



your

**LANCASTER
CITY COUNCIL**
Promoting City, Coast & Countryside



council housing *matters*



**1%
RENT
REDUCTION**

**2016 Annual Garden
Competition**

**What's going on
in your area**

**Meet the Estate
Managers**

2015 FLOODS | HOW TO GET A BASIC BANK ACCOUNT | COMMUNITY NEWS



Welcome

1% RENT REDUCTION



If you are in receipt of Universal Credit it is your responsibility to ensure you inform the Department of Work and Pensions each year of the new rent charge. Failure to report any changes would result in an overpayment of the housing cost element in your claim and you will be required to pay this back.

Housing benefit claimants are covered as Revenue Services are advised of the changes annually.



A FEW WORDS FROM OUR CABINET MEMBER KAREN LEYTHAM

Welcome to the latest edition of “Council Housing Matters”. It has to be said that the last year has been a very eventful year for everyone.

Last year saw the council investing a further £4.5 million in council housing, with the council still remaining a significant provider of housing in the district with 3740 dwellings in rent together with 145 leasehold properties. We have a strong tradition of delivery in maintaining the housing stock through a well-financed and planned delivery of capital and cyclical maintenance, and over the last two years we have been able to extend the capital programme which continues to deliver “Decent Homes” - paying specific attention to the communal areas of flat blocks, tackling unpopular sheltered bedsits through conversion into flats, and introducing further energy saving features into our capital programme such as LED lighting in communal areas. These works are making a real difference, and we want to continue to develop these programmes across the whole of the district. More about this year’s improvement plans can be found in this newsletter.

Despite all the challenges brought on by the December floods and power outages a great deal has been achieved. Over the coming months we are looking at how we can further improve our services to you. Your input into how we provide and improve our services will be crucial, and I would encourage everyone to take the opportunities to get involved.

Karen Leytham

**Cabinet Member for Health
and Housing Services**



**This quarters M&S
voucher winner
is... Mrs Renate Greer,
Altham Walk Westgate**

ALL CHANGE IN COUNCIL HOUSING

The Government is planning to introduce a number of changes over the coming year which will affect new tenants and existing tenants once the changes to the law come into effect.

Fixed Term Tenancies:

The Government is requiring that most new council tenancies will be for fixed terms of between 2 and 10 years. However the council will be able to grant households containing a child under the age of nine a longer tenancy, which will last until that child reaches the age of 19. There will be other powers to allow councils to grant a secure tenancy in some other circumstances but the Government has still to announce the details on this. At the end of a fixed term landlords will review to decide whether to offer a new tenancy either on the same or a different property.

There will be changes also coming in that affect what happens to a tenancy after the tenants dies. In future successions to secure tenancies, other than when a spouse or civil partner is succeeding will be a fixed term rather than a secure tenancy.

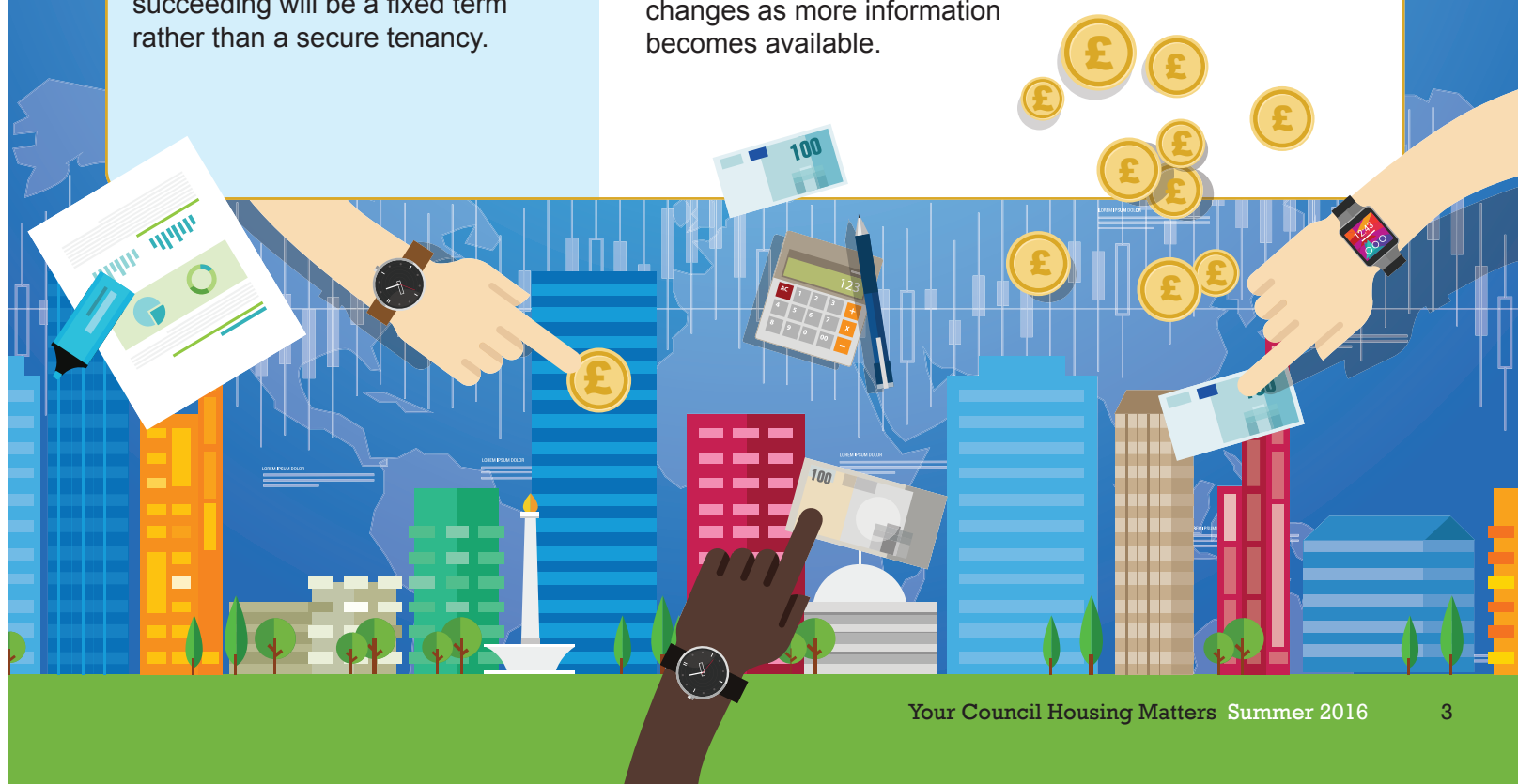
Pay to Stay (high income social tenants: mandatory rents):

The Government will be requiring council tenants with a higher income to pay a higher rent. Initially a 'higher income' will be defined as a household earning more than £31,000 per year. This threshold will be updated annually in line with inflation (CPI).

The law will also require council tenants to declare their income to the council and will allow the local council to share information with HMRC in order to verify that the income information that has been given is correct. Increased rents will be calculated on a basis of an additional 15p rent for every extra pound earned above the income threshold. However tenants who are in receipt of housing benefit (or who would be eligible to receive it if their rent were increased) will not be affected.

The council will not be keeping the money received from the increased rent, as the law will require the council to return any additional rental income generated by the policy to the Government.

Over the coming months we will keep you up to date on these changes as more information becomes available.



What's going on in your area

2016 / 2017



Vale, Lancaster

Renew balcony railings
at Wordsworth House
and Gaskell
House

Branksome Estate, Morecambe

Phase 3 of the external
refurbishment and the
communal area refurbishment.

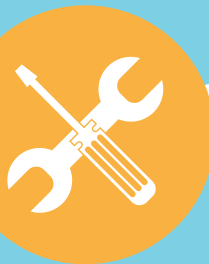
Fencing.

Upgrade of electrical
consumer units

Westgate Estate, Morecambe

Kitchen / bathroom
refurbishment

Upgrade of electrical
consumer units



Kingsway Estate, Heysham

Re-roofing and new
windows

Ripley Court, Greaves, Lancaster

Re model 3 flats from bed sit
type to one bedroom flats

Renewable Tech (LED
lighting at Ripley Ct)



Glebe Court, Lancaster

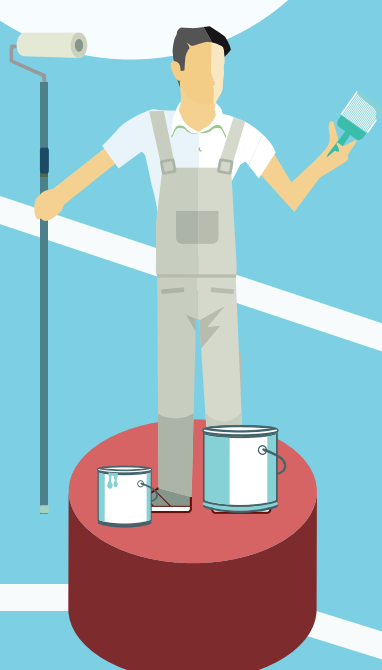
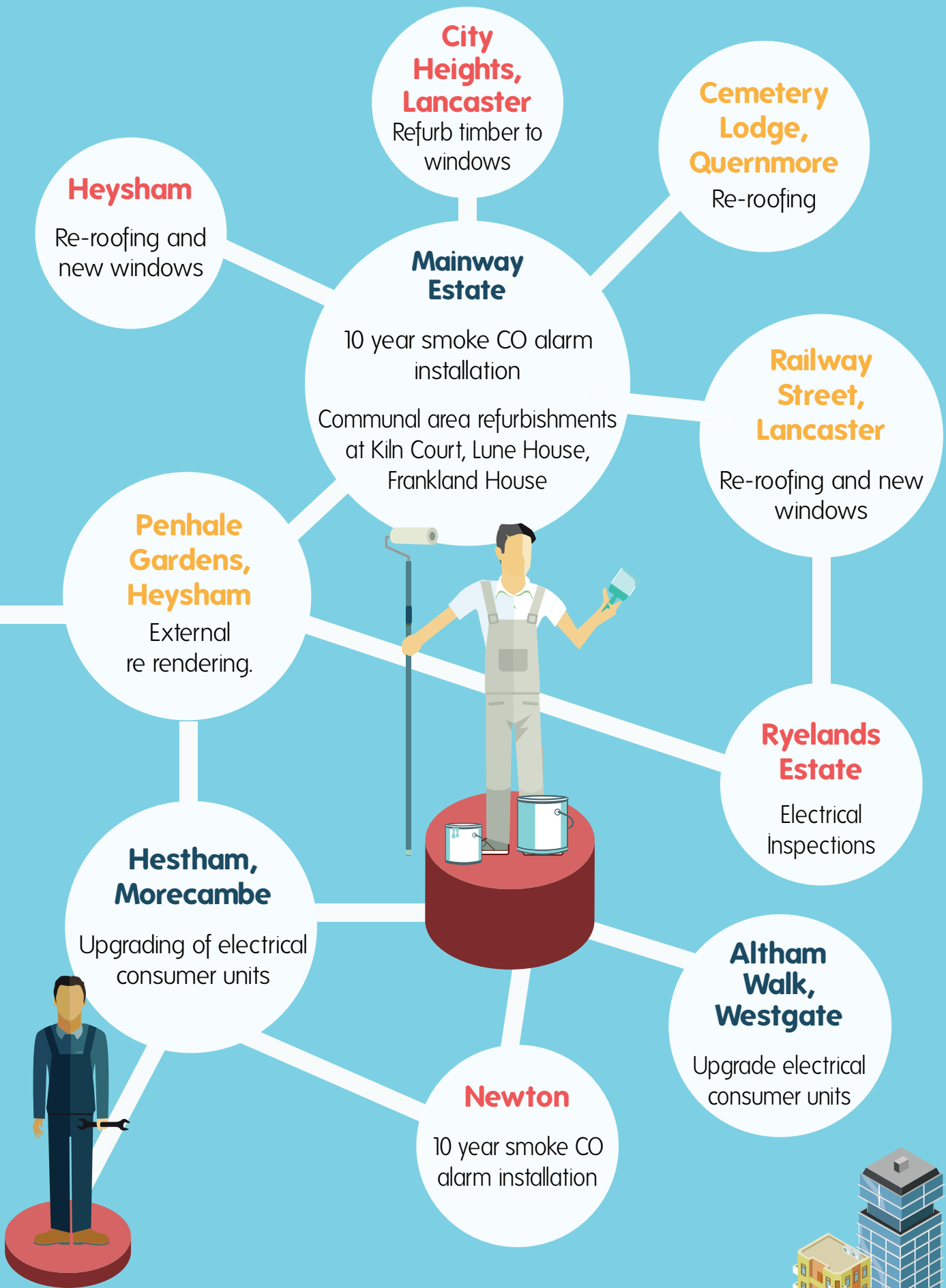
Refurb timber to
windows

Carnforth Estate

Electrical
inspections



Communal Area improvements – new flooring to communal areas of flats at Westgate, Tarnbrook Road, Carnforth and Hala.



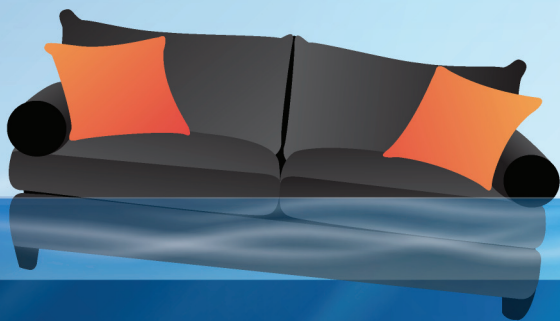
**Energy Efficiency and renewable technologies
Boiler renewals/system upgrades (Domestic)**

Floods 2015

The floods had a devastating affect at our offices at Cable Street.

This meant that all staff had to be moved out and we temporarily moved into the basement at the Town Hall with the revenues and benefits staff.

Staff at the Town Hall made us very welcome and we are now settled into our new accommodation at Palatine Hall in Dalton Square.



The impact of flooding on people's lives, as measured by insurance claims, has increased significantly in Britain. 5.2 million People in England and Wales, about 1 in 6 of the population

are at risk of flooding. In terms of insurance, a flood is defined as 'Damage caused by a rise in the water table (the level below which the ground is completely saturated with water). Flooding has a very distinct definition as has escape of water (water escaping from washing machines, dishwashers, fixed water or fixed heating systems and fish tanks or oil escaping from a fixed heating system) and the two are often confused when it comes to insurance.

When a home is flooded this causes considerable inconvenience. There are ways you can help to reduce potential cost and heartache but the key is to act now, before flooding occurs. Your Landlord has negotiated an insurance policy on your behalf offering affordable and flexible home insurance to cover you. Ask your landlord about Home Insurance or pick up a leaflet from your local housing office.

Understanding what you can do to reduce the risk of being flooded and preparing in advance are the key steps in learning how to cope with a flooding event.

If flood water gets into your property there are lots of things you can do to reduce the damage it might cause:

- Keep irreplaceable or valuable items on high mounted shelves.
- Fix your audio-visual equipment such as your TV and hi-fi to the wall above floor level.
- You can buy extra large, sealable bags to try and protect items that are difficult to move such as electrical goods and sofas.

Make sure you are covered for any damage in the future

You would be surprised how many of our tenants did not have any insurance cover for the contents of their home and were left with the cost of replacing everything themselves.

Lancaster City Council has an agreement with Simple, Household Contents Insurance, and for as little as 86p per week you would be covered for up to £6000 for your contents.

One tenant who was covered received a pay out of over £7000 and this covered the cost of everything lost in the flood, and also helped with one less worry during this very stressful time.

The most common cause of flooding is when the river catchment, the area of land that feeds water into the river, receives greater than usual amounts of water, for example, through rainfall or melting snow. The river cannot cope with this extra water, causing the river level to rise and a flood to occur. Rising groundwater flooding occurs when rainfall causes an underground water table to rise to the surface of the land, flooding low-lying areas, blocked drains and sewers. Flooding can occur at times of heavy rainfall where the drains have become blocked or overloaded.

HANDY HINTS



It has been suggested that in the future we will have more power failures so here are a few tips on how to survive during a failure.

1. Get a few motion sensor battery operated lights, these are adhesive and can be placed in hallways and passages so that you can see where you are going and only activate when you go near them.
2. Small battery operated LED lights which can be placed in the kitchen, bathroom, bedroom and living room, again these are adhesive and can be placed where needed and are just push operated for on or off.
3. If you are all electric, a small camping stove comes in handy for boiling water or cooking, these are easy to use and have a small gas cylinder which drops in.

The floods in December 2015 affected many of our tenants and in the worse cases some had to be moved out of their homes.

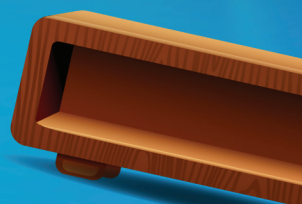
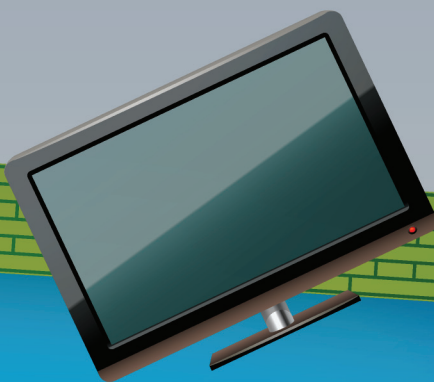
Ian Robson is a member of our District WideTenants Forum and also represents the views and concerns of our pensions.

Ian has developed a few handy hints and tips to prepare people for any future power cuts.



Last but not least is a battery operated radio, to keep you happy until power is restored.

I hope that this information is useful and will help the next time there is a power failure.



Simple



Household Contents Insurance



Household Contents Insurance Application Form

Either complete and sign the application form and post it to RSA, Ryan Direct Group, Quay Point, Lakeside Boulevard, Doncaster DN4 5PL. Or Telephone 0345 671 8172 and apply over the phone instead.



LANCASTER CITY COUNCIL
**GET INVOLVED
 IN YOUR AREA**

Estate Walkabouts

Estate Managers

Our Estate Managers would like to introduce themselves and give you their contact details.



Ian Lockley

The areas I cover:

Ryelands and Mainway.

My contact details are:

☎ 01524 586867
 ✉ ilockley@lancaster.gov.uk

Scheduled walkabouts

Ryelands

Dates To be confirmed. Please check Facebook page for updates

Meet on Torrisholme Road outside Ryelands School

Mainway

Friday 29th July, 10am
 Friday 27th January, 10am

Meet outside Skerton House



Lorraine Robinson

The areas we cover:

Westgate, All Heysham areas and Central Morecambe.

My contact details are:

☎ 01524 586870
 ✉ lrobinson@lancaster.gov.uk

Scheduled walkabouts

Westgate

Tuesday 5th July, 10.30am



Carol Porteous

My contact details are:

☎ 01524 586870
 ✉ cporteous@lancaster.gov.uk

Scheduled walkabouts

Kingsway

Thursday 21st July, 10am

Trumacar

Thursday 28th July, 10am



Rachael Harland

The areas I cover:

Caton, Newton, Ridge and City Centre.

My contact details are:

☎ 01524 586891
 ✉ rharland@lancaster.gov.uk

Scheduled walkabouts

City Centre

Friday 1st July, 10.30am

Ridge

Wednesday 6th July, 10.30am

Newton

Tuesday 12th July, 10.30am

Caton

Tuesday 19th July, 10.30am





Graceleanne Higgins

The areas I cover:

Branksome, Carnforth, Warton & Silverdale, Yealand, Borwick, Kellets, Slyne, Bolton le Sands and the Lune Valley villages.

My contact details are:

☎ 01524 582820
✉ ghiggins@lancaster.gov.uk

Scheduled walkabouts

Warton
Friday 29 th July, 10am Friday 27 th January, 10am
Branksome
Wednesday 3 rd August, 10am Wednesday 1 st February, 10am
Carnforth
Wednesday 17 th August, 10am Wednesday 22 nd February, 10am
Smaller villages
Friday 15 th July, Afternoon

If anyone would like to join the Estate Manager on their walkabouts, or if there is anything you would like them to inspect on your estate please contact them on their details listed above.



Helene Trevelyan

The areas we cover:

Galgate, Cockerham, Dolphinholme, Thurnam, Hala, Greaves and Marsh Estate.

My contact details are:

☎ 01524 586895
✉ htrevlyan@lancaster.gov.uk

Scheduled walkabouts

Galgate
Tuesday 24 th May, 12.30pm Tuesday 25 th October, 12.30pm
Hala
Tuesday 7 th June 12.30pm Tuesday 1 st November 12.30pm
Bowerham
Tuesday 14 th June, 12.30pm Tuesday 18 th October, 12.30pm



Tony Fox

My contact details are:

☎ 01524 586895
✉ afox@lancaster.gov.uk

Scheduled walkabouts

Marsh
Friday 22 nd July, 10am Friday 13 th January, 10am
Meet at Marsh Community Centre
Greaves and Bowerham
Friday 29 th July, 10am Friday 20 th January, 10am
Meet Outside Arcon House



Graeme Milce

The areas I cover:

Vale, Beaumont and Halton

My contact details are:

☎ 01524 586874
✉ gmilce@lancaster.gov.uk

Scheduled walkabouts

Vale
(starting at Co-op shop on Barley Cop Lane): 12 th July, 10am and 13 th December, 11am
Beaumont
(starting at the junction of Halton Road & Hill Road): 19 th July, 10am & 20 th December, 11am
Halton
(starting at the junction of High Road & St Wilfrids Park): 15 th July, 4pm & 16 th December, 11am

Annual Summary 2015-2016

Tenant involvement and empowerment and customer care

Tenant involvement and empowerment and customer care

Customer services and choice

Tenant involvement and empowerment

Understanding and responding to your needs



Tenant Involvement

The council is committed to giving tenants the opportunity to get involved in the management of their housing and the services we provide.

Currently we run a number of forums and groups for tenants which include:

District-wide Tenants' Forum:

The Forum meets every 3 months and 10 areas are currently represented.

It also includes representation from sheltered housing and leaseholders.



Quality Groups:

The Neighbourhood Management Quality Group

The Repairs Quality Group

The Leaseholder Quality Group

Other Groups available for tenants to join are:



Sheltered Housing Surgeries

Block Voice Representatives



Environmental Budget Sub-Group

Tenants and Resident Groups

Tenant Audit Inspectors

Your home

Overall tenant satisfaction with repairs was  **91%**

Repairs and maintenance

We Carried Out

Over 10,000

responsive repairs to homes, and communal areas. This figure remains roughly the same as the previous years.



Quality of accommodation

We Spent

4.5 million

on maintaining Council Housing to the Lancaster Standard and on investment works for the future.

This Cost

2.5 Million
was spent on repairs



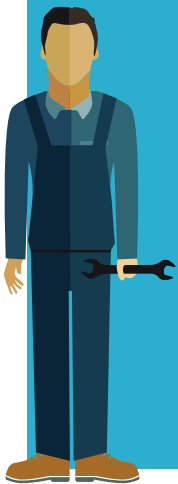
Gas Safety



100%

We have continued to work hard to carry out annual gas safety checks in all our properties.

By March 31st this year we can proudly say we have managed to complete 100% of our gas safety checks for tenants' homes.



We Spent

£200,000

on providing disabled adaptations to assist people to live independently in their own home

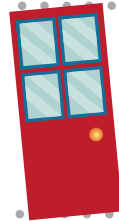
122

homes had their windows replaced



153

kitchens were renewed



104

properties had their external doors replaced

530

properties had new isolator switches installed onto their incoming electricity supplies

185

homes had their central heating systems upgraded to 'A' rated boilers



114

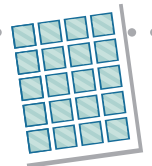
bathrooms were upgraded

162

consumer boards were replaced

22

communal areas were installed with new LED fittings replacing existing inefficient fittings.



4

solar panel installations were carried out

10

homes were rewired

1

sheltered housing scheme had their lifts replaced



Tenancy Standard

Properties were allocated as priority lets for homeless applications **30**

Allocations

The Housing Register:

There are



Compared to last year's figure of:



This year's register was made up of:



Tenancy

We Let:

322 Homes



Council Tenants Looking To Move

373 council tenants wanted a transfer

23% of all lettings were transfers



Private-Registered Providers of Social Housing Properties that have been let over the past 12 months.

This includes



3774 council tenancies



Neighbourhood and Community Standard

Neighbourhood management

Tenant Satisfaction:



80% of tenants satisfied with the neighbourhood as a place to live



76% of tenants satisfied with the overall appearance of their neighbourhood.



66% of tenants are satisfied with how we tackle and respond to anti-social behaviour

Anti-social behaviour

In 2015 - 2016

172 new cases of anti-social behaviour were reported

Which include

47 cases of noise nuisance. Last year this figure was **72**

33 cases were of verbal abuse/harassment/intimidation/threats. This figure is lower than last years at **42**

8 cases of misuse of Communal Areas/Public Space, down by **3** from last year's figure of **11**

Hate Incidents

5 of the cases were considered to be a Hate Related Incident

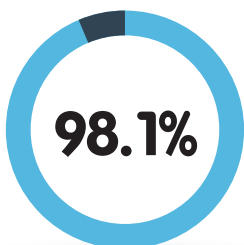
4 of the cases concerned domestic violence, which is an increase over the previous year's figures



Rents and Service Charges

Rent – council housing

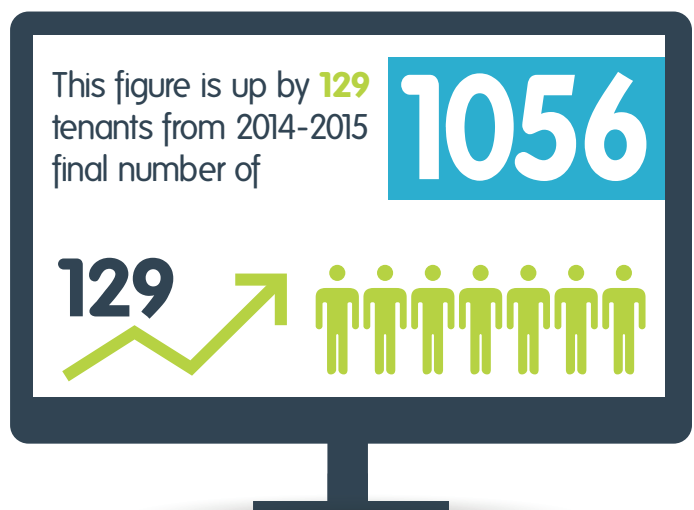
Collection Rate



of rent due was collected. We still remain a top performing council for rent collection

Current tenant arrears totalled: **£268,231**

Total count of tenants in arrears for 2015-2016 is: **1185**



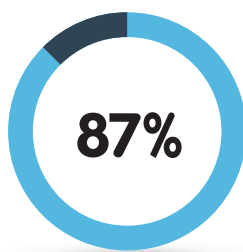
The Cost of Managing and Maintaining Council Housing:

Nearly **50%** of all rent arrears were owed by just **167** tenants

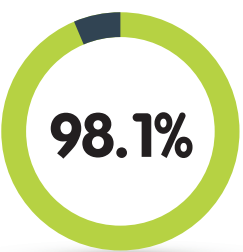
17 tenants were evicted for rent arrears this year, **1** more than the previous year

Total number of introductory tenants in arrears: **339**

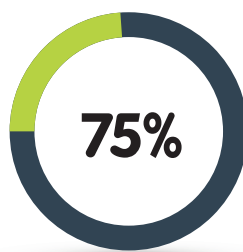
Total number of secure tenants in arrears: **840**



of tenants are satisfied that their rent provides value for money



of rent due was collected



of satisfied that service charges provide value for money



HAVE YOU SEEN OUR FACEBOOK PAGE

Our facebook page gives our tenants and anyone interested in council housing an opportunity to interact and comment on what's happening on our council estates.

We also advertise upcoming competitions, tenant and resident association meetings and estate walkabout dates.

If you would like to help us improve our facebook page please contact Tim Brunwin by sending him a message through facebook.

To find us log on to facebook and search Lancaster City Council Housing.



 Find us on
facebook



Competition

2016 Annual Garden Competition

Will yours be a winner?



CLOSING DATE FOR ENTRY IS

**FRIDAY
15TH JULY
2016**

The Prizes are

- £50 for the winner
- £25 for the runners up
- £10 for second runner up

Categories are

- House
- Flats
- Bungalow
- Communal



Will yours be a winner?

Do you take pride in your garden or help your friends and neighbours with their gardens?

Well why not shout it from the roof tops and show everyone else what you have done. So come on everyone lets make 2016 the best bloomin' year ever.

If you wish to enter please tear off the slip below and return it to Juliet Grant . You can also enter by email at jgrant@lancaster.gov.uk Or via our facebook page

Last year was a great year and our presentation day at Lancaster Town Hall was thoroughly enjoyed by everyone.



Previous Runner up flat - Blea Tarn Place, Branksome, Morecambe



Previous Runner up communal - Kingsway Court



Previous Runner up house - Coniston Road, Newton, Lancaster

Name

Address

Telephone number

Category





HOW TO GET A BASIC BANK ACCOUNT

How to choose a basic bank account

Basic bank accounts are available from banks while building societies and credit unions may offer suitable alternative products. You can open one on your own or with someone else (a joint account).

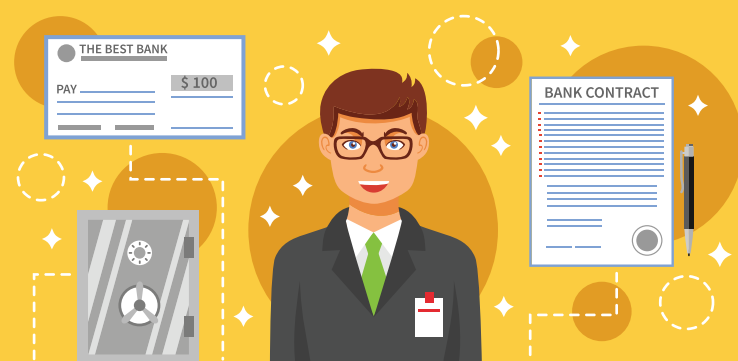
You can use a basic bank account to receive money and pay bills. A basic bank account may be a good option if you've been turned down for a current account and can act as a first step towards opening a different type of account later on.

NEED FURTHER HELP?

If you want more information about basic bank accounts visit the Money Advice Service website www.moneyadvice.org.uk

HOW TO OPEN A BASIC BANK ACCOUNT

You can usually apply for a basic account in person, by post, over the phone or online.



Check with the bank what proof of identity and address you need to show them when you open your account. If you don't have the documents, ask what they will accept instead.

003





Department
for Work &
Pensions

DLA is ending

for people who were born after 8 April 1948 and are aged 16 or over

This will happen even if you have an indefinite or long-term award.

You'll continue to get DLA until the Department for Work and Pensions (DWP) writes to tell you about when it will end. The letter will invite you to apply for a new benefit called Personal Independence Payment (PIP) and tell you what to do next. DLA is different to PIP. You won't get PIP automatically because you are already getting DLA.

Once you get your letter you'll have 28 days from the date on the letter to decide whether you want to make a claim for PIP.

As you won't be able to choose to keep DLA, it's worth finding out about PIP.

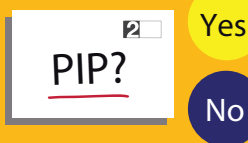
Other benefits or services you or your carer get, such as Motability or Carer's Allowance, may also end or change.

You don't need to contact us until we write to you unless you need to tell us about a change in how your condition or disability affects you.

Supporting
your
independence

Three easy steps to PIP

1



When you get your letter, read all the information to decide if you want to make a PIP claim



If you choose to make a claim, call us to start the process and we will send you a form

2



Fill in the form and return it to us with your supporting evidence

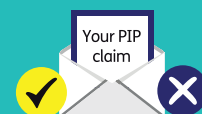


We will then look at your claim

3



You may be asked to attend a face-to-face consultation



We will then make a decision about your claim

www.gov.uk/dla-ending

Community News

RIDGE COMMUNITY CENTRE

Monday

Monday Meltdown, Bacon Butty, 10.30am - 11.30am

Tuesday

Credit Union/Drop In Craft Session, 1pm - 3pm
4-8 years session
4pm - 5.30pm

Girls Group, 6pm - 7pm &
9-12 years, 7pm - 8pm

Wednesday

Lunch Club 12pm - 3pm £3,
4-12 years youth session,
Girls Activity Session @
Central High 6pm - 7.20pm

Thursday

13-19 years session
7pm - 9pm

Saturday

Bingo 6pm - 7.30pm

All youth sessions are 50p
per session

THE RIDGE TENANTS & RESIDENTS ASSOCIATION

The Ridge Tenants & Residents Association also meet monthly at the community centre and are always looking for residents to get involved and help improve things for everyone on the estate, so if you want to join or just want to know more pop into the community centre and ask for more information.

The group are currently looking to provide an adult gym somewhere on the estate and are currently trying to raise funds for this. If you would like to help just get in touch.



Block Voice representatives

We now have new block voice representatives and the following blocks

Arcon House, Greaves, Lancaster
Skerton House, Mainway, Lancaster
Bridge House, Mainway, Lancaster.

Arcon House residents have formed a group to improve the look of the communal courtyard at the rear of the block.

They have carried out a planting day and as you can see this has brightened up the area and made it a much more welcoming place to sit out.



Skerton House and Bridge House representatives have carried out their first quarterly walkabout of their block and recommended lots of areas of improvement.

They have all been issued with notice boards for the blocks and the walkabouts / action plans will be displayed. Dates and times of the next walkabouts will also be advertised too. If you live in either of these blocks please come along and support your representatives.

DISTRICT-WIDE TENANTS' FORUM

making tenant and leaseholder involvement relevant

After listening to what tenant and leaseholders have said, we believe tenant and leaseholder involvement should be focused on two priorities:

- first, on how we can place tenants and leaseholders at the centre of our service and business improvement through customer insights;
- secondly, on how we can enable tenants and leaseholders to be empowered and active community citizens.

The council looks to tenants and leaseholders to help us develop these ideas and take these priorities forward through the council's District-wide Tenants' Forum.

What is the District-wide Tenants' Forum?

The Council is committed to getting people involved in local issues and in developing its services.

The District-wide Tenants' Forum provides a link for information and views between tenants and leaseholders of the Council and your council housing service.

How often does the Forum meet?

The District-wide Forum meets on a quarterly basis, and provides a way for tenant and leaseholders to genuinely influence the policies and monitor the performance of the Council Housing Service.

Who sits on the Forum?

The Forum is made up of two groups:

- tenant and leaseholder representatives.
- council staff together with councillors.

What are the aims of the Forum?

The aims of the District-wide Tenants' Forum are:

- To promote council tenants' and leaseholders' rights and the maintenance and improvement of housing conditions, amenities, and the environment.
- To ensure that all tenants and leaseholders have effective opportunities to participate in the management of their homes and neighbourhoods.
- To promote change in response to tenants' and leaseholders needs and aspirations.
- To act as a consultative group on all issues concerning tenants and leaseholders at district wide level.
- To work towards the elimination of all forms of discrimination within the community by encouraging all tenants and leaseholders to participate in the management of their homes and neighbourhoods.
- To promote the interests of all council tenants and leaseholders of the district, and to assist in maintaining good relations between all members of the community.

DISTRICT-WIDE TENANTS' FORUM

continued...

What do tenant and leaseholder representatives do?

The role involves:

- Speaking for tenants and leaseholders on housing matters at council housing meetings;
- Voting in key decisions;
- Keeping in touch with general views of tenants and leaseholders; and
- Acting as a sounding board for the Council when it wants to get a feel for whether tenants and leaseholders are likely to welcome or reject a particular proposal.

The task is to represent tenants and leaseholders, not to be mandated by them to act in a particular way or be their delegate.

Although there are no financial rewards from being a tenant representative, you can expect:

- To get personal satisfaction from performing an important public service;
- To develop a better understanding of how the Council takes decisions;
- To build effective and valuable working relationships with officers, elected local councillors.

WARNING TO EVERYONE WHO LIVES IN A BLOCK OF FLATS!!

If any rubbish or bulky items e.g. sofa, bike, pram, etc are left in the communal areas of flats, they will be removed and disposed of as this is a fire hazard.

Did you know that every council tenant is entitled to 2 bulky matters collections of up to 3 items per visit.

Just telephone 582491 and give your address

Environmental Budget Work

This year 2016/17 the sum of money set aside is **£66,500**

Every year the Council sets aside a sum of money to improve the area that you live in.

We have a panel of Tenants who decide on the priorities for spending the budget and so far they have agreed the following :-

Tarnbrook Road flats, Heysham look at re-modeling the bin store so that the entrance is at the side. This will cut down on random fly tipping by non residents of the block

£5000

AWAITING PRICE

Ridge Estate, Lancaster
Contribution towards an outside gym area next to the multi use games area on Ambleside Road

£10,000



Morley Close, Vale, Lancaster
Extra parking space in front of communal bungalow for visitors

£2000



Arcon House, Greaves, Lancaster Provide fenced off bin store area to keep bulk bins

Elterwater Place, Newton
Re-design the central lighting post and remove ivy

AWAITING PRICE

Prospect Grove, Morecambe
Provide 2 signs to say "keep dogs on leads and pick up dog mess"

£700

Artlebeck Road, Caton
Path from rear of bungalows to main public access path

AWAITING PRICE

Highfield Road, Carnforth
Recycling area in front of flats to store bins etc

£4000



Branksome Estate, Morecambe
Path from new play area to road to provide disabled / pushchair access

£3500



Langridge Estate, Westgate, Morecambe
Contribution to final piece of play equipment

£6500



Bulky matters collections

Every Council Tenant is entitled to two free bulky matters collections per year, of up to 3 items per collection

£7000

One off skips

Areas where Estate Managers feel that a skip would clean up an area

£2000

One off community events

Groups can bid into this budget to help contribute towards their event for example a litter pick on your street or estate.

We Still Have Half Of The Budget Left To Spend, So If You Have Any Ideas For A Project In Your Area Please Contact Your Estate Manager, Councillor Or Community Group.

Be Safe & Warm



Working in Partnership with

**LANCASTER
CITY COUNCIL**

Promoting City, Coast & Countryside

Did you know you could save money on your gas bill by having your boiler serviced? More importantly, it gives you peace of mind that you and your family are safe!

Making Homes Safer & Warmer

Every year you have to allow access to your property for a gas safety check, this is a condition of your tenancy. It is the Council's legal responsibility as a landlord to ensure this is carried out within 12 months of the last service date for YOUR safety.

EMCOR UK will send you a letter approximately **two weeks** before they are due to service your appliance. This letter gives you a date when the work will be completed. You can then call EMCOR UK on **0800 111 4521** for landlines, **01744 833398** for mobiles or email **service.desk@tbr247.com** to arrange an appointment (morning or afternoon) for a specific day that suits you.

EMCOR UK has a quarterly prize draw in which tenants who allow access on the first visit are entered into. The quarterly winner will receive £50 M&S Vouchers!



Safety Advice

What should you do if you smell gas?

Report immediately to the National Gas Service
Emergency Line on **0800 111 999**

Put out cigarettes, do not use matches or naked flames!

- ✓ Open all windows and doors
- ✓ Turn off the gas at the stop tap
- ✓ Do not use electrical switches

Gas Service Emergency Line
0800 111 999

What happens if you don't allow access?

We frequently have problems gaining access to tenant's homes to carry out a gas safety check. If you do not allow EMCOR into your home then we will write to you asking you to arrange a time & date when we can complete the gas safety check.

If you still don't allow access, make contact or arrange another time, then you are breaching the terms of your tenancy and we will take legal action to gain access to your home. We WILL apply to the court for an injunction to allow us access to your home. If this happens then it is highly likely that we will be awarded the legal costs **which you will have to pay.**