

# HOUSING



SUMMER NEWSLETTER 2017

## WELCOME TO NEW CONTRACTORS

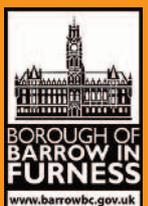
We would like to welcome two new contractors who will be working on behalf of the Council over the coming years.

Unfortunately following the closure of one of our long-standing contractors, we have now appointed AFM Gas to install replacement central heating systems and Wright Build to install bathrooms across the housing stock.

The Housing Service would like to welcome them and hope they continue to provide high quality services to all of our tenants in the coming years.

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

- We have our office at:** Barrow Borough Council - Housing Department, Town Hall, Duke Street, Barrow-in-Furness, Cumbria LA14 2LD
- Our office hours are:** Monday to Friday, 9am - 4pm  
Telephone enquiries: Monday to Thursday: 8:30am to \*5pm (\*4.30pm on Friday)
- You can telephone us:** (01229) 876578
- Our 24hr Emergency No:** Out-of-hours homelessness enquiries and emergency **non-gas** repairs: (01229) 833311  
Emergency **gas-only** repairs: Freephone 0800 031 6578
- 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)  
Request a pin number and you can gain access to our services through SeeMyData which will allow you to report or check on the progress of a repair, view your rent account and access online forms such as garage applications and online surveys.



## TOWN HALL TALK

### Grenfell Tower

I am sure everybody's thoughts will be with the many tenants and their families who have suffered following the fire at Grenfell Tower. No doubt it will be a little time before we all get the full picture as to the cause and the reasons why the fire spread so rapidly through the block.

Fortunately, as you are aware, we do not have multi-storey blocks within the Borough but we do have three-storey flats. To assure our residents, none of our flats have had external cladding installed. Recently we also reviewed fire precautions in flats which has resulted in all three-storey flats with enclosed communal entrances having combined heat and smoke detectors installed, so that if a fire occurs in one part of the block all tenants are alerted to the possible danger. Aside from this all our properties have smoke detectors installed.

Although we have nothing higher than three-storey blocks, should a fire occur the means of escape is a key aspect in keeping tenants safe. You can help by please ensuring all communal entrances leading up to your flat are kept clear and free of any items such as prams, bikes, pieces of furniture etc.

In order to keep tenants safe we have a rigorous approach to completing an annual gas safety check, which does incidentally include checking smoke alarms and we also carry out a five-year electrical testing to make sure electrical installations are safe.

To do these checks we are really grateful for the co-operation of tenants and hope you will continue to support us in allowing our contractors access to complete the necessary work and keep you safe.

If you do have any concerns about housing safety, please don't hesitate to contact us on (01229) 876578 or email [housing@barrowbc.gov.uk](mailto:housing@barrowbc.gov.uk).

### Further Savings Required

As I reported previously, the income for providing your services continues to reduce.

You will see in the report on the Housing Management Forum that further work is required to save in the region of a further £0.5m over the next two years for our housing account to remain in balance. To date we have already saved something like £400,000 and our approach is to do so with minimal impact on what you as tenants will see when you contact us about any matter. However, the challenge gets more difficult and we will keep you informed of any proposals regarding how these savings will be achieved.

If you have any comments regarding the Housing Service and the services we provide don't hesitate to share them with us on [housing@barrowbc.gov.uk](mailto:housing@barrowbc.gov.uk).

*Colin Garnett*

**Assistant Director – Housing**

**Email:** [housing@barrowbc.gov.uk](mailto:housing@barrowbc.gov.uk)

**Website:** [www.barrowbc.gov.uk](http://www.barrowbc.gov.uk)

Below is a summary of recommendations made by members of the Housing Management Forum.

Meeting held on 15th June 2017

### Housing Revenue Account Finances

Members agreed:

- to note progress on savings in the last financial year and the Director of Resources' projection of further savings required;
- the Council adopt a retention policy and not consider transferring stock at this time;
- the HSRWG continue the approach of "good housekeeping" to provide options for reducing expenditure;
- the HSRWG be instructed to consider the model of service delivery provided by the Council to reflect current challenges, and to future-proof the service as far as is practical;
- and HMF will meet with Tenants' Forum to discuss HRA finances and savings required.

### Sale of Miscellaneous Land on Council Estates

Members noted the information contained in this Report; and agreed the continued Policy for considering and agreeing requests to purchase miscellaneous pieces of land in accordance with the Policy and Procedure note.

### Appointment of Representatives to Working Groups

Membership for 2017/2018 be as follows:

### Tenant Scrutiny Working Party

Council Reps (2:1) Councillors Barlow, Heath and McEwan.  
Tenant Reps – Mr A. McIntosh, Mrs P. Chamley and Mrs. M. Anderson

### Tenants Complaints Panel

Council Reps (1:0) Councillor Hamilton.  
Tenant Reps – Mr A. McIntosh and Mrs M. Anderson.

### Housing Services Review Working Group

Councillors Brook, Hamilton, McEwan and Heath  
Tenant Rep: Mr. A. McIntosh

### Update: Syrian Resettlement Programme

Members noted the information provided and agreed Officers be authorised to make flat-type properties available from its own stock and suspend the requirements of Choice Based Lettings for achieving this purpose.

### Housing Management Performance Report 2016/17

Members noted the information contained in the report and Actions 1-3 for 2017/18.

### Housing Maintenance Investment Programme 2017/18

Members agreed the following contractor appointments for the remaining period of the existing CHP/PPH framework (2017-2019):

- Central Heating Installations – AFM Gas (Direct selection procedure)
- Bathroom Installations – Wright Build (Direct selection procedure)

They also agreed that the following works be incorporated into the existing responsive repairs and void contract with Hughes Brothers:

- Major Void Improvements
- Kitchen installations; to be completed when properties become vacant

**For more details on these reports visit:**

<http://www.barrowbc.gov.uk/about-the-council/barrow-council/council-minutes-and-agendas>

### Features

Reduce Energy Bills

Tenants' & Residents' News

UC Customer Journey

Children's Competition

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# £100 WINNER

Congratulations to Linda Owen-Thomas who is the latest winner of our Rewarding Good Tenants incentive prize. Linda from Greenhill Close is shown here being presented with £100 Love2Shop vouchers from her housing officer, Jill Burrows.

Another recipient of £100 shopping vouchers was June Woodburn who has now left her Council property to move into private sector accommodation. She received the vouchers as she left her property in a clean and tidy condition.



## INCENTIVE SCHEMES

### Rewarding Good Tenants

Quarterly prize draw to win Love2Shop prizes-1 x £100 and 2 x £50. Tenants who have maintained their tenancy in accordance with their Tenancy Agreement can enter.

### Goodbye-Leave it Clean

We offer £100 of Love2Shop vouchers to tenants moving into private sector property who meet certain criteria.

### Good Neighbour 'Thank You'

We present a resident who has made a difference to their community with £25 of Love2Shop vouchers.

### Downsizing Scheme

We offer incentives including a grant towards moving expenses if your current home is too big and you want to move to a smaller one.

**Love2Shop vouchers** can be spent in a wide range of shops including Argos, Debenhams, Boots, River Island, Wilko & Matalan

### For more information

email: [housing@barrowbc.gov.uk](mailto:housing@barrowbc.gov.uk) | tel. (01229) 876578  
[www.barrowbc.gov.uk/residents/council-housing/incentive-schemes/](http://www.barrowbc.gov.uk/residents/council-housing/incentive-schemes/)

## 2017 GARDEN COMPETITION ... IT'S NOT TOO LATE TO ENTER!!

If you haven't yet entered this year's garden competition, there's still time to enter. Whatever the size of your outdoor space we'd love to hear from you.

Judging will take place mid-July and everyone who enters will be advised in advance of the actual date. You don't have to be in when we call – you just need to ensure access is available on the day. Everyone who enters the competition will be invited to attend the special awards ceremony in the Town Hall.

So, if you haven't already entered, please complete the entry form and return it to this office **as soon as possible** or ring Cathy Kirk on (01229) 876523 or email: [housing@barrowbc.gov.uk](mailto:housing@barrowbc.gov.uk)



## 2017 GARDEN COMPETITION ENTRY FORM



I wish to enter the following category: (Please tick appropriate box)

- |  |   |
|--|---|
| <input type="checkbox"/> FLOWER Garden (large/small/containers)    | <input type="checkbox"/> VEGETABLE Garden                 |
| <input type="checkbox"/> Garden by <b>TENANT WITH DISABILITIES</b> | <input type="checkbox"/> ESTATE/COMMUNAL Garden           |
| <input type="checkbox"/> Garden by a <b>LEASEHOLDER</b>            | <input type="checkbox"/> <b>FIRST-TIME ENTRANT</b> Garden |

30th Year

Name (Mr/Mrs/Miss/Ms) – IN CAPITALS .....

Address .....

Postcode ..... Tel .....



## FAREWELL TO...

### Jane Coles

It is with great sadness we say goodbye to Jane and wish her a happy retirement.

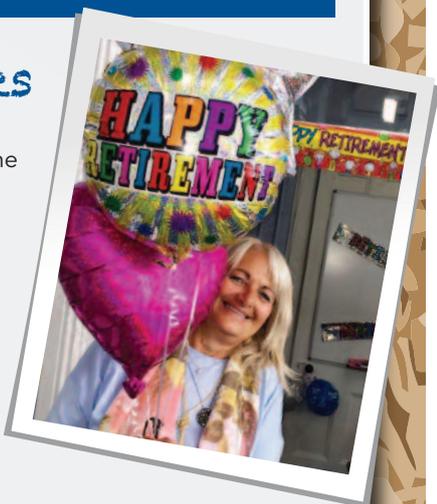
Jane has been our Business Support Manager for seven years and has led her team of colleagues to ensure the Council provides the best possible services for all our customers.

The Business Support Team is key in ensuring the administration of the department operates smoothly and efficiently but also enables our frontline services to be delivered effectively.

During her time in the job, Jane has shared many of the skills she has developed throughout her career for the benefit of her team. She has reviewed and updated many of our procedures and worked across all our different operational teams.

Her capacity for work and enthusiasm has always been an asset to the Service. Amongst other things, over the last twelve months she has instigated and led on the purchase of a new IT system which will further help us improve our services and provide a lasting legacy for her time with us.

I hope you will join me and her colleagues in wishing Jane a well-deserved retirement.



### and Sam Guerra

We are sorry to have to say farewell to Sam Guerra who began working for the Housing Department in June 2016.

In the short time she was with us, Sam was a valued, hard working and popular member of the Business Support Team.

We are sad to see her leave but wish her lots of luck and happiness in her new venture, working for South Lakes District Council.



## REDUCE ENERGY BILLS

### Warm Home Discount

This is a Government scheme which requires the big suppliers (see list below), to help vulnerable customers, pay for energy. On qualifying, you will get approximately £140 rebate on your electricity bill (the amount is taken off the bill or given as a voucher and not given in cash).

### Am I eligible?

To qualify for the Warm Home Discount scheme, you will need to belong to one of two groups – the 'Core' group and the 'Broader' group.

#### Core Group

You should be automatically eligible if:

- You are the named person (or partner of the named person) on the electricity bill
- You are in receipt of Guarantee Pension Credit (even if also in receipt of Savings Pension Credit)
- Your electricity supplier was part of the scheme

**If you are in the above categories you should automatically get the rebate although you may be asked to supply some further information before you can get the discount.**

If you have not received this discount contact the DWP on 0345 603 9439, Monday to Friday, 8:30am to 4:30pm to confirm eligibility.

#### Broader Group

If you are on a low income you may also qualify, but it will be up to your supplier to decide whether you get the Warm Home Discount. You may be eligible if you are on a low income and have a disability, long-term illness, or children. The actual criteria used will vary depending on your supplier.

Contact your supplier for further information and to see if you can pre register for the Warm Home Discount for 2017/18.

The following suppliers were part of the scheme for 2016/17:

- Atlantic
- Bristol Energy
- British Gas
- Co-operative energy
- EDF Energy
- E.ON
- Extra Energy
- First Utility
- GB Energy (Co-operative) energy
- Manweb (Scottish Power)
- M&S Energy
- npower
- Our Power
- OVO
- Sainsbury's Energy (B. Gas)
- Scottish Gas (British Gas)
- Scottish Hydro (SSE)
- Scottish Power
- Southern Electric (SSE)
- SSE
- SWALEC (SSE)
- Utilita
- Utility Warehouse



### For more information



Visit GOV.UK website or speak to our Money Management Advisor, Jo Hughes, on (01229) 876534 | [jhughes@barrowbc.gov.uk](mailto:jhughes@barrowbc.gov.uk)





ORMSGILL YOUTH & COMMUNITY ASSOCIATION

Walney Nature Reserve – 5 March

The juniors went to the Walney Nature Reserve to see the local wildlife. They saw many different types of birds but sadly no seals. They also enjoyed jumping in the muddy puddles.



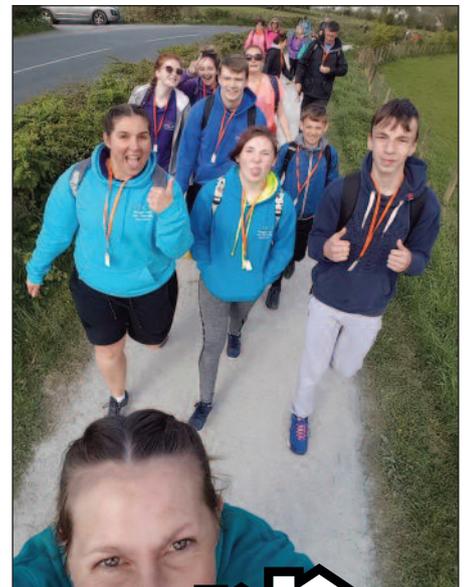
Asda Bag pack – 23 April

Some of our young people also did a bag pack at Asda and raised £395 for youth club which will go toward new outdoor equipment.



Coniston 2 Barrow - 6 May

Some of the seniors took part in the Coniston 2 Barrow in aid of Asthma UK, St Marys Hospice at home and Alder Hey Children's Hospital; they conquered the Coniston 2 Barrow in just over seven hours. Well done to all who took part!





## Canoeing - 30 May

Both seniors and juniors enjoyed a good few hours canoeing, juniors went all the way down to BAE and back while seniors enjoyed a game of water polo.



## New Members Always Welcome

Ormsgill Youth Club is always open to new members and we would love to see more of the youngsters off the estate taking advantage of what we have to offer.

- **Junior sessions** (for 7-11 years) are held on Tuesday and Friday evenings 5.30pm - 7pm
- **Senior sessions** (for 12-16 years) are held on Tuesday and Friday evenings 7.30pm - 9pm

There is a small admission charge of a £1 for each of these sessions and we have a tuck shop available to members to buy drinks and sweets. When our senior members reach 16 years of age we try and encourage them to stay, train them and guide them to become our next generation of volunteers.

All our volunteers receive training in Child Protection, Health & Safety, First Aid, Safe Guarding, Managing Behaviour and Ground Rules & Procedures so that everyone is kept as safe as possible.

Come along and find out what's going on and have some fun with your friends

## ■ GRIFFIN COMMUNITY CENTRE COMMUNITY NEWS

### Need A Place For Your Celebration?

The Griffin Community Centre is available for hire at very competitive rates - use of the kitchen and appliances is included in the hire price. If you would like to hire the Centre for your children's parties, meetings, family functions, etc., please ring Barbara Lavender on 829773.



### Knitting Club

Every Thursday evening there is a Knitting Club at the Community Centre, where you can get tips about hand-made clothes or gifts for family & friends and enjoy a chat over tea & coffee. This is held from 7pm to 9pm. For more details, come along on a Thursday evening where you will be given a warm welcome.

### Defibrillator

There is now an Automated Defibrillator Unit situated outside the Griffin Community Centre. This is linked to the North West Ambulance Service and is for public use.





## Cotswold Crescent Senior Citizens' Club



a membership of 42 members. Our members enjoy many events, including special lunches and, of course, the customary bingo sessions which are held at every meeting!

Since the last newsletter, we have had some new members, who have been welcomed into the Club. There is still room for more and if you wish to join, come along to the Griffin Community Centre any Tuesday afternoon. The Club meetings are held between 1:30pm and 3:00pm and any new members will be given a very warm welcome.

The Senior Citizens Club has continued to meet at the Community Centre every Tuesday afternoon with the members being treated to lunch at one of the meetings every month.

### Pie & Peas Lunch

A pie & peas lunch was on the menu for the members of the Senior Citizens Club on Tuesday 7th March. The members came along to the club meeting room at the Griffin Community Centre at 1:00 pm ready for their lunch. Pie & peas were served followed by dessert, tea or coffee.

Everyone enjoyed the afternoon meeting which included a raffle and the usual bingo session. The meeting ended at around 3:15 pm.

### Easter Celebration

The members of the Cotswold Crescent Senior Citizens Club held their Easter lunch, on Tuesday 25th April, at the Griffin Community Centre. The members enjoyed a plated buffet followed by dessert, tea or coffee and shortbread. This meal was provided free of charge and served by the Committee members. Following the meal, there was an Easter Raffle and a free game of bingo. The usual bingo session followed and the members left the afternoon club meeting with a gift of chocolate from the Committee.

### Golden Couples

Two of our members have recently celebrated their Golden Wedding Anniversary.

Congratulations go to Barbara and Ken Lavender and Rene and Mick Bagley.

The two ladies were presented with flowers and chocolates from the Club members at the meetings.



## DEVONSHIRE RESIDENTS' & TENANTS' ASSOCIATION

### Successful Bid for Funding

At long last the Committee of the Griffin Community Association are in receipt of additional funding to help with running costs. The centre's Committee has always met all the running costs of the centre and previously made an application to the Cumbria Housing Partners "sense of place fund" for monies to help upgrade the centre with energy saving initiatives. The objective was to make the centre a more comfortable place for people who get involved with events, but also to help reduce the cost of the outgoings.

Part of the grant was used to provide PV panels on the roof and now the first feed-in tariff of £648.91 has been received by the Council and passed on the centre's Committee. The amounts may vary but this will help provide a regular income to the centre.

Barbara Lavender, Joint Treasurer at the centre commented "Hopefully this will become regular income and help with planning and meeting our expenditure to keep the centre operating."

### Friday Night Bingo Club



Friday Night Bingo is not just about playing bingo it's about involving the community in social events as well. The Committee of the Association who run the Bingo, try very hard to involve everyone by organising many "special" events. Friday night bingo is open to everyone aged 18 years and players from all over town come to play – we even have some players travelling to the bingo night from Askam and Ulverston!! All ticket prices are paid back in winnings and we have an 8 game book which includes early and late flyers and a jackpot game. The late flyer house prize is always £40+. Doors open at 6pm and play starts about 7:30pm. The evening ends about 9pm and costs a maximum of £6 for books, raffle tickets, interval refreshments and entrance fee.

Please think about joining us on Friday evenings – new members are always welcome, and the more who join in the better the prize money!!

We have again, welcomed quite a few new players to the Friday Night Bingo since the last newsletter and we hope to welcome





Easter was celebrated by the Friday night bingo players on Good Friday, 14th April. Around 45 players attended and the proceedings commenced at 6:00pm. A free game of bingo was held with a cash prize and also a free raffle was held where there were 2 prizes. The normal bingo session followed this. During the interval, the buffet supper was enjoyed. The Easter Raffle was drawn, where there was a prize for everyone who attended.

Thanks go to all the people who kindly provided prizes for this raffle !! Hot X buns for everyone were donated by a player and our thanks go to him also ! The evening concluded at around 9:00 pm with all players leaving with a gift of chocolate from the Committee. A good evening was had by all



## WEEKLY ACTIVITIES AT GRIFFIN COMMUNITY CENTRE

<b>Monday</b>	1 – 3:30pm	<b>Sequence Dancing</b>
<b>Tuesday</b>	1:30 – 3pm	<b>Cotswold Crescent Senior Citizens' Club</b>
<b>Thursday</b>	7 – 9pm	<b>Knitting Club</b>
<b>Friday</b>	7:30 – 9pm*	<b>Friday Night Bingo</b>

\* Doors open at 6pm. Play starts at 7:30pm. (Run by Devonshire Residents' & Tenants' Association)

If you would like to join in any of the Community activities mentioned above, please come along to any of them.

Should you require further information please contact either Jennifer Lord (Secretary) 835165 or Barbara Lavender – 829773 who will be pleased to help with your enquiries.

## Ocean Wave Club Looking For New Members

We are nice, friendly little club and are always looking for new members to join us.

We meet every Wednesday afternoon (in the community centre on Ocean Road/corner of Court Guards) to play bingo. If you've never been before, please pop along, have a game of bingo and a brew! Bingo starts at 1:50pm.

We have a trip every summer and a Christmas dinner. Hope to see some new faces soon!



Glenda Fullard, Ocean Wave Club  
Tel: (01229) 839927



## LAUNCH OF REVISED ALLOCATIONS POLICY

The Cumbria Choice Allocation Policy has been reviewed and went live from 1 June. The Cumbria Choice scheme covers the allocation of properties located in the following district authorities:

- Allerdale
- Barrow-in-Furness
- Carlisle
- Copeland
- Eden
- South Lakeland

On 14th June, Barrow Borough Council Housing Service in partnership with South Lakes Housing hosted a launch at The Forum in Barrow. All stakeholders and prospective applicants were invited to attend and housing officers were available to give advice on the key changes to the policy but also advise on bidding for properties and useful information to assist with this.



Key stakeholders attended the event and we would like to thank the staff and residents from Furness Homelessness Shelter, Stonham Housing, Accent Station View, HAWCS, Barrow Police and all new prospective tenants who came along and supported the event. The new Policy is available on the Cumbria Choice website [www.cumbriachoice.org.uk](http://www.cumbriachoice.org.uk).

Should you have any queries, please contact the Housing Service where a member of staff will be happy to assist you with your query (01229) 876578 or email [housing@barrowbc.gov.uk](mailto:housing@barrowbc.gov.uk)



# UC Customer Journey – Pictorial Representation

## Customer Touch Points

I get information or advice about how to claim Universal Credit (UC)

I make my claim on-line. If I need help, I can telephone the Universal Credit helpline for assistance

I receive a text message to remind me about my interview at the Jobcentre

I receive a telephone call inviting me to attend an interview in the Jobcentre

I attend my interview in the Jobcentre and take any evidence that has been requested. I sign my printed claim and complete the Claimant Commitment (CC)

I send any additional missing evidence to the Mail Opening Unit (MOU)

I receive my UC decision letter which includes my payment schedule if appropriate. I am also advised about my on-going responsibilities as agreed in my CC

I am asked to attend the Jobcentre

I attend the Jobcentre and engage in work related activity

I notify the UC Service Centre if there is a change in my circumstances

I receive a notification to advise me that my Universal credit entitlement has changed or ceased

## Business Process

### Online/ UC Helpline



Claims to Universal Credit (UC) are made on-line. If a claimant requires assistance, the Universal Credit Helpline is available. In exceptional circumstances, claims can be made by telephone or face to face

### Jobcentre



The Jobcentre print the UC claim and obtain a signature from the claimant. Any additional information is gathered and the Claimant Commitment (CC) is completed. The UC Portal is updated and the claim documents and any supporting evidence are sent to the Mail Opening Unit (MOU)

### UC Service Centre



The MOU scan the claim on to the Data Repository System (DRS). Any evidence or correspondence sent in separately by the Claimant creates a CAMLite task for the agent in the SC. On receipt of the task, the agent updates the UC Portal. Once all evidence has been verified, this triggers the processing of the UC claim

### Jobcentre

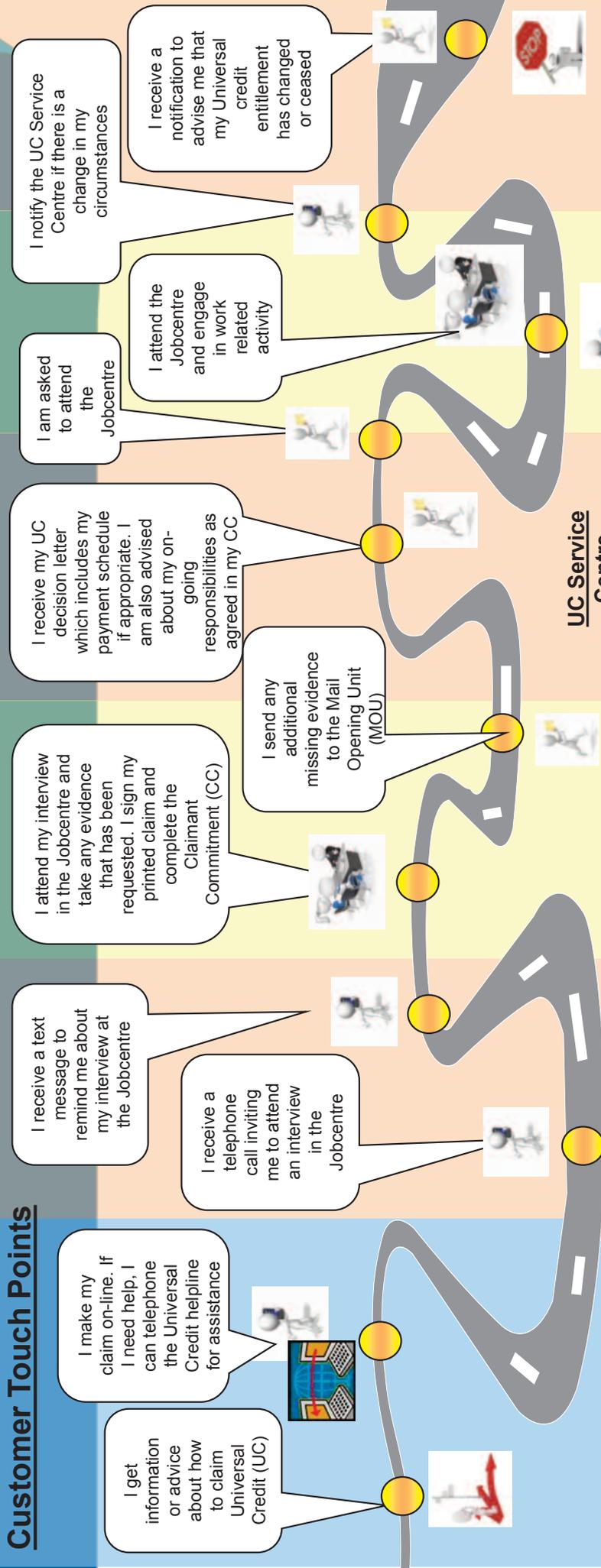


The Claimant is invited to attend the Jobcentre to undertake specific work related activity as agreed in the CC. There is on-going interaction at the JC

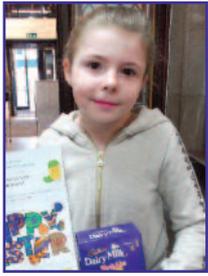
### UC Service Centre Claims Closure



If the claimant has a change of circumstance it is reported to the Service Centre. The claimant is notified regarding any change to the award of Universal Credit



# RESULTS OF EASTER COLOURING COMPETITION



Kayla Rossall



Mia Davies



Aimee Callow



Jessica Cloudsdale

Thanks to everyone who entered the Easter colouring competition - we had lots of really colourful entries! Well done and congratulations to our overall winners Miley Robertson (7s years and under) and Emily Miller (8-11 year olds).

## WINNERS



Miley Robertson



Emily Miller



Evie Ross



Jasmine Fletcher



Charlie Wood



Nikita Kench

Not pictured: Sophie Jones



Molly Harris



Rio Delves



The competition this time is a very special one. To mark the 30th year of our garden competition, we will be having a celebratory cake at the awards ceremony. And this is where you come in... we are inviting you to create a design for the top of the cake.

As the cake will be rectangular shaped you will have to use an A4 piece of paper - which is the same size as this page. Please remember to attach the entry label below to your entry.

The competition is open to two age groups: 7 years and under and 8-11 year olds. There are prizes for the top two entries, with the overall winner having their design scanned on to the top of the cake. The competition is open to children/grandchildren of Council tenants/leaseholders. We really look forward to seeing your colourful designs.

Please return your entry to The Editor, Housing Matters, Town Hall, Duke Street, Barrow before Friday, 21st July. Good luck!!

NAME (IN CAPITALS PLEASE) .....

ADDRESS .....

TELEPHONE NO ..... AGE .....

## CHILDREN'S COMPETITION

### *Cake Topping Design*





## ELECTORAL SERVICES BARROW BOROUGH COUNCIL

We have recently undertaken a County Council Election and a Parliamentary Election in the space of just over 5 weeks.

It may have happened to you recently to find that you were not registered to vote in either one or both of the above elections, which could be due to moving house and not notifying the Electoral Services Office by making a new registration.

Data is not taken from Council Tax to re-register you when you move – it is for each individual person to make their own registration online at either [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote) or by contacting the Electoral Services Office with the relevant information.

In July, the attention of the Department returns to the Annual Canvass of Electors.

Various letters and forms will soon be dropping through your doors to ensure that all eligible people appear on the next Register of Electors to be published on 1st December 2017.

For this to happen, please make sure that you follow carefully the instructions on these letters and forms to ensure that your correct information is included in the next Register of Electors.

Please wait for these forms to arrive, but if you are then unsure about any part of the process you can contact the Electoral Services Office by

Phone:- 01229 876318, Email:- [elecereg@barrowbc.gov.uk](mailto:elecereg@barrowbc.gov.uk)  
In person:- between 9.00 a.m. and 4.00 p.m. at Barrow Town Hall

## Thanks to Top Notch

I wish to express how happy I am with the wet room which has been installed in my property. The operatives were very pleasant and informative and they have done a great job – I'm really pleased.

*Tenant of 88 Ramsgate Crescent*

We want to say the service we have received has been amazing, particularly from Steve Holmes. He couldn't have been more accommodating of our needs. He understood how hard things are sometimes and worked around us with minimum disruption. We cannot praise him enough for how good he was along with all the other workmen it took to complete the job.

In a day and age when people are quick to complain we wanted to send a message of thanks.

*Tenants of 85 Ocean Road*

## TENANT/RESIDENT ASSOCIATION CONTACTS

*Listed below are Council-recognised tenant/resident associations and street voices within the Borough. Also given is a contact name for each association.*

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

**Raglan Court & Corporation Terrace  
Tenants' & Residents' Association**  
Mandy Anderson - 07514 417 606

**Devonshire Road Residents' & Tenants' Association**  
Jennifer Lord - (01229) 835165 - Griffin Community Hall

**Four Groves Tenants' & Residents' Association**  
Pauline Charnley - 07872 464768  
Four Groves Resource Centre, 46/50 Suffolk Street

**Leaseholders Forum**  
Currently vacant

**Ormsgill Youth & Community Association** - (01229) 343405

**Tenants with Disabilities Forum**  
Meetings currently suspended. If any tenants with a disability would like to get involved with the forum please contact us on (01229) 876462.

**Hindpool Community Association**  
Paul Bibby - 07874 649 200

**Street Voice for Barrow Island**  
Allan McIntosh - (01229) 828669

**Street Voice for Devonshire Road**  
Lisa Webb - (01229) 219787

**Street Voice for Broadway**  
Eddie Lynch - (01229) 812122

**Street Voice for Eamont Close**  
David Rollinson - [d.rollinson43@gmail.com](mailto:d.rollinson43@gmail.com)

**Street Voice for Grange & Cartmel Crescent**  
Mervyn Gray - 07510 159 721



# HELPING YOU FIRST TIME ON (01229) 876 578

Our aim when you call the Housing Service is to help you report or fix your problems or get you the right answer first time.

So we have introduced one number - (01229) 876 578.

All calls to this number will be answered by a member of our Housing team.



**Email us:**  
housing@barrowbc.gov.uk



**Website:**  
www.barrowbc.gov.uk



**Write to us:**  
Housing Service, Town Hall,  
Duke Street, Barrow-in-Furness  
LA14 2LD

## REPORTING REPAIRS

	Office hours	Out-of-hours emergency
<b>NON-GAS</b>	<b>(01229) 876578</b>	<b>(01229) 833311</b>
<b><u>GAS-ONLY</u> REPAIRS</b>	<b>0800 031 6578 (Freephone)</b>	<b>0800 031 6578 (Freephone)</b>

## Feedback:

Your questions or comments regarding this newsletter are very welcome. Please send your feedback to:

**Housing Department, FREEPOST RTLL-XUYS-JHZT, BARROW-IN-FURNESS, Cumbria**  
**Email: housing@barrowbc.gov.uk Tel: (01229) 876578**

### OTHER USEFUL CONTACTS

<b>BARROW BOROUGH COUNCIL</b>	(01229) 876543
<b>DOMESTIC VIOLENCE</b>	National Domestic Violence Hotline: 0808 2000 247
<b>HIGHWAYS HOTLINE</b>	0845 6096609
<b>HOUSING BENEFIT ENQUIRIES (LIBERATA)</b>	(01229) 404242
<b>SAMARITANS</b>	FREEPHONE: 116123
<b>TRADING STANDARDS CONSUMER ADVICE</b>	08454 04 05 06
<b>FOR GENERAL TRADING STANDARDS ENQUIRIES</b>	01539 713594

### COMMUNITY CENTRES FOR HIRE

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

<b>Four Groves Community Association</b>	Contact: Pauline Charnley	07872 464 768
<b>Ocean Wave Community Centre</b>	Contact: Glenda Fullard	(01229) 839927
<b>Ormsgill Community Centre</b>	Contact: User Group	(01229) 877220
<b>Griffin Community Hall</b>	Contact: Barbara Lavender	(01229) 829773
<b>Abbotsvale Community Centre</b>	Contact: Karen Dodding	(01229) 830900