

HOUSING Matters

Autumn/Winter Newsletter 2017



Our Gifted Gardeners

Our 30th annual garden competition exceeded all expectations – not only in the standard of entries but also in the record number of tenants and leaseholders who entered.

The awards ceremony is the highlight of the Housing Service's calendar and it's such a pleasure for us to recognise and reward the efforts of everyone who takes part in the competition.

This year the Mayor of Barrow, Councillor Tony Callister, presented awards to the tenants, and he said:

"I felt very proud to be involved in the awards ceremony. As the awards went on and knowing about the standard of care and design that the residents put in to their gardens, it hit home once again what fantastic people we have in Barrow.

"There is nothing better than having a retreat and hobby within gardening and once again the excellence showed by the residents is something very special. Well done to everybody, I am jealous of your skills and talent."

Full details of the results and photos are shown on pages 8 to 12.



BLOOMING GORGEOUS: Overall best flower garden winner Agnes Williams is presented with her prizes by Barrow Mayor, Cllr Tony Callister



Christmas Closing

The Town Hall will be closed from 4pm Friday, 22 December until it reopens on: Tuesday, 2 January 2018 at 9am

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Town Hall Talk

We need your thoughts on paying rent. Please see the article on page 3 and send the slip back with your vote on the matter.

Making sure we live within our means remains one of the biggest priorities for the Housing Service. Over the last two years we have already reduced our running costs by £400,000 but need to identify another £500,000 over the next two years. Up to now we have tried to make the reductions in such a way as to not impact on the services you see when you contact us. However, as we move forward to reduce our costs, it will become more difficult and may impact on the range or standards of services the Council can provide. At the last meeting of the Housing Management Forum, Councillors and tenant representatives considered and agreed a number of options which will now go forward for consideration in our Budget for next year. If you want to see more details the Reports can be viewed at <http://www.barrowbc.gov.uk/about-the-council/barrow-council/council-minutes-agenda> and if you have any comments please let me know.

Thanks to everyone who entered the garden competition this year. Despite the poor summer and lack of sun the entries were fantastic and the presentation event was better than ever. Let's hope for better weather next year.

Finally, have a great Christmas and New Year and if you are worried about being alone over the festive season on page 5 we have details of agencies and their opening times.

Colin Garnett

Assistant Director – Housing

Email: housing@barrowbc.gov.uk

Website: www.barrowbc.gov.uk

Below is a summary of recommendations made by members of the Housing Management Forum at its meeting held on 14 September 2017:

Recharge Proposal: Amendment to the 'Standard Repair Charge Pricelist'

Members agreed the principle that future charges will be based on the actual cost of the Schedule of Rate item at the time of the repair being completed.

Fire Safety

Members:

- noted the Council's approach to fire safety in the residential housing stock;
- agreed actions to review Risk Assessments in residential flats with enclosed communal access and for Shops and Community Centres in the housing stock; and
- agreed that the cost of such surveys be identified within the existing agreed maintenance budget.

Management of Communal Entrances

Members:

- acknowledged and agreed the presence of Residents' belongings in communal routes was unacceptable;
- agreed that no action would be taken at the current time to provide alternative storage arrangements for such possessions but that the position may be reviewed at a future date; and
- agreed the approach of the Housing Service to adopt an approach of negotiation with Residents in order to resolve the problem but that in some instances resorting to legal action may be the only option.

For more details on these reports visit:

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

Keeping you safe

Starting in the next edition, we are going to do a series of articles about how the Council ensures your homes are safe and free from hazards. You will note from elsewhere in the newsletter the Council has considered the issue of how we deal with fire protection and has instigated a number of recent assessments to consider what more we need to do in flats with communal entrances and shops and community centres.

The Council has also recently considered the need to keep communal areas within flats clear of any belongings, prompted by Cumbria Fire & Rescue Service. We have now written to all residents in such properties advising them they must not store mobility scooters or, in fact, any belongings within the community staircases.

Starting in the next edition of the newsletter, we will be running a series of 'Keeping You Safe' articles to advise you of other precautions the Council takes and suggesting precautions you need to take to assist us in this job.



Changes to your tenancy agreement

It is many years since we looked at the wording of our Tenancy Agreement. Over the years the law has changed and practice has changed in the way tenancies are managed.

We therefore started discussions with your Tenants' Forum representatives and councillors some months ago to consider what changes the Tenancy Agreement requires to bring it up to date.

A final draft is now available and you will be receiving a copy early in the New Year for your comment with the aim of introducing new agreements from the start of the next financial year in April.

I would like to make it clear that the new agreement is focused on making it more readable, understandable and up to date and does not reduce any of the rights or obligations you currently have as a tenant.

The draft Tenancy Agreement will be delivered to you in the next few weeks and I would be grateful for any comments you may have regarding its content



Tenant consultation:

To pay rent over 48 weeks or 52/53 weeks... you decide

The Housing Service has collected rents over 48 weeks for some years. It is now considering collecting rents every single week of the year – in other words over 52 or 53 weeks. It is often said we have rent free weeks but this is not the case. The four non-collectable weeks we currently have spreads the cost over fewer weeks which results in higher weekly payments over 48 weeks.

We are currently considering moving to a 52/53 week collection process which will spread the cost over more weeks and reduce the rent payable every week. Examples of how this will affect weekly rent is shown opposite.

The Council has agreed in principle to this but as paying rent is the most significant issue for tenants, we need to know your views and **we will go with the majority decision who respond to us**. Please indicate which option you would prefer on the free post reply slip:

Examples of how weekly rents would be affected. Please note these figures do not include service charges

Property Type	Bedrooms	48 weeks	52 weeks
Ground-floor flat	1	£72.30	£66.74
Upper-floor flat	2	£78.93	£72.86
House mid-terr.	3	£95.67	£88.31
House semi-det.	3	£96.64	£89.21

Paying rent over 48 weeks or 52/53 weeks a year

What would you prefer?

☐ Continue paying rent over 48 weeks; or

☐ Change to paying rent over 52/53 weeks

Once you have indicated your preference, please return this slip to us. Simply cut round this reply box – it is double sided with our **FREEPOST** address on the back – **postage is paid** – and pop it in your nearest post box.

Alternatively, you may wish to hand it in to our reception desk.

Can we please have your response by Friday, 15 December, 2017.



Love 2 Shop...

Congratulations to the latest winners of our Rewarding Good Tenants prize draw: Florence Purcell is pictured (far left) after being presented with £100 of Love2Shop vouchers and Chantelle Doyle is presented with £50 of vouchers from Senior Housing Officer, Andrew High.



Also receiving £100 of Love2Shop vouchers is a former tenant of ours, Angela O'Halloran (above right).

When Angela told us she would be leaving her Council tenancy, she also completed a 'Goodbye – Leave it Clean' request form and as she left her home in a clean and tidy condition and fulfilled the criteria she was awarded the vouchers as a thank you.

Housing Department
FREEPOST RTLL-XUYS-JHZT
BARROW-IN-FURNESS
Cumbria



Don't be on your own at christmas

If you're currently struggling with life – for whatever reason - always bear in mind that nothing lasts for ever and nothing says the same and the fact is Christmas Day is literally just another day. But please remember, if you need support over the festive period don't hesitate to contact one of these organisations...

SAMARITANS

Please don't suffer alone

Contact the Samaritans and talk to someone about what's getting to you - you don't have to be suicidal.

If you need a response immediately, it's best to ring 116 123 – this number is FREE to call and you can speak to someone 24 hours a day 365 days a year.

You can also email them on: jo@samaritans.org

Deborah's story: "That's the thing about Samaritans, when all GPs surgeries are shut, if you can't access therapy in good time, they are there. You really do not need to feel alone."

Kristian's story: "'I called Samaritans late one evening when everything became too much.'"

"I found it hard to speak to begin with, but the guy on the other end of the phone waited. When I'd had a chance to gather my thoughts I began to unload and it felt like a huge weight was lifted from me."

"All that volunteer did was listen and to be honest that's all I needed. He gave me back control of my life and he helped me realise I did want to live. After that call my whole life changed. I sought professional help and was referred for counselling, which has been really helpful."

"Looking back now I wish I had called sooner. I had no idea that someone listening to me would have such an impact, it saved my life"

visit www.samaritans.org to read other stories of people who contacted the Samaritans and how they helped.



Telephone:
01229 116 123

Furness Homeless Shelter

Furness Homeless Support Group would like to welcome anyone to join us over the Christmas period. We are open to all who wish to celebrate with us.

Day Centre opening times:

Christmas Eve: 11am - 1pm

Christmas Day: 11am - 5pm

Boxing Day: 11am - 5pm

27, 28 & 29 December: 11am - 1pm

30 December to 1 January: Closed

Re-open as normal on Tuesday, 2 January 2018

A three course Christmas dinner will be served, with all the trimmings....and Father Christmas will of course make a stop off with a gift for all!

If you would like some company at Christmas in warm, safe and friendly surroundings, please come and join us. Everyone is welcome.

You don't have to spend Christmas alone.

Furness Homeless Support Group

27 Bath Street, Barrow-in-Furness, Cumbria LA14 1NS

Tel: 01229 821134



Mind in Furness have an Advice Hub for people with mental health issues. People are welcome to pop in for advice and guidance. There is also a Wellbeing centre for members at School Street.

The centre is a place where people can come and find out information, relax, make new friends and find the support they need; regular weekly activities which include drop in sessions, women's and men's groups, crafts, creative writing, conservation etc are also very popular. If you're interested in becoming a member please call in and have a chat with a member of staff.

Usual opening times:

Monday to Friday: 9am - 4pm.

Christmas opening times:

21 December: 10am – 1:30pm

22 December: 10am – 4pm

23 to 26 December: Closed

27 December: 10am – 4pm

28 December: 10am – 1:30pm

29 December: 10am – 4pm

30 & 31 December to 1 January: Closed

Re-open as normal Tuesday, 2 January 2018

For further details please ring 01229 827094.

Salvation Army

Normal opening times:

Monday – Friday: 9am - 3pm

Saturday: 10am – 2pm

Closed for Christmas from Sunday, 24 December

Re-open on Wednesday, 3 January 2018.

For those in genuine need, food parcels can be requested from the Salvation Army over the Christmas period.

When closed, please access facebook/email martin.davidson@salvationarmy.org.uk or tel. (01229) 433550 – someone will respond within 24 hours.

If you would like further information, please ring Lt. Martin Davison on (01229) 433550.




ANNUAL REPORT 20

Rather than publish a separate annual report (in the calendar layout), this year we have produced our performance information in a more concise format. We hope you find this information useful in understanding key costs and performance of your Housing Service. Should you have any queries or comments please let us know.

Can I also add we provide regular performance reports to the Housing Management Forum, the reports for which you can access at <http://www.barrowbc.gov.uk/about-the-council/barrow-council/council-minutes-agendas>, so you can follow performance throughout the year.

Responsive Repairs


 £1.262m spent carrying out 9,736 repairs, of which:


-  565 were emergencies - 96% completed on time
-  2801 were urgent - 86% completed on time
-  6370 were routine - 85% completed on time





£130 cost of average repair
96% tenant satisfaction


Planned Maintenance Works

 £2.658m spent carrying out major improvements to 1118 properties:


 85 kitchens

 43 bathrooms


 100% tenant satisfaction

 178 rewires

 208 central heating

 100% properties meet Decent Homes Standard

 500 external painting

 104 roofs

Rents


 £83.37 average weekly rent


This is how we spent each £1


Property improvements	38p
Tenant demand repairs	13p
Maintenance servicing costs	1p
Empty properties to standard	3p
Managing your tenancy	3p
Improving your neighbourhood	1p
Housing register and homelessness	12p
Rent, rates, buildings & central support costs	15p
Staffing costs	14p



Rent Collection

 £10,997,130 rent collected from current tenants

 98.24% of rent due was collected

 £396,319 current tenant arrears

 25 tenants evicted for rent arrears

16 / 17 in numbers...

Your Home Gas Safety Checks

100% properties have valid gas certificates
72 warrants obtained to gain access to properties to carry out gas servicing where tenants refused access
£10,000 spent on warrants
£140 per warrant



Aids & Adaptations

£191,050 spent on adaptations
183 aids/adaptations completed
100% customer satisfaction



Tenancy & Estates

1186 people on Cumbria Choice register
248 homes were relet
68% properties accepted on first offer
33 houses sold under Right to Buy Scheme
2,627 properties managed by Housing Service
6 complaints received of which:
3 upheld – 1 partly upheld – 2 not upheld



Neighbourhood

29 cases of anti-social behaviour reported
1 report of Hate Crime (Homophobic)



NEW IT SYSTEM GOES LIVE

Behind all great services sits business support teams who make delivery of services possible. In our service we have a few colleagues who you will probably never meet but work here behind the scenes to maintain all our systems.



We have been working with an IT system for over 25 years and which has naturally come to the end of its practical life. Over the last 12 months our team, along with other colleagues in the department, has been working to introduce a new IT system called Cx.

I'm very pleased to report the system was introduced from the beginning of November and hopefully in some respects you won't have noticed any difference, but over time the new system will enable us to improve services directly.

For a week or two there were minor interruptions to our service and I would like to thank people for sticking with us while the upgrade took place.

New Tenant Portal

Moving forward as part of this ongoing development and improvement we plan to launch a new 'Tenant Portal' early in 2018. The Portal will give registered customers instant access, 24 hours a day, seven days a week, to their account information – giving the opportunity to:

- log repair requests and track their progress;
- check account balances and make online payments;
- keep up to date with any ongoing issues which have been reported;
- keep contact information up to date; and
- download statements, newsletters, etc.

It will also be a quick and easy way for us to keep you informed on issues and ongoing developments within the Housing Service.

A small number of tenants were previously registered on SeeMyData and we will be writing to them as soon as the Tenants' Portal is up and running to give them access to the new system. However, we are hoping that we can encourage a lot more tenants to make use of this facility which will enable you to communicate more readily with us.

Look out for further updates on this new service in the New Year!!



Abbey Road Baptist Church, Abbey Rd
(corner of Park Dr.)

USUAL OPENING HOURS

Monday - Thursday 11am - 1pm
& Friday 11am - 3pm.
Tel enquiries: 01229 34 34 36

XMAS CLOSING TIMES

Closed from 23 December - **will reopen on**
Wednesday, 3 January 2018 (11am – 1pm)
In an emergency agencies can contact the Foodbank
Manager, Ann Mills on 07920 808 944 over the Xmas
period to arrange to collect emergency food parcels.

Results of 30th Garden Competition

As this year marked the 30th anniversary of our annual garden competition, we were hoping for a record number of entries and you certainly did not disappoint! More tenants than ever entered the competition and, again, the standard was extremely high. Nine local primary schools also took part this year.



APPRECIATION: Graham Smith is thanked for his involvement in this year's ceremony

We also invited back Graham Smith, a former employee of the Housing Service. Graham actually reintroduced the competition in 1987 and he very kindly agreed to announce the winners. Graham is pictured below being presented with a 'thank you' gift from the Mayor.

This year's competition was sponsored by the Tenants' Forum, Procure Plus, Hughes Brothers and Sure Group. Massive thanks to them for their generous contributions which enabled us to fund the event.

Many thanks to the Mayor of Barrow, Councillor Tony Callister (who was accompanied by Mayoress, Janice Callister) for presenting the prizes and also giving the school children a look around the Mayor's office.

Special thanks to Pauline Charnley, Chair of the Tenants' Forum, who presented the school prizes. This is the last year that Pauline will present the school prizes as she was stepping down as Chair of the Tenants' Forum. Pauline was presented with a bouquet to mark the occasion.

Last, but not least, thanks to Roy of Caroy's trophies and Terry Crawford for his fantastic balloon modelling.

The awards ceremony in the Town Hall was a huge success and it was great being able to reward everyone for their gardening efforts.

As well as the usual gardening awards, this year we also paid tribute to a past winner and long-standing entrant of the competition – John Bell of Dalton - who sadly passed away earlier this year. His daughter, Christine Head, was presented with a special award in recognition of his involvement over the years.

To mark the 30th year, we held a children's competition to design the top of the cake. The winner, Nikita Kench, also attended the ceremony where she was awarded with her prize. Page 18 shows a picture of Nikita with the cake.



THANKS: Outgoing chair of Tenants' Forum, Pauline Charnley



SPECIAL AWARD: The late John Bell is remembered

Central

Winner	Alan & Maureen Carter	31 Grange Crescent
Runner Up	Doreen Ballentine	6 Grange Crescent
Merit	Velda & Graham Asbury	11 High Street
Merit	Christina Ayres	26 Cartmel Crescent
Merit	Agnes Birther	34 Cartmel Crescent
Merit	Heather Dunkerely	36 Grange Crescent
Merit	David Lavender	48 Cartmel Crescent

Dalton

Winner	Valerie Atkinson	6 Meadow Grove
Runner up	Norman Wheeler	55 Newton Road
Merit	John Atkinson	6 Meadow Grove
Merit	Florence Burns	11 Meadow Grove
Merit	Harold Gathercole	4 Meadow Grove
Merit	Janice Laurie	45 Napier Street
Merit	Ron Stevens	8 Meadow Grove

Greengate

Winners	Andrew & Laura Clark	11 Jarrow Street
Runner up	Susan Jacques	22 Mardale Grove
Griffin		
Winners	Dennis Pye	1 Quantock Green
Runner up	Joyce McKenzie	10 Cotswold Crescent
Merit	Sheila Braithwaite	18 Cheviot Green
Merit	Belinda Scorgham	43 Cheviot Green

Hindpool

Winner	William Meadows	12 Cumberland Court
Runner up	Peter Roebuck	31 Holker Street

Margate

Winner	Eleanor Day	1 Broadstairs Lane
Runner up	David Barham	2 Broadstairs Lane

Newbarns

Winner	Sandra Jones	4 Hempland Avenue
Runner up	David Ballentine	6 Yew Tree Gardens
Merit	Leonard Atkinson	2 Yew Tree Gardens
Merit	David Buzzacott	10 Middleton Avenue
Merit	Donetta Rollinson	2 Lesh Lane
Merit	Annie Southward	1 Yew Tree Gardens
Merit	Elizabeth Wilson	82 Middle Hill

North Walney

Winner	Glen Turner	8 Severn Road
Runner Up	Alan & Ann Marwood	17 Eamont Close
Merit	Pat Ferguson	8 Trent Vale
Merit	Margaret Fisher	2 Wyre Green
Merit	Helen Hotchkiss	13 Derwent Bank
Merit	Josephine McGowan	12 Kennet Road
Merit	Antony Storey	2 Trent Vale

Ormsgill

Winner	Jo-Ann Crampton	70 Park Road
Runner Up	Vanessa Quinn	2 Chester Place
Merit	Peter Buchanan	68 Park Road
Merit	Malcolm O'Shea	31 Sowerby Avenue

Risedale

Winner	David Nelson	134 Risedale Road
Runner up	Peter Major	42 Brook Street
Merit	Caroline McGuirk & Stewart Landsburgh	35 Newbarns Road

Roosegate

Winner	Stephen Sharkey	103 Longway
Runner up	Ian & Cheryl Jordan	3 Westway

Tummerhill

Winner:	Agnes Williams	13 Biggar Garth
Runner Up	James Walmsley	28 Biggar Garth
Merit	Rodney Robinson	19 Oak Head Road

Vulcan

Winner	Mary Kemp	6 Brathay Crescent
Runner up	John Robinson	58 Vulcan Road
Merit	Brian Hudson	1 Corporation Terr.

Results

SCHOOLS

Winner:	South Walney Infant & Nursery School
Runner up:	Chapel Street Infants & Nursery School
Third:	St. Paul's CE Junior School
Most impr.	Ormsgill Nursery & Primary School
Merits:	Cambridge Primary School
	Dane Ghyll Primary School
	Greengate Junior School
	Parkside GGI Academy
	Yarlsdale Academy

OVERALL WINNERS

Flower	Agnes Williams, 13 Biggar Garth
Vegetable	Susan Jacques, 22 Mardale Grove
Disabled	Norman Wheeler, 55 Newton Road
First Time	Brenda Craig, 38 Dundalk Street
Estate	Eamont Close: Alan & Ann Marwood, 17 Eamont Cl.

ESTATES

Abbotsmead

WINNER	Keith Clark	14 Newton Brow
Runner-up	Ching Sian Jong	26 Newton Brow

Barrow Island

Winner	Allan McIntosh	42 Dundalk Street
Runner Up	Brenda Craig	38 Dundalk Street
Merit	Carol Scudamore	32 Dundalk Street



Overall Winners



Best Flower Garden: Agnes Williams is presented with her prizes by the Mayor of Barrow, Councillor Tony Callister



Best Vegetable Garden: Susan Jacques



Best Estate Garden: Eamont Close
Alan (and Ann) Marwood



Best First Time Entry: Brenda Craig

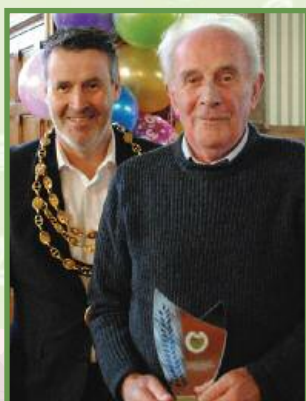


Best Disabled Entry: Norman Wheeler*



*Since the competition Mr Wheeler has sadly passed away.

Well done to everyone who entered...







School Competition



Pupils representing their schools are seen here receiving their prizes from the outgoing Chair of the Tenants' Forum, Pauline Charnley.



WINNING SCHOOL: South Walney Infant & Nursery School



Second Place: Chapel Street Infants & Nursery School



Third Place: St. Paul's CE Junior School



Most Improved Prize: Ormsgill Nursery & Primary School



Merit: Cambridge Primary School



Merit: Dane Ghyll Primary School



Merit: Greengate Junior School



Merit: Yarlside Academy

You've got mail (or not?)



If you haven't got an email address you need to consider getting one as soon as possible. From April 2018 you must have an email address to make a claim for Universal credit.

Set up an email address for the first time

It's easy and free to set up a new email address. The best way to do this is to set up something called a **webmail** account. This is a type of email account that you can access from any computer by logging into your account securely.

An email address is unique to you – you alone can see the emails that are sent to it. You log into your email account securely with a password that you create.

You can access the same email account on a computer, tablet or phone, and log into it anywhere in the world. With webmail, everything is kept 'in sync', so changes on one device are reflected when you log in to your email account on another one.

How do I choose an email address?

Up to a point, you're free to make up whatever address you'd like. Typically, you use your own name, and the remainder of the address is provided by the email service itself.

For example, your new email address would be yourname@gmail.com if you chose to create a Google Gmail account.

What about choosing an email password?

It's very important to set up a secure password for your email address, and it's a bad idea to make it something that is too easy to guess.

While it's unlikely that an individual will target your account, there are automated hacking systems that will attempt to hack email accounts en masse. Once they're in, they can create mischief, such as sending spam emails.

Avoid using your own surname, your date of birth, the word 'password' or simple number combinations such as '12345' or '0000'. All of these are easy to hack.

At the same time, don't choose a password so complex that you'll never remember it! Pick something that's unique to you, and combine letters and numbers or symbols to make it harder to crack.

If you need any assistance please contact Amanda Morris (01229) 876581 or Jo Hughes (01229) 876534.

FREE INTERNET ACCESS

Barrow Library - 2 hours per day free

Job Centre - Monday - Friday

Abbotsmead Community Development Centre:

- Walney Children Centre, Mill Lane
- Ormsgill Children Centre, Millstone Ave
- PHX Rawlinson Street
- Inspira, Dalton Road (age 16 – 60)
- Age UK, Lakeland House, Abbey Road
- Dalton Library

Monday – Friday
Monday – Friday
Monday – Friday
Monday – Friday
Monday – Friday
Monday – Friday
2 hours per day free

Money saving ideas



1. **Ditch your bank and earn up to £200** - Switching is quicker and easier than you think. Go online to see what deals you can get.
2. **Get into couponing** - Holly Smith broke records in December 2015 when she paid for a £1,200 shop entirely with coupons. Ms Smith is among an army of "extreme couponers", and runs her own website offering others tips on how to match her success.
3. **Switch energy suppliers** - You could save up to £221 if you switch your energy supplier. It is easy to do either via the internet or on the phone. Compare energy tariffs via comparison sites.
4. **Clear out clutter and sell it online** - Try eBay. When listing items, eBay will recommend a price but you don't have to take it. Each private seller gets to list 20 items for free each month. After that it costs 35p per listing, plus 10% of the final selling price including postage.

If you want to be protected, transactions must go through PayPal, the payment platform. PayPal charges 3.4% plus 20p on monthly transactions up to £1,500.

As alternatives, you could also try Vinted, a listing site for second-hand clothes, Etsy for unwanted arts and crafts - and Amazon for everything else.
5. **Recycle old mobile phones, DVDs and CDs** - Mazumamobile.com is one of many websites you can use to sell your old mobile phone. It will pay up to £50 for a fully functional iPhone 5, or £10 for a faulty handset. Music Magpie and Zapper will give you money for your old CDs, DVDs and games.
6. **Use discount websites to save on days out** - There's no need to pay full price for spa days, cooking classes, events, meals out or weekends away when sites such as Groupon, Vouchercodes and Wowcher offer daily deals and discounts.
7. **Get an app to prompt you to save**

There has been a "surge" in "automatic savings" apps such as Get Chip and With Plum. These apps are designed to help you save money by

linking to your current account and getting an overview of how and when you spend your income.

They then calculate how much you can afford to save each month, and automatically move the money into a savings account.

If apps aren't your thing, you could set up a standing order to transfer an affordable amount to a savings account every month.

8. **Try selling on Facebook for free** - The beauty of selling on Facebook is that it is free and easy. Make sure you include as much detail about the items as possible, such as size, condition, if you will deliver, and whether you will negotiate on price. Also include where you are based, but be sure not to post exact addresses, for security reasons.

Each selling group is likely to have its own rules - make sure you read them before posting to avoid being kicked out.

This year Facebook also launched its "Marketplace" function, allowing users of the social media site to sell their items, making selling even easier. You can access it through an updated version of the Facebook app on your smartphone.

9. **Get cashback for shopping online** - Cashback sites like Quidco or Topcashback give you cashback on your purchases once you have created an account with the respective site. Browse high street and online retailers using the websites - once you buy an item, you will receive a percentage of the value of your shopping as cashback which will be paid into your account.
10. **Compare supermarket prices before filling your trolley** - Mysupermarket.co.uk compares the prices of individual items at Tesco, Sainsbury's, Ocado, Waitrose, Asda and Aldi. So before you go shopping check where you can best the best deals.



Raglan Christmas Party

**Sunday, 17 December 2017:
2pm – 5pm
at St. George's Church Hall**

*Disco - Bouncy castle – Magician
Free party food for children*

*On sale: burgers, hot dogs & mince pies
with tea/coffee*

***Please come along and enjoy
the festive fun – free entry.
All welcome – the more the merrier!!***

Raglan's Children's Xmas Competition!!



Design the top of the Raglan Xmas Party Cake

Our competition is open to all children under the age of 11 and we'd love as many of you as possible to enter. All you need to do is design a Christmassy picture which will then be copied on to the top of the Raglan Xmas party cake. As the cake will be rectangular shaped can you please use an A4 piece of paper (the same size as this page).

The deadline for entries is Monday, 11 December.

Please return your entry to: Mandy Anderson, 12 Raglan Court (or if it's easier it can be dropped off at the Housing Service reception desk for the attention of Mandy Anderson).

Good luck and we look forward to seeing your entries.

Mandy Anderson, Chair

Tel: 07514 417606



Four Groves Community Association

Farewell & Thank You Pauline

Seventeen years ago the Four Groves Community Association was started and in all this time Pauline Charnley has taken the lead in running the association. Pauline has also for many years been an active member of the Tenants' Forum and has held the role of Chair since 2005.

After many years of running Four Groves and representing local tenants, Pauline has recently decided to step down. Pauline says:

"I have finally come to the conclusion that I need to retire and take life a little bit easier. As there is no natural successor to take over Four Groves I've made the decision therefore to close the centre and I would like to take this opportunity to thank everyone who has supported us over the years - it's a very sad day for me.

"I would like to make it clear to people that there is still a role in working with the Housing Service and if anyone in the area wants to start up a group or start a street voice they should contact Colin Garnett on (01229) 876462."

At the end of her last Tenants' Forum meeting, Pauline was presented with a bouquet of flowers from the new Chair of Tenant's Forum, Allan McIntosh and new Vice-Chair, Mandy Anderson (right).





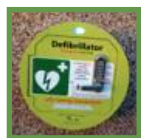
Griffin Community Centre Community News

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.



Defibrillator



There is 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

The Senior Citizens' Club meets every Tuesday afternoon at the Griffin Community Centre and currently has over 30 members. Members enjoy many events, including special lunches, shopping trips and, of course, the bingo sessions which are held at every meeting.



Since the last newsletter, we have again had some new members join us, and we welcome them into the Club. There is still room for more and if you wish to join, and are over the age of 55, please come along to the Griffin Community Centre any Tuesday afternoon. The Centre is open from 1pm and the Club meetings are held between 1:30pm and 3:00 pm. We will be very pleased to see you 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.



Halloween Lunch

A pie and peas lunch was on the menu for members of the Senior Citizens Club on 31st October. The members came along to the club meeting room at the Griffin Community Centre at 1pm ready for their Halloween lunch. Pie and peas were served followed by gateaux and cream, tea or coffee. Everyone enjoyed the afternoon meeting which included a raffle and the usual bingo session.

Devonshire Residents' & Tenants' Association

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 in their endeavours by organising many "special" events. They also organise shopping trips at a discounted price for their "regular attendees" at the bingo evenings.

Friday night bingo is open to everyone aged 18 years and we have players from all areas of the town coming to play. 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 plus. Doors open at 6pm and play starts around 7:30pm. The evening ends about 9pm and will cost you 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 good luck!!!

WEEKLY ACTIVITIES AT GRIFFIN COMMUNITY CENTRE

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

* 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.



Tenant's and Residents' News



Ormsgill Youth & Community Association

Halloween Party

We hosted a Halloween party over at the children's centre where there was music, food, games and face paint. We played games such as four corners, poke a pumpkin, ghost ring toss and pin the spider on the web. We hope everyone had a great time and ate their weight in sweets.



We look forward to seeing you at our next one!



Brathay day trip

After the success of the summer residential we decided to book a day trip back up to Brathay in October for the seniors to enjoy some of the activities. One of the favourite activities was the high ropes course it was scary but gave the young people a good challenge and a sense of achievement.



Community Centres For Hire

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

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

Housing staff raise funds for charities

The world's biggest coffee morning



Our Business Support Supervisor, Michelle Bradley, hosted her yearly coffee morning to raise funds for MacMillan Cancer Support.

With donations from other Council staff a total of £85 was raised for this fantastic cause.

Andrew High, Senior Housing Officer, also baked cakes for the event.



Jeans for genes day

In September, Housing Service staff along with other Council colleagues donned their denim to raise money for this year's 'Jeans for Genes Day'. Including gift aid a total of £96 was raised. The event was organised by Caroline Wagstaff.



The Jeans for Genes Day charity event helps to improve the quality of life of over half a million children in the UK affected by life-altering genetic disorders.

You said

We did

Following a request from a leaseholder on Pennine Gardens we arranged for the green area adjacent to his block to be cleared and tidied up.

The same leaseholder also passed on his thanks for the provision of the new LED lighting in the communal areas – he was very impressed with it.



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. 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 查詢。
(您可以選擇使用自己的語言)

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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. Jesli preferujesz, mozesz uzyc swojego jezyka

Portuguese: Pode obter este documnetoem Braille,Audio ou Outra Lingua por favor housing@barrowbc.gov.uk . Tu podes usar a tua propria lingua se tu preferires.

Turkish: Soruflurmaya ihtiyaci?iz varsa,bu belyeyi bulabilirsiniz, Körler Alfabetesi, Körler için Kabartma yaziye, ses dinleme kendi dilde, bafika dilde,Elektronik posta ile araftirma yapa bilirsiniz housing@barrowbc.gov.uk. Istersen kendi dilinle konufla bilirsiniz.



Nikita with her prize winning design

Results of cake topping design competition

Our last competition was a bit special. We asked you to design the top of a special anniversary cake which we had made for the 30th year of our garden competition. We had some really wonderful entries which made judging the competition especially difficult. But the judges were unanimous in selecting Nikita Kench's design as the overall winner.



Nikita (age 10), with her mum and dad, were special guests at the garden competition awards ceremony, where she met the Mayor, Councillor Tony Callister who presented her with her prize. After the ceremony Nikita tucked into the delicious buffet. The cake was then given to Cambridge Primary School where Nikita is a pupil so it could be shared amongst her classmates.

Well done Nikita and the runners up – whose designs were also brilliant!



Miley Robertson



Emily Brooke



Maisie Turner



Lydia Turner



Jessica Cloudsdale



Children's Christmas Colouring Competition

Christmas day is not long off now and we're sure many of you will have already written your letters to Father Christmas! We hope lots of you enter our special Christmas colouring competition. Everyone who enters will receive a Christmassy goodie. The competition is split into two age groups: 7 years and under & 8-11 year olds and is open to children/grandchildren of Council tenants/leaseholders.

Please return your entry to The Editor, Housing Matters, Town Hall, Duke Street, Barrow before Monday, 11 December. Good luck and have lovely Christmastime!!

NAME (IN CAPITALS PLEASE)

ADDRESS

TELEPHONE NO AGE



HELPING YOU FIRST TIME ON (01229) 876 578

So we have introduced
one number
(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.

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

Office Hours

Monday to Friday 9am - 4pm Tel enquiries: Mon to Thurs 8.30am - 5pm (4.30pm on Friday)

REPORTING REPAIRS

	Office hours	Out-of-hours emergency
NON-GAS	876 578	833311
<u>GAS-ONLY</u> <u>REPAIRS</u>	0800 031 678 (Freephone)	0800 031 6578 (Freephone)

Feedback:

Your questions or comments regarding this newsletter are very welcome. Please send your feedback to:
Housing Department, FREEPOST RTLL-XUYS-JHJT, BARROW-IN-FURNESS, Cumbria.
Email: housing@barrowbc.gov.uk Tel: (01229) 876543

TENANT/RESIDENT ASSOCIATION CONTACTS

Listed below are Council-recognised tenant/resident associations and street voices within the Borough.

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

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 Lord Street
area of Dalton**
Alison Davies - (01229) 467301

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

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