nature and challenges of high-rise living a new group has been started.

It was a successful start with 11 tenants signing up, with someone living in each block joining the group.

If you would like to join the high-rise tenant group or find out different ways you can get involved, please email us on: tenantparticipation@tamworth.gov.uk or by phone: 01827 709709.



Nearly 100 low-rise block front doors set for upgrade

Work started on 8 July 2024 to replace front doors in the low-rise blocks to bring them up to new fire regulations. This is part of the continual programme of upgrades.

96 properties are on the list at the moment to get all front doors upgraded. Also, any communal doors in the low-rise blocks will be upgraded. After the budget of £404,000 is reviewed, more properties could be added to the programme.

Our contractor, Wates, is carrying out the programme between 8 July and August 2024. However, we are still waiting on some installation dates from Wates.

This programme will run alongside the usual planned kitchens, bathrooms, windows and doors improvements to tenant properties.



Contact us

If you have a concern or question about any council service, please contact us. Here is a quick guide on the best ways to contact us:

Online:

Many services are often just a click away with our online forms and information.

Use a search engine to find the information you are looking for, or use the search box on our website or navigate through our various sections to find what you need from council services to jobs, events and much more!

- Using the council's official website for services and information www.tamworth.gov.uk
- Manage your tenancy online, in real time, using the MyHousing portal.
- Use our online contact us form at <https://mytamworth.tamworth.gov.uk/do-it-online/contact-us/contact-us>

Webchat:

Chat with one of our customer service team for general enquiries or repairs – go to our website and click on the chat button.

Phone support:

Sometimes a conversation is the best way to get things done. Call 01827 709709 to speak directly with our friendly customer service team Monday to Friday 8.45am to 5pm.

For housing repairs call 0800 183 0044. This number is available 24/7 and should also be used to report an out of hours repair in an emergency.

Social media:

Stay in the loop by following us on social media. Connect with Tamworth Borough Council on Facebook. We have a Facebook page for Tamworth Castle and Tamworth Assembly Rooms.

Visit us:

You can also visit us at our front desk at the information centre within Tamworth Assembly rooms, Corporation Street, Tamworth B79 7DN. The desk is open Monday to Saturday 10am to 4pm.



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

