

# HOUSING

Autumn/Winter Newsletter 2019



## YOUR CHOICE - TENANT HUB

Our new self-serve portal will be up running in January. Unfortunately, due to technical difficulties with our new housing management system, this has taken a lot longer than we had hoped, but bear with us a little longer – we're nearly there!

The previous self-serve portal was known as SeeMyData, but we wanted to take the opportunity of changing the name so, in advance of the portal going live - and needing to make a quick decision - we posted a message on Facebook and Twitter asking tenants to vote for their preferred name out of the five possible options.

Tenants voted unanimously for Tenant Hub and from the 30 tenants who voted for Tenant Hub, we randomly selected one who was awarded a £20 Love2Shop voucher – Lynn Johnson's name was first name drawn.

### All of your tenancy information in one easy location

The Tenant Hub is a free online tool and once it goes live, you will be able to view information relating to your account, including:

- Viewing your rent account
- Looking at your repair history
- Reporting basic repairs 24/7
- Making payments

### Look out for the launch

As soon as the Tenant Hub goes live, we will publicise it on our Facebook and Twitter pages as well as the Council's website – on our Housing homepage – so please look out for it!



## SAM NELSON

It is with great sadness that we have to report Sam Nelson passed away on 18th November following a recent illness.

Sam will be well known to many as one of our Mobile Caretakers, based on Ormsgill.

Sam had worked for the service since May 2002 and was renowned for his work ethic – always ready, willing and able to do whatever was required, with a cheeky smile.

Sam will be sorely missed by all his colleagues – he was a dear friend to us all.

Our sincere condolences go out to his wife, Anne, and family.



### CHRISTMAS CLOSING

The Town Hall will be closed  
from 4pm Tuesday, 24 December  
until it reopens on:  
Thursday, 2 January at 9am

### In this edition...

Refuse & Recycling collection revised dates  
Don't be on your own at Christmas  
100 years of Council Housing  
Children's Competition & Results  
Safety in the Home  
Annual Report

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# RECOMMENDATIONS OF THE HOUSING MANAGEMENT FORUM

## Have I got housing news for you

Welcome to our winter edition of Housing Matters.

This year marked the 100th anniversary of the 1919 Addison Act which paved the way for large-scale building of council housing. To highlight the anniversary we have a feature on some of our long-standing tenants (see page 8) to hear their stories.

We are fast approaching the end of another busy year here at the Housing Service. Following a stock survey of all our properties, I am pleased to report all our properties meet the 'Decent Homes' standard – a credit for the service.

This year's planned maintenance works are well under way to deliver improvements to Council and leaseholders' properties, including heating and rewires, as well as re-roofing and rendering schemes primarily on Greengate, Lower Hindpool and Walney estates.

On pages 13 and 14, I have included a feature on 'Safety in Your Home'. I would ask you take time to read this. As your landlord, health and safety is paramount to our service to ensure you remain safe in your home.

Our Annual Report is included in this edition (page 15) which gives you an overview on how we performed during the financial year 2018/19. I hope you find this helpful to understand our expenditure and performance.

As we near the end of another year in the life of the Housing Service, so it's time for me to thank all my staff for their support and hard work in providing our service.

Finally, I'd like to wish you a very Merry Christmas and a Happy, Peaceful New Year.

*Jane E. Sharp*

Assistant Director - Housing



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

### Meeting held on 9 September 2019

#### Management of Gas Servicing & Maintenance

Members agreed the introduction of the GasTag software programme from April 2020 to be initially set up and reviewed from January 2020.

#### Station View, Holker Street: Extra Care/Sheltered Accommodation

Members noted Accent's proposals (following consultation with residents) to change the Station View scheme to 100% extra care accommodation.

#### Survey of Tenants & Residents (STAR)

Members endorsed the proposal to conduct a STAR customer satisfaction survey to enable continued promotion of tenant involvement and as a basis for action planning in respect of future service review and development.

#### Legionella Risk Assessments to Shops

Members noted the progress made to date regarding the Legionella Risk Assessment for shops and retrospectively agreed the appointment of a suitably qualified plumbing contractor to undertake essential remedial works in advance of the meeting. They also endorsed the Council meeting the initial cost of the remedial works which will where appropriate be recovered from the leaseholder during the rent review and lease negotiation process.

#### Housing Service – Investment in Social Value

Members noted the investment in social value which is being delivered through the Housing Service's maintenance arrangements.

#### Next Place limited: Service Level Agreement 2019/20

Members noted information on the Service Level Agreement with Next Place Limited to provide the Council's Housing and Homelessness functions with expertise and guidance; and agreed the requirement to obtain quotations be suspended due to the specialised services they provide.

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



## CHRISTMAS & NEW YEAR REFUSE & RECYCLING COLLECTIONS



### Normal Collection Day

Tuesday, 24 December  
Wednesday, 25 December  
Thursday, 26 December  
Friday, 27 December  
Tuesday 31 December  
Wednesday, 1 January  
Thursday, 2 January  
Friday, 3 January  
Tuesday, 7 January

### Revised Collection Day

Tuesday, 24 December  
Friday, 27 December  
Saturday, 28 December  
Sunday, 29 December  
Tuesday, 31 December  
Thursday, 2 January  
Friday, 3 January  
Saturday, 4 January

**Normal service resumes**

**We all have extra waste and recycling over the Christmas period. Please remember foil/ metallic type wrapping paper cannot be recycled, so please put this with waste for disposal. Any extra waste should be placed in bags, left next to your bin and this will be taken at the time of collection.**

### Disposal of real Christmas trees

- For residents not on the Green Waste Collection – real trees can be put out with your waste and they will be taken by refuse collectors.
- **For residents on the Green Waste Collection, real trees should be put out on the date of their next scheduled collection.**



**BARROW BOROUGH COUNCIL'S STREETCARE TEAM (01229) 876543**

For details on exactly what can and can't be recycled, visit: <https://www.barrowbc.gov.uk/residents/streetcare/recycling-guidance/>

# Don't be on your own at Christmas

Christmas and New Year can be a particularly difficult time for some, so if you're struggling and need support, help or company over the festive period, help is available locally. Please don't hesitate to contact these organisations – they're here for you.

## SAMARITANS

Whatever you're going through, a Samaritan will face it with you. We're here 24 hours a day, 365 days a year.

You don't have to be suicidal to contact us. Our volunteers are on hand to offer emotional support any time of the day or night to anyone who needs our help and they will never judge.

**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 us: [jo@samaritans.org](mailto:jo@samaritans.org)**

Every six seconds, we respond to a call for help. No judgement. No pressure. We're here for anyone who needs someone.

**Tel: 116 123**



## Salvation Army

**Normal opening times:**

Monday – Friday: 9am - 3pm  
Saturday: 10am – 2pm



**Closed for Christmas: 25, 26, 27 & 28 December**  
**Open on: 29, 30, & 31 December 10am – 2pm**  
**Closed New Year's Day & 2 January**  
**Re-open on 3 January**

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

When closed, please access their Facebook page:

**The Salvation Army in Barrow**

## BARROW WOMEN'S COMMUNITY MATTERS

Open: Monday, 23 December 9:30am – 1pm  
Closed: 24, 25, 26 December  
Open: 27 & 30 December 9:30am-1pm  
Closed: 31 December, 1 and January  
Open: 3 January: 9:30am-1pm

**Open as usual from 6 January:**

Monday to Wednesday 9:30am – 4pm  
Tuesday & Thursday: 9:30am – 6:30pm  
Fridays: 9:30am-1pm  
Tel.: 01229 311 102

**Women's Community Matters**

## 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 - 4pm

Boxing Day: 11am - 4pm

27 December: 11am – 1pm

28 & 29 December: Closed

30 & 31 December: 11am – 1pm

New Year's Day - Close

Re-open as normal on Thursday, 2 January

On Christmas Day, a full three course dinner will be served, and Father Christmas will make a stop off with a gift for all! So, if you'd like some company at Christmas in warm, safe, friendly surroundings, please come and join us. All welcome.

**You don't have to spend Christmas alone.**

**Furness Homeless Support Group**  
27 Bath Street, Barrow-in-Furness



Mind-in-Furness has an Advice Hub for people with mental health issues. People are welcome to pop in for advice and guidance. Temporary address: **Cumbria CVS building, 57-59 Hartington Street.**

**Usual opening times**

Monday to Friday: 10am - 4pm.

**Christmas opening times**

Monday, 23 December: 10am – 4pm

Tuesday, 24 December: 10am – 1pm

Wednesday, 25 December: Closed

Thursday, 26 December: Closed

Friday, 27 December: Closed

Monday, 30 December: 10am – 4pm

Tuesday, 31 December: 10am – 1pm

Wednesday 1 January: Closed

Thursday, 2 January: Re-open as normal

**For further details please ring 827094.**

**Abbey Road Baptist Church**  
Abbey Rd (corner of Park Drive)  
Tel: 01229 343436



**USUAL OPENING HOURS**

Monday – Thursday 11am – 1pm & Friday 11am – 3pm

Tel enquiries: 01229 34 34 36

**XMAS OPENING/CLOSING TIMES**

Monday, 23 December open 11am-1pm

Tuesday, 24 December open 10am-12 noon

**Normal opening hours from:**

Thursday, 2 January

# CONDENSATION & MOULD – Prevention Tips

**No-one wants to live in a damp home. Damp can cause mould on walls and furniture and cause wooden window frames to rot. It's also unhealthy.**

Some damp is caused by condensation. This can lead to a growth in mould that appears as a cloud of little black dots.

Condensation occurs when moist air comes into contact with a colder surface like a wall, window, mirror etc. The air can't hold the moisture and tiny drops of water appear. It also occurs in places the air is still, like the corners of rooms, behind furniture or inside wardrobes.

## How to reduce condensation in your home... produce less moisture

Simple things make a huge difference, like keeping lids on pans when cooking, drying clothes outdoors (not on radiators), venting your tumble dryer to the outside and avoiding paraffin heaters or flue-less bottled gas heaters.

## Let the damp air out & the fresh air in

Extractor fans are a good way to get rid of moist air and steam so that less condensation forms.

If your home doesn't already have extractor fans then it is worth getting them fitted in the bathroom and kitchen. Fans that run on a timer, humidistat or pull-cord (e.g. when you turn on the bathroom light) typically have a rating of 8-30W, so would cost about 10p if they were on all day.

## Stop moist air getting into the rest of your home

When cooking or bathing, keep the kitchen or bathroom door shut and open the window so that the steam goes outside instead.



Leave a gap between outside wall and furniture to avoid mould forming

Meanwhile, let fresh air circulate to avoid mould forming where the air is still. Make sure there is a gap between your furniture and the walls, and give wardrobes and cupboards a good airing sometimes.

## More tips

You can catch condensation dripping from windows with condensation channels and sponge strips (available from DIY shops). If you wipe down windows and sills in the morning this will also help, but be sure to wring out the cloth rather than dry it on a radiator. In extreme circumstances you may need to invest in a dehumidifier. These can help a lot but cost anything from £40 to over £200 and larger ones can be quite costly to run.

And finally, if you already have mould on your walls and ceilings then you need to clean it off properly. An effective method is to start by cleaning off the mould with spray containing bleach. This will help remove the staining that persistent mould can leave behind. Leave to dry overnight and then spray the affected area with an anti-fungal wash and allow that to dry. Always follow the manufacturer's instructions and consider wearing a face mask when spraying.

You could also treat the affected area with a mould-resistant paint, available from most major DIY shops.



## Warm Home Discount Scheme now open

You could be eligible for a **£140** discount on your electricity bill

Don't delay, contact Jo today!



Jo Hughes (01229) 876534 | email: [housing@barrowbc.gov.uk](mailto:housing@barrowbc.gov.uk)

This year's Warm Home Discount Scheme is now open. You could be eligible for £140 off your electricity bill to get you through the winter months.

Our Money Management Officer, Jo Hughes, is happy to give anyone advice or alternatively, visit <https://www.gov.uk/the-warm-home-discount-scheme/energy-suppliers>

## REPORTING REPAIRS

There are two different numbers to ring depending on the type of repair:

### To report gas-related repairs

No heating or hot water?  
Boiler not working properly?  
Problem with your radiators?

Call our gas contractor, Sure Group, directly free of charge on:

**0800 031 6578**

Ring this number both during office hours and out-of-office hours

### To report any other type of repair

Office hours: (01229) 876578

Out-of-hours emergencies only: (01229) 833311

Cut out & keep

# Attention!

Are you struggling to pay your Council Tax?

If so, apply for Council Tax Support today!

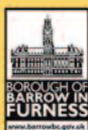
If you're on a low income or in receipt of Benefits or Universal Credit you may be entitled to Council Tax Support - which is a reduction on your Council Tax bill.

For further information and an application form contact the Revenues & Benefits Service today:

- Visit our Customer Service Office at The Forum, Duke Street (entrance opposite Wilkos)
- Call us on 01229 404242
- Email us: [Benefits@barrowbc.gov.uk](mailto:Benefits@barrowbc.gov.uk)

**UC** Universal Credit

REVENUES & BENEFITS SERVICE



## Tell us about your needs

You may remember that in the past we have asked you to fill in a questionnaire about you and the people you live with.

This information is very important to us, as it really helps us provide the right service for you.

We are not wanting to know all your private business - just the important things to you when it comes to your housing service.

You may think you have told us enough, which is fine, but if circumstances have changed for you or other people in your household we want to know.



So, if you have a disability and it has got worse and you need help, let us know.

If you, or someone you live with, has become frailer or elderly, we may be able to support them and you.

If your home has become too small, or too big to manage, we can try and help you.

We want to be fair and provide the best service for everyone but if we don't know circumstances have changed, we can't help you.

**Just try and think what we already know about your household and tell us if anything has changed. Ring us on (01229) 876470 or email [housing@barrowbc.gov.uk](mailto:housing@barrowbc.gov.uk)**

## CHECK US OUT ON FACEBOOK & TWITTER

We're regularly posting information, news and advice on our Facebook and Twitter pages.

So, if you haven't already checked them out... have a look today:

 Barrow Borough Council Housing Service  
 @BarrowHousing

## Don't miss out on school clothing vouchers and free school meals!

# Need help paying for school uniforms?

You could be eligible for a free school clothing voucher.

Apply online  
[cumbria.gov.uk/uniforms](http://cumbria.gov.uk/uniforms)



Cumbria County Council is urging parents to apply for school clothing vouchers and free school meals.

Parents may be eligible if they are in receipt of income support, Job Seekers Allowance, Child Tax Credits or Universal Credit. Applying online is quick and simple - the whole process takes around five minutes. Once approved, Cumbria County Council sends parents a voucher which they can redeem for cash at the Post Office, giving them the choice of where to buy school clothing.

Since 2014, all children in reception and years 1 and 2 have been automatically entitled to free school meals, but many parents miss out on a free school clothing grant provided by the county council worth £25 (or £35 for secondary pupils).

If you receive Universal Credit and are not already claiming free school meals for your children, or you have not applied as your child is currently in Key Stage 1 (universal free school meals), make sure you don't miss out

**Parents can apply online at [www.cumbria.gov.uk/uniforms](http://www.cumbria.gov.uk/uniforms). If you are unable to apply online, call 01228 606 060 for further details.**

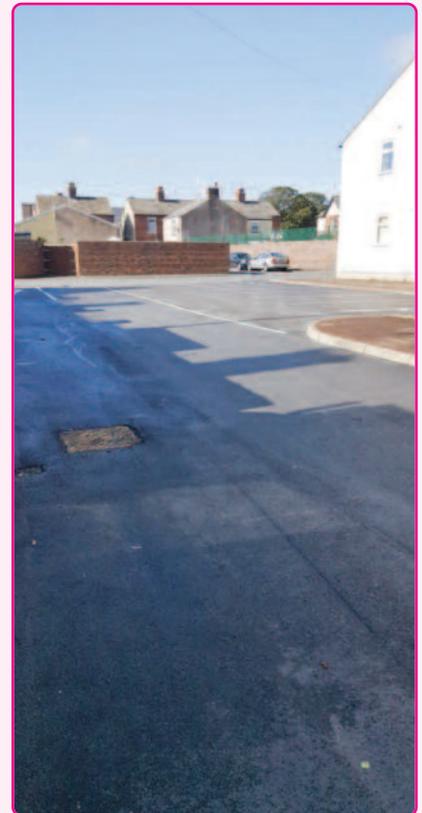
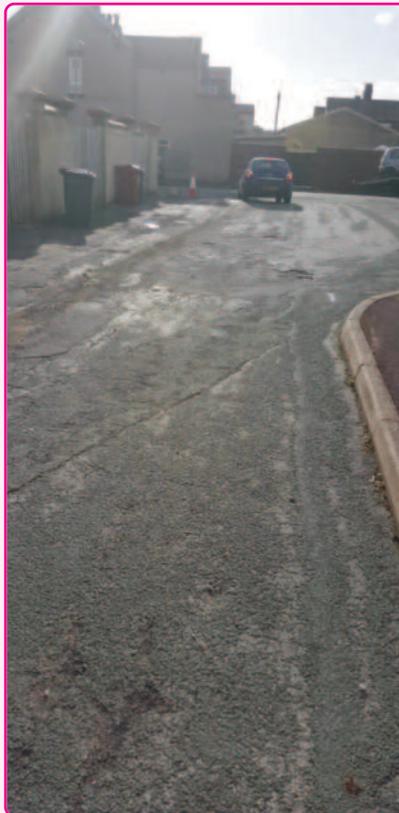


## ...WE DID

The car park and back street area at Raglan Court has been re-tarmacked.

The improvement works to the back street area was funded by Cumbria County Council. The adjoining Borough Council-owned car park was full of pot holes and Tenants' Forum agreed this work could be funded through the Environmental Enhancement Scheme.

The work was carried out to both areas by the Highways Department and has vastly improved the appearance and usability of the area.



Download our **FREE** HomeSwapper<sup>®</sup> matches app!

Browse and contact potential swappers on the go with our **HomeSwapper Matches** app

## SIKE MEADOW SKIP DAY

We continue to experience problems with fly tipping on a number of our estates, so every now and again we organise 'skip days' in an attempt to help address this problem.

The most recent skip day was held on Sike Meadow.

We hope that by organising skip days this encourages gardens to be kept cleared and estates to be kept clean and tidy which enables everyone to live in a pleasant, tidy environment.





# Tenant's and Residents' News



## 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 and currently has a membership of over 35 members who enjoy many events, including special lunches, shopping trips and, of course, the bingo sessions which are held at every meeting.

There's still room for more members at the club, so if you're over the age of 55, please come along to the Griffin Community Centre any Tuesday afternoon from 1pm; club meetings are held between 1:30pm and 3pm. New members will be given a very warm welcome.

### Halloween Lunch

The Halloween lunch was held on 22nd October, when all the members enjoyed a meal of pie and peas. This was followed by cake and tea or coffee.



Following the meal, the usual Club meeting was held, including a bingo session which started with a free game for which there were generous cash prizes. All the members agreed that the lunch was very good and they had all enjoyed the afternoon.



## Devonshire Residents' & Tenants' Association



### Friday Night Bingo Club

Friday Night Bingo is not just about playing bingo! It is about involving the community in social events as well. The Committee of the Devonshire Residents' and Tenants' Association, who run the Bingo, try very hard to involve everyone in their endeavours by organising many "special" events.

We have again welcomed quite a few new players to the Friday Night Bingo since the last newsletter and we hope to welcome more in the future. Why don't you come and join us? You might go home with more cash than you came with!!

All the 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 always £40 plus.

Remember! - the more who join in - the better the prize money!!

### Friday Night Bingo Halloween Buffet Evening

The players met at the Griffin Community Centre at 6pm on 1st November ready to enjoy the Halloween Supper Evening.



The evening started with players joining together to help themselves to the food spread out on the laden buffet table. All the tables were decorated with tea lights in pumpkin holders which helped to bring about the Halloween theme. After the players had finished their buffet, the bingo cards and raffle tickets were sold in readiness for the bingo session to commence. This kicked off with a free bingo game for which there were cash prizes. During the interval, tea or coffee was served, together with cake and the raffle was held. The evening concluded at around 9pm and all present had enjoyed the evening.



### Would You Like To Join Us?

The Friday Night Bingo is open to everyone aged 18 years and over, and we have players coming from all over town - not just the Griffin area - with some coming from Askam, Ulverston and Dalton! It's a good place to socialise and make new friends and enjoy a nice atmosphere.

The doors open at 6pm and play usually commences at around 7:30pm. It costs a maximum of £6 for books, raffle tickets, interval refreshments and entrance fee. The evening concludes at around 9pm.

Please think about joining us on Friday evenings - we will be pleased to welcome you.

## Barrow Community Kitchen

Roosegate Community Centre

### OVER 60S LUNCHES EVERY FRIDAY



**Come alone or with friends to enjoy a three-course meal for £3.50 (includes unlimited teas/coffees!)**

**Call 07864 266 274 to book**

Open every Friday 11:30am to 2pm - last service at 1pm  
You'll receive a very warm welcome.

(No. 4 Holbeck bus leaves the Town Hall 18 mins and 48 mins past the hour. Location: Travelling up Roose Road towards the train station - use the second Longway access.

## VOUCHERS GALORE!

### Thanks to Good Neighbours

Good neighbours are invaluable, so we were delighted when a couple of our tenants living on Grange Crescent were nominated to receive a good neighbour thank you!

During the summer months Brian Rose and Trevor Davis (not pictured) volunteered to assist Street Voice for the area, Jimmy Christie, in removing weeds and generally helping to tidy up the area to try and “bring the estate back to the lovely place it should be”.

Members of our Tenants’ Forum agreed that their efforts should be recognised and we were pleased to award them a thank you of Love2Shop vouchers.

If you know of anyone living on one of our estates – young or old - who does that little bit extra to help their community or someone living on the estate, please nominate them for the Good Neighbour Scheme.



**GOOD NEIGHBOUR: Brian Rose**



**Gladys Cairns**

### Tenants are Rewarded

Well done to the latest winners of our rewarding good tenants incentive scheme.

First name drawn was Gladys Cairns who received £100 of Love2Shop vouchers. Julie Plevey and James Welsh (not pictured) both received £50 in vouchers.

Entering the prize draw is very straightforward. All you need to do is complete a ‘Rewarding Good Tenants’ entry form and we’ll take it from there. Providing you’re maintaining your tenancy in accordance with your Tenancy Agreement your entry will be included in the quarterly draw.



**Julie Plevey**

### How to Enter the Draw or Nominate a Good Neighbour

Good Neighbour nomination forms and Rewarding Good Tenants entry forms can be downloaded: <https://www.barrowbc.gov.uk/residents/council-housing/incentive-schemes/> or pick up a copy from our reception desk or request a copy from Cathy Kirk on (01229) 876523.

## WELCOME NEW STREET VOICES

We are really happy to announce Jackie Scott and Irene Asbury have been elected as joint Street Voices for the Lord Street Area of Dalton.

At a meeting of the Tenants’ Forum, Chair and fellow Street Voice, Allan McIntosh, warmly welcomed Jackie and Irene to the group.

Jackie and Irene are looking forward to getting involved in the Council’s decision-making process and helping the Housing Service identify what’s important to people living in the Lord Street area.

As members of the Tenants’ Forum, Jackie and Irene will also have a say on the allocation of funding for environmental enhancement schemes.

The streets covered by Jackie and Irene are: Lord Street, Duke Street, Ainslie Dale, Napier Street, Victoria Street and Storey Square.

Jackie and Irene are here to represent the views of everyone living in this area, so don’t hesitate to contact them. Some of you may already recognise Jackie as she was one of our mobile wardens for over 23 years.

- Jackie Scott 07595 389 895
- Irene Asbury (01229) 468138



If anyone else is interested in becoming a street voice for their area, please contact us for more information on (01229) 876523 / [housing@barrowbc.gov.uk](mailto:housing@barrowbc.gov.uk)

# 100 YEARS OF COUNCIL HOUSING

As this year is the 100th anniversary of the 1919 Addison Act - which paved the way for the large-scale building of council housing, we thought it would be interesting to hear from some of our most long-standing tenants. We'd love to hear from others, so if you fancy sharing your story, please contact Cathy Kirk on (01229) 876523.



## Born in the house

Brian Marr must be one of our most long-standing tenants, as he was born over 80 years ago, in the house where he still lives today in Lord Street, Dalton.

When Brian was growing up he went to Broughton Road Primary School, followed by Dowdales Secondary School.

He left Dowdales in 1954 aged 15 - there was no further education back in those days. There was also no shortage of jobs, and straight from leaving school he started work at Barrow Steelworks as a 'paint boy', which involved painting the

end of steel billets. He earned 25 shillings a week which, for those readers born after decimalisation in 1971, would have equated to £1.25.

Brian didn't stay at the steelworks for very long. Most of his friends were working at the brickworks, and when he discovered they were being paid £3,7 shillings and 4 pence a week he quickly moved jobs! The shifts were long, starting work in the morning at 7:30 and working through to exactly 5.25 in the evening.

Brian worked at the brickworks for four years until 1958 when he was called up to do his National Service in the army. He spent two years in Kenya and six months in Aden. During this time Brian very sadly lost three friends on active duty.

Employers at the time had to re-employ anyone returning from National Service so, following the end of his service, Brian started back at the brickworks. He continued working there until 1969 when the brickworks closed.

Shortly after this, Brian secured a good job in the drawing office of the shipyard - which was then known as Vickers Limited Shipbuilding Group - as a clerk in the yard. Following promotion, he moved on to the Ordering Section in the Electrical Drawing Office, a job he thoroughly enjoyed. In 1999, Brian was presented with a gold Timex watch by the company inscribed with thanks for his 30 years loyal service. Although Brian has never worn the watch, he still has it in the presentation box it came in. In 2002, Brian finally retired from the shipyard, after 33 years service.

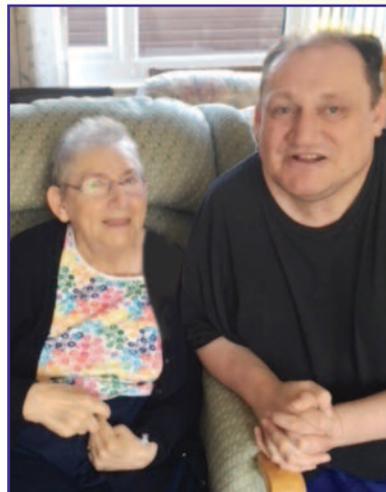
Today, Brian has passion for reading. He has many books and is a member of several book clubs. He also has a keen interest in aircraft models which started when he was a teenager and he has dozens of models, some he has yet to build.

When it comes to TV, Brian loves to watch a good Western film. He also enjoys listening to big band music including Duke Ellington, Count Basie and the Ted Heath Orchestra as well as Frank Sinatra.

Despite the fact that Brian has never had a holiday in his life, and has no family of his own, Brian lives a very happy and contented life.

## What Dorothy heard...

Another of our long-standing tenants is Dorothy Neild, who lives just a few doors down from Brian in Lord Street. Dorothy has lived in the property for over 50 years.



LOVING SON: Dorothy with Stuart

when Donald Campbell was attempting to break the water speed record at nearby Coniston Water. Everyone in the mill knew about the record attempt but when they heard the "awful sounds of the ambulances" they feared the worse. Their fears were confirmed when they heard the announcement on the radio that Donald Campbell had lost his life attempting the record.

Following her marriage to Ralf in 1967 they rented a small flat on a farm in Broughton Beck. Although they were happy living on the farm, Ralf was very scared of the cows and would go out of his way to avoid them! Dorothy and Ralf then moved to the house where Dorothy still lives in Lord Street. They had two children, Alison and Stuart - Stuart, who's pictured here with Dorothy, was born in the house.

Dorothy also worked at GW Waites in Ulverston which manufactured mops and she was responsible for welding the metal parts of the mops. Dorothy worked there for 15 years.

Ralf sadly died in 2014, but Stuart still lives with his mother in Lord Street.

After having a stroke in 2005, Dorothy came to enjoy painting and she attends Dalton's fortnightly painting club for people who have suffered a stroke. She also enjoys playing bingo and tea/quizz sessions.

Dorothy enjoys spending time with her four grandchildren and loves watching all the soaps and follows the Royal Family.



TALENT: Dorothy with two of her paintings

# FACE TO FACE with...

## Sue Drake

Sue joined the Housing Service in June as a Housing Officer in our Lettings Team. Her role involves her letting our empty properties and signing up new tenants.



## We put a few quick-fire questions to Sue...

**What was your first job?**

Junior sales negotiator in an estate agents.

**How do you spend your leisure time?**

Enjoying the outdoors.

**What's your favourite film?**

Nottinghill.

**What's your favourite TV programme?**

First Dates.

**What radio station do you listen to?**

Radio One.

**What was the first record you ever bought?**

Mama Mia – Abba.

**What's your favourite singer/band?**

Anything to dance to.

**Who's your hero?**

My late father.

**Who makes you laugh the most?**

Anyone with a good sense of humour.

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

Roast dinner.

**If you were a super hero, what powers would you have?**

To allow everyone to see a positive side.

**If you could go back in time, what year would you travel to?**

1980.

**What three items would you take on a desert island?**

Water purification tablets, fishing net and a radio.

**If you had a warning label, what would yours say?**

Lie to me at your peril!

**What's your most treasured possession?**

My children.

**Describe yourself in three words.**

Principled, judicious and southern.

**What's your favourite book?**

Rick Stein's Mediterranean Escapes.

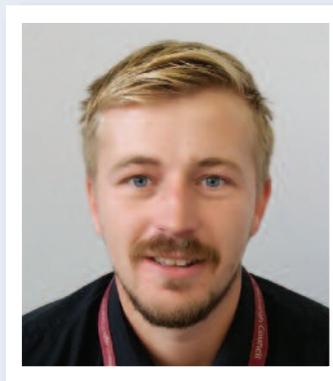
**What would be your ideal holiday destination?**

Anywhere warm with a sparkling blue sea.

**If you could invite six people to a dinner party (living or dead) who would you invite?**

My dad; Winston Churchill; George Michael; Richard Attenborough, Princess Diana and Joanne Lumley.

## WELCOME TO...

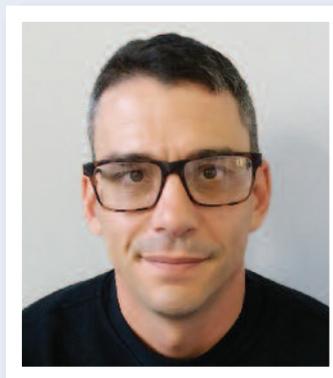


### Dan Crowe

Hi, my name is Daniel.

I have been working with Barrow Borough Council for five years now, formerly as a Town Hall Steward, before taking up a new challenge in the Housing Department in July this year.

I'm enjoying my role of Housing Assistant which involves me giving advice and assistance to anyone who visits or rings the office.



### Barrie Coleman

Hi I'm Barrie, I joined the Mobile Caretaking Team on a three-month contract just over four weeks ago. Part of my role includes clearing and cleaning void properties to get them ready for letting.

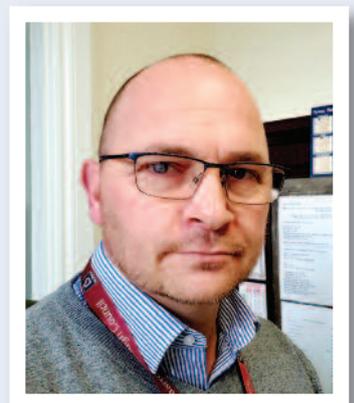
I've done similar work for another firm and am really happy to be working for the Council.

## FAREWELL TO...

### Karl Thornley

In July we also said a fond farewell to Karl, who was initially employed by us as a Mobile Caretaker, but following a series of promotions worked his way up to the role of Private Sector Liaison Officer.

Although we're sorry to see Karl leave, we wish him lots of luck for the future.



# WORLD'S BIGGEST COFFEE MORNING

In October, our Business Support Supervisor, Michelle Bradley pictured here with Andy High, hosted her annual coffee morning to raise funds for Mcmillan Cancer Support.

It was a real team effort, with other Housing staff donning aprons and baking for the event. The table was full of the most delicious cakes and tray bakes and the event raised a total of £188.

As well as of the coffee morning, staff also paid for the privilege of dressing down for work on a couple of 'freestyle Fridays' and this, together with the sale of homegrown fruit and veg, raised grand total of £262 for Mcmillan Cancer Support.



Organised by our Money Management Officer, Jo Hughes, this year's fundraising event was again a huge success.

Town Hall staff came to work 'dressed down' with lots of them wearing with pride their Pudsy and Blush ears.

As usual, the Duck Race Sweepstake was great fun, despite the fact only five of the 20 ducks finished the course!

A total of £142.24 for was raised for this fantastic cause. Since 1980, this BBC event has raised over £1 billion for disadvantaged children and young people in the UK.



**MO BROS AT THE BEGINNING OF NOVEMBER:** Andy High, Andy Hartley & Bryan Walker (missing from pic is Adam Morris)



## Our Mo Bros

Movember (a mixture of the Australian-English word for moustache, "mo", and "November") is an annual event involving the growing of moustaches during the month of November to raise awareness of men's health issues, such as prostate cancer, testicular cancer, mental health and men's suicide. The goal of Movember is to "change the face of men's health".

By encouraging men (whom the charity refers to as "Mo Bros") to get involved, Movember aims to increase early cancer detection, diagnosis and effective treatments, and ultimately reduce the number of preventable deaths. Besides annual check-ups, the Movember Foundation encourages men to be aware of family history of cancer and to adopt a healthier lifestyle. In 2018, across the UK, Movember raised £10 million.

A team of Mo Bros from Housing consisting of Adam Morris, Andy Hartley, Andy High and Bryan Walker signed up for the challenge.

Look out in the next issue to see our Mo Bros and their magnificent moustaches!

# RESULTS OF CHILDREN'S SUMMER COLOURING COMPETITION

Massive thanks and well done to all those who entered the last competition. Your entries were just brilliant! Congratulations to Lexi Harris and Miley Robertson the overall winners.

## OUR WINNERS



Winner: Lexi Harris (under 7s)  
Not pictured: Tiarna-Destiny Bray



Winner (8-11 years) Miley Robertson (middle) with sisters Hallie & Miley



Katie Ireland



Emily Brooke



Charlie Wood

# CHRISTMAS COLOURING COMPETITION

Here's another lovely picture for you to colour in. As always, 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 Wednesday, 11 December – so get your entries in quick!!**



NAME (IN CAPITALS PLEASE) .....

ADDRESS .....

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

# SAFETY in the HOME Here's some useful information on home safety

You may want to cut this out and keep for future reference

## GAS SAFETY

As a landlord we have a legal responsibility to ensure that all gas appliances, fittings and flues within your home are safe and properly looked after - this includes central heating boilers and gas fires.

To do this we must conduct annual gas servicing checks on all of our properties.

### Your Responsibilities

You must allow access to your home to complete your annual gas safety check. If you do not allow access then you will be in breach of your Tenancy Agreement which can lead to us taking legal action, which could result in us requesting a warrant from the court to gain entry to your property to enable the gas safety check to be carried out.

You must never attempt to do any gas related work or repairs yourself. Doing so could be life threatening for you and your neighbours.

If you want to install your own gas appliances, such as a cooker, you need to use a Gas Safe registered engineer and you'll need to show us a valid Gas Safety Certificate.

### Gas Safety Tips

- Don't use any gas appliances that you think may be broken or faulty
- Never cover a gas appliance, such as a boiler or gas fire
- Make sure you know how to turn off the gas supply in the event of an emergency
- Don't block or cover outside flues

### What to do if you smell gas or suspect carbon monoxide?

- Stop using all appliances, switch them off, and open doors and windows to ventilate the property
- Evacuate the property immediately
- Call the gas emergency number on 0800 111 999 to report the incident
- Don't go back into the property – wait for advice from the emergency services
- Seek immediate medical help – you may not realise you've been affected by carbon monoxide, and going outside into fresh air won't treat any exposure by itself

*If you have any queries, please contact our Gas Technician on 01229 876522.*

## ELECTRICAL SAFETY

We undertake regular tests on electronic installations in your home to ensure that the property is safe to live in.

All our properties are periodically tested. You will receive a letter informing you of the testing, followed by a letter from the contractor to arrange an appointment date.

### Your Responsibilities

You must allow access to your home to complete your electrical safety test.

The test will take approximately half a day to complete. The contractor will require someone over the age of 18 to be in the property to allow access and will require unrestricted access to all areas of your home to test electrical circuits such as meters, sockets, switches and lights.

### Electrical Safety Tips

- Buy electrical appliances and chargers from a reputable source and always check for a safety mark.
- Check your sockets for burn marks regularly. These will be checked on your safety test, but if you have concerns at any time then contact us.
- Don't overload sockets or extension leads. They will have a power limit so be careful and try to keep to one plug per socket.
- Switch off appliances at the switch when not in use - unless they are designed to be left on (e.g. fridge or freezer).

*If you have any queries, please contact our Contract Supervisor on 01229 876465.*

## FIRE SAFETY

Fires in the home are a main cause of deaths which is why it is important to know what to do if a fire does break out in your home and what action you can take to prevent fires.

Smoke alarms are fitted in your home. We know that smoke alarms save lives. You should test the alarm each week to make sure it is working properly.

**It is your responsibility to replace back up batteries in smoke alarms.**

*If you have any queries, please contact our Contract Supervisor on 01229 876465.*

## LEGIONNAIRE'S DISEASE

Legionnaires' disease is a lung infection you can catch by inhaling droplets of water contaminated by the legionella bacteria. It's uncommon but can be serious, so it is important to be aware.

It is common in natural water sources such as ponds and lakes. It may contaminate and grow in water systems such as hot and cold water systems.

The best way to avoid legionella is by maintaining good water hygiene in your home, such as:

- Run your taps and flush the toilet cistern if you have been out of the property for a number of days
- Clean your shower head regularly to prevent a build up of bacteria
- Keep water temperatures above 40 degrees at all times
- Make sure you use water collected in water butts or drain regularly

*If you have any queries, please contact our Maintenance & Asset Manager on 01229 876540.*

## RADON GAS

Radon is a radioactive gas that comes from rocks and soil found everywhere in the UK. It is not possible to see, smell or taste radon gas and, as such, special equipment is needed to detect it.

In general terms, radon gas levels in the air we breathe outside is very low but can be higher inside buildings. The only way to know if a property has high radon levels is to have it tested.

*If you have any queries, please contact our Maintenance & Asset Manager on 01229 876540.*

## LEAD PAINT

Do you know old leaded paint can be a serious risk to your health?

Breathing or ingesting lead dust or fumes can cause serious problems like kidney, nerve and brain damage or infertility.

You are most at risk if you:

- strip old paint using blow lamps or gas torches; or
- dry sand old paint.

You can take simple steps to stop dust/fumes:

- Plan your work – only strip back old paint if it is flaking, chipping or it is a risk to children.
- If paint is in poor condition remove using a combination of chemical paint stripper, wet abrasive paper and on-tool extraction.
- If paint is in good condition use waterproof abrasive paper to make a key for the new coat of paint.
- Remove any debris with a damp cloth.
- Place any debris, cloths, abrasive paper in a plastic bag for disposal.

### Remember

- Lead pigments were widely used in paints for homes, schools and offices until the 1960s.
- Lead pigments were not removed from commonly used paints until the early 1980s.
- Lead paint can be found under existing paintwork in older buildings.

***If you have any queries, please contact our Maintenance & Asset Manager on 01229 876540.***

## ASBESTOS

### What is asbestos?

Asbestos is the name given to a group of naturally occurring fibrous materials and was previously used in many building products, domestic appliances and household goods because of its strength and heat resisting properties.

- Blue and brown asbestos is generally regarded to be more hazardous than white asbestos.
- You cannot identify the type of asbestos just by looking at the colour; testing is the preferred means of identifying asbestos types.
- As long as the asbestos is in good condition and is not being or going to be disturbed there is NO RISK to you or your family.
- You should always seek advice about asbestos before starting any DIY projects or improvements to your home.
- You should not attempt to cut, saw or drill materials that may contain asbestos as it may release fibres into the air.

***If you have any queries, please contact our Maintenance & Asset Manager on 01229 876540.***

## HOW TO REDUCE THE RISK OF ACCIDENTS IN THE HOME

**There are many simple changes you can make around your home to reduce your risk of falling. Here are some tips on how to make your home safer.**

### Floors

- Loose rugs and mats can be a trip hazard and should be avoided, if possible. If you do have rugs on the floor secure them with double-sided tape or a non slip backing so that the rugs won't slip.

- Have a clear path through each room so you don't have to walk around furniture.
- It is important not to hoard items within your property as these could be a fire risk.
- Keep your floors clear of items such as shoes, books, blankets and other objects.
- Try to organise your room so appliances are close to sockets. Coil or tape cords and wires next to the wall so that you can't trip over them.

### Steps and stairs

- Always keep the stairs free of objects.
- Report any loose or uneven steps.
- Where you have carpet on steps make sure that it is firmly attached to every step.
- Ensure when using the stairs at night that they are adequately lit.
- If you have stair rails make sure they are securely fitted. If they become insecure, please contact us.
- If you are struggling with a high step to get in and out of your property, please contact us.

### Bathroom

- In the bath or shower, get a non slip rubber mat or use self-stick strips to secure your bath mat.
- If you require support when you get in and out of the shower/bath or up from the toilet, please contact us to be considered for a minor adaptation.

### Bedroom

- Have a lamp close to the bed where it is easy to reach.
- If you use an electric blanket, make sure you follow the health and safety guidance supplied.

### Garden

- Keep paths clear of leaves and overgrown plants.
- Moss and algae can make steps slippery when wet. There are products available to rinse off and remove algae.
- If you need to go outside and paths are icy, cover them in salt or sandy salt. Avoid going outside in icy conditions if possible.
- Never use a ladder when you are alone, it's far safer to have someone with you who can hold the ladder steady. If possible have someone to climb the ladder for you.
- When using power tools or an electric mower, make sure they are fitted with a residual current device (RCD). This shuts off the power if an electrical fault develops or if you accidentally cut through the cable.
- Always put garden tools, rakes and spades away.

### Kitchen

- Keep items you use regularly at working height.
- If you must use a step stool, get one with a bar to hold on to. Never use a chair.

### General Safety Tips

- Always ensure used sharps/needles are disposed of properly in line with safety guidance given.
- You must not obstruct any communal areas. If we feel that any item is an obstruction or a hazard we may remove it after giving you reasonable notice then dispose of it, and charge you our reasonable costs for doing this.
- You must not store, park, recharge the batteries of, or repair any motorised vehicle (petrol or electric) inside your home, or in any communal or shared areas other than an area identified for such purposes.

# ANNUAL REPORT 2018/19 in numbers...

Here's our annual report which gives information on how we performed during the financial year 1 April 2018 to 31 March 2019. We hope this information is useful in terms of understanding key costs and our performance. If you've any queries or comments you'd like to make about this report, please get in touch with us on (01229) 876523 or email: [housing@barrowbc.gov.uk](mailto:housing@barrowbc.gov.uk).

## Responsive Repairs

 £971,387 spent on responsive repair work:

-  2126 were emergencies
-  2069 were urgent
-  3973 were routine



£40.17 average cost of responsive repair

£366.15 average cost of major repairs

£2,281 average cost to repair void property

## Planned Maintenance Works

 £2.082m spent carrying out major improvements to 1320 properties:

-  83 bathrooms
-  227 central heating
-  144 rewires
-  78 roofs
-  116 new windows/doors

 100% properties meet Decent Homes Standard

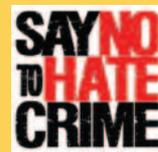
## Rents

 £81.85 average weekly rent  
 £477,382 current tenant arrears  
 14 tenants evicted for rent arrears



## Tenancy & Estates

1419 people on Cumbria Choice register  
 207 homes were re-let  
 57.4% properties accepted on first offer  
 21 houses sold under Right to Buy Scheme  
 2,557 properties managed by Housing Service



## Neighbourhood

1 report of Hate Crime (disability)

Complaints	Stage 1	Stage 2	Stage 3
Upheld	2		
Not upheld	5	1	1
Partly upheld	2		
Rejected/withdrawn	2		
<b>Total</b>	<b>11</b>	<b>1</b>	<b>1</b>

## Your Home Gas Safety Checks

100% properties have valid gas certificates   
 52 warrants obtained to gain access to properties to carry out gas servicing where tenants refused access

£7280 spent on warrants  
 £140 per warrant

## Aids & Adaptations

£76,078 spent on adaptations  
 72 aids/adaptations completed  
 100% customer satisfaction



**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

Katie Wilson (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 Duncanson (01229) 876458

**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**

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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
<b>NON-GAS</b>	(01229) 876578 / 876371 / 876474 / 876428	(01229) 833311
<b>GAS-ONLY REPAIRS</b>	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****CONTACTS FOR TENANT GROUPS***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 Voices for Lord Street Area, Dalton**

Jackie Scott 07595 389 895 &amp; Irene Asbury (01229) 468138

**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