

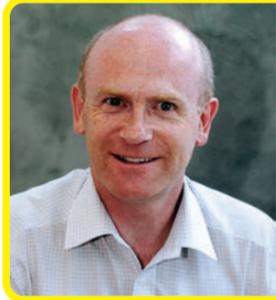
SUMMER 2019
News for tenants
and leaseholders of
Ipswich Borough Council

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IPSWICH
BOROUGH COUNCIL

Ipswich Borough Council provides for all tenants and this includes an increasing number who require some form of disabled adaptation to their property.



HOUSING MATTERS

Councillor Neil MacDonald
Housing Portfolio Holder

IBC is now spending nearly £900,000 per year on adaptations. In the past year, 390 adaptations were made. This ranges from grab rails through wet rooms and on to a few bespoke extensions. Each and every one of those 390 adaptations will make life easier and safer for a household.

As you will know, we are building new council houses and it is important that some of these new builds are disability adapted. The Bader Close development led the way, the Tooks development in Whitton will provide more and the new "small sites" developments will add to the numbers. The continuing need for this type of property means that your Council will continually look to increase numbers.

I am personally delighted that tenant representative Kelvin Cracknell was elected on to the council in May. From working with Councillor Cracknell – as he now is – I have seen a different view of the daily problems that wheelchair users face. I am sure that he will provide a voice on the Council for all people with a disability.



SIGN UP FOR AN ONLINE COPY OF TENANTS' TIMES

Tenants Times is a bi-annual magazine produced by Ipswich Borough Council, which are distributed to more than 7,600 Council properties and 356 leaseholders.

Our aim is to provide you with information on social housing news and the communities you live in.

We welcome news stories from you. If you have news relating to your community, friends, neighbours or relatives, email tenant.participation@ipswich.gov.uk and you might see your story featured in one of our magazines.

The frequency of our published newsletters has changed. Here's the breakdown:

- March** Online Tenants' Times only
- June** Summer printed edition (with performance indicators)

September Online Tenants' Times only

December Winter printed edition (with performance indicators)

We also publish Newsbites of the Tenants' Times throughout the year.

Subscribe now for an online copy of the Tenants' Times to be sent to your emails on: www.ipswich.gov.uk/tenantstimes

ALTERNATIVE FORMATS ARE AVAILABLE

We are able to produce formats such as USB, CD, Large copies and Audio. To find out more or to request for a different format for your newsletters, contact Tenant Participation on 01473 433313.

Suffolk Family Carers

Living Fuller Lives

Our loved ones are living longer with illness or disability and more and more of us are looking after them. Whether round the clock or for a few hours a week, in our own home or for someone at the other end of a long drive, caring can have a huge effect on us, our lives and our plans.

Caring is such an important part of life. It's simply part of being human. Carers are holding families together, enabling loved ones to get the most out of life, making an enormous contribution to society and saving the economy billions.

Yet many family carers do not recognise they are carrying out a caring role and this can be a real barrier to accessing vital support. Our information line handles more than 14,000 calls a year from family carers and provides advice and support in a solution-focused way. Our advisers complete Carers Assessments in partnership with Suffolk County Council.

Every day, another 6,000 children and adults across the UK will take on a caring responsibility – that equates to more than two million people each year.

SUFFOLK FAMILY CARERS CAN HELP

Caring can be extremely complicated. The maze of rights and entitlements can be complicated. Filling in paperwork can be complicated. Trying to organise a break can be complicated. Our feelings about caring can certainly be complicated. We are here to make sure that no matter how complicated your query or your experience, you don't have to care alone.

99% of family carers felt that Suffolk Family Carers listened and gave them information and advice to empower them to make informed decisions about their caring role.

Our work with young carers is now long established and well respected in over 90 schools and colleges across Suffolk. We have support workers in all the hospitals across Suffolk and GP surgeries to identify and support family carers. We introduced the 'Carer Friendly Hospital' award for hospitals to recognise the needs of the family carer alongside the patient. Our work within the sphere of mental health and wellbeing is considered exemplary by family carers and practitioners alike. We also support family carers who are affected by someone else's drug or alcohol use.

Are you looking after someone? Who is looking after you? We help family carers from as young as five years old get the support they need to live fuller lives. Call us today on 01473 835477 or visit www.suffolkfamilcarers.org



The Befriending Scheme provides friendship and learning opportunities for vulnerable people (16yrs+), including those with learning disabilities, mental health needs, older people, and other isolated groups. We also provide lots of volunteering opportunities with extra support for those who need it.

There are currently more than 12,000 adults with a learning disability in Suffolk; approximately one in four with mild mental health conditions and an unknown number who do not access the health and care services they need and are entitled to. We will continue to identify, reach out to, and support more of these vulnerable people.

We run regular drop-in centres, known as Hubs, across Suffolk. These allow our members to build meaningful one-to-one friendships with other vulnerable people and volunteer befrienders. We also run weekend and evening social clubs as well as member and volunteer training across the county.

If you would like to apply to have a Befriender, or would like to refer an individual to the service, you will need to complete a referral application form. We carefully match our members with volunteer befrienders based on shared interests and where they live.

Fill in the form online or call our office to request a paper form. You will need to return paper copies of the form by post to:

The Befriending Scheme
Above Northcroft Social Club,
1 The Croft
Sudbury
Suffok
CO10 1HN

Once the application form has been received, our One to One Link Co-Ordinator will be in touch to discuss eligibility.

Get In Touch:
Telephone 01787 371333
Email info@thebefriendingscheme.org.uk

DRUG-RELATED LITTER

WHAT IS DRUG RELATED LITTER?

- NEEDLES
- SPOONS
- TIN FOIL
- GLASS VIALS/ WATER AMPOULES
- CITRIC AND VIT C SACHETS
- CLING FILM
- BABY WIPES
- BOTTLES MODIFIED TO MAKE BONGS
- GAS CANISTERS
- SWAB/PREP PAD PACKETS



The Police and Ipswich Borough Council are working in partnership to address drug-related issues. Please help us by reporting any drug-related activity. This will allow us to direct resources more effectively.

HOW CAN YOU HELP YOUR COMMUNITY?

COMMUNAL AREAS:

- Only let people in that you know
- Keep your communal doors closed
- Do not wedge your communal entrance door open
- Report any suspicious behaviour to your Housing Officer or the Community Caretaker

REPORT IT TO:

- **01473 433000** Ipswich Borough Council's Cleaner Ipswich Hotline is the number to use to report needle finds or other drug related litter.
- **0800 555 111** You can call Crimestoppers anonymously to report drug related activity. They will not ask for any personal details.
- **999** is the number to call if you require an immediate police response (i.e. a crime is in progress or about to happen). You don't have to provide your details if you don't want to.
- **101** is the number for police if the matter is less serious.

REDUCING CRIME- COMMUNITY ACTION

On 29th October 2018 a community meeting was held in Grebe Close with Police, Council officers, Councillors and local residents. This was in relation to problems including drug related activity and anti-social behaviour that had been experienced in the area over the previous few months. In response to residents reporting matters to the Police, the Council were able to take enforcement action against main perpetrators living in the area. This has included:

- **2 FULL CLOSURE ORDERS, WHERE THE PROPERTY WAS CLOSED TO ALL RESIDENTS & VISITORS TO THE ADDRESS FOR 3 MONTHS**
- **1 PARTIAL CLOSURE ORDER, WHERE NO VISITORS WERE ALLOWED IN THE PROPERTY FOR 3 MONTHS.**
- **2 EVICTIONS.**



There were also environmental improvements made which included:

- **REMOVING WALLS AND HEDGES TO INCREASE VISIBILITY**
- **INSTALLATION OF HIGH QUALITY CHAIN-LINK FENCING TO PREVENT PEOPLE CUTTING THROUGH THE AREA.**
- **IMPROVEMENTS TO THE SECURITY OF COMMUNAL GATES.**

IBC and the Police continue to work together to prevent further drug related activity and anti-social behaviour in the area. The action and work undertaken was only possible with the support of local residents in reporting issues and working with agencies.

NEED A LITTER PICKING KIT?

We can all help to keep our neighbourhoods clean. It is easy to arrange a tidy up in your street or park, it is instantly rewarding, great exercise and the chance to meet people from your community. We can supply kit for your event free of charge. This includes litter picking sticks, sacks, hi-vis waistcoats and a safety brief. Contact Glynis Wood on 01473 432994 or email glynis.wood@ipswich.gov.uk

DANGEROUS MATERIALS

Volunteers should not touch or move the items listed below. Instead please make a note of the location and report it to the Cleaner Ipswich Hotline (see contact details on this page).

- **BROKEN GLASS**
- **DRUG RELATED LITTER/HYPODERMIC SYRINGES**
- **UNIDENTIFIED SUBSTANCE OR CONTAINERS OR LIQUID**
- **ASBESTOS**
- **LARGE HEAVY ITEM**
- **ANY OTHER POTENTIALLY HAZARDOUS ITEM**

If there is any doubt about an item, do not touch it and let the Council know.

For more information, visit My Ipswich or contact Cleaner Ipswich Hotline on 01473 433000.

NOMINATE YOUR AREA FOR A COMMUNITY CLEAN-UP DAY

Ipswich Borough Council's Housing Team have been getting together with police community officers and caretakers to help clean up areas in Ipswich that are prone to litter and fly-tipping. We have also engaged with residents and encouraged them to report issues relating to anti-social behaviour, drug-related activity and crime. Officers and the Council continue to tackle neighbourhood issues to achieve safer communities, but we need your help.

Fill in the below if you would like to nominate your area for future clean-up days:

Area of choice: _____

Reason:

- Fly-tipping
- Litter
- Anti-social behaviour
- Crime
- Other (Please specify) _____

Please return this slip to Tenant Participation:
3rd Floor, Grafton House, 15-17 Russell Road, Ipswich IP1 2DE
or contact us on tenant.participation@ipswich.gov.uk



UNIVERSAL CREDIT AND WORK

If you are in work and receive Universal Credit (UC) the amount you receive can change significantly or even stop completely depending on when you get paid. This can make it difficult to pay bills and budget your money.

This is because UC is calculated each month based on your earnings during the previous month. This is known as your 'assessment period' and will be different for everyone.

The amount of earned income you receive during your assessment period can often change the amount of UC you receive or even stop your claim depending on when your pay day falls even if you are regularly paid the same amount.

As an example, if you are paid four-weekly one UC payment per year will be reduced or may be nil. This is because you receive 13 payments a year and in one of your monthly assessment periods you will therefore be paid twice and this income will be included in your UC award assessment for the following month, meaning your payment will be significantly reduced.

WHAT CAN I DO?

Be prepared – check where your pay dates fall in your assessment period each month so you can see which month you will be assessed on two incomes and can try to start budgeting for a much reduced UC payment for those times. Request a budgeting advance – but please be aware this is a loan and must be repaid. For further advice please visit – <https://www.citizensadvice.org.uk/benefits/universal-credit/claiming/get-advance-payment/>

Contact **Ipswich Citizens Advice** for personal budgeting support.

Inform UC straight away that you wish to continue to claim UC if you received no UC payment one month due to the way you are paid. For useful advice on how different earnings patterns can affect UC payments please visit <https://www.gov.uk/government/publications/universal-credit-different-earning-patterns-and-payments>

HAVE YOU HEARD OF MONEY MANAGER?

WHAT IS MONEY MANAGER?

Money Manager is designed just for people on Universal Credit. You can use it whether you are making a new claim or moving to Universal Credit from existing benefits. It will help you make the most of your money:

- WHEN YOU ARE WAITING FOR YOUR FIRST UNIVERSAL CREDIT PAYMENT
- WHEN YOU ARE GETTING REGULAR MONTHLY PAYMENTS.

THE BENEFITS OF USING MONEY MANAGER

- YOU'LL ONLY GET INFORMATION AND ADVICE BASED ON YOUR PERSONAL CIRCUMSTANCES
- YOU CAN BUDGET FOR A SINGLE MONTHLY PAYMENT USING THE CALCULATOR
- YOU CAN WORK OUT THE BEST WAYS TO PAY YOUR RENT
- FIND OUT WHICH BANK ACCOUNTS ARE BEST FOR MANAGING YOUR PAYMENT
- GET MONEY SAVING TIPS FOR CUTTING THE COST OF YOUR HOUSEHOLD BILLS
- SAVE INFORMATION AND GO BACK TO IT WHENEVER YOU WANT
- FIND OUT WHAT TO DO AND WHERE TO GET HELP IF YOU'RE STRUGGLING.

You can find this useful tool at www.moneyadvice.org.uk/en/tools/money-manager



YOUR **(NEW)** GUIDE TO RECYCLING



Getting your recycling right is better for you and the environment



ONLY these items in your recycling bin
Other items will cause contamination and reduce the quality of recycling

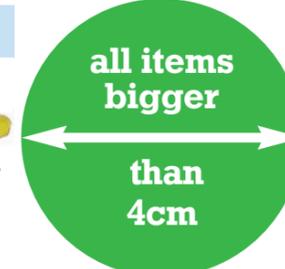
paper / card



metals



plastic



DO NOT place any of these items in your recycling bin

They will spoil the recycling and YOUR BIN WILL NOT BE EMPTIED



BUILDING SUCCESS

Ipswich Borough Council recently completed five new social housing properties in Widgeon Close and two new social houses in Ainslie road. The Widgeon close Marsh Terrace development has been awarded the GOLD standard award for Secured by Design certification (an award by the Police).

We are currently nearing completion of 17 new housing units in Cauldwell Hall Road, which are due to be fully occupied by new tenants before Christmas 2019. The latest project to start on site in the spring of 2019, was the new 60 homes being built on the old Tooks bakery site. The ground re-levelling and foundation piping is now completed and the constructions above ground will soon be evident to anybody viewing the site.



EAST VILLA

The Council has a duty to provide temporary accommodation to households who are homeless. There has been an increase in homelessness nationally and locally over the last few years. This increase has meant a greater usage of Bed and Breakfasts (B&Bs) when the Council's own temporary accommodation units are full.

The Council is keen to provide quality accommodation for everyone, so in 2017 the Council purchased a former care home owned by Suffolk County Council. The design of the scheme in turning it into a temporary accommodation unit has focused on it being flexible depending on the demand. It has 45 bedrooms and these are a mix of self-contained flats and bed sits. A significant number of these can be re-configured, meaning rooms can be linked for larger families.

The new temporary accommodation unit (East Villa) has now been fully refurbished and is due to open at the beginning of July. Staff will be on-site with residents 24/7 to provide support and assistance where needed. This unit will help address the increasing demand and reduce the use of B&Bs in the future. East Villa will significantly improve the Council's ability to continue helping homeless households.



DID YOU KNOW?

STAY FOR 3, GET THEM FREE

Get up to 3 hours of free parking at Crown Car Park every Sunday until 29th September.

T&Cs apply, visit www.ipswich.gov.uk/parkingoffers



COMPETITION TIME

Whether your garden is big or small, all of our green-fingered heroes can enter in this year's Garden Competition.

Enter a photograph of your garden for a chance to win £50 Love to Shop Vouchers, and runners up will receive £20 Love to Shop vouchers.

These are the three categories for entering:

TENANTS' GARDEN OF THE YEAR

COMMUNAL GARDEN OF THE YEAR

SHELTERED SCHEME GARDEN OF THE YEAR

Deadline for entry: 19th August 2019.

Please email three photos of your garden and choose the category you would like to enter and forward your contact details to: tenant.participation@ipswich.gov.uk

OR You can post your photos to 3rd Floor East, Tenant Participation, Grafton House, 15-17 Russell Road, Ipswich, IP1 2DE.

Winners will be contacted: 23rd August 2019.

GOOD LUCK!



WHO WON OUR LAST ARTWORK COMPETITION?

Congratulations to our little artists Lauryn, 6, (left) and Maryum, 9, (below) for their amazing artwork. They were given £20 Love to Shop Vouchers and artwork supplies to continue their creative work. **Well done!**



SAY CHEESE!

You may be aware that your Housing Officers take your individual photo when on property visits.

Why do we do this?

Ipswich Borough Council is committed to preventing social housing fraud. Social housing is in short supply and tenancy fraud deprives genuine applicants, many of whom have a desperate need and may have been waiting to be housed for a long time.

Photographing tenants at sign-up and during visits enables us to use these photographs in the day-to-day management of our tenancies.

Next time you have a property visit, you may well be asked to "say cheese!" but don't worry!

* Please note that picture-taking is not a condition of your Tenancy Agreement and you can refuse to be photographed.



TAKE A STAND AGAINST SCAMS!



Each year scammers steal billions of pounds – and cause victims severe emotional and psychological suffering.

To fight back against the criminals, an initiative called **Friends Against Scams** has been launched in Suffolk by Suffolk Trading Standards.

Friends Against Scams is a campaign which aims to protect and prevent people from becoming victims of scams by empowering communities to 'Take a Stand Against Scams.' Friends Against Scams is a National Trading Standards initiative, whose aim is to:

- **INSPIRE ACTION**
- **HIGHLIGHT THE SCALE OF THE PROBLEM**
- **CHANGE THE PERCEPTIONS OF WHY PEOPLE FALL VICTIM TO SCAMS**
- **MAKE SCAMS A LOCAL, REGIONAL AND NATIONAL TOPIC**

By completing the online learning, anyone can learn about the different types of scams and how to spot and support a victim. With increased knowledge and awareness, people can make scams part of everyday conversation with their family, friends and neighbours, which will enable them to protect themselves and others from scams.

To become a Friend Against Scams please go to: www.friendsagainstscams.org.uk/

FASTER, QUICKER, BETTER... WITH YOUR HELP!

Later this year we will be launching Housing Online, a customer portal that will enable you to view your tenancy details and manage your rent account online. Housing Online will have a great look and feel with screens that display clearly on any device that you use. It will provide you with quick and simple access to information, however and wherever you want. If you would like to help us test the portal before it goes live we would love to hear from you. Please contact us on 01473 433313 or email tenant.participation@ipswich.gov.uk

Don't get bitten by a loan shark!

Have you or anyone you know:

- Been offered a cash loan without paperwork?
- Been threatened when you couldn't pay?
- Had your bank card taken from you?
- Had a loan which keeps growing even though you are making payments?

If you can answer yes to the above you may have been bitten by a Loan Shark.

For confidential help contact the Illegal Money Lending Team

Telephone: 0300 555 2222 (local call rate)

Email: reportaloanshark@stoploansharks.gov.uk



COULD YOU BE OUR NEXT TENANT REPRESENTATIVE?

If you are a tenant who is passionate about improving your neighbourhood, you can join to become a Tenant Representative for your area.

Get first-hand feedback from the Council and your Councillors on neighbourhood matters, have a chance to challenge your landlord and have a say on how our services can be improved. We will provide you with the information, training, and support in carrying out your volunteering role. We always want to hear your ideas and welcome any IBC tenants to join. We will reimburse your travel costs and childcare in attending our forums.



We are currently looking for Tenant Representatives in the following areas:

- EAST**
 - RUSHMERE
 - GAINSBOROUGH
 - PRIORY
 - UPPER NACTON
- NORTH WEST**
 - UPPER WHITTON
 - CASTLE HILL
- SOUTH WEST**
 - CHANTRY
 - STOKE PARK
 - OLD STOKE
 - TRIANGLE



If you would like to know more about volunteering for the council, contact Cristina on: 01473 433313 or email: tenant.participation@ipswich.gov.uk

FUNDING FOR LOCAL AND IPSWICH IMPROVEMENTS

Did you know?

There are budget schemes in place within the Council for small environmental improvements in your communal areas. We would like to hear your ideas on how we can help improve your neighbourhood.

For more information, please telephone our Tenant Participation Officer on 01473 433313 or speak to your Housing Officer for options.

LOOKING FOR WORK?

WE MAY HAVE YOU COVERED.

Whether you're looking to develop your skills as an Apprentice or take the lead in a senior management role, your dream job could be just a step away. Please tell family and friends. Details of our vacancies can be found on our website at www.ipswich.gov.uk/jobs

TENANTS MAKE POSITIVE CONTRIBUTIONS FOR THEIR CHOSEN CHARITIES

TALKING BOOKS

Frances celebrated her birthday in March in the company of family and friends. In support of the Talking Books Service, she raised a total of £300 and is really grateful for everyone's contributions.

MORE ABOUT THE TALKING BOOKS CHARITY:

Talking Books is a free service provided by RNIB (Royal National Institute of Blind People), to give adults and children with visual impairments access to over 25,000 fiction and non-fiction books. You can choose to receive your books in a variety of formats such as CD, USB, Braille, Large Print and you can also download them digitally.

Borrow up to six books at a time, with no time limit on how many you borrow throughout the year. Books are delivered to your door free of charge, in a pre-paid envelope. You can use their online library catalogue to browse, discover and choose your books.

Call the RNIB helpline on 0303 123 9999 or email helpline@nib.org.uk to sign up or find out more information. Registered UK Charity Number. 226227



Frances on her birthday with friends and family.

THE BUS SHELTER IPSWICH

In support of The Bus Shelter Ipswich, Pamela and Barbara set up a raffle ticket sale in one of their Tenant Get Togethers, with prizes in store for the winners, which they very generously bought themselves. Tenants also supported the cause and together they raised a total of £150 for the charity in May.



Pamela and Barbara

BENS' MEDI BEAR

Last March Marilyn and Ann purchased five medi bears and equipment from donations that they receive at their Friends of Jubilee Tea and Cake get togethers, which are held in Westgate Ward Social Club. The bears were delivered at the Ipswich hospital in June, and staff were over the moon with their contributions. Each bear came with its own outfit and slipper bag and is fitted with a bespoke medical device to comfort children with learning difficulties or disability. They are also used for educational purposes, with each bear being adapted with everything from hearing aids to button PEG tubes, to help others see and understand how medical devices work on the children and to promote social inclusion and acceptance for children who have additional medical and care needs.



Ann and Marilyn with Ipswich Hospital staff

KILIMANJARO AND DHP PRESENTS
BY ARRANGEMENT WITH CAA

Ed Sheeran

PLUS SPECIAL GUESTS

The Darkness LEWIS CAPALDI
(AUGUST 25 & 26)

PASSENGER
(AUGUST 23 & 24)

FINAL SHOW OF DIVIDE WORLD TOUR ADDED - BANK HOLIDAY

SOLD OUT FRIDAY 23, **SOLD OUT** SATURDAY 24, **SOLD OUT** SUNDAY 25 & MONDAY 26 AUG

IPSWICH CHANTRY PARK

EDSHEERAN.COM

ONLY USE OFFICIAL TICKET VENDORS

TICKETMASTER.CO.UK / SEETICKETS.COM / MYTICKET.CO.UK / ALTTICKETS.COM / GIGANTIC.COM / AXS.COM

These shows use paperless ticketing technology which means your credit or debit card is your ticket.
Fan to fan face value resale will be available from November 1 from your point of purchase.
Customers with disabilities - visit alttickets.com. BSL available on request for Saturday 24 August.
Under 16s should be accompanied by an adult. No children under 5.

VISIT EDSHEERAN.COM FOR FAQ'S
EVENTS SUBJECT TO LICENSE

THE ALBUM
OUT NOW

YOUR HOUSING OFFICERS

EAST NEIGHBOURHOOD TEAM MANAGER: MARTIN ASHPOLE	SHEILA LEWIS	RUSHMERE
	BRIDGET DAVIDSON	GREENWICH
	MARIE WATERS	GAINSBOROUGH
	KELLY HAYES	PRIORY
	HELEN WAJSZWILLI	LOWER NACTON
	KATIE FOREMAN	UPPER NACTON
	TOM ORR	TOWN CENTRE B
SOUTH WEST NEIGHBOURHOOD TEAM MANAGER: DAMON CARTER	ELEANOR FISHER & SARAH TEBBUTT	MAIDENHALL
	ANDY LAY	STOKE PARK
	HANNAH HAMMOND	TRIANGLE
	NATASHA MASON	PLANTS
	DUNCAN SMITH	BIRDS & TREES
	SUZANNE COOK	TRIANGLE & PLANTS
	CHARLOTTE ORR	STOKE PARK / BIRDS & PLANTS
NORTH WEST NEIGHBOURHOOD TEAM MANAGER: EMMA COOK	MARK KINLAN	TOWN CENTRE A
	APRIL DALE	LOWER WHITEHOUSE
	SAM BARBER	UPPER WHITEHOUSE
	GEORGINA ARMSTRONG & CHARLIE WRIGHT	UPPER WHITTON
	SETH DUZGUN	CASTLE HILL
Contact Housing Services on: 01473 433370 OR tenancy.services@ipswich.gov.uk		

DEVELOPING AND SHARING OUR BEST PRACTISE

On 6 June 2019 the Housing Quality Network partnered with the Department for Work and Pensions (DWP) to hold a networking event for housing providers that would provide advice and practical help in managing the migration to UC.

Ipswich Borough Council's Housing Services were pleased to be invited to attend and present our approach to Universal Credit, sharing our experiences and practises in collecting rent and supporting our tenants from a local authority perspective.

It was a good opportunity to network with other organisations and hear about how they have responded to the roll out of Universal Credit. There was a lot of interest in our pre-court and pre-warrant panels and how we use these in our arrears process to review cases and prevent homelessness.

Thank you to our Universal Credit specialist officer Kate Carr for putting together the presentation and our Court Enforcement Officer Natalie Patten for presenting.

MEET YOUR NEW HOUSING OFFICERS

Area that you cover: Whitton

Likes: Dogs, holidays, good food & drink

Dislikes: Wasps (I am one of those freaks that run around like a mad person while everyone else is calmly ignoring them), Liver (even the smell of it makes me feel sick)

Hobbies: Running/going to the gym, spending time with my family and friends

Previous job experience: Ten years working as a Business Support Officer for local government (five years at Ipswich Borough Council and five years for the Youth Offending Service). Prior to this I worked in Estate Agency (predominantly Lettings) and Property Management for approximately eight years, so the role was similar to that of a Housing Officer but in the Private Sector.

What I enjoy most about my job is: Being back in a customer focused role which is extremely varied and challenging, supporting tenants with a wide range of needs - no two days are the same!

CHARLIE WRIGHT



Area that you cover: Castle Hill

Likes: Manchester United, Game of Thrones and pasta!

Dislikes: I don't like Marvel movies or any food with which involves cooked onions.

Hobbies: I like to play football with my mates. We play for a village team called Henley Athletic. We finished second in the Suffolk and Ipswich League this year and won the League Cup.

Previous job experience: I was a Customer Service Advisor at Ipswich Borough Council. My previous role provided myself with great knowledge in regards to the services the council provides.

What I enjoy most about my job is: I enjoy facing new challenges every day and take great job satisfaction from helping our tenants.

SETH DUZGUN



ZERO TOLERANCE TO TENANCY FRAUD

Ipswich Borough Council is committed to tackling tenancy fraud in order to make the best use of its housing stock and ensure the people living there are legally entitled to be there. We were therefore pleased with the outcome of a recent Court case involving a former Ipswich Borough Council reported in the local press.

Janice George was sentenced in December 2018 to 10 months' imprisonment after being found guilty of illegally sub-letting her Council home and then using the Right to Buy scheme to buy it at a large discount. At a further hearing under the Proceeds of Crime Act at Ipswich Crown Court on 8 May 2019, the Judge made a confiscation order for the sum of £93,500 to be paid as compensation to Ipswich Borough Council. The Court heard that Janice George had falsely claimed that she had lived at the property in Ulster Avenue for five years when in fact she had been living with a partner elsewhere and renting the property in Ulster Avenue to others, receiving an estimated £27,000 in rent and letting agent fees. She then used the right to buy scheme to buy the property at a 70% discount for £21,000.

Did you know that as many as 50,000 social homes across the UK are occupied fraudulently?

There is a housing crisis and a general shortage of housing, so it is important that we take tenancy fraud seriously. People who are already in need of social housing and on the waiting list will have to wait even longer if homes continue to be occupied by people who don't have the right to live there.

What is tenancy fraud?

- **UNAUTHORISED SUB-LETTING (A TENANT CLAIMS TO LIVE AT A PROPERTY BUT SUB-LETS ALL OR PART WITHOUT THE LANDLORD'S CONSENT).**
- **NON-OCCUPATION (A TENANT CLAIMS PROPERTY AS THEIR PRINCIPAL HOME BUT LIVES ELSEWHERE).**
- **USING FALSE INFORMATION TO OBTAIN A TENANCY.**
- **FALSE RIGHT TO BUY (WHERE A TENANT GIVES FALSE INFORMATION ON THEIR APPLICATION)**
- **KEY SELLING (A TENANT LEAVES A PROPERTY AND PASSES THE KEYS ON IN RETURN FOR A FAVOUR OR PAYMENT).**
- **UNAUTHORISED EXCHANGE AND ASSIGNMENT (A TENANT GIVES THE TENANCY TO A PARTNER OR FAMILY MEMBER WHO LIVED IN THE PROPERTY WITH THEM WITHOUT OBTAINING THE LANDLORD'S PERMISSION).**
- **WRONGLY CLAIMED SUCCESSION (THE OCCUPIER IS NOT A PERSON ENTITLED TO SUCCEED AFTER A TENANT'S DEATH OR AFTER THEY HAVE VACATED THE PROPERTY AND/OR SUCCESSION RIGHTS HAVE BEEN EXHAUSTED).**

YOU CAN HELP THE COUNCIL BEAT TENANCY FRAUD.

(Signs to look out for)



- You might know someone has a home that the Council does not know about or someone who gave false information in their housing application.
- You might suspect someone of sub-letting if you have seen them collect rent from your neighbours or you might be suspicious because tenants of a property keep changing. Alternatively, you might suspect no one is living in a property, returning only occasionally to collect post.
- If you suspect tenancy fraud please contact the Council, providing details and the reasons you suspect fraudulent occupation. Your identity will be kept confidential. Call us on 433999 or report online at www.ipswich.gov.uk/corporatefraud.

REMEMBERING D-DAY

In May, I was fortunate enough to be able to meet a war veteran, Doug Pipe, who, in 1941, served as an able seaman in the Royal Navy for the Second World War. Prior to the war Mr Pipe was a carpenter, but joined the war at just 17 years of age until the end of the war in 1945. I was inspired by Doug talking about his experiences in the war, particularly his involvement in the Mediterranean invasion in Sicily and Italy. Doug was on board the HMS Warspite when it was hit by a German glider bomb which killed nine sailors, wounded fourteen others and severely damaged the ship. The ship was towed by four tugs 1500 miles back to Rosyth to get ready for the D-day landings.

Doug recalls his most memorable experience of the war in Malta, where he saw a hospital ship with at least fifty blindfolded soldiers being sailed back to England. He later met his wife Kathleen (known as Kay) on VE day in 1945, and had two children. Kay sadly passed away in 2014. He was awarded the highest French civilian award- the Legion of Honour- by French Military Attache Colonel Antoine de Loustal during the Rock Barracks Opening Day in Woodbridge in July 2016, specifically for his efforts in the D-Day landings and the liberation of France. Doug will be celebrating his 96th birthday this year with his loving friends and family.

GO, GREEN IPSWICH!

We have had very little contamination reported during the first month of the changes in brown bins, at under 2%. A few nasties were found on delivery to the compost plant – paint tins, bags of rubbish, sheets of plywood. However 98% of the 760 tonnes from garden waste bins delivered in May was of good quality, consisting of grass, shrubs, hedge & tree trimmings, leaves and flowers and were able to be processed into top quality compost.



Peace of mind for you and your family - 24 hours a day

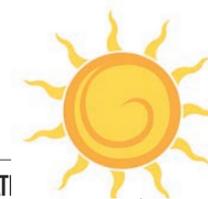
HEARS 

Home Emergency Alarm Response Service

Our 24-hour monitoring and responding service, covering Ipswich and surrounding towns and villages, helps you feel safe, reassured and independent in your own home.

01473 433236
www.hearsalarm.co.uk





FAMILY SUMMER ACTIVITIES

DATE	EVENT	TIME	LOCATION	PRICE
7th July 2019	Museum Secrets: Beyond the Glass Facade	Drop in anytime between 2:15pm - 3:15pm	Ipswich Museum	FREE
Availabilities from selected dates 20th July to 3rd November 2019	Marvellous Machines	10:00am - 5:00pm	Ipswich Art Gallery	FREE
Booking Availabilities from selected dates 24th July- 23rd August	The Gory Story of Ipswich for Families	10:30am - 2:00pm	Ipswich Tourist Information Centre	£3
25th July 2019	Summer Cinema Fun Day	12:00pm - 4:00pm	Holywells Park	FREE
28th July 2019 21st August 2019	Summer of Science: Build the Ensemble	10:00am - 12:00pm	Ipswich Museum	FREE
30th July 2019 31st July 2019	Summer of Science: Planetarium	45 minute sessions at 10.30am - 11.15am, 11.30am - 12.15pm, 12.30pm - 1.15pm, 2:00pm - 2.45pm and 3:00pm - 3.45pm BOOK ONLINE	Ipswich Museum	£3.50
31st July 2019	Holywells Fun Day	12pm - 4pm	Holywells Park	FREE
1st August 2019	Summer of Science: Get Snappy	45 minute sessions at: 10.15am - 11:00am, 11.30am - 12.15pm 1.15am - 2:00pm BOOK ONLINE	Christchurch Manson	£3.50
4th August 2019	Summer of Science: Meet the Robots	11:00am - 3:00pm	Ipswich Art Gallery	FREE
6th August 2019	Discovery Day: Fossils	10.30am - 2:00pm	Ipswich Museum	FREE

Please visit www.ipswich.gov.uk/events-calendar/month for more information on summer activities.
Ipswich Tourist Information Centre: 01473 258070 | Ipswich Art Gallery: 01473 433681 | Ipswich Museum: 01473 433551



FREE School MEALS



Free School Meals could save you up to £450 a year

What's more, if you sign up, your child's school receives extra funding from the Government, up to £1,320 a year. Even if your child is getting Universal Infant Free School meals in Key Stage 1, your school will still benefit if you are entitled.

Applying online only takes a few minutes and, if eligible, you will receive free meals until March 2022. Visit www.suffolk.gov.uk/freeschoolmeals

To get free school meals you need to be receiving one of the following:

- Universal Credit (up to £7,400 net earned income)
- Income Support
- Income based Job Seeker's Allowance
- Income related Employment and Support Allowance
- Working Tax Credit run on
- Child Tax Credit **but no element of Working Tax Credit** and have an annual income that does not exceed £16,190



If you need more information you can call [0345 606 6067](tel:03456066067)

CAN YOU GUESS THE COLLECTIVE TERM FOR EACH GROUP OF ANIMALS?

Example: 1. Bees= Swarm

1. Falcons
2. Donkeys
3. Flamingos
4. Giraffes
5. Lions
6. Otters
7. Wolves
8. Stingrays
9. Rabbits
10. Shark
11. Bats
12. Bears
13. Camels
14. Dogs
15. Crocodiles

(* Answers will be revealed in the next Printed Edition of the Tenants' Times.)

USEFUL TELEPHONE NUMBERS

Housing Services	01473 433370
Report a repair/ repair enquiry (including out-of-hours emergencies)	01473 432100
Order a gas repair or gas service	0800 533 5630
Environmental Health (noise)	01473 433015
Crimestoppers (anonymous)	0800 555111
Universal Credit	01473 433291
Anti-Social Behaviour	01473 433325



WE'D LOVE TO HEAR FROM YOU

For any queries or feedback relating to any articles within publication, contact us on tenant.participation@ipswich.gov.uk or call 01473 433313

HOW ARE WE DOING?

Our performance October 2018 to March 2019

COMPLAINTS

We received a total of **50** complaints: **12** complaints about Tenancy Services. **5** complaints about Housing Allocations (Choice based lettings/ Gateway to Homechoice) **2** complaints about Housing Options (Homelessness) **31** complaints about Housing Repairs. **43** out of **50** complaints received a full response within the deadline of **20** working days.

ALLOCATIONS

It took on average **7.8** working days to process a housing application.

RENTS

At the end of March the total amount of arrears ended at **£772,463**, which is **2.17%** of the total due for the year.

GAS SERVICING

We averaged **5** properties per month that did not have an up-to-date gas safety certificate. At the end of March **5** services were overdue.

REPAIRS

19,207 repairs were raised of which **97.5%** were completed on target at the end of March.

TENANCY

85.16% of properties were re-let on time against a target of **95%**. In total **109** of the **128** properties were let on time.

TENANCY SUPPORT

Tenancy Support team supported an average of **64.5** cases per month. At the end of March, a total of **69** cases were being supported to help sustain tenancies and prevent homelessness.

COMMUNITY CARETAKERS

100% of pledge visits and other minor repairs in communal areas were completed in the **6** month period.

ANTI-SOCIAL BEHAVIOUR

We averaged **43** new cases per month. At the end of March there were **45** open cases.