

# HOUSING SERVICE

## Annual Report 2015 - 2016

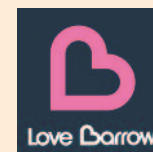


***Our vision:** To provide well maintained homes and estates where people choose to live*



### WE GIVE YOU A CHOICE ON HOW YOU CAN ACCESS OUR SERVICES

- We have our office at:** Town Hall, Duke Street, Barrow-in-Furness
- Our office hours are:** Monday to Friday: 9am - 4pm
- Telephone enquiries:** Monday to Thursday: 8:30am to 5pm, Friday: 8:30am to 4:30pm
- You can telephone us:** Customer Services 876491 or call a specific member of staff - details on inside back page
- Our 24 Emergency No.** Out-of-hours homelessness enquiries and emergency **non-gas** repairs: 833311  
Emergency **gas-only** repairs: Freephone: 0800 031
- You can email us at:** [housing@barrowbc.gov.uk](mailto:housing@barrowbc.gov.uk)
- We have a website at:** [www.barrowbc.gov.uk](http://www.barrowbc.gov.uk) Register to access SeeMyData where you can report/check on progress of a repair as well as view your rent account.







## Do you want this document in another language or large print?

We will do what is reasonable to provide information in alternative formats on request, including tape, Braille, large print and translations. If we encounter difficulties meeting your request, we will discuss the best solution with you.

**English:** If you require this document in Braille, audio or another language please email: [housing@barrowbc.gov.uk](mailto:housing@barrowbc.gov.uk). You may use your own language if you prefer.

### **Cantonese:**

如果您想獲取該文件的不同版本，如：大字體印刷，盲文，音頻或其他語言之版本，請電郵至：[housing@barrowbc.gov.uk](mailto:housing@barrowbc.gov.uk) 查詢。  
(您可以選擇使用自己的語言)

**Lithuanian:** Jeigu jums reikia dokumento Brailio šriftu, audio rašo ar kita kalba, prašome atsisti elektronin laišk adresu: [housing@barrowbc.gov.uk](mailto:housing@barrowbc.gov.uk). Jus galite rašyti savo kalba, jeigu jums taip patogiau

**Polish:** Jesli zyczysz sobie kopie tego dokumentu w alfabecie Braille, systemie audio badz innym jezyku, prosze przeslac swoja prosbe na adres e-mail: [housing@barrowbc.gov.uk](mailto:housing@barrowbc.gov.uk). Jesli preferujesz, mozesz uzyc swojego jezyka

**Portuguese:** Pode obter este documnetoem Braile,Audio ou Outra Lingua por favor [housing@barrowbc.gov.uk](mailto:housing@barrowbc.gov.uk) . Tu podes usar a tua propria lingua se tu preferires.

**Turkish:** Soruflutmaya ihtiyaci?iz varsa,bu belyeyi bulabilirsiniz, Körler Alfabeti, Körler için Kabartma yazıye, ses dinleme kendi dilde, bafkka dilde, Elektronik posta ile arafltırma yapa bilirsiniz [housing@barrowbc.gov.uk](mailto:housing@barrowbc.gov.uk). Istersen kendi dilinle konufla bilirsiniz.





# Welcome

Welcome to the Housing Department's *Annual Report to Tenants*, for the period April 2015 to March 2016.

This report gives a summary of performance in the key housing service areas together with our plans going forward and has been produced with the guidance of the Tenants' Forum who gave feedback on style, layout and content.

Our Tenants' Forum have again asked that we present the report in a calendar format as this has been well received by tenants for the last couple of years.

As in previous years, we have reported in categories to show performance in the following areas:

- **Tenant Involvement and Empowerment**
- **Tenancy (including anti-social behaviour)**
- **Value for Money**
- **Home (quality of accommodation)**
- **Neighbourhood and Community**

We hope you enjoy reading this report and using the calendar throughout the year and, as always, we welcome your feedback both on the report and our performance.



*Pauline Charnley*

**Pauline Charnley**  
Chair of Tenants' Forum



*Kevin Hamilton*

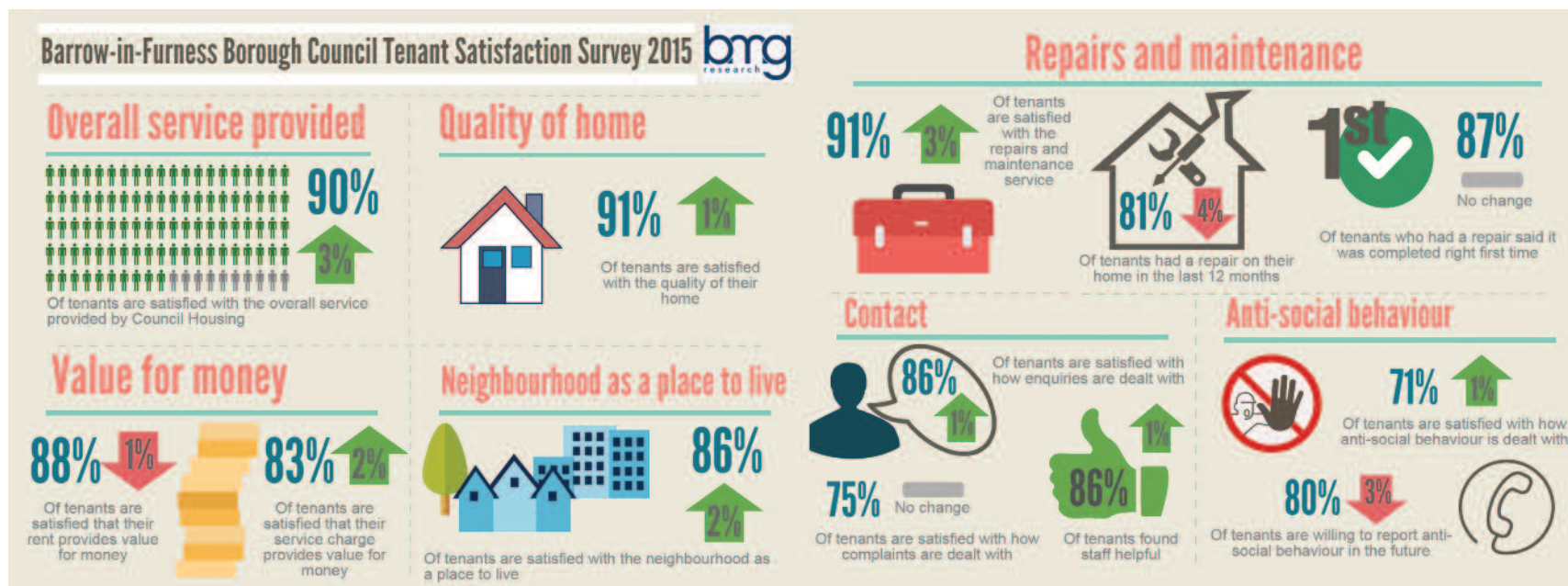
**Councillor Kevin Hamilton**  
Chair of Housing Management Forum

## FEEDBACK

Your questions and comments regarding this Annual Report are very welcome.

Please send your feedback to:

- ▶ Housing Department, FREEPOST BBZ51, BARROW-IN-FURNESS, Cumbria
- ▶ Email: [housing@barrowbc.gov.uk](mailto:housing@barrowbc.gov.uk)
- ▶ Tel: (01229) 876536



# OCTOBER 2016

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## TENANT INVOLVEMENT & EMPOWERMENT

### CUSTOMER FEEDBACK AND INVOLVEMENT

We are committed to working with tenants to deliver our services and we continue to offer a number of ways that tenants can be involved. During April 2015 to March 2016 our tenants were involved at different levels which have been categorised below.

#### Information

We produce written information for our tenants in many forms including:

- Three Housing Matters newsletters a year.
- Annual Performance Report.
- Housing website pages.
- Leaflets, posters, flyers.
- Letters, policies and procedures.

#### Consultation and Involvement

We consult and involve tenants in a number of ways:

- Service specific and STAR surveys.
- Comments, complaints and compliments.
- Estate walkabouts.
- Focus groups.

#### Influence

Our tenants influence the service at a high level by being involved in the following:

- Tenants' Forum.
- Housing Management Forum.
- Tenants' and Residents' Associations.
- Street Voices.
- Asset management decisions – contractor selection, procurement.
- Tenant Inspections.
- Scrutiny Panel.
- Complaints Panel.

### Our Priority

**PRIORITY**

Last year we increased the number of street voices who are individuals as opposed to groups who represent the views of tenants in their area. Our priority is to continue to promote the use of street voices.

### UNDERSTANDING AND RESPONDING TO DIVERSE NEEDS

We continue to collect and update profiling information which has enabled us to:

- **Identify tenants with special communication needs** – we use large print and audio to enable tenants who have a sight impairment to access our information.
- **Identify those tenants who need home visits** – this means we can go to people with poor mobility so that they can access our services.
- **Identify the need to use translation** – we have tenants whose first language is not English so we make arrangements when necessary to provide information in different languages.
- **Identify disabled tenants** – this helps us to consider our budget for the provision of aids and adaptations requirements each year.

### Did you know?

**We promote equality and diversity by:**

- Regular training for staff and involved tenants.
- Accreditation with the Equality for Local Government Scheme.
- We are a third party 'Hate Crime' reporting centre.
- We provide information in different languages, mediums (audio/DVD) and formats (large print/Braille).
- We support disabled tenants through our Aids and Adaptations Budget.

# TENANT INVOLVEMENT & EMPOWERMENT

## Did you know?

The Barrow Borough Council website can be translated into eight of the most commonly used languages in the Cumbria area.

## COMPLAINTS

We treat all complaints seriously and we follow a clear process for dealing with them. We view complaints positively as they help to identify service failures which we can then learn from and put measures in place to improve the service. A table of the Council's Complaints Procedure is shown for information.

From April 2015 to March 2016 three formal complaints were received about the Housing Service. Of these, one was upheld, one was partly upheld and one was not upheld.

As the table opposite shows, tenants can complain to the Housing Ombudsman if they remain dissatisfied with the outcome of a complaint dealt with through the Council procedure.

There were two complaints to the Housing Ombudsman about the Housing Service in the period April 2015 and March 2016. One of these complaints was referred back to the Council for consideration under the Complaints Procedure and the other is ongoing.

## Our Priority

To continue to use comments, complaints and general feedback to improve our services.

**PRIORITY**

### COUNCIL'S COMPLAINTS PROCEDURE

#### INITIAL (INFORMAL) STAGE

Complaint/request for action/information or reporting a problem. Can be made in person, by telephone or in writing. Passed to relevant officer who will aim to provide information/arrange action to resolve this **initial enquiry**.

Enquiry unresolved.

Enquiry resolved.

#### FORMAL COMPLAINT - Stage 1

Tenants dissatisfied with the Council's response can make a formal complaint. Formal Complaints Form are passed to the Democratic Services Dept. who will acknowledge receipt of formal complaints within 5 working days. The complaint is passed to the relevant **Section Manager** who will respond to the complaint within 10 working days.

Complaint unresolved.

Complaint resolved.

#### FORMAL COMPLAINT - Stage 2

The complaint is reviewed by the appropriate **Manager** who will respond within 20 days of the tenant registering continued dissatisfaction.

Complaint unresolved.

Complaint resolved.

#### FORMAL COMPLAINT - Stage 3

The complaint is reviewed by the **Director of Resources** or **Executive Director** who will decide what further action needs to be taken to resolve the complaint. (Complaint will be acknowledged within 5 working days and a full response within 20 days.

Complaint unresolved.

Complaint resolved.

#### DESIGNATED PERSON

After Stage 3 you have the right to appoint a Designated person. This can be an MP, a local councillor or the Tenants' Complaints Panel. This is optional but if you do not choose to refer your complaint to the Designated Person you will have to wait eight weeks before you can approach the Housing Ombudsman.

Complaint unresolved.

Complaint resolved.

#### HOUSING OMBUDSMAN - AN INDEPENDENT VIEW

A formal complaint is made to the Housing Ombudsman.

## NOVEMBER 2016

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# DECEMBER 2016

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*Notes*

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## HOME

### ADDING VALUE FOR YOU AND YOUR COMMUNITY

Barrow Borough Council together with other housing associations and local authorities across Cumbria, has been a member of Cumbria Housing Partners (CHP) since 2008.

CHP help member landlords save time and money by buying materials and contractors in bulk to carry out similar repair and maintenance work on their homes. As a result of combined buying power, savings for members are made that can be reinvested to improve the lives and futures of people living in their communities.

### BENEFITS

Since becoming a member of CHP, we have benefited in the following ways:

**9** apprentices placed with contractors

**One** apprentice: Housing Service

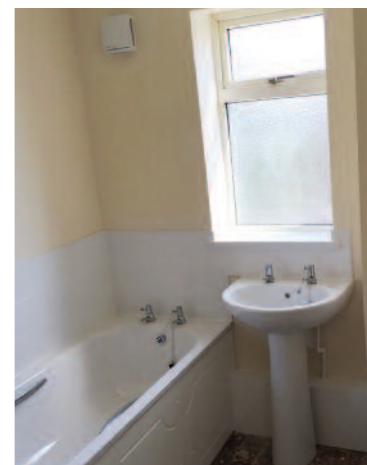
**Three** apprentices: Keith Wilson

**Four** apprentices: AB Mitchell

**One** apprentice: DLP



Average cost of:  
**Bathroom** £1,864  
**Kitchen** £2,512  
**Central Heating** £2,437



# HOME

## REPAIRS

We carried out 9,238 responsive repairs last year, costing £1,150,000. The average cost of a repair was £124.

Repairs to our properties		
Category of repair	No. jobs	% on time
Emergency	668	96%
Urgent	4203	86%
Routine	4367	80%

## CUSTOMER SATISFACTION

The 2015/16 customer satisfaction survey shows that overall satisfaction for tenants receiving works was:

- ▶ Routine repairs: 92%
- ▶ Gas repairs: 100%

The contractor carrying out the work was Hughes Brothers.



## Key Facts

- ▶ There are presently 10 properties that fail the Decent Homes Standard. We are working to reduce this to none by the end of March 2017.

## SAFETY IN THE HOME

### Gas Servicing



Ensuring the health and safety of our tenants and the neighbouring community is of high importance to us.

We make every effort to complete this area of work by offering an out-of-hours service to our tenants. We also put a flag on our repairs system which acts as an alert to staff who will not input any new repairs until a gas safety check has been arranged.



The contractor carrying out gas servicing is Sure Group.

## Key Facts

- ▶ In 2015/16, 100% of properties had valid gas certificates.
- ▶ We had to seek warrants to gain access into 68 homes where tenants refused to provide access for gas servicing.
- ▶ We estimate each warrant to cost around £140. That equates to around £9,520 per year that has to be spent due to our tenants not co-operating with our contractor.
- ▶ This figure has reduced by 8% from the previous year

## Electrical Testing

We carried out around 600 periodic electrical tests to your homes to make sure they comply with the current wiring regulations.

# JANUARY 2017

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## HOME

### PLANNED INVESTMENTS: IMPROVEMENTS

Every year we plan to spend around 70% of our planned investments via Cumbria Housing Partners to ensure we deliver value for money.



#### Our Priorities

We plan to do the following works in 2016/17:



Kitchens: £125,000 - 48 properties



Bathrooms: £150,000 - 100 properties



Wiring/Rewiring: £355,000 - 236 properties



Central heating: £455,000 - 221 properties

**TOTAL £1,085,000**

### CUSTOMER SATISFACTION

**Results for Planned Maintenance Satisfaction Survey for 2015/16.**

The table below shows tenants' overall satisfaction with the quality of the improvement, by the contractors carrying out the work. We ask contractors who work less well to improve performance before carrying out further work.

CONTRACTOR	Overall score	
K Wilson (rewires)	100%	😊
AB Mitchell (kitchens)	100%	😊
AB Mitchell (bathrooms)	97%	😊
AB Mitchell (heating)	96%	😊
Average	98.25%	😊

### WORKS TO PROPERTIES

#### Key Facts

- ▶ Last year £1,812,130 was spent on planned works
- ▶ 508 properties had major improvements

If you wish to view examples of improvements we deliver, eg: kitchens / bathrooms / heating / adaptations, you can visit AB Mitchell's showroom at 182 Roose Road, Barrow.

To arrange an appointment, please contact Helen on (01229) 835463.



Kitchens: £95,000 = 57 properties



Bathrooms: £192,000 = 90 properties



Wiring/rewiring: £318,000 = 150 properties



Central heating: £432,000 = 162 properties



External painting: £167,192 = 650 properties



Roofing: £467,000 = 49 properties



# HOME

## AIDS & ADAPTATIONS

Some of our tenants needed aids and adaptations like walk-in showers, ramps and handrails fitted to their homes. Social Services ask an Occupational Therapist to assess individual tenant's needs and then make a referral to us.

Last year we put 99 aids and adaptations into tenants' homes at an average cost per home of £1,274.

### Key Facts

- ▶ **£126,149:** The amount we spent on aids and adaptations
- ▶ **44:** The number of minor adaptations we completed
- ▶ **45:** The number of major adaptations we completed
- ▶ **100%** Customer satisfaction results for AB Mitchell Ltd who carry out adaptation work

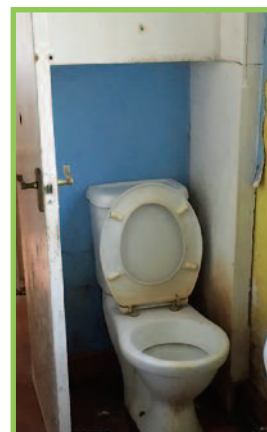


## EMPTY HOMES

We had 229 empty homes and our cost to repair these empty homes before they could be relet was £761,442 which is an average of £2,729 for each home. This has increased by 46% from the previous year.

This increase in expenditure is primarily due to a change in the Council's 'void standard' with more emphasis on ensuring properties are nicely decorated prior to tenants moving in.

There are, however, an increasing number of properties that are left in a state of disrepair with gardens often left overgrown and unkempt. Rectifying former tenant damage and DIY works is also increasing void costs.



## MARCH 2017

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# TENANCY

## Are you ready for Universal Credit?

As more and more of you make the change to Universal Credit we wanted to share some advice to help you manage when making the switch.

Universal Credit combines six benefits including housing benefit and job seekers allowance. **It will affect all new claims and any changes in circumstances.**

- ▶ It will be paid monthly into a bank account of your choice.
- ▶ If you get help with your rent, this will be included in your monthly payment – you will then need to pay us directly.
- ▶ If you live with your partner and you are both eligible, you will get one monthly joint payment.
- ▶ It can take several weeks after you make your claim to get your first payment.

Most customers find that overall they receive less money in benefits when they switch to Universal Credit. This is because:

- ▶ It can take several weeks after you make your claim to get your first payment.
- ▶ Assessments are more thorough which means that you may have been receiving benefits that you were not entitled to receive.
- ▶ Real time information from the Government means that benefit entitlement takes into account earnings almost immediately and so payments can change from month to month.

To ensure we provide an excellent service to our customers we have this year moved towards all of our Housing Officers carrying out a generic role. In practice this means rather than having visits from lots of different members of staff to maybe discuss rent, neighbour problems, repairs etc our Housing Officers now have a generic role so they are able to deal with all tenancy related issues.

## Our Priority

Working with customers to ensure the relevant advice and assistance is given to prevent debt or assist customers to reduce their debt.

**PRIORITY**

## Five-point Action Plan

- 1 **Make sure you have a bank account** - you will need a bank account to receive Universal Credit.
- 2 **Decide whether you need a joint bank account**
- 3 **Check whether you can set up automated bill payments from your bank account** your Universal Credit payment will include your housing benefit which you will need to arrange to pay to us by direct debit otherwise your rent account will go into arrears.
- 4 **Draw up a monthly budget** – our Money Management Officer can help you with this (contact details below).
- 5 **Internet Access** – You'll be expected to claim Universal Credit and manage your account online. If you need help getting online, speak to us.

## We are here to help you

We have specialist officers who work with our customers to prevent them getting into arrears; they also assist those who are in arrears reduce their debt:

- ▶ Appointments or home visits by our dedicated Housing Benefit Liaison Officer – Amanda Morris who is available to assist with completion of housing benefit forms and a liaison role with our contractor, Liberata . For an appointment please call 876581.
- ▶ Our Money Management Advisor - Jo Hughes is able to offer support to help manage your tenancy, including rent/water charges etc. by assessing your income and helping you budget. To speak to Jo please call 876534.
- ▶ We also have a specialist Money Advice Surgery held here in the Housing Department every week. For an appointment with a specialist CAB Advisor call 876397.

## Security of Tenure

We provide all new tenants with an Introductory Tenancy for an initial period of 12 months. Provided the tenancy is conducted satisfactorily, tenants are then granted a secure tenancy. This type of tenancy provides the most secure form of tenure you can be granted by the Housing Service.



# TENANCY

## INCENTIVE SCHEMES

### Rewarding Good Tenants

Tenants who have maintained their tenancy in accordance with their Tenancy Agreement are entitled to enter a quarterly draw to win one of three prizes - a first prize to the value of £100 and two further prizes of £50 shopping vouchers.

It's very easy to enter the draw—simply complete a 'Rewarding Good Tenants' entry form\* and send it in to us. Your housing officer will then carry out a quick tenancy check and if you have maintained your tenancy in accordance with your Tenancy Agreement you will be eligible to enter a quarterly draw.

Below are Mr. and Mrs. Lourie with £100 of Love2Shop vouchers



### 'Goodbye' Leave it Clean Scheme

We are offering £100 of shopping vouchers to those tenants moving out of their property (into private sector property) who meet certain criteria.



Our former tenant, Mary Morgan (on the left) is presented with £100 of shopping vouchers by Janice Sharp our Operations Manager.



### Good Neighbour 'Thank You'

Every three months we will present a resident who has made a difference to their community with £25 of shopping vouchers. The person nominated to receive this 'thank you' gift should live on a Council estate or contribute to the lives of people or someone who lives on a Council estates.



For further information or to request an entry form for any of these incentive schemes, please ring us on 876523 or visit: [www.barrowbc.gov.uk/residents/council-housing](http://www.barrowbc.gov.uk/residents/council-housing) or pick up a leaflet from our reception area.



## MAY 2017

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# JUNE 2017

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## NEIGHBOURHOOD AND COMMUNITY

### Dealing with Anti-Social Behaviour

Anti-social behaviour is persistent, aggravating and deeply distressing for those suffering the nuisance. A single case can take a huge amount of Officers time to ensure the safety and peace and quiet for our residents.

Barrow Borough Council Housing service is committed to 'stop and prevent the repetition of anti-social behaviour'.

#### Action we can take...

Any action we take to tackle to anti-social behaviour must be appropriate and proportionate action, necessary to prevent the repetition of anti-social behaviour.

Legal action is not the only means by which the Council will seek to end anti-social behaviour; however, when such legal action is the proportionate means of achieving the legitimate aim of the Council, the Housing Services will use injunctions and in most serious cases this may result in eviction.

We will support complainants and ensure they understand the evidence we will need to have the best chance of assisting in ending the anti-social behaviour which is distressing them. We will advise complainants to fill in the 'ASB Incident Diary' which will guide them through capturing the exact evidence we require for each incident of ASB. In most cases the answer is not to move the complainant but to stop the anti-social behaviour. There are exceptions in very serious cases where we have moved complainants, however this is rare and the not the normal practice.

If you are suffering anti-social behaviour do not suffer in silence please contact your local Housing Officer. By working in partnership we can tackle anti-social behaviour your Housing Officer will support you through the process.

#### Key Facts

- ▶ We have renewed our agreement with ASB Action Ltd who provide us with advice, training and support for all Operations staff in the preparation of legal casework.

#### Our Priority

We are committed to act to stop and prevent the repetition of anti-social behaviour

**PRIORITY**

### Hate Crime

We are a designated reporting centre for Hate Crime. Last year there was one incident of hate crime reported to us.

Reports of Hate Crime			
Homophobic	Racist	Disability	Transgender
0	1	0	0

### The Police don't tolerate hate crime... why should you?

- Hate Incident Reporting Forms are available from the Housing Department.
- Report incidents online: [www.report-it.org.uk](http://www.report-it.org.uk)
- Call local police on 101.
- In an emergency, always dial 999.





# NEIGHBOURHOOD AND COMMUNITY

## Improving the Environment Environmental Enhancement Scheme

### The aim of the scheme

The aim of the scheme is to enhance estates by carrying out improvements which will benefit the community. The types of initiatives that have been completed this year include:

- Provision of skips to assist in estate clean ups
- Planting of communal garden areas
- Removal of overgrown trees/shrubs in communal garden areas
- Provision of fencing in partnership with the Probation Service - Community Payback Scheme.
- Provision of benches

Our Environmental Enhancement Scheme is funded through our repairs budget. Proposals are put forward to the Tenants' Forum, who decide how the money is spent.



The Probation Service work in partnership with our MCU Team to enhance the service through the Community Payback Scheme.



## Mobile Caretaking Unit

Our MCU Team are a valuable part of the Housing Service. They are responsible for the following work:

- Clearance and cleaning of properties when they become empty and the strimming of gardens before they are relet.
- Regular estate visits and inspection of communal areas to ensure estates remain clean, tidy and safe.
- Removal of graffiti and disposal of any hypodermic needles.
- Replacing damaged meter box covers.
- Decorating of temporary accommodation for our Homelessness Service.



MCU Supervisor, Paul Gillard

## JULY 2017

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# AUGUST 2017

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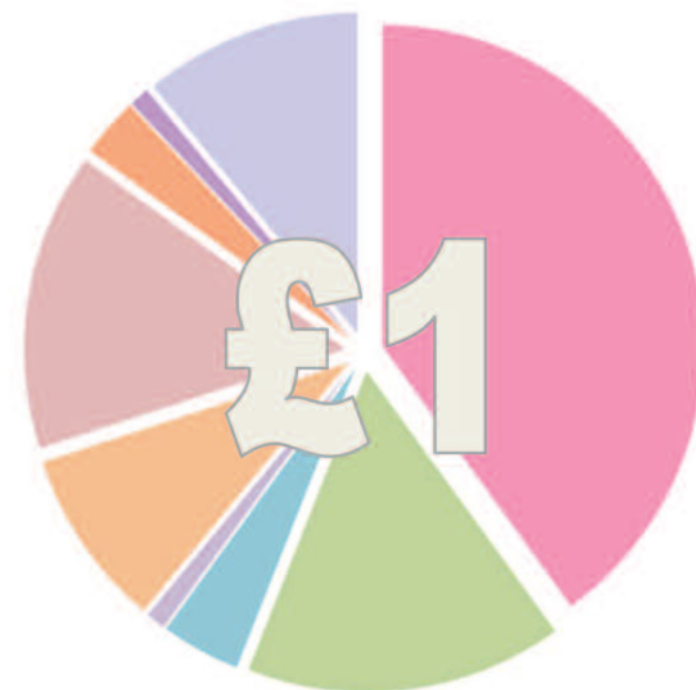
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# VALUE FOR MONEY

**The average weekly rent during 2015/16 was £83.37.**

**This is how each £1 is spent:**

Property improvements	40p
Tenant demand repairs	16p
Maintenance servicing costs	3p
Empty properties to standard	4p
Managing your tenancy	1p
Improving your neighbourhood	1p
Housing register and homelessness	11p
Rent, rates, buildings & central support	9p
Staffing costs	15p



## Our Successes

- For every pound spent 63 pence went towards repairing and improving your home
- We provided housing advice, support or temporary accommodation to 894 people and housed 254
- Intensive tenancy management improved our rent collection from the year before
- 570 tenants are now on a much reduced water tariff saving these tenants an average of £200 a year
- We sold 11 houses under the Right to Buy Scheme and now have 2,659 properties
- 17 tenants lost their homes because they did not pay their rent



# POINTS OF CONTACT IN THE HOUSING SERVICE

**Assistant Director - Housing:** Colin Garnett (01229) 876523

OPERATIONS MANAGER
Jan Sharp (876552)
ASST OPERATIONS MANAGER
Caroline Wagstaff (876310)

COMMUNITY INVOLVEMENT MANAGER
Joanne Tyson (876536) or (07780 952815) jtyson@barrowbc.gov.uk

OTHER SERVICES
<b>Reception Services</b> Customer Services (876491)
<b>Housing Needs Assistant</b> (adaptations to properties) Lindsay Gedling (876577)
<b>Homelessness Advice</b> Amanda Brierley (876332) Rebecca Halton (876507) Debbie Reid (876374) Steven Kendall (876365)
<b>Tenancy Support Officer</b> Simone Singleton (876580)

MAINTENANCE
<b>Maintenance &amp; Asset Manager</b> Les Davies (876540)
<b>Senior Area Surveyor</b> Keith Mills (876466)
<b>Area Surveyors</b> Matt Preston (876492) David Taylor (876531)
<b>Senior Projects Surveyor</b> Nigel Clarke (876326)
<b>Project Officer</b> Andy Thomason (876530)
<b>Contract Supervisor</b> Graham Harcourt (876465)
<b>Gas Technician</b> Mike Robson (876522)

GENERIC TEAM 1
<b>Housing Officers</b> Andrew High (Senior) (876345)
Bianca Brown (876335) Alison Horricks (876403) Heather Travis (876513)

ADMINISTRATION
<b>Business Support Manager</b> Jane Coles (876549)
<b>Right to Buy</b> Georgina Bridgens (876478)
<b>Household Insurance</b> Joanne Worrall (876488)

GENERIC TEAM 2
<b>Housing Officers:</b> Debbie Cubiss (Senior) (876423)
Jill Burrows (876479) Carol High (876397) Emma Johnston (876469) Cheryl Waite (876520) Hayley Woolveridge (876432)

<b>Housing Benefit Liaison Officer</b> Amanda Morris (876581)
<b>Recharge Officer</b> Alison Bathgate (876333)
<b>Money Management Advisor</b> Jo Hughes (876534)

LETTINGS
Jackie Rimmer (Senior) (876550) Kelly Lamond (876352)

## REPORTING REPAIRS

	Office hours	Out-of-hours emergency
NON-GAS	876578 / 876579	833311
GAS-ONLY	0800 031 6578 (Freephone)	0800 031 6578 (Freephone)

# OTHER USEFUL CONTACT POINTS

## BARROW BOROUGH COUNCIL has a new contact number:

**01229 876543** then press:-

1. To make a payment
2. To talk to us about any of our services

All Housing Service direct dial numbers remain the same

**DOMESTIC VIOLENCE** National Domestic Violence Hotline:  
0808 2000 247

**HIGHWAYS HOTLINE** 0845 6096609

**HOUSING BENEFIT ENQUIRIES (LIBERATA)** 404242

**SAMARITANS** FREEPHONE: 116123

**TRADING STANDARDS CONSUMER ADVICE** 08454 04 05 06

**FOR GENERAL TRADING STANDARDS ENQUIRIES** 01539 713594

## COMMUNITY CENTRES FOR HIRE

The following community centres are available to hire from local community groups, by local residents:

**Four Groves Community Association**  
Contact: Pauline Charnley 07543 188 116

**Ocean Wave Community Centre**  
Contact: Glenda Fullard 839927

**Ormsgill Community Centre**  
Contact: User Group 877220

**Griffin Community Hall**  
Contact: Barbara Lavender 829773

**Abbotsvale Community Centre**  
Contact: Karen Dodding 830900

# SEPTEMBER 2017

M	T	W	T	F	Sa	Su
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

*Notes*





# HOUSING SERVICE Annual Report 2015 - 2016

