

HOUSING MATTERS

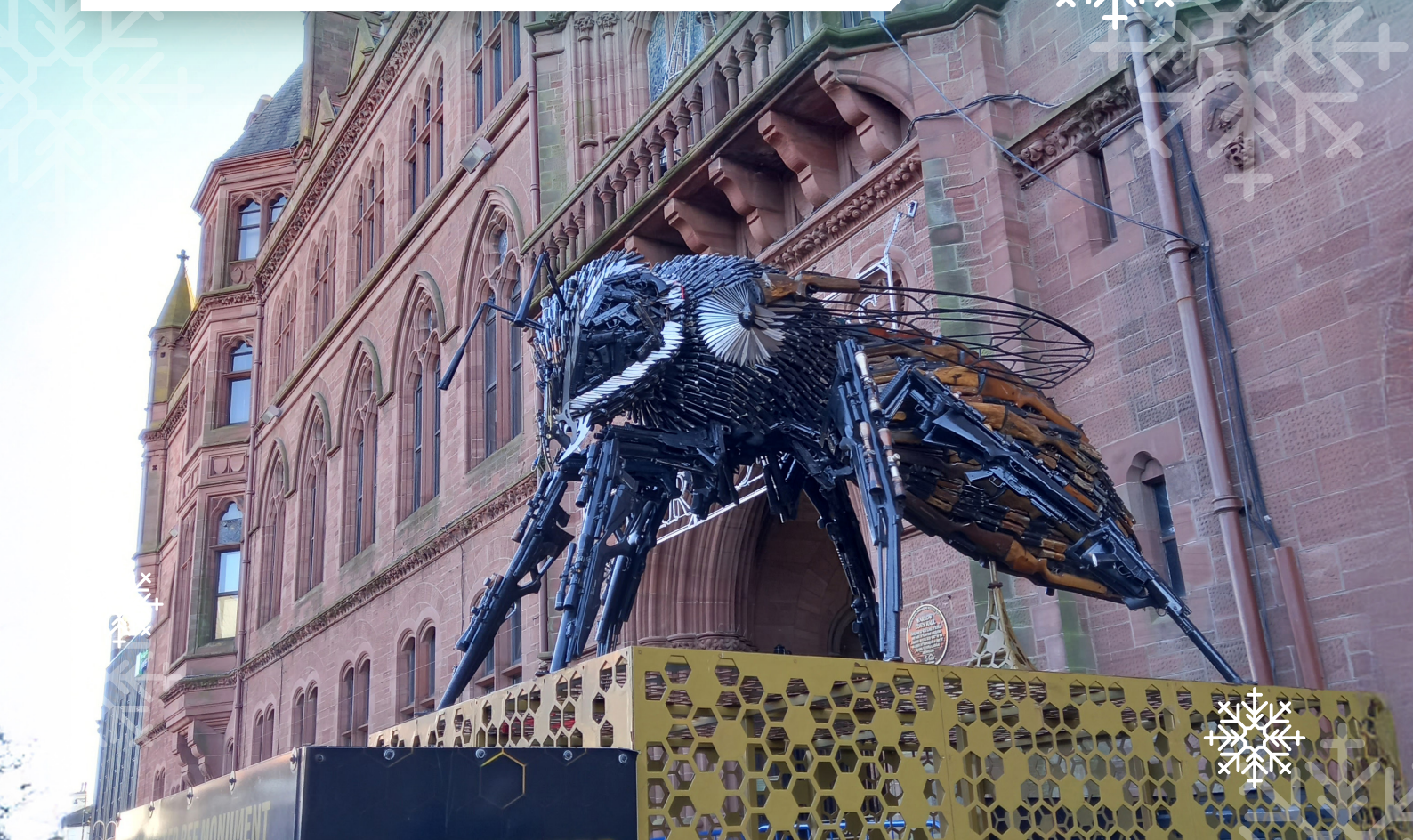
Newsletter for Westmorland and Furness Council Tenants and Leaseholders

TOWN HALL HOSTS ANTI-KNIFE EVENT



Over 2,000 school children and professionals watched a powerful and thought-provoking anti-knife presentation held in collaboration with the Manchester Bee, as part of the National UK Anti-Violence Tour.

Read more on page 7



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WELCOME TO OUR EDEN TENANTS!

Our new column for our Penrith-based tenants is on page 10

COMPLETE OUR SURVEY

and you could win £50 of shopping vouchers. See centre pages

WIN FAMILY TICKET FOR THE PANTO!

See page 23 for details



HAVE I GOT HOUSING NEWS FOR YOU



Welcome to the Winter edition of Housing Matters.

You'll see from our front page we have a photo of the 'Manchester Bee' - a bee sculpture built from knives and guns. This important monument has been on display outside the Town Hall in Barrow to highlight the dangers of violent crime. The Manchester monument is being hosted by Drop Zone, Westmorland and Furness Council and Cumbria Police. The hard-hitting artwork is touring the UK to help open up the conversation about the risks of carrying and using firearms and knives, as well as providing a focal point for families who have lost loved ones to violent crime.

Our Housing Service staff attended the presentation in memory of Jon-Jo, who tragically lost his life to knife crime in 2014. Many local students also came along to the event which focused on educating on the dangers of knife crime.

Within this edition I'm very aware of the burden the cost-of-living crisis and high energy prices is having on many families and communities and recognise this festive season will be very challenging for many. With temperatures plummeting, maintaining health and well-being are top priorities as we look ahead to 2025.

On page 15 we have information on the Household Support Fund to help people in crisis who are struggling paying bills. Our Rents Team is also here for you if you're struggling paying your rent, and on pages 16-17 we have a list of local Warm Spaces where anyone can visit to keep warm and save money on your heating costs.

I'm also very aware Christmas can be a very lonely time for some of our residents. On page 3 there are details of Furness Homeless Support Group's Christmas Shelter which they are hosting in their Bath Street day centre. Anyone can pop along for a chat, hot drink or a delicious festive lunch. There are lots of brilliant welcoming spaces for anyone to go to, so please don't be alone - go along - there will always be someone who will be ready to pop the kettle on!

You'll find in the centre pages our annual Tenant Perception Survey. Please take time to complete the survey and return to us in the enclosed pre-paid envelope or use the QR code provided. Your views are really important to us and will help shape our services. We're also running 'Drop In Events' - details below. So please pop along and have a chat with us. We'll be more than happy to talk through any issues or capture what we are doing well and how we can improve future services. By working together you can share your experiences, identify any gaps in service

and really help us ensure we offer you the best customer service.

Since becoming Westmorland and Furness Council we are also proud landlords of properties in the Eden locality. On page 10 you'll find lots of information on the Eden properties and meet Joanne Champkins our Housing Officer in the Eden area. We look forward to sharing more information as a landlord and how we are aligning services across our housing stock in future editions of Housing Matters.

We've lots of information on keeping you safe in your homes and the great work our Housing Maintenance Team are doing to ensure health and safety compliance across our housing stock - please read more about this on page 9.

Finally, if anyone is struggling in any way, on the back page you'll find all our points of contact. The earlier we can help to resolve problems the better, so please either call into our offices or pick up the phone - we are always here to listen and help.

Keep warm and safe during this winter period and have a lovely Christmas.

Caroline Wagstaff
Assistant Director of Housing

HAVE YOUR SAY AND HELP US IMPROVE!

In the centre pages you'll find the next annual Tenant Perception Survey. Introduced by the Regulator of Social Housing, all social landlords are required to carry out these surveys every year.

We hope as many tenants as possible complete this survey as it's a chance to voice your opinions on the services we provide and to contribute to future improvement.

So, please grab a pen, pull out the survey and complete it today - it should literally take you only five minutes and everyone who completes it will automatically be entered into a prize draw where four lucky tenants will win a £50 shopping voucher!

You'll find a pre-paid envelope inside the newsletter for you to use to return the completed survey to us. Or, for the tech savvy, you can complete it using the QR code which can be found on the front page of the survey.

We've also organised drop-in events at various venues across the borough, where you can pop in, have a chat with us (there will be sweets!) and complete the survey.

If you're an Eden tenant, please have a chat with your housing officer, Joanne Champkins - contact details on the back page.

For more information, check out our Facebook page (**Westmorland and Furness Housing - Thriving Communities**).



We need your views!

We'd love to see you - please pop along to any of these drop-in events to have a chat and complete the survey

Monday, 13 January
10am - 12 noon at Dalton Town Hall

Tuesday, 14 January
10am - 12 noon at The Forum
2pm - 4pm at Ormsgill Community Centre

Wednesday, 15 January
10am - 12noon at Ocean Wave Community Centre

Thursday, 16 January
10am - 12 noon at Griffin Community Centre

Friday, 17 January
10am - 12 noon at Roosegate Community Centre

DON'T BE ALONE AT CHRISTMAS



Christmas can be a particularly difficult time for some people. With the extra pressure that the festive season can bring, our worries and fears may seem worse this time of year, so it's important you look after your wellbeing.

It can be hard to reach out if the people around you seem happy when you don't. So, if you don't have family or friends close by or don't feel like there's anyone you can talk to, remember you are never alone. You can contact the Samaritans day or night, every day of the year. Call them for free on 116 123 or email jo@samaritans.org

For anyone who doesn't want to spend Christmas Day alone, the wonderful Furness Homeless Support Group is again hosting free Christmas dinners on Christmas Day and Boxing Day.

Our local Salvation Army is also open and available for practical support up to and including Thursday, 19 December.

How you cope with Christmas will depend on your circumstances, but try and avoid comparisons – what we see in adverts and social media mostly don't reflect reality and can make us feel bad about ourselves. It may help to take breaks from social media and always remind yourself that Christmas doesn't last forever.

Christmas at Furness Homeless Support Group

You don't have to spend Christmas alone.

Once again, we will be holding our Christmas Shelter at our Bath Street Day Centre.

We will be providing a full Christmas dinner with all the trimmings and a gift from Santa for everyone!

Christmas Day 11am - 4pm
Boxing Day 11am - 4pm

If anyone would like to help fund this, you can donate via our 'Just Giving' page:
<https://justgiving.com/furnesshomeless>
Thanks for your support, it makes a huge difference!

From everyone at Furness Homeless Support Group, we wish you a Very Merry Christmas and a Happy New Year

A registered charity

Whatever you're facing
We're here to listen

Call free day or night on
116 123

Email
jo@samaritans.org

SAMARITANS

shout 85258 | Text 'SHOUT' to 85258 | Available 24/7

childline | Call 0800 1111 | Available 24/7, for under 19s

mind | Call 0300 102 1234 | Open 9am-6pm Monday to Friday

Salvation Army

19 Abbey Road, Barrow

Our Warm Welcome Space is open
Tuesday to Friday 10am-2pm

We are open and available for practical support as normal up to and including Thursday, 19 December.

We will also be open and in the building on Christmas Day for our Christmas worship at 10:30am-11:30am.

The building reopens at 10am on Tuesday, 7 January for practical support and our Warm Welcome Space.

Please check our Facebook page – The Salvation Army Barrow in Furness for the latest information

DO YOU WANT TO MAKE A DIFFERENCE TO YOUR LOCAL COMMUNITY?

If so, have you considered becoming a Street Voice?

Street Voices are an important link between the local community and the Council. They take up issues that can improve the community and estate environment.

We have a number of street voices (listed on the back page), but we're always keen to recruit more! So if you live in an area that isn't covered by a street voice and want to know what's involved, please get in touch:

Call **Cathy Kirk** on **01229 876523** or email: housing@westmorlandandfurness.gov.uk



Do you want to make a difference to your local community?

We're recruiting local Street Voices who can work with us to help address local issues.



TENANTS' FORUM SUPPORT LOCAL GROUP

Funded through our Compact Budget, Mandy Anderson, chair of our Tenants' Forum, was delighted to drop off some treat-filled Halloween buckets for Ormsgill Stronger Together's special Chill Hub movie night.

THANKS JIM!

Sadly, due to ill health, Jim Christie has had to step back as street voice for the Grange and Cartmel Crescent area and also in his role as Vice-Chair of the Tenants' Forum.

Mandy Anderson, chair of the Tenants' Forum said:

"On behalf of the Tenants' Forum, I want to thank Jim for his valuable contribution to tenant involvement over the past six years. I'll also miss his support as vice-chair and wish him all the very best"



GOOD NEIGHBOURS REWARDED

Well done and thank you to the latest recipients of our Good Neighbour 'Thank You'. This scheme gives us the opportunity to recognise and reward those people who go the extra mile to help their neighbours and community.

If you have a brilliant neighbour who regularly helps out and makes a difference in your community, we'd love to hear from you. The nomination process is very straightforward – the details are at the bottom of this page.



Tenancy Support Officer, Simone Singleton, nominated local resident, **Terry Duckworth**, for the ways in which he has provided support, practical help and assistance to one our more vulnerable tenants. Simone said: "Terry is very caring and has gone out of his way to help this particular tenant".



Councillor Bill McEwan nominated **Tony Barry**. Bill said: "Tony is brilliant at helping out the Ormsgill community, he's only too happy to tend to neighbours' garden and hedges and regularly does litter picks, and every year he creates the most amazing Halloween display in front of his house and along the grass verges of Sowerby Avenue".



Housing Needs Officer, Lindsay Gedling, nominated tenant **Tony Woodend** saying: "I would like to nominate Tony because, he regularly removes bags which been left in the bin store area and sweeps/swills and generally keeps the bin area tidy and also weeds the front and rear of his block of flats. He thoroughly deserves this recognition".

Incredible Halloween displays created by Tony Barry



OUR INCENTIVE SCHEMES

Rewarding Good Tenants
Prize draw for tenants who comply with their Tenancy Agreement.

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

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

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

COMPLAINTS – DO YOU KNOW HOW TO MAKE ONE?



Our teams are committed to delivering the very best service they can. Whilst we always strive to meet your needs, on occasions we recognise that our services may fall short of your expectations. In such circumstances we would always encourage you to contact us at the earliest opportunity as we may be able to simply resolve or put the issue right for you.

If you have reported an issue to us and you do not think we have taken the appropriate action or responded in a suitable way, you can make a complaint to let us know what you think has gone wrong. From the initial contact with us, to making a formal complaint, this is what you need to know:



Tell us about the problems you're having

If you're unhappy about something we've done – or haven't done – then please tell us about it as soon as you can so we can look into it.

At this point, most complaints can be dealt with quickly and informally by staff who provide the service.

Tel: (01229) 876578

Email: housing@westmorlandandfurness.gov.uk

Make a complaint to the Council

If it hasn't been possible to resolve the complaint informally, you can make a complaint to the Council by:

Completing online form: <https://www.westmorlandandfurness.gov.uk/your-council/have-your-say/make-complaint/making-complaint>

Calling: 0300 373 3300

Emailing: complaints@westmorlandandfurness.gov.uk

Visiting: Housing Reception in the Town Hall

Writing to: Complaints Team, Westmorland & Furness Council
South Lakeland House, Lowther Street
KENDAL, Cumbria, LA9 4DQ

Taking your complaint to the Housing Ombudsman

If you've gone through both stages of the complaints process and you're still not happy with the decision about your complaint, or you feel we haven't answered within a reasonable timescale, you can complain to the Housing Ombudsman by:

Completing online form: <https://www.housing-ombudsman.org.uk/residents/make-a-complaint/online-form/>

Calling: 0300 111 3000

Emailing: info@housing-ombudsman.org.uk

Writing to: Housing Ombudsman Service
PO Box 1484, Unit D, Preston, PR2 0ET

Find out more about the Housing Ombudsman Service by visiting: <https://www.housing-ombudsman.org.uk/residents/when-to-get-help-from-the-housing-ombudsman/>

Service enquiries

We often receive enquiries as complaints where our customers do not actually want to make a complaint but are unsure of how to raise their query.

If this is the case, please contact the relevant team – all direct contact details can be found on the back page.

If you are unsure of who to contact, please email housing@westmorlandandfurness.gov.uk or call **01229 876578** and you will be directed to the relevant team.

For more information and to read the Council's new Complaints and Compliments Policy visit:

<https://www.westmorlandandfurness.gov.uk/your-council/have-your-say/make-complaint/making-complaint>

CHRISTMAS REFUSE & RECYCLING COLLECTION

Week commencing Monday, 23 December

If your collection day is: Your collection will be on:

Tuesday, 24 December Tuesday, 24 December

Wednesday, 25 December Friday, 27 December

Thursday, 26 December Saturday, 28 December

Friday, 27 December Monday, 30 December

Week commencing Monday, 30 December

Tuesday, 31 December Tuesday, 31 December

Wednesday, 1 January Thursday, 2 January

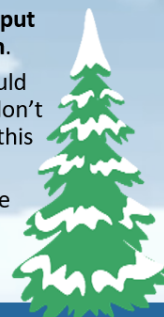
Thursday, 2 January Friday, 3 January

Friday, 3 January Saturday, 4 January

Foil/metallic type wrapping paper cannot be recycled - please put this in your black bin.

Any extra waste should be placed in bags – don't include foodstuff as this may attract vermin.

Extra recycling can be left in open bags or clear bags.



Disposal of real trees

For residents not on the Green Waste Collection scheme, real trees can be put out with your black bin, and they will be taken by refuse collectors.

For residents on the Green Waste Collection scheme, real trees should be put out on the date of your next scheduled collection.

Green waste collections cease week commencing 23 December and resume 6 January.

**EDEN
TENANTS**

Please call Joanne Champkins 01768 212 216 or Customer Services 0300 373 3300
visit: <https://www.westmorlandandfurness.gov.uk/bins-recycling-and-street-cleaning>



UPDATE FROM OUR SAFE & STRONG COMMUNITIES TEAM



Powerful anti-knife presentation



Staff in the housing department were recently lucky enough to be able to see the delivery of a presentation called the JJ Effect, talking about the dangers of knife crime and the effects on lives and families of those who become involved.

The JJ Effect charity was established by Byron Highton in response to his own experience of knife crime after his 18-year old brother Jon-Jo, known as JJ, was tragically stabbed to death in 2014.

Over 2000 local school children and professionals had the opportunity to watch this powerful and thought-provoking anti-knife presentation, held in collaboration with the Manchester Bee, and delivered by Bryon himself (pictured above in the shorts) with some members of our Safe and Strong Communities Team.

The Manchester Bee was created using thousands of weapons seized and collected by Greater Manchester Police. The sculpture raises awareness in the communities it visits by providing a focal point, to question the senseless deaths and as a memorial to lives lost.

We hope that the learning from this event will help to keep all our young people safe.



Supporting tenants

Working alongside our Safe & Strong Team, our neighbourhood support officers, Simone and Lisa, identify potential or existing tenants who may need enhanced support to sustain their tenancies.

This includes helping them to complete forms, setting up and managing gas/electric/water, sourcing furniture, contacting other agencies and making referrals on their behalf to ensure they receive access to relevant support services.

If you're struggling managing your tenancy, don't hesitate to contact them:

Simone Singleton
Tel. (01229) 876580 or email:
ssingleton@westmorlandandfurness.gov.uk

Lisa Lindley
Tel. (01229) 876493 or email
llindley@westmorlandandfurness.gov.uk



Sad News

It is with great sadness that we report the passing at the age of 97 years of one of our longest standing and exemplary tenants, Vera Kerr.

Vera lived on the Roosegate estate all her life. When she was just seven, her family moved into a newly built house on Broadway.

The Queen of the Ways, as she was affectionately known, kept the most immaculate home even with her advancing years and she was much-loved by everyone who knew her.

We send her family and friends our deepest condolences from all in the housing team. It's been our pleasure Vera, you will be sadly missed.

HOUSING DISREPAIR CLAIMS – CAUTION!

I'd like to take this opportunity to make you all aware that disrepair claims companies are continuing to aggressively target tenants - in some cases the vulnerable and elderly – trying to pressurise them into making a claim against us for disrepair.

These claims companies will let you believe they're trying to help you, when really they just want to make money. They may not give you all the information you need before you agree to work with them, and they could put you at serious financial risk.

As your landlord, we're here to help and look after you and your home. So please be very cautious if approached by these companies - and don't be misled into signing anything - as you may be liable to pay fees if you change your mind.

If you have been approached by one of these companies and have concerns about what to do next, please contact us.

Likewise, if you're unhappy with any part of our repairs service, please call us on 01229 876365.

The usual numbers to report repairs (including our out-of-office service for emergency repairs) are given on the back page.



NIGEL CLARKE
Housing Maintenance Manager

HEALTHY HOME TIPS... how to prevent damp and mould

There are lots of simple everyday things you can do to make sure your home remains healthy during the winter months.

Condensation is one of the most common causes of damp and mould in a home. If condensation is allowed to sit on walls for long periods of time, it can penetrate the outer layers of your walls and seep into furniture where it becomes a longer-term problem, causing mould to grow. But there are things you can do to help reduce condensation.

Keeping your home heated where possible helps prevent condensation on walls, floors and ceilings and as soon as you spot condensation on a surface, wipe it down with a dry, clean cloth or towel.

Worried about damp and mould?

We take reports of mould and damp very seriously, so if despite taking steps to prevent mould, the problem isn't going away, please get in touch so we can arrange for a surveyor to visit and investigate.

It's also important to report any repair issues that could cause damp in your home, for example, leaking gutters or pipes.

Call us on (01229) 876578 or email: housing@westmorlandandfurness.gov.uk

Please also check out our damp and mould videos by visiting: <https://www.barrowbc.gov.uk/residents/council-housing/your-home/repairs>

TIPS FOR PREVENTING DAMP AND MOULD

- ✓ Regularly wipe down surfaces where moisture settles, such as windows and window sills.
- ✓ Avoid drying clothes inside. If you have to, make sure a window is open in the room where the clothes are drying. Don't put clothes on a radiator or in front of a fire.
- ✓ Close the bathroom door when having a bath or shower and open the window when possible for at least 30 minutes afterwards.
- ✓ Move furniture away from walls so there's a gap to allow air flow.
- ✓ Keep lids on pots and pans when cooking.
- ✓ Inexpensive dehumidifiers (moister absorbers) placed around your home will draw moisture and damp from the atmosphere. Place them on window sills or in wardrobes or cupboards.
- ✓ Use the cooker hood or extraction fan if you have one.
- ✓ Don't fill cupboards to bursting point – allow space for air to flow.
- ✓ Clean areas affected by mould. An effective method is to clean off the mould with a spray containing bleach.
- ✓ Dry bathroom surfaces after a bath or shower

UPDATE FROM OUR MAINTENANCE TEAM

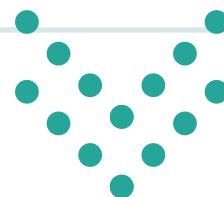
New windows for Middlefield shops

Shops on Middlefield, are looking much improved having had the old, rotting timber frames replaced with UPVC frames and safety glass. We're committed to doing everything we can to keep you and the building you live in safe.

The Spar Shop (former Best One) still had the original 40 year-old frames which had become unrepairable.



KEEPING YOU SAFE



Annual Gas Safety Checks

The safety of our tenants is our top priority and as your landlord we have a legal duty to carry out yearly safety checks and services of all Council-owned gas appliances as well as visual checks of tenant-owned appliances to ensure they are in a safe condition.

Our certified gas engineers, Sure Group, will always contact you in advance of these checks to arrange a convenient time to visit.

As a tenant, you must let us in to your property to do these checks and any work needed to make your home gas safe. This is a requirement under your tenancy agreement.

If you do not let us in, and where it becomes necessary, we will take legal action to enable us to fulfil our legal duty.

So please allow access when requested so that everyone stays gas safe - thank you.

Carbon Monoxide Alarms

We have now reached the end of a major contract with Keith Wilson Electrical to fit carbon monoxide alarms in all our properties.

As a landlord we have a legal requirement to ensure all tenants and guests of our properties are kept safe and warned if there is a carbon monoxide issue.

However, there are a small number of properties where the contractor was unable to gain access and we are in the process of contacting those tenants to arrange access. Failure to allow access will result in the Council applying for a warrant of entry from the Magistrates Court to carry out the required work.

Tenants can contact Keith Wilson direct on 07739 355 909 to arrange an appointment.

Gas Fires and Solid Fuel appliances

When your gas fire reaches the end of its working life, whether that is because parts are no longer obtainable or the overall condition means it has failed a safety check, we will not replace it. The fire will be isolated from the gas supply, and you will have the choice of whether to leave it in place or have the Council remove it and brick up/replaster the opening.

This will also apply if the gas fire flue requires expensive repairs. The gas fire is a secondary form of heating, and the Council is concentrating on maintaining the primary form of heating which is usually a gas combination boiler with radiators. We have a very small number of storage heater systems which also have a hot water tank and immersion heater. These will also be phased out when they reach the end of their working life.

Permission will not be granted for tenants to fit their own gas fires as a replacement and this also applies to solid fuel appliances (including flueless appliances).

Keep it clear, keep it safe

We're committed to doing everything we can to keep you and the building you live in safe.

One important part of this is communal area safety. It is a condition of your tenancy agreement/lease that nothing should obstruct any communal areas, so if you live in a block with shared communal areas, you must make sure they are kept clear of personal possessions and other items.

Items found to be causing an obstruction will be removed (we will provide advance notice of this to give tenants the opportunity to remove the items themselves). The Council may also consider taking further action where tenants are found to be 'fly tipping' in communal areas, both inside and outside of properties.

A WARM WELCOME TO OUR EDEN TENANTS!



Housing stock

As well as its housing stock in the Barrow area, Westmorland and Furness Council are also proud landlords of 75 (soon to be 81) social housing properties within the Eden locality. All of the properties are located on one mixed-tenure housing estate within Penrith.

The 75 properties are made up of 12 two-bedroom houses; 30 three-bedroom houses and 33 two-bedroom apartments.

Working to align services

The housing officer looking after the Eden stock (who you can meet below), and the teams managing our Furness (Barrow, Dalton, Askam and Lindal) properties are working closely together to align the way we manage our housing stock to ensure that tenancies are sustainable and that appropriate support and intervention is given to tenants as needed. This extends to looking after the repairs and maintenance of the stock to ensure properties meet the decent homes standard and are fully compliant across key building safety measures.

Providing good quality, safe homes where tenants feel supported is very important to us.

Keeping you safe

You may notice that the contractor who carries out our gas servicing and electrical testing arrangements on behalf of the Council, trying to arrange access to carry out these safety checks. It is important, and a requirement of your tenancy agreement, that you allow Westmorland and Furness Council as your landlord (including our contractors) access to your property to ensure they are safe. If you receive any such letters, please do act on them and contact Logic to make an appointment.

Your housing officer

Below you can meet Joanne Champkins the housing officer who provides the tenancy management and support for the Eden housing stock. Be sure to look out for Joanne on the estate and say 'hello' and ask any questions you may have, either in person, by phone or by dropping her an email.

We need your views!

We are keen to engage with our tenants in Eden and would like to hear your views on our performance as a landlord, so please do complete the enclosed Tenant Perception Survey and return it to us using the pre-paid envelope.

Street voice

If you would be interested in becoming a tenant representative for Carleton Meadows then please let Joanne know and she will provide some further information on this.

Keeping you in the loop

We will be including a feature about our Eden properties in each of our newsletters moving forward (they are published twice-yearly in summer and winter) and all tenants will be sent a copy so we can keep you updated and you can read for yourself the good work we do as a landlord across the housing stock.

What can we improve?

If you can think of something that would improve your experience, property or neighbourhood then be sure to let us know so that we can look into the idea.

One last thing ...

Please do take part in any of our prize draws and competitions - you've got to be in it to win it!



HELLO FROM JOANNE

I'm Joanne Champkins, housing officer covering council owned properties in the Eden area.

I began working in housing aged 19 in Carlisle and more than 30 years later I still really enjoy it!

Based in Penrith, my role involves supporting tenants to start and maintain their tenancies and I love meeting new people. Carleton Meadows is a lovely estate to work on and I can be seen at least once a week carrying out inspections and monitoring, so if anyone needs a home visit, please just let me know.

I am ready to talk to our tenants about tenancy issues including arrears or any rent payment problems, anti-social behaviour, repairs or a need to move.

Contact me by emailing: joanne.champkins@westmorlandandfurness.gov.uk or call me on 01768 212 216.

I work Tuesdays and Wednesdays from 9am to 5pm and Thursdays 9am to 1pm.

If you have an issue which can't wait until I'm in the office, please call Customer Services on **0300 373 3300** or email: housing@westmorlandandfurness.gov.uk

TPO1 Overall satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Westmorland and Furness Council Housing Service?	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TPO2 Satisfaction with repairs

Has Westmorland and Furness Council Housing Service carried out a repair to your home in the last 12 months?	Yes	No - If NO, move to Q.4
	<input type="checkbox"/>	<input type="checkbox"/>

If YES, how satisfied or dissatisfied are you with the overall repairs service from Westmorland and Furness Council Housing Service over the last 12 months?	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TPO3 Satisfaction with time taken to complete most recent repair

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?`	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TPO4 Satisfaction that the home is well-maintained

How satisfied or dissatisfied are you that Westmorland and Furness Council Housing Service provides a home that is well-maintained?	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TPO5 Satisfaction that the home is safe

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Westmorland and Furness Council Housing Service provides a home that is safe?	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TPO6 Satisfaction that Westmorland and Furness Council Housing Service listens to tenant views and acts upon them

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
How satisfied or dissatisfied are you that Westmorland and Furness Council Housing Service listens to your views and acts upon them?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TPO7 Satisfaction that Westmorland and Furness Council Housing Service keeps tenants informed about things that matter to them

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
How satisfied or dissatisfied are you that Westmorland and Furness Council Housing Service keeps you informed about things that matter to you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TPO8 Agreement that Westmorland and Furness Council Housing Service treats tenants fairly and with respect

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
To what extent do you agree or disagree with the following? "My landlord treats me fairly and with respect."	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TPO9 Satisfaction with Westmorland and Furness Council Housing Service's approach to handling of complaints

Have you made a complaint to Westmorland and Furness Council Housing Service in the last 12 months?	Yes	No			
	<input type="checkbox"/>	<input type="checkbox"/>			
If YES, how satisfied or dissatisfied are you with Westmorland and Furness Council Housing Service's approach to complaints handling?	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TP10 Satisfaction that Westmorland and Furness Council Housing Service keeps communal areas clean and well-maintained

Do you live in a building with communal areas, either inside or outside, that Westmorland and Furness Council Housing Service is responsible for maintaining?	Yes	No	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If YES, how satisfied or dissatisfied are you that Westmorland and Furness Council Housing Service keeps these communal areas clean and well maintained?	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TP11 Satisfaction that Westmorland and Furness Council Housing Service makes a positive contribution to neighbourhoods

How satisfied or dissatisfied are you that Westmorland and Furness Council Housing Service makes a positive contribution to your neighbourhood?	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TP12 Satisfaction with Westmorland and Furness Council Housing Service's approach to handling anti-social behaviour

How satisfied or dissatisfied are you with Westmorland and Furness Council Housing Service's approach to handling anti-social behaviour?	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

We appreciate you taking the time to complete this survey.

Your response will help us to see what we're doing well and, most importantly, where we need to improve - so, thank you!



COST OF LIVING SUPPORT

If you're on a low income or have no access to other financial support and are struggling to pay your bills, you can now apply for the Household Support Fund.

For more information on this (and to apply online) as well as details of other support available visit <https://www.westmorlandandfurness.gov.uk/health-and-social-care/cost-living-support>

Household Support Fund applications can also be made by calling the Household Support Fund Team on 0300 373 3300 (selecting options 2 + 2 + 1).

Demand for support will be high and Household Support funding is available to 31 March 2025 or when the funding has been allocated – whichever happens first.



ARE YOU STRUGGLING TO PAY YOUR RENT?

If you've fallen behind with your rent and not contacted us yet, please give our friendly Rents Team a ring – they're just a phone call away and can provide you with expert advice and guidance.

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

The sooner you contact us - the sooner we can assess your circumstances and arrange a payment plan that's affordable for you.

Give a member of our team a call today:

- Emma Johnston (01229) 876469
- Carol High (01229) 876397
- Katie Barker (01229) 876471
- or email: housing@westmorlandandfurness.gov.uk
- Eden Area - Joanne Champkins 01768 212 216



ARE YOUR BELONGINGS PROTECTED?

Although the building you live in is insured by the Council, your contents and belongings are not covered by insurance.

Contents insurance is designed to help protect your possessions because no matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen.

We have teamed up with Thistle Tenant Risks who provide specialist contents insurance for social housing tenants. This pay-as-you-go contents insurance scheme can be paid alongside your rent and will include cover for items such as furniture, TV, clothing, carpets, electrical items and general household goods. It also covers replacement of external locks if your keys are lost or stolen.

For more information on our home contents insurance scheme and an idea of what it would cost, give us a call on (01229) 876488 or email: housing@westmorlandandfurness.gov.uk



THE EASY WAY TO PAY YOUR RENT

Many of our tenants pay their rent and water rates the hassle-free way by direct debit.

With a direct debit, you simply instruct your bank to make a monthly payment to us for the cost of your rent. Once set up, the payment is made automatically on the same date every month, so there's nothing else you need to do and there's no chance you'll forget to pay.

Also, if you pay your water rates by direct debit, £5 per year will be credited to your account.

Setting up a direct debit is super simple and can be done over the phone by calling our Business Support Officer, Georgina Bridgens on (01229) 876478.

Switch to Direct Debit It's as easy as 1-2-3

- 1 Have your bank account details handy
- 2 Call us on (01229) 876478
- 3 We'll do the rest





LOCAL WARM SPOTS/WARM WELCOME SPACES

As many households continue to struggle with the cost-of-living, community venues are offering 'warm spaces' where anyone can visit to get warm and save money on their heating costs.

Here are some local venues which are offering warm welcome spaces. Details correct at time of going to press.

For up-to-date information, pick up a copy of this list from the reception area in the Town Hall or visit:

<https://www.barrowbc.gov.uk/housing/council-housing-news>

ORGANISATION	LOCATION	OPEN	ON OFFER
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ASKAM

Askam Library	Lord Street	Monday 3pm-5pm Tuesday 10am-1pm Thursday & Friday 2pm-5pm	Two hours computer access with available printing and books
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BARROW

Barrow Library	Ramsden Square	Monday-Thursday 9.30am-6pm Friday 9.30am-5pm Saturday 10am-4pm	Two hours computer access with available printing and books. Hot drinks vending machine
Emmanuel Community Church	2 Dalton Road	Friday 12.30pm-3pm	Warm welcome and refreshments
Furness Homeless Support Group	27 Bath Street	Tuesday 11am-1pm	Meals and hot drink
Hindpool Community Centre	Nelson Street	Wednesday 12noon-1pm	Hot drinks and meals at the centre provided by St Mary's Church
Mind In Furness	William Bingley Centre, 64 School Street	Saturday 11.30am-4.30pm	Drop in for hot drinks & toast. Peer support group chats with advice on staying well, living & fuel costs, housing, relation-ships, addictions and loneliness.
Ormsgill Community Warm Hub	Millstone Avenue, Ormsgill	Wednesday & Friday 9am-10.30am	Hot drinks and toast
Re:new shop (South West Cumbria United Area Methodist Church)	207 Dalton Road	Monday, Wednesday-Saturday 8am-3pm	Tea/coffee/biscuits (pay as you feel) and children's board games/toys
Salvation Army (The)	19 Abbey Road	Tuesday - Friday 10am -2pm	Meals, Food Share, signposting, access to courses, budgeting, life skills, board games and children's activities.

ORGANISATION	LOCATION	OPEN	ON OFFER
Spring Mount Church	Salthouse Pavilion, Roose Road, Barrow	Friday 10am – 12.30pm	Meals, Food Share, signposting, access to courses, budgeting, life skills, board games and children's activities.
St James Church	Blake Street	Thursday 1.30pm-4pm	Hot drinks and snacks. Pop along for a natter or to read or knit. All welcome
St Mark's Church	Buckleuch Street	Monday, Tuesday, Wednesday and Thursday 9.30am - 12pm	Café and clothes bank. Monday - knit and natter and FoodShare; Tuesday - Pool, table tennis, colouring and crafts; Wednesday- pool, table tennis and table top games; Thursday - dominoes and cards
Vision Support Barrow & District	67-69 Cavendish Street	Monday - Friday 10am-4pm	Hot drinks, biscuits, sight loss advice and free Wi-Fi

BARROW ISLAND

Bram Longstaffe Family and Well Being Centre	Farm Street	Monday 11.30-2pm	Hot and cold drinks, soup, sandwiches, charging small equipment
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DALTON

Dalton Community Church	Market Street	Wednesday afternoons	Tea and coffee, company in warm surroundings
Dalton Community Action Come and meet each other St. Mary's Church Centre	Church Street	Friday 10am-11.30am	Refreshments

WALNEY

North Scale Community Centre	North Scale	Monday 11.30am-1pm First Friday of the month 11.30am-1pm	Warm space and toast and hot drink
St Mary's Church Parish Centre, Walne	Church Lane	Wednesday 12-2pm	A warm welcome, hot drinks, toasties and teacakes
Walney Community Centre	Central Drive	Wednesday 10am-12pm (YouthAbility Youth Services) Thursday 12noon-2pm (Stitch Different)	Free refreshments, charging points and usually hot soup
Walney Community Trust	Spring Mount Walney, Community Hall, Amphitrite Street	Tuesday 11am-1pm	Warm space, hot food, sign posting, course access, budgeting, life skills
Walney Library	Central Drive	Monday, Tuesday and Wednesday 10am-5.30pm Friday 10am-5pm Saturday 10am-1pm	Two hours computer access with available printing and books

FACE-TO-FACE WITH... DEAN STEELEY



Hello I'm Dean, I'm 31 years old and I've worked for the Housing Service as Facilities Management Officer in the maintenance team for coming up a year now.

Formerly, I worked in the music industry for over a decade as a music teacher and business owner.

DEAN, TELL US...

What was your first job?

Guitar tutor.

Describe yourself in three words.

Professionally I'd say driven, dependable and calculated.

What's your biggest claim to fame

I might have been in a band in my early 20s...

Have you any phobias, if so what are they?

I don't know if I'd say phobia, but I recently came across jumping spiders on holiday!

What film will you never grow tired of watching?

Can't say I really have one to be honest, not a massive re-watcher.

What's your go-to TV programme?

I love variety in television so it's always changing!

What's your biggest guilty pleasure?

Food!

What skill or talent would you most like to learn?

I'd love to be able to fly a plane - I got a flying lesson as a gift recently!

If you could give your child-self one piece of advice what would you say?

Trust your instincts.

What period would you travel to if you were given a time machine?

There are far too many fascinating possibilities here! Ancient Egypt's pyramid era would be a strong contender, but who could resist a real peak into the future of mankind?

If you could change your name for a day, what would it be?

By the time I'd have decided on something the day would be over!

What's your favourite board game?

Monopoly is an unbeatable classic.

What's your favourite cuisine?

Italian or Chinese.

If you could eat one sandwich for the rest of your life, what would it be?

Hopefully a good one...

What are your most commonly used emojis?

Just the standard ones really - the laughing face probably.

What's your most treasured possession?

I wouldn't say I have any one item that jumps out to be honest.

What or who makes you laugh the most?

Family/friends.

What makes you roll your eyes every time you hear it?

The weather forecast.

What's your favourite quote or saying?

I'm a big one for quotes. It would take me forever to decide, so I'll give you a productivity one I heard this morning on a podcast... What would the you of tomorrow wish, that the you of today did?

What would your specialist subject be if you were to go on Mastermind?

Music/guitar

What's the most recent show you've binge-watched?

Currently in the middle of watching 'Peaky Blinders' for the first time after many recommendations.

If you could meet anyone in this world today, who would you meet?

Impossible to pick just one, but it would have to be someone with a real wealth of knowledge like Neil deGrasse Tyson.

What do you do to unwind after a long day at work?

Sleep.

What's your favourite drink?

I genuinely love ice cold water.

What was the first record you ever bought?

American Idiot – Green Day

What's your favourite singer/band?

I couldn't possibly say as it'll have changed again before someone reads this.

If you were forced to compete in the Olympic games what sport would you choose?

From my own history and experience I'd have to say martial arts.

Who are your heroes in real life?

I'm realist through and through so there's a couple of deep-thinking podcasters where I'm quite fond of their thought processes and conclusions.

What superpower do wish you had?

It's got to be something with flight, right?

CHRISTMAS & NEW YEAR CLOSING

**Barrow Town Hall & Voreda House will close at:
4pm on Tuesday, 24 December.**

**Both buildings will reopen at:
9am on Thursday, 2 January.**



OUT-OF-HOURS EMERGENCY ENQUIRIES

Urgent Council housing repairs*

Urgent homelessness enquiries

Other Council-related emergencies

(01229) 833311

*Gas-only emergency repairs call:

Sure Group 0151 728 5739 or (freephone) 0800 031 6578

EDEN tenants call 0300 373 3300

Website: <https://www.westmorlandandfurness.gov.uk/>

WELCOME TO...



Morgan Nicholson

Hi, I'm Morgan, I'm a Customer Service Apprentice. My first few months have been spent with the Customer Service and Business Support Teams, gaining an insight into the Housing Service and how we support our customers and colleagues.

I'm looking forward to spending time in the other Housing teams!



Kerry Crossman

Hi, I'm Kerry and I joined the Homelessness team in October in the role of Accommodation Support Officer. My role includes taking care of the temporary accommodation, arranging safety checks and repairs to the properties, and supporting our tenants during their journey through temporary accommodation and into permanent housing.

I am really enjoying the new role so far and I am excited to be part of the team.



Isaac Jesson

Hi, I'm Isaac and at the start of March I joined Westmorland and Furness Council as a customer service advisor.

However since then, I've very recently moved to a new role as a Housing Officer in the Lettings Team which I'm excited about and I'm enjoying getting to know the team and helping customers.

FAREWELL TO...



Andy High

Back in September we said a sad farewell to Andy High as he left for pastures new.

Andy worked for the Council for 17 years, starting in the Neighbourhood Management Team before moving over to the Housing Service in 2013 where he was latterly a member of our Lettings Team. A popular, hard-working member of staff, Andy was much respected and valued by everyone who knew him. To top it all off, he was whizz with a wooden spoon and his cakes and traybakes were legendary.

He'll be missed by us all, but he left with our fondest good wishes for the future.



Rachael Hornby

We're sad to say goodbye to Rachael as her knowledge and contribution to choice-based lettings and the business support team have been invaluable and we'll definitely miss her in the team, but we are excited for her and wish her all the very best in her new role within the wider housing team.

Rachael leaves choice-based lettings in the safe hands of Donna Brown, who will continue to provide a high level of knowledge and experience around allocations.



BRYAN IN THE DOCK

St. Mary's Hospice recently hosted their first ever 'Lock-Up Your Boss' fundraiser in Barrow Town Hall.

Six local bosses – including our very own senior surveyor, Bryan Walker (seen here being detained by PC Lambton) – were nominated by their staff to stand trial for various 'crimes'.

In the 'courtroom' (the Council Chamber) they were cross-examined in front of a crowd, by real-life legal eagles with the indomitable Alan Brown, Barrow Town Crier, presiding over proceedings.

Barrow Police kindly turned up to make sure the troublemakers were kept off our streets – or out of our offices!

Each boss faced their moment of truth, with witnesses called to both defend and prosecute their actions in the workplace, with some damning evidence.

The stakes were high, but after all arguments were heard, every boss was found guilty by the Hospice Judge and Barrow Town Mayor, Judith McEwan, with the support of her husband, magistrate Bill McEwan.

Bryan's crimes as put forward by his team were his inability to wear shoes for a full day and distracting the team with his flamboyant stocks, his days when he tortures the office by playing classical music for eight hours straight (and sometimes 'treating' them to a sing along and his age which raises the average age of the office by 43.7 years. His team were also hoping some jail time would give them some much-needed time to catch up to his superior level of expertise in IT... this last charge may not be factually correct!

Bryan was found guilty on all counts as his habits aren't for everyone – especially the sock and shoe aversion!

Bryan said:

"It was a remarkably realistic event with good support as always by the Hospice staff. Thanks to everyone who participated and generously donated".

Another Council employee, Katharine Jane, Business Resource Manager, was tried for leaving her dog with her mum, leading to the dog's pub addiction – specifically, pulling towards a pub at any chance. She was found guilty of turning a family pet into a pub enthusiast!

The event was a great success and brought the community together to share laughter and raise much-needed funds for St. Mary's Hospice.



NEW HANDY PERSON SCHEME

Help for elderly or vulnerable people who are unable to carry out certain jobs in their home

As your landlord, we are responsible for maintaining the structure and external fabric of your home.

However, there are some small jobs, that we are not responsible for, which could be carried out by the Council's Handy Person Service - a small repairs and assistance service for householders in the Westmorland and Furness area.

Whilst there is no charge for the cost of labour, the occupier will have to provide any necessary items

Who is eligible for help?

People who are unable to undertake the task themselves and have no other person available to help them with the task and live in Westmorland and Furness Council area who:

- are aged 65 and over; or
- have a disability or are vulnerable; or
- are being discharged or have recently been discharged from hospital; or
- are a high risk of falling due to a medical condition

What work can the handy person do?

Council tenants, who meet the criteria, can request the following specific jobs.

- putting up curtain rails, curtains or blinds
- erecting shelves or affixing coat hooks
- changing light bulbs and fluorescent tubes
- fixing down or trimming loose or hazardous carpets
- moving furniture within the home

How do I contact the Handy Person?

If you are eligible and wish to request the Handy Person, please contact the Council's Housing Standards Team:

- Telephone: 0300 373 3300 (please leave your name and contact number if necessary and the team will call you back)
- Email: housingstandards@westmorlandandfurness.gov.uk
- Complete online request form: <https://www.westmorlandandfurness.gov.uk/housing/handy-person-scheme>

ADAPTING YOUR HOME TO MAKE IT WORK FOR YOU



Are you, or a member of your household, finding it difficult to remain active and independent in your home because of a disability or ill health?

Sometimes it only takes a small change to your home to make life easier for you. We can carry out adaptations so you can live in a safe and comfortable environment that meets your needs.

Minor adaptations which don't involve any structural changes to your home include:

- Grab rails
- Stair rails
- Lever taps
- Level access thresholds



For more information, contact our Needs Assessment Officer:

Lindsay Gedling: Tel: (01229) 876577 or email: housing@westmorlandandfurness.gov.uk

Apprenticeships

Unlock your potential

An apprenticeship with Westmorland and Furness Council offers a fantastic opportunity to kickstart your career, no matter your age. You'll earn while you learn, gaining practical experience alongside a nationally recognised qualification.

With apprenticeship opportunities in a diverse range of roles, there's no better time to unlock your potential and take the first step towards a rewarding career in local government.

Our apprenticeships are perfect for anyone ready to dive into a hands-on learning experience while shaping the future of their community. We are committed to ensuring that our apprentices gain the skills, knowledge and confidence needed to succeed in their chosen field, providing personalised support and mentorship throughout their apprenticeship journey.

Want to find out more?

Explore our new webpage at: careers.westmorlandandfurness.gov.uk/apprenticeships or follow us on Instagram – [@wandf.apprenticeships](https://www.instagram.com/wandf.apprenticeships).

Any questions?

Our Apprenticeship Team is here to help! If you have any queries or need further information, feel free to get in touch by emailing: apprentice@westmorlandandfurness.gov.uk

FEEDBACK ABOUT HOUSING SERVICES



We want to know what you think about the service you receive so we can build on our successes and make improvements where they are most needed.

Whether you make a compliment or a complaint, your right to receive a good quality service will not be affected.

Here are some compliments our teams and contractors have received.

Jordan Herrington, Maintenance Team

"I want to extend my sincere and heartfelt gratitude to Jordan, who whilst out and about on his inspections, found my mother (who is partially sighted and has advance dementia) wandering around the Griffin estate, vulnerable, lost and confused. With another person who was in the vicinity, Jordan took the time to establish where my mother lives and returned her safely her home. Jordan is a very kind, patient, pleasant young man with a quiet and gentle nature".

(Daughter of tenant)

DLP (Building) Services (adaptation work)

"I'd just like to say how professional and quick and so tidy the work was done. I can't praise my workmen enough from start to finish - it has made my life so much easier - a perfect job done!!"

(Jackie, tenant)

Homelessness & Lettings Team

"I thank all of you for the help and support you have given me. I couldn't have done it without you all.

"Katie, you were extremely kind to me considering how out of control I was becoming.

"Sly, your help with the computer in the library made me feel relaxed about looking for somewhere to live.

"Andrew, you also excelled in professionalism and put me at ease.

"Things feel like they're finally coming together."

(Service user)

Please send us your feedback by:

Emailing housing@westmorlandandfurness.gov.uk

Calling 01229 876578

Writing to us using our freepost address - no stamp required:

Housing Department
FREEPOST RTLL XUYS JHZT
Town Hall
BARROW-IN-FURNESS
Cumbria LA14 2LD

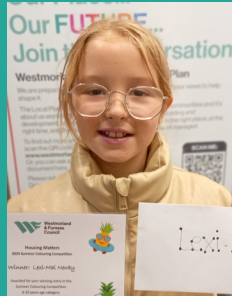


RESULTS OF SUMMER COLOURING COMPETITION

Thanks to all of you who entered the last competition. Your entries were just brilliant!

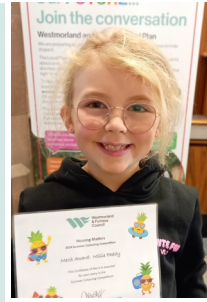
Judging is always difficult but we eventually decided the top two places should go to Darcey Herbert in the 7 years and under category and Lexi-Mai Newby in the 8-11 years category. Congratulations and well done to Darcey and Lexi-Mai! Well done also to our merit award winners who are pictured here with their certificates.

WINNER: Darcey Herbert



WINNER: Lexi-Mai Newby

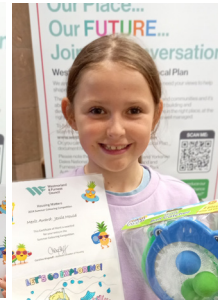
Millie Faddy



Emily Wilde



Jessie Higgins



Dexter CJ William Newby



Amelia Twiname

CHRISTMAS COLOURING COMPETITION

It's super easy to enter the competition. Simply colour in this picture and return it to us. There are two age groups: 7 years and under & 8-11 year-olds. The overall winners receive a £10 gift voucher. To enter, your parents, carers or grandparents must be Council tenants or leaseholders. **The deadline for entries is Friday, 13 December.** Send your entries to: Cathy Kirk, Housing Service, Town Hall, Duke Street, Barrow LA14 2LD. Good luck everyone and have a magical Christmas!!



Name (In capitals please)

Address

Telephone No Age

New Customer Charter puts customers at the heart of everything the council does

It clearly sets out what residents, businesses and visitors can expect from the council and what it asks in return, creating a foundation for a strong, respectful relationship between the council and its customers.

Councillor Judith Derbyshire, Cabinet Member for Housing and Customer Services, said:

“Our new Customer Charter is a reflection of our commitment to the people we serve. It’s about more than just words – it’s about action and ensuring that every interaction with the council is positive and effective.”

“We believe that by caring, listening and putting our customers first, we can make Westmorland and Furness an even better place to live, work and thrive.”

COUNCIL'S CUSTOMER CHARTER

We care and will:

- be helpful, polite and treat you with respect
- provide accurate information that is easy to understand
- be open and honest with you in all our communications
- explain next steps and outcomes clearly
- keep your personal information safe

We listen and will:

- aim to resolve your enquiry or request the first time you contact us or as soon as we can
- be understanding of your situation and needs
- actively engage with you to inform what we do and how we do it
- commit to continuous improvement based on your feedback
- acknowledge if we get something wrong and take action to put it right

We put you first and will:

- provide services that are user-friendly, caring and accessible to all
- embrace new technology to provide effective digital solutions, to use at a time that suits you
- explain clearly the various ways you can make contact with us
- always put user needs at the heart of our services
- provide fair and equal treatment to all our customers

In return, we politely ask you to:

- treat our staff members with respect and courtesy
- provide us with the information we need to help you
- use our digital or self-serve platforms to access services where possible
- share your feedback or suggestions with us to help shape our services

FREE PRIZE DRAW! Your chance to win a family ticket for the Christmas Panto

Our lovely colleagues at The Forum have very kindly donated a family ticket to see The Santa Express.

Audience members are encouraged to come to the show in Christmas PJs, Christmas jumpers or your best Christmas outfit!

You'll be given a free goody bag, including a souvenir hot chocolate cup and a Christmas jingle bell you have to ring in the show to help Santa save Christmas!

How to enter

To enter the draw, you must be a Council tenant. Simply send us your name, address and telephone number by either:

- emailing: housing@westmorlandandfurness.gov.uk
- or calling Cathy Kirk on (01229) 876523

The first name drawn will receive a family ticket (four people to include at least one adult).

You must be free to attend on Sunday, 15 December at 5:30pm.

Best of luck everyone!

Don't miss the deadline...

Please enter quickly as the deadline is 5pm on Wednesday, 11 December.



TICKETS STILL AVAILABLE

Don't worry if you're not one of the lucky winners, there are still tickets available at a range of prices to see this fabulous panto. Call The Forum Box Office on (01229) 820000 or book online: www.theforumbarrow.co.uk

POINTS OF CONTACT

Assistant Director of Housing

Caroline Wagstaff (01229) 876523

Interim Senior Manager of Landlord Services & Homelessness
Rebecca Halton (01229) 876549

Rent Recovery Team

Carol High (01229) 876397
 Emma Johnston (01229) 876469
 Katie Barker (01229) 876471

Benefit Liaison Officer
 Amanda Morris (01229) 876581

Money Management Officer
 Jo Hughes (01229) 876534

Safe & Strong Communities Team

Safe & Strong Communities Manager
 Caroline Kendall (01229) 876462

Senior Neighbourhood Team Leader
 Debbie Cubiss (01229) 876423

Neighbourhood Enforcement Officer
 Gordon Robson (01229) 876410

Neighbourhood Officers
 Peter Buckley 07843 471 414
 Dan Crowe (01229) 876479
 Cheryl Waite (01229) 876520

Neighbourhood Support Officers
 Simone Singleton (01229) 876580
 Lisa Lindley (01229) 876493

Housing Maintenance Team

Housing Maintenance Manager
 Nigel Clarke (01229) 876326

Senior Surveyor
 Bryan Walker (01229) 876466

Contract Supervisors
 Graham Harcourt (01229) 876465
 Peter Rimmer (01229) 876530
 Ste Herrington (01229) 876492
 Jordan Herrington (01229) 876531

Needs Assessment Officer
 Lindsay Gedling (01229) 876577

Facilities Management Officer
 Dean Steeley (01229) 876365

Business Support Team

Right to Buy
 Michelle Bradley (01229) 876483

Household Insurance
 Joanne Worrall (01229) 876488

Choice-Based Lettings
 Donna Brown (01229) 876468

Direct Debits
 Georgina Bridgens (01229) 876478

Lettings Team

Jackie Rimmer (Snr) (01229) 876550
 Jacky Macaulay (01229) 876403
 Isaac Jesson (01229) 876345

Homelessness Team

Advice (office hours) (01229) 876599
 Out-of-hours (01229) 833311

Email:
 dutyrefer1@westmorlandandfurness.gov.uk

Reporting Repairs

During office hours
Non-gas repairs (01229) 876578
Gas-only repairs* 0800 031 6578
 or 0151 728 5739

Out-of-office emergency repairs
Non-gas repairs (01229) 833311
Gas-only repairs* (01229) 833311

* No heating or hot water or radiator and boiler problems



- Email us:** housing@westmorlandandfurness.gov.uk
- Write to us:** Housing Service, Town Hall, Duke Street, Barrow LA14 2LD
- Website:** <https://www.westmorlandandfurness.gov.uk/housing/council-housing>
- Facebook page:** Westmorland and Furness Housing Thriving Communities
- X page:** @WandFThrivComm

EDEN OFFICE HOURS

Housing Officer - Joanne Champkins
 Tel: 01768 212 216
 Email: joanne.champkins@westmorlandandfurnesscouncil.gov.uk

Joanne's working days are:
 Tuesday and Wednesday 9am - 5pm
 Thursday 9am - 1pm

For urgent issues outside of these times, call:
 Customer Services on 0300 373 3300 or
 email housing@westmorlandandfurnesscouncil.gov.uk

To report out-of-office emergency repairs:
 Call Customer Services on 0300 373 3300

CONTACTS FOR STREET VOICES

Council-recognised street voices



Raglan Court & Corporation Terrace:
 Mandy Anderson 07925 410 817

Roosegate:
 Nicola Bull - 07808 264 941

Newton Road Area, Dalton:
 David Pearson - (01229) 230019

Broughton Road Area, Dalton:
 Danny Green - 07999 462 934

North Walney Residents' Association:
 Steve Thornton - 07856 753 482