

HOUSING

Summer Newsletter 2019



GOOD TENANTS ARE REWARDED



Michael Waller

See page 2 for details of this and our other reward schemes

Congratulations to the latest winners of our Rewarding Good Tenants prize draw.

Michael Waller's name was the first out of the hat and he was awarded £100 of Love2Shop vouchers. Louise McElroy and Barbara Grisdale receive £50 of Love2Shop vouchers each. We were so pleased to present them with their prizes for being such good tenants!

Anyone can enter the Rewarding Good Tenants prize draw, and, as long as you're maintaining your tenancy in accordance your Tenancy Agreement, your entry will be included in our quarterly draw.



Louise McElroy



Barbara Grisdale

WE NEED YOUR HELP!

ARE YOU INTERESTED IN IMPROVING YOUR AREA?

Do you want a say on how our services are delivered?



If so, we need you!

You know your own area better than anyone and we need help to make sure that the services we deliver to you are what you want and need. To help with this, we are really keen to 'recruit' more Street Voices.

What are Street Voices ... what do they do?

Street Voices act as a link between us and their neighbours. They tell us what's important to you, so we can make sure our services meet your needs.

Any tenant or leaseholder can be a Street Voice.

Our Street Voices are unpaid volunteers, but we are happy to cover any out of pocket expenses.

If you're interested, or want some more information on what's involved, contact our Operations Manager, Caroline Wagstaff, on (01229) 876310 or email: housing@barrowbc.gov.uk



RECOMMENDATIONS OF THE HOUSING MANAGEMENT FORUM

Have I got housing news for you

Welcome to our summer edition of Housing Matters.

As usual there are plenty of articles in this edition which should be interesting as well as informative and beneficial for you.

As you will note from our front page, we are keen to recruit more Street Voices to help us shape our service to deliver what our tenants want and need. Please give it some thought if you are interested in improving your area and have a say about our service provision.

Fly-tipping on our estates is a common complaint we receive. See page 3 for information and details from our Streetcare Team on the ways to report fly-tipping. We take pride in maintaining the appearance of our estates, and we need your help by letting us know when problems occur.

Turn to page 7 to read all about our Estates Team which has a new face, with Adam Morris recently having moved over from Lettings to join this team.

We have our summer colouring competition on page 10. Please encourage your children and grandchildren to enter. Everyone who enters receives a prize.

I wish everyone a long, warm summer from everyone here at Housing.

Jounce E. Sharp
Assistant Director - Housing



Excellent Workmanship

Our Chair of Tenants' Forum, Allan McIntosh, recently had some rewiring works carried out in his property.

Allan said: "The operatives from Keith Wilson Electrical Contractors Ltd. who carried out the work did a marvellous job. I was very impressed at their workmanship – there was absolutely no damage to the walls – and they carried out the work in a polite and professional manner."

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

Meeting held on 14 March 2019

Joint Working Protocol for Cumbria Extra Care Housing Forum

Members noted the Joint Working Protocol for Cumbria Extra Housing Forum.

Schedule of Rates Price Increase for Gas Servicing & Maintenance Contract

Members agreed a 2.4% increase on the schedule of rate items and preliminary costs contained in the 2015 Gas Servicing and Maintenance Contract (Sure Group).

Meeting held on 13 June 2019

Cumbria Choice-Based Lettings

Members agreed contract change to upgrade the CBL IT system with Civica and resources be made available from Housing Revenue Account budget to contribute towards any upgrade costs.

Housing Management Performance Report 2018/19

Members noted the report and the end-of-year performance information and agreed actions for 2019/20.

Schedule of Rates Price Increase

Members agreed 2.4% increase on schedule of rates items and preliminary costs contained in the 2015 Housing Maintenance Contract – Hughes Brothers, in line with Procure Plus evaluations and recommendations.

To read the reports in full, visit: <https://democracy.barrowbc.gov.uk/> and follow the links for Council and Committee Meetings.

REWARD/INCENTIVE SCHEMES

We have various incentive/reward schemes which offer tenants a chance to win Love2Shop vouchers. The vouchers can be spent in a wide range of shops including Argos, Debenhams, Boots, River Island, Wilkos and Matalan.

Rewarding Good Tenants

Quarterly prize draw to win one of three 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 downsize to a smaller property.

ENTRY FORMS

Download an entry form by visiting:

<https://www.barrowbc.gov.uk/residents/council-housing/incentive-schemes/>

email: housing@barrowbc.gov.uk Call Cathy Kirk on: 01229 876523

DOMESTIC ABUSE

Don't suffer in silence

We can help...

The Housing Service, in partnership with Women's Community Matters, is proud to be one of the many housing organisations who have signed a pledge to tackle domestic abuse as part of the Chartered Institute of Housing's Make a Stand campaign. By signing this pledge we will support anyone living in the Borough (not just Council tenants) experiencing domestic abuse to be safe in their own homes or set up a new home after fleeing their abuser.

Your home should be a place of safety, but for thousands of women, men and children experiencing domestic abuse it can be the most dangerous place they can be.

Domestic abuse (happening in couple relationships or between family members) can include: coercive control (a pattern of intimidation, degradation, isolation and control with the use or threat of physical or sexual violence); psychological and/or emotional abuse; financial abuse; physical or sexual abuse; harassment and stalking; and online or digital abuse.

Here in the Housing Service we have domestic abuse champions, who can offer advice and assistance to anyone (male or female) who has experienced, or is experiencing, domestic abuse.

Anyone contacting us can be assured their concerns will be dealt with in the strictest of confidence.

Please don't wait for an emergency situation to seek help. If domestic abuse is happening to you, it's important to tell someone and remember you're not alone.

Contact Simone Singleton (in confidence) on (01229) 876580 or email: housing@barrowbc.gov.uk



Simone can also give support and advice to anyone struggling to maintain their tenancy.

FLY-TIPPING: A LOAD OF RUBBISH?

In the Housing Service, we receive many complaints about fly-tipping (dumped waste) on our estates.

So, we've asked the Council's Streetcare Team to provide information and details of enforcement action and penalties they can impose to address this issue.

COUNCIL'S STREETCARE TEAM: How we tackle fly-tipping

We receive numerous reports of fly-tipping every week. The nature of these reports varies from builders' rubble dumped in a country lane, to household furniture abandoned in back streets and everything else in between.

Facts & Figures

During the financial year 2018/19:

1,326 fly-tipping incidents were reported to us.

£2,000 in fines were issued (plus £1,000 in costs/fines for one individual)

67 Section 46 notices (poor presentation of waste) were issued

Since a change in Legislation in 2018, and to avoid lengthy court processes before anyone gets fined, we are now able to issue fines of £400 for smaller-scale fly-tips. In most cases we will also call suspected individuals in to attend an interview under caution prior to issuing a fine.



IF YOU SEE IT – REPORT IT!



There are various ways to report fly-tipping:

Use the online 'Report it' button on Barrow Borough Council's home page

- Call: 01229 876543 (select option 3)
- Visit the Customer Services desk in the Town Hall.

If you are claiming Universal Credit you will need to remember to:

- Check your journal and your 'to do' list regularly for messages or tasks.
- Report any changes in your circumstances as soon as possible.
- Keep to your Claimant Commitment.
- If you are required to look for work, keep a record of all your job-searching.
- Let your Work Coach know immediately if your circumstances make it difficult for you to keep to your Claimant Commitment.

Your Claimant Commitment – is it realistic and achievable?

Make sure you tell your Work Coach if you have any:

- physical health problems
- mental health problems
- reading & writing difficulties
- if English is not your first language
- if your circumstances are difficult at the moment (eg due to homelessness, separation, bereavement etc)
- caring responsibilities
- or any other factors which make it difficult for you to keep to your Claimant Commitment

Get the Work Coach to make a note of these on your computer records.

Does your Claimant Commitment need to be changed?

You can ask for your Claimant Commitment to be reviewed if you think it does not take into account your difficulties.

What else could be changed?

You can also ask your Work Coach to consider making alternative arrangements to take account of your difficulties – this could be things like:

- Having interviews over the phone instead of at the Jobcentre
- Arranging appointments at the Jobcentre at times when someone can go with you
- Holding your meetings at the Jobcentre in a private room.

What is a sanction?

If you do not keep to your Claimant Commitment, you could be sanctioned.

If you are sanctioned, you will lose a chunk of your Universal Credit – it could be a very big chunk!

Top tips

Avoid sanctions by

- understanding what is required on your Claimant Commitment
- making sure you are not late for any appointments
- keeping a record of all your work search and work preparation activities
- telling your Work Coach about any difficulties – your Claimant Commitment should be realistic and achievable – get it reviewed if necessary!

If you are sanctioned

Minimise the sanction period. Some sanctions are 'open-ended' – ie for every day until you comply, you are sanctioned.

Eg. If the sanction is for not attending an interview with your Work Coach

– book another appointment straight away! Or if the sanction is for failing to update your CV, do it straight away!

Apply for Hardship Payments

You might lose a lot of your Universal Credit award due to the sanction!

If you are not left with enough to live on (and pay your rent - if your UC award includes help towards your rent) then you should apply for a Hardship Payment.

Ask your Work Coach about this.

Hardship Payments are a loan that you have to repay.

You will need to show that you are keeping to your Claimant Commitment before you can get one.

Challenge the decision!

If you had a good reason for what you did / failed to do – explain this to your Work Coach and ask for the decision to be looked at again – (request a 'mandatory reconsideration' – you can do this on your journal or over the phone 0800 328 5644 - best to do both). If the decision is not changed, don't be put off – you can then appeal the decision. Seek help and advice with this.

Need any further advice

For further advice and assistance, contact Housing Service's Benefits Officer, Amanda Morris, on (01229) 876581.

HELP TO CLAIM UNIVERSAL CREDIT

The new Universal Credit support service from Citizens Advice

Our trained advisors offer guidance, information or full support to anyone needing help with their Universal Credit claim. We offer use of a secure computer to make your claim with staff on hand if you get stuck.

To get help, pop in to see us at **Ramsden Hall, Abbey Road** (Monday to Friday 9am-4pm) or **call us free on 08001 448 444** (Monday to Friday 8am-6pm).



LOOK US OUT ON FACEBOOK

Please share and like our Facebook page which we use to post information, news and advice.



Visit our page: **Barrow Borough Council Housing Service**



Tenant's and Residents' News



Ocean Wave Community Group

Thanks to Glenda

As reported in the last edition of Housing Matters, Glenda Fullard is stepping down from running the Ocean Wave Community Centre. For over 12 years Glenda has taken the helm in organising trips and lunches for members of the group as well as hosting the weekly bingo sessions.

So, before, Glenda leaves, we took the opportunity to pop in and see her at the weekly bingo session to present her with a bouquet as a token of our thanks and appreciation for all she's done over the years in keeping the centre running so successfully. We wish Glenda all the very best and hope she and her husband enjoy many happy years of travelling together.



SAYING IT WITH FLOWERS: Glenda (on the right) is presented with a bouquet from our Assistant Operations Manager, Caroline Kendall

Bingo Caller needed

Ocean Wave's small team of volunteers are very keen to ensure the centre continues to run successfully. To help them do this, they are looking for a volunteer/s to help out at the weekly bingo session held on a Wednesday afternoon. This would involve setting up the bingo, calling the numbers and preparing refreshments - this could possibly done on a rota basis.

If you would like to become involved, please contact Cathy Kirk on (01229) 876523 for more information.

New Members Welcome

Ocean Wave welcomes new members. Bingo sessions are held in the centre (on Ocean Road) every Wednesday between 1:30pm – 3:30pm. Just pop along and enjoy a game of bingo and a cuppa!



Griffin Community Centre Community News

Centre for Hire

Griffin Community Centre is available to hire at very reasonable rates (includes use of kitchen/appliances). If you would like to hire the centre, please ring Barbara Lavender on (01229) 829773.



Defibrillator

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



Cotswold Crescent Senior Citizens' Club

The Club meets every Tuesday afternoon at the Griffin Community Centre. 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've welcomed new members to the club, but there's still room for more! If you're over the age of 55, please come along to the Griffin Community Centre any Tuesday afternoon from 1pm, with club meetings held between 1:30pm and 3pm. New members will be given a very warm welcome.

Easter Celebrations

The Club held their Easter meeting on 9th April. Members enjoyed a buffet meal, prepared by the Committee, followed by tea or coffee. After the meal, members settled down for an afternoon of bingo. This included the draw for the Easter Raffle, where there was a prize for everyone. All members left with a chocolate gift.



Devonshire Residents' & Tenants' Association

Friday Night Bingo Club

Friday night bingo is open to everyone aged 18 years and over and we have players coming from all areas in the town. It's a good place to socialise and make new friends and enjoy a nice atmosphere. If you've never been before, why don't you come and join us? You might go home with more cash than you came with!!

All ticket prices are paid back in winnings and we have an 8 game book, which includes early and late flyers and a progressive jackpot game. The late flyer house prize is at least £40. Doors open at 6pm with play starting at 7:30pm. The evening ends at 9pm and costs a maximum of £6 for books, raffle tickets, interval refreshments and entrance fee. Remember, the more who join in – the better the prize money!

Friday Night Bingo Easter Buffet Evening

The players met at the centre at 6pm on Good Friday to begin the Easter Celebration evening.

The first game was a free game for which the prize was a cuddly rabbit. A buffet supper was enjoyed during the interval where tea and coffee was also served. Also, during the interval, the Easter Raffle was drawn and each member received a prize. The second session of bingo which included the late flyer game, where the full house prize was £40, concluded around 9pm. All players left with a gift of chocolate from the Committee. Everyone enjoyed the evening.

FACE TO FACE with...

Bryan Walker

Bryan joined the Housing Service in June last year as our Senior Surveyor.

Bryan's responsibilities include: managing our Mobile Caretaking Team; the health and safety of Housing staff and construction works; risk assessments for staircase cleaning, water treatment, door entry and communal smoke detection and asbestos.



We put a few quick-fire questions to Bryan...

What was your first job? Apprentice joiner.

How do you spend your leisure time? Swimming, walking and socialising.

What's your favourite film? Cape Fear.

What's your favourite TV programme? 'Classic' music channels.

What radio station do you listen to? Heart 80s.

What was the first record you ever bought? Alvin Stardust / Mr. Coochahoo.

What's your favourite singer/band? Not enough room here to list them all – but all 80s music.

Who's your hero? None really, but sporting hero would be Kevin Sinfield (captained Leeds Rhinos in the Super League).

Who makes you laugh the most? Lee Evans.

If you could only eat one meal for the rest of your life, what would it be? Sunday roast – pork.

If you were a super hero, what powers would you have? To be able to sing.

If you could go back in time, what year would you travel to? Early 80s.

What three items would you take on a desert island? Swimming goggles, snorkel and shorts.

If you had a warning label, what would yours say? Beware: Sarcastic gold medal holder.

What's your most treasured possession? My good lady and kids (two).

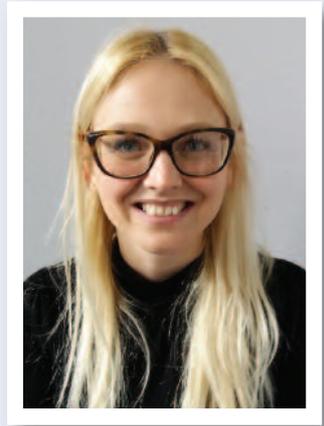
Describe yourself in three words. Bombproof, good listener and bad dancer.

WELCOME TO...

Katie Wilson

Hi my name is Katie, I am the new Business Support Officer within the Housing Team. I have returned to work for the Council after leaving ten years ago to work for the NHS Learning Disability Team. My work is very different but I am enjoying the challenge and enjoy working with numbers so the role really suits me.

The girls in Business Support have been lovely and really made me feel welcome. Thank you girls!



FAREWELL TO...

Alison Bathgate



In March we bid a fond farewell to Alison Bathgate, who worked as the Recharge Officer in our Business Support Team.

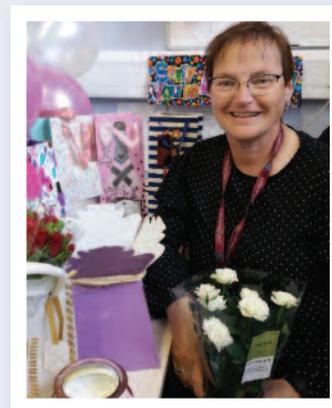
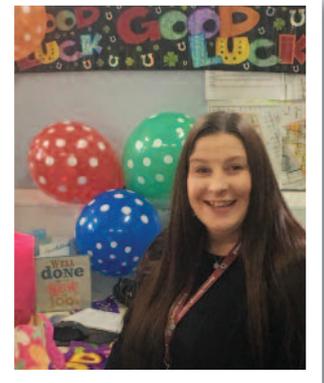
Alison moved to Barrow from Scotland, and began working for the Housing Department in June 2012. She was a very hard working and moved-loved colleague who will be missed.

We wish Alison a very long, happy and busy retirement, travelling and spending time with her grandchildren.

Jill Burrows

Jill has worked in the Housing Department for almost 18 years – latterly as a housing officer in our Estates Team.

We're sorry to see Jill leave, but wish her lots of luck in her new role as a member of the Council's Streetcare Team.



Helen Merrell

We also say goodbye to Helen who has worked for the Council for 11 years - the past seven based in the Housing Department.

Many of you will recognise Helen as she manned our reception desk.

Helen will be greatly missed but our loss is the Streetcare Team's gain as she is another new member of their team.

MEET OUR ESTATES TEAM

Our Estates Team comprises of our Senior Housing Officer, Debbie Cubiss, and two Housing Officers, Cheryl Waite and newcomer to the team, Adam Morris. The team is supported by Assistant Operations Manager, Caroline Kendall. The team is responsible for ensuring tenancies are conducted in line with our Tenancy Agreement. Here the team summarises some of the key issues they are responsible for.

Our customers and estates matter to us

We take pride in maintaining the appearance of our estates. However, we need your help to let us know when problems exist.

Anti-Social Behaviour/ Neighbour Nuisance

We take seriously all reports of anti-social behaviour received from our tenants. Neighbour nuisance or anti-social behaviour is anything that interferes with the peaceful enjoyment of the home and surrounding area. Examples of anti-social behaviour include:

- Noise nuisance (e.g. loud parties/music, shouting, noise from televisions)
- Violence against people and property
- Verbal abuse, for example making racist remarks towards another person
- Harassment of another person/s - this may involve threatening behaviour
- Causing damage to any Council property or the property or possessions of another person
- The storing and dealing of drugs from a Council dwelling
- Any nuisance caused by pets

Support Available

We also provide support and assistance to tenants who are victims of a crime such as homophobic crime, racist crime, or general crime committed in their home or whilst in the vicinity of their home.

Contact Us

Please don't hesitate to contact us if you're having problems with a neighbour or if you wish to report anti-social behaviour or if you've been a victim of a crime in or around the vicinity of your home - we're here to help.

Contact one of us or email: housingestates@barrowbc.gov.uk



On left: Assistant Operations Manager, Caroline Kendall tel: (01229) 876462 & Senior Housing Officer, Debbie Cubiss tel. (01229) 876423



Housing Officers: Cheryl Waite (01229) 876520 & Adam Morris (01229) 876479

DID YOU KNOW....

your water charge is included in your rent and it is your responsibility to pay it. If you're receiving Housing Benefit or Universal Credit, this will not cover your weekly water charge.

If you fall into arrears, it is your responsibility to contact us to arrange payment or set up a payment plan. Our Arrears Team are here to help you and can set up affordable payment plans – so you pay off the arrears in instalments. You won't be judged – we just want to help you get back on track.

So, if you've received letters from the Arrears Team and haven't yet responded, please just get in touch. They may also be able to signpost you to other support agencies for financial help and you may also be eligible for reduced water charges – see opposite.

It's in your hands – we're here waiting to help.

- **Andrew High** – (01229) 876345
- **Carol High** – (01229) 876397
- **Emma Johnston** – (01229) 876469
- **Kelly Lamond** – (01229) 876352

OVER 800 TENANTS PAYING REDUCED WATER CHARGES

Since water charges became part of your rent, our Money Management Officer, Jo Hughes, has assisted hundreds of tenants in applying to United Utilities for reduced water charges. Currently over 800 tenants are benefitting from reduced water charges – that's nearly a third of all our tenants!

United Utilities also offer other support schemes including:

Back on Track – if you owe money on your water bills and receive benefits, they can provide an affordable bill based on your current income.

Help to Pay – receive Pension Credit and struggling with your water bill payments? Then this scheme may help by capping your bills at a fixed amount each year.

WaterSure – if you have a water meter and receive benefits, and use a lot of water due to ill health or having a large family, their WaterSure scheme can cap your annual bill at a set amount regardless of how much water you need to use.

So, if you haven't already made enquiries, contact Jo today you've nothing to lose!

Jo Hughes (01229) 876534 | email: jhughes@barrowbc.gov.uk

REFURBISHMENT OF FIRE-DAMAGED FLATS

Following a spate of malicious fires in four flats on Low White Close and one on Ramsgate Crescent earlier this year, our Maintenance Team have re-designed the layout of one-bedroom flats which were almost completely destroyed.

The flats now have a light, airy and open plan appearance - as can be seen in the before and after photos.

The bathrooms now have super-sized showers, surrounded by modern panelling which replaces the original bath and tiles, and the kitchens have been encompassed into the living space, making an open-plan living area with a breakfast bar.

Bryan Walker our Senior Surveyor, who headed up the design says: *"There was an awful lot of work involved in refurbishing these fire-damaged flats, but I'm pleased to say it has all been worth it and they have all now been relet".*



Home Contents Insurance

Thankfully, fires in properties are a rare occurrence, but these recent fires prompt us to remind those of you who haven't already done so, to look into arranging your own home contents insurance as your rent does not include this.

We offer affordable home contents insurance which can be paid for weekly with your rent.

More information on this is given on the opposite page, but if you have any queries please ring Joanne Worrall on (01229) 876488 who will be happy to give you an idea of the weekly costs and what the insurance covers.

BEES/NESTS

If you need advice on swarms/nests, the Council's Public Protection Team advise contacting **Furness Bee Keepers**. They will attend and there is no charge. If they can't remedy the situation, they will give advice. (There's no phone number for this service).

- <http://www.beekeepinglinks.co.uk/contact.php>
- email: info@furnessbeekeepers.co.uk

As a Council tenant, if wasps/bees have entered a cavity to build a nest, we can arrange for any access holes to be filled in to prevent a recurrence the following season.



Now in its fourth year, the Alzheimer's Society Cupcake Day has raised £2.7 million and is hoping to make this year its biggest year yet. In the average time it takes to bake a batch of cakes, six people in the UK will develop dementia.

Housing's resident cupcake queen, Michelle Bradley, donned her pinny again and organised a fund raising day in the office and, and together with contributions from other members of staff, plus donations from a previous dress-down Friday, staff raised a grand total of just under £200 for this worthy cause.





Tenants please remember it is your responsibility to insure your furniture, belongings and personal possessions. These include your carpets, curtains, clothes, bedding, and electrical items. And don't forget your jewellery, pictures and ornaments.

Therefore, we can offer our tenants an affordable home contents insurance scheme where the premiums can be paid alongside your rent and there is **NO EXCESS to pay if you made a claim.**

WHAT DOES HOMES CONTENTS INSURANCE COVER?

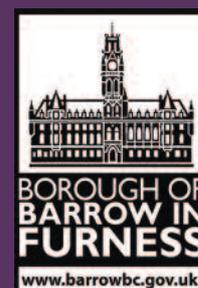
FIRE DAMAGE ~ THEFT ~ STORM AND FLOOD DAMAGE ~ DAMAGE CAUSED BY WATER OR OIL LEAKS ~ LOST OR STOLEN KEY ~ DAMAGE TO EXTERNAL GLAZING

OTHER THINGS COVERED AS STANDARD:

- The contents of your freezer if it broke down
- The damage caused by a leaking washing machine or a burst pipe
- The contents of sheds and garages are included
- Students possessions living away from home
- Optional extensions are available

Underwritten by Allianz Insurance Plc
Limits and exclusions apply, a full policy wording is available on request.

For more information call: **01229 876488**,
email: housing@barrowbc.gov.uk
or visit: www.barrowbc.gov.uk



RESULTS OF CHILDREN'S EASTER COMPETITION

Thanks to all those who entered the competition - your entries were just amazing which made judging them super difficult. But we eventually decided that the two age group overall winners were Florrie Blythe and Charlie Wood. Congratulations to them and to all of you who entered.

OUR WINNERS



Florrie Blythe (under 7s)



Charlie Wood (8-11 years)



Hallie, Gracie & Miley Robertson



Isobella Quinn

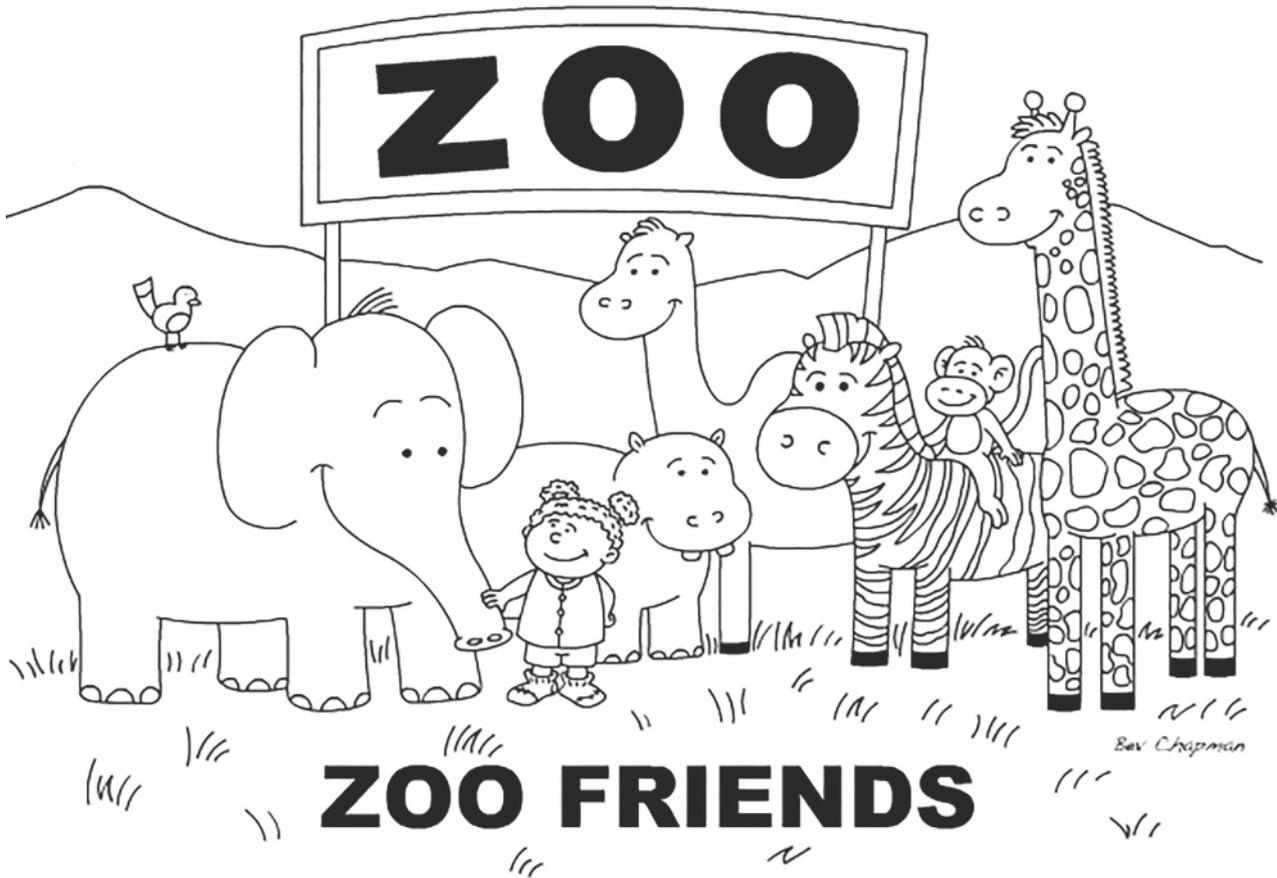


Emily Brooke

Not pictured: Charles Thompson, Tiarna-Destiny Bray & Lexi Harris

Summer Competition

Here's another great picture for you to colour in. As usual, the competition is split into two age groups: 7 years and under & 8-11 year olds and is open to children and grandchildren of Council tenants/leaseholders. There are £10 gift cards for the winners of each category. The deadline for entries is Friday, 19th July.



NAME (IN CAPITALS PLEASE)

ADDRESS

TELEPHONE NO AGE



HomeSwapper®

Barrow in Furness Borough Council is committed to helping tenants find the right property for their needs.

This commitment means that all of Barrow in Furness Borough Council's tenants are able to sign up for the HomeSwapper service **free of charge!**

HomeSwapper is the UK's largest community of social housing tenants looking for a house swap. It is a quick and easy way of finding both local and national moves with 500,000 social tenants currently using HomeSwapper.



Registering on HomeSwapper couldn't be easier just go to homeswapper.co.uk and follow the online instructions to join. Don't forget, as Barrow in Furness Borough Council are partnered with HomeSwapper, it will not cost you a penny. Just add Barrow in Furness Borough Council in the "your landlord" section and you'll be up and running in no time.

www.homeswapper.co.uk

The UK's leading mutual exchange service

ASSISTANT DIRECTOR - HOUSING

Janice Sharp (01229) 876523

OPERATIONS TEAM**Operations Manager**

Caroline Wagstaff (01229) 876310

Assistant Operations Manager:

Caroline Kendall (01229) 876462

RENT RECOVERY TEAM**Housing Officers:**

Andrew High (Snr) (01229) 876345

Carol High (01229) 876397

Emma Johnston (01229) 876469

Kelly Lamond (01229) 876352

ESTATE MANAGEMENT TEAM**Housing Officers:**

Debbie Cubiss (Snr) (01229) 876423

Cheryl Waite (01229) 876520

Adam Morris (01229) 876479

LETTINGS TEAM**Housing Officers:**

Jackie Rimmer (Snr) (01229) 876550

Alison Horricks (01229) 876403

Sue Drake (01229) 876456

OTHER SERVICES**Homelessness Advice**

Amanda Brierley (01229) 876332

Debbie Reid (01229) 876374

Katie Bamber (01229) 876458

Jake Baker (01229) 876507

Private Housing Liaison Officer

Karl Thornley (01229) 876513

Temporary Accommodation Officer

Caroline Metcalfe (01229) 876546

Tenancy Support

Simone Singleton (01229) 876580

Housing Needs Assistant

Lindsay Gedling (01229) 876577

Benefit Liaison Officer

Amanda Morris (01229) 876581

Money Management Advisor

Jo Hughes (01229) 876543

Direct Debits

Georgina Bridgens (01229) 876478

MAINTENANCE TEAM**Maintenance & Asset Manager**

Les Davies (01229) 876540

Senior Surveyor

Bryan Walker (01229) 876466

Senior Projects Officer

Nigel Clarke (01229) 876326

Contract Supervisors

Graham Harcourt (01229) 876465

Matt Preston (01229) 876492

Peter Rimmer (01229) 876530

Andrew Hartley (01229) 876531

Gas Technician

Mike Robson (01229) 876488

BUSINESS SUPPORT TEAM**Business Support Manager**

Rebecca Halton (01229) 876549

Leaseholder Enquiries

Georgina Bridgens (01229) 876478

Right to Buy

Michelle Bradley (01229) 876483

Household Insurance

Joanne Worrall (01229) 876488

**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	(01229) 876578 / 876371 / 876474 / 876428	(01229) 833311
<u>GAS-ONLY</u> <u>REPAIRS</u>	0800 031 6578 (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-JHZT,

BARROW-IN-FURNESS, Cumbria. Email: housing@barrowbc.gov.uk Tel: (01229) 876543

TOWN HALL
Switchboard:
01229 876543**TENANT/RESIDENT ASSOCIATION CONTACTS***Listed below are Council-recognised tenant/resident associations and street voices within the Borough.***Street Voice for Barrow Island**

Allan McIntosh - (01229) 828669

Street Voice for Raglan Court & Corporation Terrace

Mandy Anderson - 07514 417 606

Street Voice for Grange & Cartmel Crescent

James Christie - (01229) 230010

Street Voice for Brathay Crescent/Levens Terrace/Vulcan Road

Linda Craig - 07516 309 159

Street Voice for Devonshire Road

Lisa Webb - (01229) 219787

Street Voice for Eamont Close

David Rollinson - d.rollinson43@gmail.com

Devonshire Road Residents' & Tenants' Association

Jennifer Lord - (01229) 835165 - Griffin Community Hall

North Walney Residents' Association

Steve Thornton - 07856 753 482

Ormsgill Youth & Community Association

(01229) 343405