

# TENANTS' TIMES

Summer 2018

News for tenants of  
Ipswich Borough Council

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[www.ipswich.gov.uk](http://www.ipswich.gov.uk)



IPSWICH  
BOROUGH COUNCIL

# HOUSING MATTERS



**Councillor Neil MacDonald  
Portfolio-holder**

The Right To Buy council houses was introduced in 1980. Since then, over half the council houses in Ipswich have been sold off. That's over 8,000 properties. This does make it difficult for your council to find a property for people on the housing waiting list, because there are less properties to rent out. There are 3000 households on the waiting list, so it's clear that more properties are needed.

It is great Ipswich Borough Council is able to build new properties. This year we have completed a couple of small developments at Ainslie Road and Widgeon Close, re-named Marsh Terrace. In the next few months, building will start on the Took's site in Whitton and on a site in Cauldwell Hall Road, which will deliver 77 properties. Plans to develop other small sites are also underway.

About 50 properties a year are sold under Right To Buy, so you can see that the total number of council homes will continue to reduce, forcing families to stay on the waiting list longer and longer.

In Scotland, the Right To Buy was abolished in 2016, in Wales, Right To Buy will end in early 2019. This will protect council housing and help people get into a decent home quicker. Let's hope it happens in England too.

## TENANTS' TIMES NOW ONLINE



Tenants' Times is a bi-annual magazine produced by Ipswich Borough Council and distributed to more than 7,700 Council properties and 300 leaseholders.

You can access your Tenants' Times online for more housing news throughout the year. Sign up at [ipswich.gov.uk/tenantstimes](http://ipswich.gov.uk/tenantstimes) to receive an electronic copy of our newsletters straight to your emails.

Our aim is to provide our tenants with up-to-date information on social housing news. It also allows us to keep tenants informed of what is happening in the areas they live. So if you have good news about yourself, a relative or friend who has contributed towards their community and is a Council tenant or leaseholder, please send their story to [tenant.participation@ipswich.gov.uk](mailto:tenant.participation@ipswich.gov.uk)

Tenants' Times is also available in other formats. To find out more please contact Tenant Participation team on 01473 433313.

# UNIVERSAL CREDIT

If you are 18 or older, and have a change of circumstances or need to make a new claim for the listed benefits below after 25 April 2018 you will be migrated to Universal Credit.

Universal Credit will replace the following six benefits:

Income Support  
Income-Based Jobseekers Allowance  
Income-Related Employment and Support Allowance  
Working Tax Credits  
Child Tax Credits  
Housing Benefits

For further information and details on advice and support if you are worried about managing your money or coping with the changeover to Universal Credit please view

[www.ipswich.gov.uk/UC](http://www.ipswich.gov.uk/UC)

## Need help getting online to make or manage your Universal Credit claim?

### Are you worried about getting online to claim Universal Credit?

If you have claimed Universal Credit you will need to manage your claim online, by checking your online journal regularly. You can communicate with your Work Coach, report changes and respond to any questions regarding your claim online.

We are happy to help you make and manage your Universal Credit claim online. Our Customer Service Staff are available at the Customer Service Centre, Town Hall, Ipswich. Open Monday - Friday 8:30am-5pm

If you are happy going online but do not have access to a computer, tablet or smart phone, we have computers with free internet access available at several locations across our district.

Computers and free internet access are available at: Ipswich Customer Service Centre, Princes Street, Chantry Library, Hawthorn Drive, Gainsborough Community Library, Clapgate Lane, Ipswich County Library, Northgate Street, Jobcentre Plus, St Felix House, Silent Street, Rosehill Library, Tomline Road and Stoke Library, High School, Maidenhead Approach.

[www.ipswich.gov.uk/uc](http://www.ipswich.gov.uk/uc)



## UNIVERSAL CREDIT LUNCH & LEARN

If you are a tenant receiving Universal Credit or would like to know more information, pop over to our workshop to:

- Discover local opportunities for online access and training
- Receive information on money advice and tenancy support
- Find out what the Council is currently doing to help tenants
- General Q&A on Universal Credit and how it affects you

### Where

Grafton House, 15-17 Russell Road, Ipswich IP1 2DE

### When

Thursday 19th July 2018 at 12pm

Refreshments provided (please let us know before the event if you have any dietary requirements)

RSVP to Cristina by 6th July 2018 on 01473 433313

## The way you receive benefits has changed

### Your Universal Credit payment will be paid MONTHLY, directly to YOU

Your Universal Credit will be paid to you like a monthly wage and you will be responsible for paying your rent yourself.

If you have not paid your rent directly to your landlord before, and Housing Benefit has been paid to your landlord in the past, you need to think about whether you can manage this payment yourself.

If you're worried about the way this new benefit is paid, we can help. Please speak to your Work Coach about

Personal Budgeting Support. An appointment can then be arranged for you with Ipswich Housing Action Group (IHAG's) Money Advice Service, who offer impartial advice and support with managing your new monthly payment.

Alternatively, you can make an appointment yourself by speaking to IHAG on 07999 085 829 or email at

[pbs@ihag.co.uk](mailto:pbs@ihag.co.uk)

### Free school meals

If you have any questions, please contact the Free School Meals Team on 01473 260989 or [freeschoolmeals@suffolk.gov.uk](mailto:freeschoolmeals@suffolk.gov.uk).

Apply online at [www.suffolk.gov.uk/freeschoolmeals](http://www.suffolk.gov.uk/freeschoolmeals)

[www.ipswich.gov.uk/uc](http://www.ipswich.gov.uk/uc)

Follow us on Facebook, twitter and YouTube links available on [www.ipswich.gov.uk/uc](http://www.ipswich.gov.uk/uc)

# SHELTERED SCHEMES



Cumberland Towers residents have been celebrating completion of improvement works with tea and cakes in the company of Deputy Mayor Roger Fern.

Cumberland Towers now has a new heating system, energy-efficient windows and balcony screens along with external wall insulation, roof insulation and a new roof covering.

A further £185,000 was spent on a new sprinkler system to further enhance fire protection systems.

Housing portfolio-holder Neil MacDonald said:

“The aim has been to bring Cumberland Towers up to modern standards to provide fit for purpose sheltered accommodation for years to come. We want to provide residents with a safe, high quality home and I want to thank LawTech, our own staff and the tenants themselves on completion of this major investment.”

The £1.8 million refurbishment was financed through rents and contributions towards the insulation work by energy companies.



## SWITCH TO DIRECT DEBIT

**SAVE TIME ...**

Switch to Direct Debit



Ipswich Borough Council offers its tenants  
the flexibility of paying their rent by direct debit.

**Direct debit is one of the safest ways of paying bills:**

- payments are safe and secure;
- no risk of late payment charges;
- less hassle, saves you time;
- easy to set up - any day, any time;

**Apply online at [www.ipswich.gov.uk/direct debit](http://www.ipswich.gov.uk/direct debit) or call 01473 433370**



Are you already thinking about the cost of summer holidays and sending the children back to school?

By coming to your local ethical Credit Union you could save more than £340 in interest compared to other weekly repayment credit providers.

We offer a £500 loan repayable from your Child Benefit. As a membership cooperative, you share in any profit we make.

You can become a member and apply for a loan at the same time via our website or in our Austin Street shop. It is easy to apply for and we aim to make a decision within 3-4 days.

Our special £500 Child Benefit loan, enables you to make weekly loan repayments out of your Child Benefit, at £12 per week (APR 42.6% total repayable £592.12). The remaining funds are available for immediate withdrawal via our telephone or online banking.

You can always save a small amount each week for Christmas, birthdays or rainy days.

If you saved the difference in weekly repayments compared to another weekly repayment company, you will have £300 by the end of the loan.

We aim to support you in breaking the cycle of debt and get you in the habit of saving. Our motto is "Save when you can, borrow when you need to". Our website has information on all our loans and saving accounts at [www.eslcu.co.uk](http://www.eslcu.co.uk)

Deposits are protected by the Financial Services Compensation Scheme. Eastern Savings & Loans Credit Union Ltd. is authorised by the Prudential Regulatory Authority & regulated by the Financial Conduct Authority and Prudential Regulatory Authority FRN 213756

Registered under the Co-operative and Community Benefit Societies and Credit Unions Act 1965. No. 658C Member of the Association of British Credit Unions Ltd (ABCUL).

## 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](mailto:reportaloanshark@stoploansharks.gov.uk)



# HELPING THE HOMELESS



Homelessness means many things to different people. In Ipswich we have a variety of support available for people who are rough sleeping, living in hostels and people at risk of eviction. Our vision is to end homelessness in Ipswich. Please visit [www.ilhp.org.uk](http://www.ilhp.org.uk) for details about the Ipswich Locality Homelessness Partnership

The Help Our Homeless Campaign is represented at Ipswich market along with the Chapman Centre and partner agencies. It is as much about prevention as supporting people to make their lives better. As a group of interested partners we want to stop begging in the town. We aim to inform people of the support available and try to inform the public and ask them to give responsibly, if they want to give. Our message is being listened to.

[www.helpourhomeless.co.uk](http://www.helpourhomeless.co.uk)

A by-product of our work is raising money to help support people to achieve their needs. All money is spent on people, not on promoting the campaign.

The Chapman Centre provides support and advice to marginalised, vulnerable adults on a range of issues. The Centre offers services for homeless and/or rough sleeping people. The MAX (Make a Change) club provides meaningful activities for Chapman Centre clients on Wednesday and Thursday afternoons from 1-3pm.

If you are interested in volunteering for the Centre and are over 18 please contact [admin@ihagcc.co.uk](mailto:admin@ihagcc.co.uk) for further details.

## Your ideal apprenticeship could be just a step away ...

### EXAMS NEARLY OVER?

An Ipswich Borough Council apprenticeship is a great stepping stone to your career, giving you valuable workplace experience, your own income and recognised qualifications.



Did you know apprentices are paid 40% more than the National Apprenticeship wage? It also means no student loans to worry about, training fees will be paid by the Council on your behalf.

Our apprenticeships include Grounds Maintenance roles in Ipswich's beautiful parks, Accounting & Finance, Tenant Participation, and Events & Hospitality as well as practical construction crafts such as carpentry and plumbing.

Securing your first role is about more than qualifications - most employers are looking for relevant experience too. Apprenticeships at Ipswich Borough Council offer opportunities to gain a wide range of relevant experience in a large organisation, recognised qualifications and real work skills.

To find out more about what an Ipswich Borough Council Apprenticeship could offer you, a friend or family member, please visit our Apprenticeship web page on [www.ipswich.gov.uk](http://www.ipswich.gov.uk) To receive details of apprenticeship vacancies, you can sign up for job alerts on our website.

# TENANT PARTICIPATION – YOUR VOICE MATTERS

## WHAT IS TENANT PARTICIPATION?

Tenant Participation is a platform for tenants and landlords to share ideas and make decisions to improve local housing service standards. We always want to consult your views to make sure that our services are tailored to your needs and satisfaction.

## WHY SHOULD I JOIN TENANT PARTICIPATION?

We believe that you - the tenant - knows best when it comes to your neighbourhood and your home. We want to make sure your views are listened to and are reflected in our actions and policies.

## WHAT DO I GET OUT OF JOINING?

Getting involved means you can get updated news on IBC services and wider housing issues, and ask questions relating to your tenancy. We want to make sure our tenants live in a place where they feel safe, secure and accounted for.

## WHAT DOES IT COST?

Involvement in our services is flexible and completely FREE. We can provide you with transport and reimburse your child care costs when attending our forums.

"Tenant Participation is a good way to meet different people and have a say in the council's decision-making."



I like being involved in the wider community and letting other tenants' know about the opportunities that are available to them."

## EXAMPLES OF HOW TENANT CONTRIBUTIONS HAVE IMPROVED SERVICES:

- Completed neighbourhood projects eg. better signage, clean-up days and renovation of communal gardens.
- Responses in surveys that tell us what we are doing well and where we can improve.
- Improved communication with tenants on neighbourhood issues, eg. anti-social behaviour.

### FORMAL

#### ■ Housing Working Group

Looking at IBC performance figures and housing issues. Housing feedback for tenants and Councillors.

#### ■ Area Housing Panel

Opportunity to raise neighbourhood issues, feedback from IBC services and welfare updates. Discussion on service issues. Approve panel projects and feedback on current group projects.

#### ■ Behind the scenes

Involvement for any tenants

Looking at specific IBC services and performance. Tenants can make recommendations for improvements.

#### ■ Tenant Talkback

Focus groups on service and publications. Mystery shopping or site visits. Surveys designed and conducted with tenants.

### INFORMAL

#### ■ Get-togethers

Informal setting. One daytime and one evening meeting each month. Plan workshops, training & events. Approve small projects and update on area improvements.

#### ■ Neighbourhood and media

Engagement through publications (ie. Tenants' Times) and social media

Face to face at neighbourhood drop ins and recruitment.

## JOIN OUR TENANT GET-TOGETHERS:

Second Thursday of the month at 10:30 am

Last Thursday of the month at 6pm

at 4YP Centre, 14 Lower Brook Street IP4 1AP

Drop in, open to all tenants. Contact the team for more information

## IF YOU WOULD LIKE TO GET INVOLVED, PLEASE COMPLETE BELOW

Name: \_\_\_\_\_ Contact number: \_\_\_\_\_

Address: \_\_\_\_\_

Please note that the Tenant Participation team will contact you when consulting your views on our services, in the duration of your volunteering role.

## I am only available for (please circle)

### Daytime:

Mon    Tue    Wed    Thu    Fri

### Evening:

Mon    Tue    Wed    Thu    Fri

## PLEASE TICK AS APPLICABLE

# Velocity COUNTY LINES



## What are County Lines?

'County Lines' and the supply of drugs is effectively a gang of at least three people who have established a drug market in a rural town, with origins to an urban city location. For example for Suffolk, it is likely to be a gang from London with them moving into local towns, predominantly Ipswich, Bury St Edmunds and Lowestoft to transport/sell class A drugs (specifically crack cocaine and heroin).

It's a national trend and all forces within the east are aware and are tackling the issue. Mobile phones are frequently used to facilitate the drug deals and these are professional and experienced gangs.

## Safeguarding the vulnerable

Police will always go after the dealers but it's also about supporting people who have become involved in criminal activity through their vulnerabilities but need help to escape the cycle. Vulnerable adults and young people are frequently used and in some cases ruthless criminals have taken over their properties to do the dealing from. This is known as 'cuckooing'. The vulnerable could be current drug users, addicts, young people who maybe in care or missing from home, pupils absent from school or people with mental health issues.

Gangs typically use vulnerable young people to deliver drugs to customers and this can include deception, intimidation, violence, and/or grooming. The nature of this activity causes disputes with other gang members or local drug dealers for the custom and hence many violent incidents occur because of this.

If you notice any suspicious behaviour or think someone is being victimised, you can help.  
Contact: Duty Housing Officer - 01473 433131  
Housing ASB - 01473 433325  
For urgent Police assistance - 999  
For less urgent matters - 101



# CLEAN UP AFTER YOUR DOG



Always clean up after your dog

You can report incidents of fouling at  
[www.ipswich.gov.uk](http://www.ipswich.gov.uk)

Having a report of each incident helps Enforcement Officers target problem areas. If you have an idea who might be responsible please let us know the description of the dog, owner, the time they usually walk their dog and leave a mess - it's all useful information.

Call us on **01473 433115** if you have information about a recurring dog fouling issue that may help us identify the offender. Where sufficient evidence is obtained our Enforcement Officers will take action and issue a fixed penalty notice to offenders.



## Drug-related litter

Help us monitor hotspot locations by reporting drug related litter.

Drug litter includes materials such as:

- syringes/needles • spoons
- tin foil • cling film
- baby wipes • bongs

**HELP KEEP OUR COMMUNITY  
SAFE AND TIDY!**

Further information can be found at  
[www.ipswich.gov.uk/drl](http://www.ipswich.gov.uk/drl)

## Numbers to call:

Cleaner Ipswich Hotline to report needle finds or other drug related litter (even if items are on private land)

**01473 433000**

You can also report online

[www.ipswich.gov.uk/report](http://www.ipswich.gov.uk/report)

ASB Hotline to report anti-social behaviour

**01473 433434**

You can call Crimestoppers anonymously to report drug-related activity

**0800 555 111**

For immediate Police response when a crime is in progress or about to happen

**999**

To contact Police for less serious matters

**101**

# ANTI-SOCIAL BEHAVIOUR



## IN THE SUMMER

For most people the thought of summer being around the corner is a great thing ... outdoor BBQs, lounging in the sunshine, finally turning off the heating and opening windows! However, unfortunately for some, summer brings worry as it can also carry an increase in low-level anti-social behaviour.

In order for everyone to enjoy the warmer months it is important individuals are aware of the impact of their actions and more tolerant of those who may just be trying to enjoy the sun.

### Three top tips for enjoying your summer ... without upsetting the neighbourhood

1

Let neighbours know in advance if you are having a BBQ so they can take their washing in and close any windows.

Let them know what time you plan to finish ... or perhaps invite them along!

Don't sit the BBQ next to their fence - equally if your neighbour has a one-off BBQ and things go on a little late, chatting to them is often better than calling the Council

2

**Keep kids under control.**

Summer is a great time for children to get outside and have fun with friends - this is something we definitely don't want to stop.

While the majority of families are law abiding and considerate, it is important parents ensure they know what their children are getting up to as unfortunately a few can cause problems in local communities and their actions can result in enforcement of your tenancy

3

**Excessive loud music is anti-social at any time.**

Some people believe if they turn their music down by 10pm they cannot get into trouble. This is simply not the case, if persistent loud music or noise is witnessed at an address at any time of day or night it can result in legal action and tenancy enforcement.

So please ensure music is kept to a reasonable level.

## REPORTING ASB AND NOISE NUISANCE

If you are experiencing anti-social behaviour and speaking with the person responsible was not appropriate or didn't help, please contact us on **01473 433325** or email at **housingASB@ipswich.gov.uk** so we can discuss the matter with you.

We will then be able to provide advice, pass to the relevant team or take on your case for investigation.

For noise nuisance please contact Environmental Health direct on **01473 433015**



# AREA COMMITTEES

Area Committee meetings give residents the chance to influence Council decision-making



This is your opportunity to tell us what you would like to see improved in your neighbourhood and also hear what's going on in your local area.

There are five Area Committees, each cover a different patch of the town; North West, North East, Central, South West and South East. Each Area Committee is made up of local councillors, who represent you as a resident. The interactive map on our website will show you which area you live.

Councillors and officers work together with residents, businesses and community groups to identify areas in need and develop projects, events and/or activities to support the community and alleviate deprivation.

In 2017/18, Area Committees approved funding towards a total of 38 projects. Organisations supported last year include ActivLives, Lofty Heights and Future Female Society.

We are grateful to be joined by representatives from our Safer Neighbourhood Teams at the meetings. They share local policing news and provide community safety advice. The meetings are also regularly attended by other agencies, such as Suffolk Highways, to update on major developments in the town such as the Upper Orwell Crossings project.

So why not join us at an upcoming Area Committee meeting? e: [communities@ipswich.gov.uk](mailto:communities@ipswich.gov.uk) or call 01473 432224 for more information or visit our [ipswich.gov.uk](http://ipswich.gov.uk) website.



## THANK YOU ...

We'd like to say thank you to our Tenant Representative, Margaret Tillotson for helping us put together the Tenants' Times!

# UNWANTED GOODS



Ipswich Furniture Project can take your unwanted household electrical appliances

Metal items or appliances are collected free from homes within postcodes IP1- IP4. Commercial collections are chargeable, items can be in working order or broken. Working appliances are collected from inside the property by appointment. Broken appliances are collected from outside the property on a day advised when you book. To book telephone 01473 404004 e: service@ipswichfp.org Include a contact number so we can arrange collection.

# ARE YOU GETTING YOUR RECYCLING RIGHT?

## X NO THANKS

Food waste	Glass	Textiles and clothes (WE CAN NO LONGER ACCEPT BAGGED OR LOOSE TEXTILES)
Electricals and batteries	Nappies	Plastic bags and film
Polystyrene	Gas canisters	Crisp packets and food pouches
Small stuff e.g. loose bottle tops and shredded paper	NEW INFO	

NO ITEMS SMALLER THAN THIS 4cm

**WHY? PUTTING THE WRONG THING IN YOUR RECYCLING BIN CAN:**

- spoil a whole lorry load of recycling
- be dangerous and unpleasant for the people who sort it
- waste taxpayers' money

## Ipswich Summertime

[ipswichentertains.co.uk](http://ipswichentertains.co.uk)

@IpswichEnts

2nd June | Waterfront  
**Dragon Boat Racing**  
2nd June | Waterfront  
**Fake Festival TICKETED**  
9th June | Christchurch Park  
**Wedding Fair**  
10th June | Holywells Park  
**Teddy Bear's Picnic**  
17th June | Christchurch Park  
**Craft & Vintage Market**  
17th June | St Peter's Street  
**Ipswich Jazz Festival**  
22nd-24th June | Various venues  
**Food & Drink Festival**  
23rd-24th June | Waterfront

2nd June | Waterfront  
**Lark in the Park**  
24th June | Gippeswyk Park  
**Open Air Cinema TICKETED**  
30th June | Christchurch Park  
**Music Day**  
1st July | Christchurch Park  
**Open Air Theatre TICKETED**  
4th July | Christchurch Park  
**Global Rhythm**  
7th July | Christchurch Park  
**Indian Summer Mela**  
8th July | Christchurch Park  
**Wildlife Family Fun Day**  
26th July | Holywells Park  
**Summer Cinema Family Fun Day**

1st August | Holywells Park  
**Pop-up Pictures Outdoor Cinema TICKETED**  
2nd-4th August | Holywells Park  
**Active Family Fun Day**  
8th August | Holywells Park  
**Crafted Classique TICKETED**  
11th August | Waterfront  
**Maritime Festival**  
18-19th August | Waterfront  
**Bubble Rush TICKETED**  
26th August | Christchurch Park  
**Vehicle Family Fun Day**  
29th August | Holywells Park  
**Big Fun Run**  
1st September | Christchurch Park  
**One Big Multicultural Festival**  
2nd September | Alexandra Park  
**Memory Walk**  
2nd September | Christchurch Park  
**Great East Run TICKETED**  
16th September | Town Centre  
**Cycle Swarm TICKETED**  
30th September | Christchurch Park

**BRIAR BANK TOWN 102**  
Crafted<sup>®</sup> Fred.Olsen Cruise Lines  
Kersys<sup>®</sup> Allied Health Professionals wagamama BBC RADIO SUFFOLK Palmer Group EMPIRE CINEMAS LEXUS IPSWICH ISAACS University of Suffolk hudsongroup ESTABLISHED 1962 GRAPEVINE SIGNS FOR YOU TCA BASEPOINT Ipswich car trust JOHN BANKS GROUP ...in the community

# HEARS

Home  
Emergency  
Alarm  
Response  
Service



**24 HOUR  
MONITORING &  
RESPONDING  
SERVICE**

**HEARS IS HERE  
TO HELP!**

HEARS is a personal alarm service established for more than 25 years, offering support to people in Ipswich and surrounding areas (including Woodbridge, Stowmarket and Felixstowe) who want to feel more confident living independently in their own homes.

A personal mobile button is provided, which can be worn as a neck pendant or wrist strap. An alarm unit is connected through a home telephone socket to the Ipswich based 24-hour control team. The alarm can be used in an accident or medical emergency, such as a fall. If you know anyone who would benefit from the service, please let them know.

For more information visit [www.ipswich.gov.uk/HEARS](http://www.ipswich.gov.uk/HEARS) or call the 24 hour control team on 01473 433236

**NO MINIMUM CONTRACT REQUIRED**

A full monitoring and response service = £5.45 per week  
A monitoring only service = £2.70 per week  
The monitoring and response service is limited to specific areas so please contact us to confirm your area is covered.



**Limited mobility?**

## SHOPMOBILITY

offers FREE use of a  
wheelchair  
or battery  
powered scooter to  
get you around the  
town centre

Call in and see us at **IPSWICH**  
**SHOPMOBILITY** at the  
Buttermarket shopping centre  
on the lower ground (LG)  
car park level\*  
Monday - Saturday 9.15am-4.15pm

All equipment to be returned by 4pm

\*two hours free parking for Shopmobility users

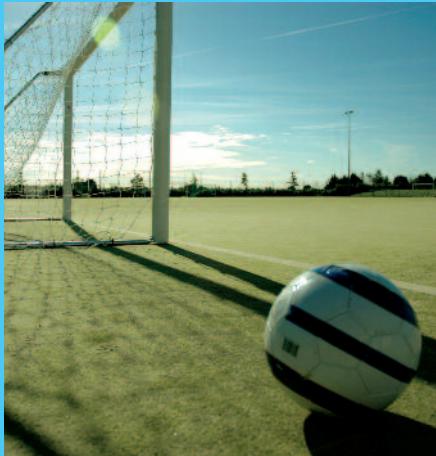


[www.ipswich.gov.uk/shopmobility](http://www.ipswich.gov.uk/shopmobility)

t: 01473 222225



# FREE IPSWICH SPORT SESSIONS



During term time the Positive Futures project is running free activities across Ipswich.

Young people between 10-19 years old can simply turn up and join in, sessions are free.

Football	Chantry Sports Centre	Tuesday	5-6pm
Football	Whitton Sports Centre	Wednesday	4- 5pm
Girls Only	Chantry Sports Centre	Wednesday	6-7pm
Boxing	Inspire Suffolk	Wednesday	6-7pm
Football	Landseer Park	Friday	5.15-6.15pm
Girls Only	Whitton Sports Centre	Friday	7-8pm

The project is managed by national charity Catch 22 funded by the Suffolk Police and Crime Commissioner. It also works in partnership with Suffolk County Council and Ipswich Borough Council.  
For further information please contact paul.knight@catch-22.org.uk



## IPSWICH COMMUNITY PLAY BUS

All our sessions are term time only

**MONDAY 9.45-11.45am**  
**Ravenswood (by the school)**

**WEDNESDAY 9.45-11.45am**  
**Congreve Road**  
**WEDNESDAY 1.15-3.15pm**  
**Kelly Road**

**FRIDAY 9.45-11.45am**  
**Moffat Avenue, Rushmere**

**TUESDAY 9.45-11.45am**  
**Griffin Wharf - residents car park**  
**by Old Audi Garage, Bath Street**

**THURSDAY 9.45-11.45am**  
**Downside Close**

**FRIDAY 1.15-3.15pm**  
**Ulster Avenue, Whitehouse**



[www.ipswichplaybus.org](http://www.ipswichplaybus.org)  
01473 221521  
CHARITY NO 278061

## GARDEN COMPETITION

Do you have a garden  
you are particularly  
proud of?



Be in with a chance to win our  
**2018 Garden Competition**  
with £40 Love to Shop vouchers!

The three categories for entry are:

- Sheltered Scheme Garden of the Year
- Communal Garden of the Year
- Tenant's Own Garden of the Year

Entries are open until 27th July.

Please contact Tenant Participation to find out more on 01473 433313 or e: [tenant.participation@ipswich.gov.uk](mailto:tenant.participation@ipswich.gov.uk)



Let us celebrate you

## TENANT AWARDS 2018

Each year we want to recognise tenants who go above and beyond for their local community

It could be someone who always tries to help their neighbours, cleans up regularly in the area or anything that you think deserves recognition. The categories for entry are:

- Tenant of the Year • Sheltered Scheme Tenant of the Year
- Young Tenant of the Year (up to 30 years old) • Tenant Representative of the Year

There are prizes up for grabs for winners and runners-up

All entrees will be contacted and invited to the Tenant Awards ceremony in September 2018.

t: 01473 433313 or email their stories to [tenant.participation@ipswich.gov.uk](mailto:tenant.participation@ipswich.gov.uk)



I would like to nominate:

### TENANT AWARDS 2018

Details of why you would like to nominate this person  
(please provide as much detail as you can below):

for the (category):

Their address:

Please forward their stories along to Tenant Participation by  
3rd August 2018.

Return to Tenant Participation, 3rd Floor,  
Grafton House, 15-17 Russell Road, Ipswich IP1 2DE  
e: [tenant.participation@ipswich.gov.uk](mailto:tenant.participation@ipswich.gov.uk)  
t: 01473 433313

[www.ipswich.gov.uk](http://www.ipswich.gov.uk)

# SUFFOLK YOUNG PEOPLES HEALTH PROJECT (4YP)

## Suffolk Young People's Health Project

(also known as '4YP') is a local charity that provides a wide-range of services and activities that improve the social, emotional, and physical health and well-being of young people in Suffolk, who are aged 12-25.



### Contact Us

4YP is here to help. If you'd like to speak to one of our friendly Young People's Workers, drop-in or contact us for further information or to arrange a visit on: 01473 252607  
e: [enquiries@syphp.org.uk](mailto:enquiries@syphp.org.uk)

**Suffolk Young People's Health Project (4YP)**  
**14 Lower Brook Street, Ipswich IP4 1AP**

Registered Charity Number: 1084286

Registered Company Number 3954918

Stay in touch with 4YP: [www.4yp.org.uk](http://www.4yp.org.uk)  [twitter.com/4\\_yp](https://twitter.com/4_yp)



We offer support for those who, for whatever reason, cannot or do not meet criteria, to access the help they need elsewhere.

**4YP** aims to make young people healthier, happier, safer, and more able to live well independently by helping them develop life and social skills, awareness, positive relationships, confidence and emotional resilience. Young people can freely drop-in to 4YP from 10am-5pm each weekday.

We also offer fun, enriching activities until 8pm most evenings. All services are confidential, professional, non-judgemental, and free. These include youth work, counselling, advice, information, and practical support. We even offer laundry facilities and an online chat-based support programme for people who can't drop in. Issues we frequently support include bullying, family and relationship problems, anxiety and depression, sexual health, self-harm, getting active and healthy eating, communication skills, and anti-social behaviour. We can even [help with housing issues](#).

### Examples of What Young People Tell Us

"Made me feel more positive about the grades I will get in my GCSE's, so now I feel less stressed!"

"Made me happier and not afraid to be myself."

"**Help with my anger, I get less detentions.**"

"I feel like coming here was really good for me and a huge stress relief to get out of my house and just being able to talk to someone which was really good for me."

"I feel cleaner and more confident about housing."

"My mental health progress would have been harder without the use of this service."

# EXPRESS YOUR VIEWS



We would like to gain your views on what you believe are the priorities for improvement of the Council's housing stock, its communal areas and the neighbourhood. This will help us to ensure the funds we have are targeted where most needed.

When completed please return this page to Tenant Participation, 3rd Floor East, Grafton House, 15-17 Russell Road, Ipswich IP1 2DE. Thank you.

Identify your top five for each question in priority order:

1. What would you like to see improved on your home:

- |  |                          |
|--|--------------------------|
| Chimney                                  | <input type="checkbox"/> |
| Roof covering                            | <input type="checkbox"/> |
| Gutters and downpipes                    | <input type="checkbox"/> |
| External walls                           | <input type="checkbox"/> |
| Windows                                  | <input type="checkbox"/> |
| Entrance doors                           | <input type="checkbox"/> |
| Door Canopies                            | <input type="checkbox"/> |
| Canopy over front bay window and/or door | <input type="checkbox"/> |
| Kitchen                                  | <input type="checkbox"/> |
| Bathroom                                 | <input type="checkbox"/> |
| Central heating                          | <input type="checkbox"/> |
| Electric wiring, sockets and switches    | <input type="checkbox"/> |
| Smoke alarm                              | <input type="checkbox"/> |
| Carbon Monoxide alarm                    | <input type="checkbox"/> |
| Plastering to ceilings                   | <input type="checkbox"/> |
| Plastering to walls                      | <input type="checkbox"/> |
| Thermal insulation to lofts              | <input type="checkbox"/> |
| Thermal insulation to walls              | <input type="checkbox"/> |
| Sound insulation                         | <input type="checkbox"/> |
| Damp proofing                            | <input type="checkbox"/> |
| Ventilation                              | <input type="checkbox"/> |
| Drainage                                 | <input type="checkbox"/> |
| Footpaths                                | <input type="checkbox"/> |
| Fencing                                  | <input type="checkbox"/> |
| Gates                                    | <input type="checkbox"/> |

Other - please state:

2. Living in a flat/maisonette, what would improve communal areas

- |                            |                          |
|----------------------------|--------------------------|
| Main block entrance doors  | <input type="checkbox"/> |
| Main stair/landing windows | <input type="checkbox"/> |
| Floor covering             | <input type="checkbox"/> |
| Stair surface covering     | <input type="checkbox"/> |
| Balcony railings           | <input type="checkbox"/> |
| Balcony walkways           | <input type="checkbox"/> |
| Surface paving             | <input type="checkbox"/> |
| Screen walls               | <input type="checkbox"/> |
| Gates                      | <input type="checkbox"/> |
| Footpaths                  | <input type="checkbox"/> |
| Rainwater drainage         | <input type="checkbox"/> |
| Clothes drying facilities  | <input type="checkbox"/> |
| Parking                    | <input type="checkbox"/> |
| Bin storage                | <input type="checkbox"/> |
| Cycle storage              | <input type="checkbox"/> |
| General storage            | <input type="checkbox"/> |
| Mobility Scooter storage   | <input type="checkbox"/> |
| Internal lighting          | <input type="checkbox"/> |
| External lighting          | <input type="checkbox"/> |
| Communal TV                | <input type="checkbox"/> |
| CCTV                       | <input type="checkbox"/> |
| Door entry system          | <input type="checkbox"/> |
| Signs                      | <input type="checkbox"/> |
| Benches                    | <input type="checkbox"/> |
| Landscaping                | <input type="checkbox"/> |

Other - please state:

3. What would you like to see improved in your neighbourhood:

- |                               |                          |
|-------------------------------|--------------------------|
| Car parking                   | <input type="checkbox"/> |
| Garage parking                | <input type="checkbox"/> |
| Grass verges                  | <input type="checkbox"/> |
| Rainwater drainage            | <input type="checkbox"/> |
| Screen/Retaining walls        | <input type="checkbox"/> |
| Boundary wall/fences          | <input type="checkbox"/> |
| Access/alley ways             | <input type="checkbox"/> |
| Footpaths                     | <input type="checkbox"/> |
| Steps                         | <input type="checkbox"/> |
| Overgrown trees or vegetation | <input type="checkbox"/> |
| Landscaping                   | <input type="checkbox"/> |
| Lighting                      | <input type="checkbox"/> |
| Recycling facilities          | <input type="checkbox"/> |
| Bin storage                   | <input type="checkbox"/> |
| Play area                     | <input type="checkbox"/> |
| Bench seating                 | <input type="checkbox"/> |
| Unattractive sites            | <input type="checkbox"/> |
| Unattractive buildings        | <input type="checkbox"/> |

Other - please state:

# YOU SAID, WE DID ...



Here are some improvements we have made in your area, after listening to your suggestions.

## Serpentine Road - East

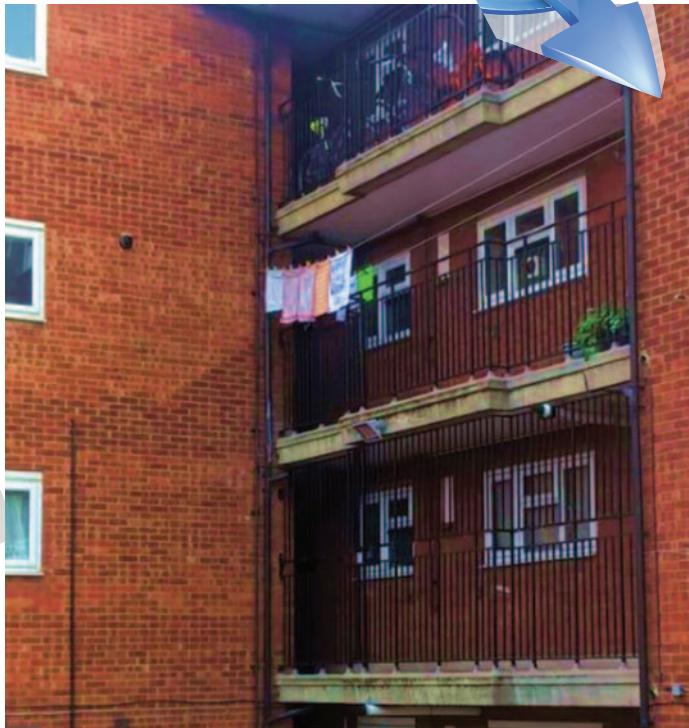
An East Tenant Representative requested help to improve the communal garden behind Serpentine Road flats. There was dog mess, overgrowth and a garden that was hardly usable. After the works, the garden has been steam cleaned, deweeded, and

overgrowth was cut back significantly. We also placed benches and troughs, together with washing lines, for tenants to enjoy the garden space.



## Vernon Street, South West

Reports of anti-social behaviour were received of non residents accessing the first floor balcony. This has been reduced after installation of an additional balcony railing.



## Kerry Avenue - North West

A Kerry Avenue tenant complained about cars parking on the grass verges causing a mess and becoming an eye sore, especially during the bad weather. Our Tenancy Services team has worked with our caretakers to concrete posts on the verge to stop people from parking there.



## We'd love to hear from you!

For your ideas on neighbourhood improvements, please telephone 01473 433313 or email: [tenant.participation@ipswich.gov.uk](mailto:tenant.participation@ipswich.gov.uk) or speak to your Housing Officer with your suggestions.

If you would like to become a Tenant Representative for your area or want to know more on how to get involved, come and join us in one of our Get Togethers. (Details on page 7).

# BIG GARDEN 10<sup>th</sup> BIRTHDAY PARTY

**Saturday 21st July 2018**

**11am - 3pm      FREE ENTRY**

**People's Community Garden**

**Maidenhall Allotments**

**Halifax Rd, Ipswich**

**IP2 8RE**

**01473 345350**

**[www.activlives.org.uk](http://www.activlives.org.uk)**



**Suffolk  
County Council**

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**FOOD  
STALLS  
LIVE MUSIC  
KIDS ACTIVITIES  
OUTDOOR CRAFTS  
AND MUCH,  
MUCH MORE!**

# YEAR MEASURING UP

## UPDATE OF HOUSING PERFORMANCE

Period covering  
April 2017 – March 2018

## WANT TO BE MORE INVOLVED?

JOIN THE TENANT FACEBOOK GROUP

[www.facebook.com/groups/IBCtenants/](http://www.facebook.com/groups/IBCtenants/)



### 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

### Complaints

We received **21** complaints about Tenancy Services. 100% complaints received a full response within the deadline of 20 working days.

### Allocations

It took on average **7** working days to process a housing application.

### Rents

At the end of March **£720,272** in rent payment was outstanding, which is 2 % 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 **8** services were overdue.

### Repairs

**19,557** repairs were raised of which **98.1%** were completed on target at the end of March

### Tenancy

We averaged **86.19%** re-let of empty management properties on time against a target of **95%**. In total **287** of the **333** properties were let on time.

### Tenancy Support

We averaged **15** cases of support referrals per month. At the end of March there are **56** tenants being supported to sustain their tenancies and prevent homelessness.

### Community Caretakers

**100%** of pledge visits and **4,033** other minor repairs in communal areas were completed

### Customer Service

Out of **62,720** calls made to housing and repairs **75%** got through to an agent before ending the call in March

### Anti-Social Behaviour

We averaged **8** new cases per month. At the end of March there were **35** open cases.

