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TENANTS' TIMES

Summer 2017

News for tenants of
Ipswich Borough Council

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IPSWICH
BOROUGH COUNCIL

HOUSING MATTERS



Councillor Neil MacDonald
Portfolio-holder

Keeping people healthy and warm in their homes is something Ipswich Borough Council takes a great pride in.

I am particularly keen on Council homes being as warm as possible, making sure electric and gas bills don't go through the roof. Your Council has a good record in ensuring affordable warmth for tenants. The recent record speaks for itself:

- Insulation for 338 "hard to heat" council houses
- External wall insulation for houses with solid walls - 193 already done with 316 more to be done this year
- Cumberland Towers has had new external wall insulation and efficient storage heaters
- Loft insulation top-up programme
- More than 2,000 properties will benefit from a four-year scheme to upgrade their gas boilers to the most efficient A-rated boilers

Why talk about heating in June? Because upgrading heating happens all year round. It's not just about keeping your bills down. Without this positive action from your Council, people could suffer health problems from living in a cold, damp home.

TENANTS' TIMES NOW ONLINE

Tenants' Times is a bi-annual magazine (all tenants receive a printed copy in June and December) produced by Ipswich Borough Council and distributed to more than 8,100 Council properties and 300 leaseholders.

The new monthly version is only available online. Sign up online to receive your new version released straight to your emails. Do a simple search on our website for Tenants' Times and see the newest and previous editions of the online versions.

Its aim is to provide tenants with up-to-date information on social housing issues and allow us to keep you informed of what is happening in your area. So if you have good news about anyone who has contributed towards their community and is a Council tenant please email their story to tenant.participation@ipswich.gov.uk

Tenants' Times is also available in audio form (CD or cassette).

For more information please contact the Tenant Participation team.



YOUR RENT HAS CHANGED

With effect from Monday 3 April 2017 your rent is now payable over 52 weeks instead of 50

Unlike previous years, rent will be charged weekly with no 'rent-free' weeks. Rent-free weeks were never 'free' because your rent is calculated as an annual rent and divided by the number of weeks charged for. These changes will make monthly Direct Debit and standing order payments easier to calculate and understand.

Housing benefit: If you think you are entitled to claim housing benefit check your entitlement and make a claim online at www.ipswich.gov.uk

What do I do next?

If you pay by Direct Debit this will be automatically adjusted to take into account the rent change, you will be notified separately. If you are in arrears you need to pay the weekly amount plus the agreed repayment amount you have agreed.

If you are in receipt of Universal Credit you must report changes to the Universal Credit Service Centre on 0345 6000 0723.



We now offer tenants the flexibility of paying rent by Direct Debit any day of the week or month and any frequency

Direct Debit is one of the safest and most reassuring ways of paying bills:

- Payments are made automatically, so bills are never forgotten, lost in the post or delayed by postal problems, and there's no risk of late payment charges
- Organisations using the Direct Debit scheme are closely monitored by the banking industry
- The Direct Debit Guarantee protects you and your money
- It saves you time - modern life is hectic but Direct Debit helps. It take away much of the hassle associated with paying bills and puts an end to queueing at the bank or post office. It also makes it easier to stay on top of bills and you will know exactly how much each payment will be.

To set up your Direct Debit please visit www.ipswich.gov.uk or call 01473 433370

INVOLVEMENT IN YOUR COMMUNITY

Have you any ideas how to improve your neighbourhood? Would you like to make new friends? Do you want a say in how the Council works with regards to housing?

YOUR VOICE IS IMPORTANT

Pop to one of our get-togethers for a friendly, informal chat. See how you can be more involved in having your say and helping others!

Every 2nd Thursday of the month
at 10.30am

Every last Thursday of the month
at 6pm

VENUE - please contact
01473 433321 to find out more.



BITESIZE TRAINING



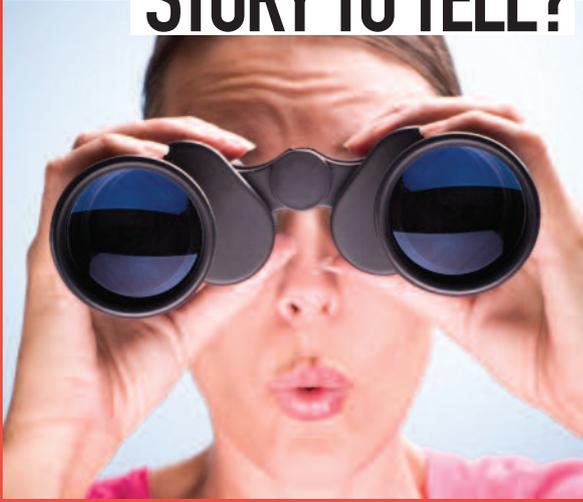
Ipswich Borough Council tenants are welcome to attend a free bitesize training session to learn more about the services we offer or subjects to advance learning. Examples of our previous sessions have been:

- Introduction to social housing and housing law
- Customer Service Centre and housing officers
- Maintenance and Contracts

We have more training sessions to follow, so please contact tenant.participation@ipswich.gov.uk or telephone 01473 433321 to find out when the next session is and what's on.

Places are allocated on a first-come-first-served basis.

HAVE YOU A STORY TO TELL?



Have you got a story about yourself or a neighbour that you believe should be shared in Tenants' Times?

Then we want to hear from you.

We are always on the look out for stories (both old and new) celebrations, award news and anything else you feel would be of interest.

To find out more or to submit your stories please email: tenant.participation@ipswich.gov.uk or ring 01473 433313.

AREA COMMITTEES

Have a say on your neighbourhood
Meet your Councillors
Hear the police on local crime



The Council's five Area Committees give you the chance to hear first-hand about major issues affecting Ipswich. In the past, experts involved in the Cornhill redevelopment, Fire or Police changes and the Upper Orwell crossings have explained their plans and answered public questions. The Police attend each meeting and report on local crime. Area Committees also decide on funding awards to local causes. Previous funding has supported Whitehouse skate park, support groups, sports clubs and community buildings.

To find out more email: communities@ipswich.gov.uk or come along:

Wednesday 12 July, 7pm South East

18th Ipswich Scout Hall
50 Cliff Lane, IP3 0PE

Thursday 13 July, 7pm North East

St. John's Church Hall
Cauldwell Hall Road, IP4 4QE

Wednesday 19 July, 7pm Central

Museum Street Methodist Church,
Museum St, IP1 2EF

Thursday 20 July, 7pm North West

Whitton Baptist Church, Highfield Rd, IP1 6DH

Thursday 27 July, 6.30pm South West

Chantry Academy, Mallard Way, IP2 9LR



THOUGHT ABOUT GETTING AN ICARD?

Have you thought about getting an iCard in the past but it just doesn't fit with what you want to do?

Now with more membership types it's easier to find the right membership for you.

Great deals for Concessions and Families
Excellent discounts on fitness classes,
holiday activities and racquet sports.

Find out more at www.ipswichfit.co.uk

Don't forget to follow us @ipswichfit on Twitter and
Like us on Facebook @IBC|pswichfit

YOU GET MORE CHOICE WITH AN ICARD

We offer more activities and venues
than any other business in Ipswich



DECORATION VOUCHER

Do you need a bit of help with purchasing some paint?

Need some new paint brushes?

Ipswich Borough Council tenants could be eligible for an internal decorating voucher.

To be eligible for a voucher you have to meet the criteria below:

- Lived at your current address for at least three years
- Not been issued with an internal decorating voucher in the last two years
- Receiving Disabled Living Allowance (DLA) or Personal Independence Payment (PIP)
- Aged 60 or over

To apply for a voucher go online to www.ipswich.gov.uk

UNIVERSAL CREDIT



Universal Credit - what you need to know

Universal Credit is a new, single payment for working age people looking for work or on a low income. It is being introduced in stages and will replace:

- Child Tax Credit • Housing Benefit • Income Support
- Income based Job Seeker Allowance • Working Tax Credit
- Employment Support Allowance

Most people won't be affected to begin with, but here is what you can do to get ready for the changes.

- To be able to receive your Universal Credit payments you will need to have a bank or building society account. If you have an account already, check that it is ok for receiving automated payments. Post Office Card Accounts are not a suitable account for Universal Credit.
- If you have a partner you will get a single payment for both of you, so think about whether you want to have it paid into a joint account.
- Check your bank account lets you set up regular payments for things like rent and other bills. If it doesn't, you might want to switch to one that does.
- Because Universal Credit is paid monthly, you will probably have to make changes to the way you budget. You will need to work out very carefully how much money you have coming in each month and what you need to spend it on. That way you can be sure you will get through to the end of the month without running out.

- If you do not have access to the internet, ask at your Jobcentre and they will tell you where you can get online or pop into your local library, most of them have computers you can use free of charge.
- An email account is required to claim Universal Credit online. Setting up an email account is easy and free. You can choose from a range of email providers who will let you create a unique email address. Register for an email account on sites such as Outlook.com (run by Microsoft), Gmail (run by Google), Yahoo! Mail and AOL Mail - there are lots of others to choose from.
- If your IT skills need updating, your Jobcentre or library should be able to help you find a course.

If you qualify for help with your rent, this will start being paid to you direct, you will need to pay your rent to Ipswich Borough Council yourself.

Let us know as soon as possible once you have made a claim for Universal Credit. We will be able to help advise you regarding your rent and assist with the information required to support your claim.

Am I eligible and how do I claim?

To find out more about Universal Credit, whether you are eligible and how to claim it, you can:

Go online to the official GOV.UK Universal Credit information page or Money Advice Service - Universal Credit

Download the My council app for your smartphone either from the iTunes app store or from Google Play

Access the LookingLocal channel on Sky channel 539 or Virgin channel 233 and then press the red button

Go to www.lookinglocal.gov.uk from your internet-capable games console

Search for LookingLocal on Facebook



GO FOR GARDEN GLORY



If you are a keen gardener or know a tenant who is, you can enter them in our Best Kept Garden competition for a chance to win £40 Love to Shop vouchers

The three categories this year are:
Sheltered Scheme Garden of the Year
Communal Garden of the Year
Tenant's Own Garden of the Year

Each category will have a first and second prize. This is a chance to recognise our green-fingered heroes making a leafier, more colourful neighbourhood for everybody.

Entries are open until 4 August for the Best Kept Garden Competition.

Please contact Tenant Participation to find out more on 01473 433313 or email: tenant.participation@ipswich.gov.uk

ALWAYS CLEAN UP AFTER YOUR DOG



I am sure you get really angry if you see dog poo outside your home, school, park or enroute to the shops. The more information we receive about fouling left by inconsiderate dog walkers the better. You can report incidents of fouling at 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 is 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.

CHANTRY RESIDENTS ASSOCIATION



Chantry Residents Association, formed in 1998, is a community shop on Lavender Hill providing residents with a cuppa and a chat. Run by local volunteers it sells new and second-hand clothing plus other items. It is a charity organisation and money raised goes towards normal running expenses, organising Lark in the Park and an annual coach trip to the seaside. A recent raffle raised £219 towards the running of Lark in the Park. Thanks to those who took part.

Lark in the Park

Sunday 25 June
11am-4:30pm at Gippeswyk Park

Lots of fun to enjoy ... so come along and have fun in the sun

(supported in part by Ipswich Borough Council and Year 10 students from the Chantry Academy)

THE ASSISTED GARDENING MAINTENANCE SCHEME IN IPSWICH

The Assisted Gardening Maintenance Scheme is undertaken by the Parks & Cemeteries Department of Ipswich Borough Council

Grass-cutting schedule

The grass-cutting season takes place between March and October. This year cutting began in early March. There might be some variation to the schedule due to weather and subsequent growth conditions however most tenants will receive a four-weekly grass cut.

In the peak growth season between May and July it is expected some grassed areas will become overgrown inbetween scheduled cuts, especially if there are spells of wet weather. At this time of year, it might seem as though some tenants' areas are being neglected. This not the case and the Council are continuing to cut all grass according to the regime above. They do not collect grass cuttings (known as arisings). When long grass is cut, the arisings can be more visible for a short time but these quickly break down and do not damage the grass growing underneath.

Hedge-cutting schedule

Hedges will be cut back up to twice a year between August and the end of February, this is to avoid bird nesting season (March-July). Operatives are not contracted to maintain shrub borders, carry out weeding or any other type of gardening.

Eligibility

To be eligible to join the Assisted Gardening Maintenance scheme:

- Tenants must be aged 65 or above and in receipt of Housing Benefit or

- Be in receipt of Disability Living Allowance (DLA) or Personal Independence Payment (PIP) (do not need to be 65 or above)
- And have nobody living with them who would be capable of maintaining the garden.

Applications

Applications to join the register must be made in writing. The application form will need to be completed and signed by the tenant and returned to your Housing Officer for assessment. Once a completed form has been received, the Housing Officer will need to check eligibility. All applicants will be notified whether their application has been successful or refused. Where the application has not been successful (on the grounds of age, income, having an able-bodied person living in the property or a breach of tenancy eg arrears, a letter of refusal will be sent. If you are unsure of your eligibility, please contact the Duty Officer on 01473 433370.

Missed areas

Ipswich has many parks and open spaces, housing and highway verges to cover. Our Grounds Maintenance teams work hard but some gardens can occasionally be missed. If you feel an area as not been cut when nearby areas have, please contact Ipswich Borough Council on 01473 433512.

NEW MAYOR

The new Mayor of Ipswich is Sarah Barber, a nurse at Ipswich Hospital. Councillor Barber was born into a military family - father Dennis served in the Grenadier Guards - in 1972. After graduating and a job at John Lewis she trained to become a nurse and began work at Ipswich Hospital in 2001. *"The desire that I had to become a nurse, to care and help people, is the same desire that made me want to become a Borough Councillor and now Mayor."*

Her husband, Luke, will be the Mayor's Consort. The Mayor's official charities are Lighthouse Women's Aid, the Ipswich Hospital Charity and FIND (Families in Need Ipswich). Councillor Roger Fern is now Deputy Mayor.



BENEFIT CAP



CHILD BENEFIT SAVING & LOAN PLAN

The benefit cap was set last year at:

- £442.31** a week if you are a couple or have children and live in London
- £384.62** a week if you are a couple or have children and live outside London
- £296.35** a week if you are a single person and live in London
- £257.69** a week if you are a single person and live outside London.

When checking if your benefit income exceeds the benefit cap the benefits included are:

- Child Benefit
- Child Tax Credit
- Housing Benefit
- Incapacity Benefit
- Income Support
- Jobseeker's Allowance
- Employment and Support Allowance (except when in the support group)
- Maternity Allowance
- Severe Disablement Allowance
- Widowed Parent's Allowance & Bereavement Allowance

Find out about the changes via www.gov.uk/benefit-cap. If you have been affected and would like further help and advice please contact us.

At Eastern Savings & Loans Credit Union we understand the importance of controlling your finances, and how keeping children entertained during school holidays can put additional strain on your budget.

Our Child Benefit Saving & Loan Plan, allows members to apply for £500 repayable at £12 a week from their Child Benefit. The loan takes 50 weeks to repay, the total interest is £92.12, so you repay £592.12 in total (43.2% APR). You can also save for holidays, birthdays or life's little extras at the same time. If you have one child and save the remaining balance of £8.70 a week, by the end of the loan you have a lump sum of £435. We encourage you to save when you can, but you can also withdraw your savings when you need, we can transfer funds the same day to your bank account.

Eastern Savings & Loans Credit Union is a successful co-operative business, offering very user-friendly services. As a Credit Union, it's 100% owned by its members, any surplus is shared with members as a dividend at the year end. To apply for the Child Benefit Savings & Loan Plan just become a member of Eastern Savings & Loans. Join online at www.eslcu.co.uk, and apply for a loan online. Membership is open to anyone living or working in Norfolk, Suffolk or Cambridgeshire, by paying a £5 one-off joining fee. Anyone over 18 can join as a full member, there are junior accounts for under-18s which can be opened free of charge.

WE'RE TAKING YOUR PHOTO



We are taking your photos ... but it's nothing to worry about!

Ipswich Borough Council's bid to prevent social housing fraud now includes use of photographic proof of identification and the photographing of tenants.

Purpose of taking photographs

Photographs will be used to help identify people living in Council properties without permission and tenants who have sublet their homes illegally. They will also be used for prevention of fraud or criminal behaviour and to assist us in discharging our housing management functions.

Proof of identity

Applicants who have been short-listed for an Ipswich Borough Council tenancy are required to bring with them photographic proof of identity. This can be either a:

- valid passport; or
- valid driver's license or
- passport sized photograph endorsed on the reverse to confirm name of person in photo, their National Insurance number and name and address of person giving the endorsement.

Taking photographs

In addition to providing proof of identity, photographs will be taken of all new tenants when they come to sign their Tenancy Agreement or as soon as possible after that.

Where a sole tenancy changes to a joint tenancy or there is a succession or assignment of a tenancy, the photograph of the new joint tenant/succeeding tenant will also be required. Where no photograph is held, the Housing Officer may take a photograph either as part of the property inspection visit or at any other time when they meet with tenants in their home. Photographs will be retained electronically and stored securely. Ipswich Borough Council will not disclose them to third parties unless required to do so by law.

FREE IPSWICH SPORT SESSIONS

During the school term the Positive Futures project is running free activities across Ipswich. Young people aged 10-19 can simply turn up and join in; there is no charge to take part.

Football	Chantry Sports Centre	Tuesday	5-6pm
Football	Whitton Sports Centre	Wednesday	4-5pm
Girls Only	Chantry Sports Centre	Wednesday	6-7pm

The project is managed by national charity Catch22 and 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



HEARS



**24 HOUR
MONITORING &
RESPONDING
SERVICE**

**HEARS IS HERE
TO HELP!**

Home Emergency Alarm Response Service



If you have a fall in your home, you are not alone. The HEARS service will come to the rescue. Just press the button and we will help.

The monitoring and responding service covers Ipswich and surrounding towns and villages.

It's all about peace of mind while retaining your independence.

CALL 01473 433236

EMAIL hears@ipswich.gov.uk

VISIT www.ipswich.gov.uk/hears

NO MINIMUM CONTRACT REQUIRED

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

Limited mobility?



www.ipswich.gov.uk/shopmobility

t: 01473 222225



SHELTERED SCHEME NEWS



Goldcrest Court hosted an afternoon tea for residents and the local community. Scheme Manger Julia Johnson, together with residents, organised the event. Julia also attended to ensure everything ran smoothly.

It was a great success, lots of tea was consumed and cake eaten! Many people joined in, even some who have previously been housebound and who got back in contact with long lost friends.

Watch this space for more Goldcrest events.

BUY ONE GET ONE FREE

CROWN POOLS SWIM



TERMS AND CONDITIONS:

One voucher per paying person. Paying person must be over 18.

Children under 8 to be accompanied by an adult also swimming.

Vouchers valid until 31 July 2017

Vouchers cannot be used after this date. Normal Terms and Conditions apply. For more information go to www.ipswichfit.co.uk

**CUT OUT AND BRING THIS VOUCHER WITH YOU,
PHOTOCOPIES NOT ACCEPTED.**

HEDGEHOG CHAMPION STRIKES AGAIN



Mary Jolly of Morecambe Court was recognised last year as a Hedgehog Champion for which she received a certificate.

Since the last Tenants' Times she has purchased more hedgehog houses to help keep them safe. She also received a visit from the Hedgehog Society who gave her advice on how best to look after them. Mary does this of her own accord and pays for all the food delivered to her door. She watches the hedgehog from her windows and thoroughly enjoys looking out for them.

Together with hedgehog duties, Mary also regularly fund raises and organises events at Morecambe Court to raise money for leukaemia.

Her most recent event raised £342 for the charity.

Keep up the good work, Mary!

OPEN DAY FOR DUNDEE HOUSE

Dundee House sheltered scheme invite you to their Open Day on Wednesday 5 July Noon - 4pm

Dundee House on Renfrew Road is opening its doors to the community to celebrate 25 years of its opening. There will be a chance to meet residents, tour the scheme and get involved in activities.

If you would like to attend please come along or email sally.sams@ipswich.gov.uk or 01473 432167.

Suffolk infoLink

Suffolk InfoLink is a **directory of over 7,500 community organisations and local providers** based in and around the county. It contains lists of:

- **Schools** – and their latest OFSTED report
- **Care homes and home care providers** – and their latest Care Quality Commission reports
- **Parish Councils**

Plus:

- **Football clubs**
- **Childminders**
- **Lunch clubs**

And much more.

It also has advice pages on a range of topics including:

- **Home adaptations**
- **Dementia and mental health**
- **Tax free childcare**

As well as a Local Offer section dedicated to advice and support for children and young people with special educational needs or disabilities.

Its newest feature is a self-assessment tool for adult social care, which assesses eligibility for care and support, and gives information and advice on organisations locally that may be able to help.

Why not see what is available near you?

www.suffolk.gov.uk/infolink

If you know of an organisation or provider that is not on the directory, please encourage them to add their information. It is free and easy to register. If you would like more information, please get in contact with us: infolink@suffolk.gov.uk

NHS NEEDS YOUR HELP



Are you or your family in possession of medical equipment you no longer require?

If so, please give it back so it can be used to help someone else?

In 2016 local health services issued more than 100,000 items of NHS equipment including crutches, frames and mattresses to Suffolk patients at a cost of more than £8.5million, and more than a third has not been returned. We understand some patients need to hold NHS equipment for a long time, but NHS services lose a small fortune annually due to missing equipment. The items we are keen to recover range from alternating air mattresses (£1,650 each) to wheeled adjustable frames, (£12.70 each). In one month last year almost £8,500 of wheeled adjustable frames and £600,000 of air mattresses were issued by Suffolk NHS services.

How can you help?

Whatever the equipment or whatever condition it is in, it can be assessed, safety-tested and repaired, reused or recycled. No questions will be asked about returned equipment during this period. The amnesty is a Suffolk-wide partnership initiative involving West Suffolk NHS Foundation Trust, Ipswich Hospital NHS Trust, NHS Ipswich and East Suffolk and NHS West Suffolk Clinical Commissioning Groups, Suffolk Community Healthcare, Norfolk Community Health and Care NHS Trust and Suffolk County Council. **If you have medical equipment to return call Medequip on 01473 351805 or e: Suffolk@medequip-uk.com to arrange for collection.**

LOAN SHARKS



The England Illegal Money Lending Team (IMLT) are a law enforcement agency working across the country to investigate and prosecute illegal money lenders, more commonly known as loan sharks.

The national team has secured more than 370 prosecutions leading to over 320 years in custodial sentences for illegal money lending and related offences. They have written-off more than £71 million of illegal debt and provided support to over 26,500 victims.

A loan shark lends money illegally without the correct Financial Conduct Authority (FCA) authorisation. It's easy to fall into their grip; at first they seem your 'mate' and if you need extra cash they are the first to offer a cash loan. Once you accept you may end up paying significantly more than you think. You will not know how much you owe or the interest charged as often no paperwork is given. Loan sharks have been known to resort to extreme methods to gain repayment, including intimidation, threats and violence, leaving many frightened to leave their home.

The IMLT have launched a website to enable victims to report loan sharks in confidence, using an online form. They run a 24-hour confidential hotline, text service and email providing victims with a convenient way to report illegal lending activity. Victims can request a call back from an IMLT investigator to suit them. Informants may give their name or remain anonymous. Friends and family can also make a report if they are concerned someone is involved with a loan shark.

Call the England Illegal Money Lending Team on **0300 555 2222**. Your call will be dealt with by a trained officer and all information will be treated in the strictest confidence.

Their website is: www.stoploansharks.uk

STOP LOAN SHARKS
Intervention . Support . Education

CRESS GETS YOU GROWING

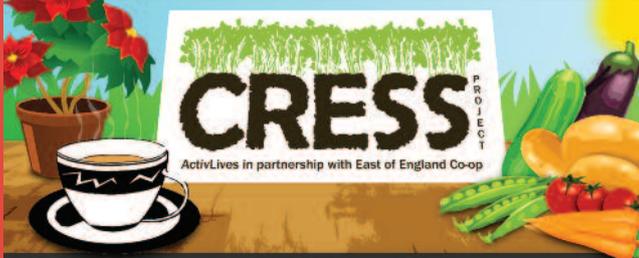
For the green-fingered, there will be seedlings to get you started this season, including lettuce, cauliflower, cabbage, everlasting onion, rocket and herb sets.

Fresh produce will include spring greens, lettuce, kale, purple sprouting broccoli, chard, rocket leaves, and fresh herbs.

Maidenhall Residents' Association will be offering bric-a-brac, hand-made cards and household items, while the Rural Coffee Caravan will offer local information. ActivSheds will be in full swing, the community garden will be open if you would like to look around, and there will be upcycled items at the St Elizabeth's Hospice 'Made With Love' stand. There is on-site parking. The CRESS Pavilion is fully accessible with a newly installed disabled toilet.

Future 2017 CRESS markets will be held on

Fridays 18 August
15 September
13 October



COMMUNITY MARKET & CAFE

FRIDAYS
19 MAY
16 JUNE
18 AUGUST
15 SEPTEMBER
13 OCTOBER

CRESS Pavilion, Halifax Road, Ipswich, IP2 8RE
10:00am - 12:30pm

Freshly picked produce, plants and flowers from ActivGardens. Plus honey from our bees, seasonal jam and chutney, crafts and other stalls. Light lunches made with allotment ingredients. Tea, coffee and homemade cakes

This is a community market so we would love to hear your ideas! For more information or to book a stall call the office on 01473 345350 or email danny@activlives.org.uk

www.activlives.org.uk Facebook: @ActivGardens



Ipswich SUMMERTIME

An Ipswich summer is full of exciting events and things to do so make sure you don't miss out!

We have put all the fun stuff together on our Ipswich Entertains website. Full of information on everything from Music Day to Maritime is on www.ipswichentertains.co.uk

Here you can find out about these two big favourites but also about Ipswich Wheels (Chantry Park), the hilarious Pantaloons and A Midsummer Nights Dream, Family Fun days and more in Holywells Park, Brass on the Grass, a real treat from the Ipswich Symphony Orchestra and the Indian Summer Mela. Add a new-look cinema spectacular in Christchurch Park, Global Rhythms, guided walks and fun-packed workshops at the Museum and Christchurch Mansion and you have the recipe for a hot, hot summer that is ever so cool!



Ipswich ENTERTAINS

- | | |
|--------------|---|
| 23-25 June | Ipswich Jazz Festival |
| 24-25 June | Nearly Festival (tribute bands)
Holywells Park |
| 1 July | Outdoor cinema,
Christchurch Park |
| 2 July | Music Day |
| 5 July | Pantaloons' Midsummer Night's
Dream |
| 8 July | Global Rhythms |
| 9 July | Indian Mela |
| 30 July | Ipswich Wheels, Chantry Park |
| 3-5 August | Holywells Park outdoor cinema |
| 19-20 August | Maritime Ipswich |

GIVE AND TAKE



If you have something you no longer have a use for why not bring it along to one of our events and **GIVE** it to someone else.

While you are there you might see something you could use and **TAKE** away for free!

Come along to one or both of these events

Thursday 27 July
Thursday 24 August

Scout Hall, Stoke Park Drive, Ipswich
Castle Hill Community Centre
Highfield Road, Ipswich

Drop off only: between 9-11am
Drop off and collect: 11am-3pm

What can you GIVE

Small household electrical items (they will be PAT safety tested on the day before being placed for reuse).

Furniture - if you can fit in your car and if upholstered, it has a current fire label attached

Textiles, clean unwanted clothing, bags and shoes (sorry no pillows, duvets, cushions or carpets)

Books, CDs, DVDs, toys and board games complete and in good condition.

If you cannot attend or have a large household electrical item to dispose of contact the Ipswich Furniture Project and they will arrange collection free of charge from your home.

email: service@ipswichfp.org or call 01473 404004

For more information and find where you can recycle small electrical items www.ipswich.gov.uk/RecycleElectrical

NEW RECYCLING BANKS FOR SMALL ELECTRICAL ITEMS

Ipswich Borough Council has recently installed more banks throughout Ipswich to make it even easier for you to recycle.

To recycle your broken hairdryer, kettle, iron, toaster, radio, phone and small power tools take them to your nearest small electrical recycling bank and pop in the chute. They contain many valuable resources that will be recycled - please don't put them in your blue or black bin, it's such a waste!

Find your nearest recycling point for small household electrical at www.ipswich.gov.uk/RecycleElectrical



RENTAL EXCHANGE



Ipswich Borough Council has teamed up with Big Issue Invest, (part of the well-known Big Issue Group) and Experian to take part in the Rental Exchange. This is a way to strengthen your credit report without needing to take on new credit. The scheme enables us to share details about your rent with Experian on a monthly basis. This is included in your credit report, meaning you will be recognised for paying your rent on time.

How will I benefit?

The scheme allows tenants with a history of little or no credit, to build a credit score. Being able to prove your identity and show a track record of paying your rent, will open up new channels and

services, giving fairer access to services such as bank accounts, credit cards, loans, online shopping, and better gas and electricity rates.

What do I need to do?

You don't need to do anything. We share your tenancy information with Experian, including your track record for paying rent and service charges to us. This could make it easier for you to apply for credit or bank accounts in the future. In some circumstances there may be rent arrears, where this is the case we will work with you to address it. Paying your rent on time could help to access cheaper products and services.

Independent research shows there is wide support for this partnership. Many social landlords are going to share information with Experian for the benefit of their tenants.

Ipswich Borough Council and Experian ensure your information is treated in accordance with the Data Protection Act, so you have peace of mind it will be kept secure and confidential. It will only be made available to a company or organisation if your tenancy information is relevant and you have agreed to them doing a check against your credit file, or where it is strictly necessary for them to check information about your tenancy.

Further information and advice

For further information about the Rental Exchange visit www.experian.co.uk/rental-exchange or download the Rental Exchange leaflet. Access independent and impartial advice on how to improve your credit history at www.moneyadvice.service.org.uk. You can get a copy of your Statutory Credit Report for £2 by visiting www.experian.co.uk/consumer/statutory-report.html

COMMUNITY PLAYBUS

CHARITY NO 278061



All our sessions are term time only.

www.ipswichplaybus.org.uk
t: 01473 221521

MONDAY

Ravenswood (by school)

9.45-11.45am

TUESDAY

Griffin Wharf, residents' car park, Bath Street

9.45-11.45am

Bramford Road, behind Conservative Club

1.15-3.15pm

WEDNESDAY

Congreve Road

9.45-11.45am

Kelly Road

1.15-3.15pm

THURSDAY

Downside Close

9.45-11.45am

FRIDAY

Moffat Avenue, Rushmere

9.45-11.45am

Ulster Avenue, Whitehouse

1.15-3.15pm

BIG GARDEN PARTY

Into The Woods...

ActivLives
Growing Stronger People & Communities

Supported by
Maidenhall Residents Association
& Ipswich Borough Council



Saturday 22nd July 2017

11am - 3pm - FREE ENTRY

**People's Community Garden
Maidenhall Allotments
Halifax Rd
Ipswich IP2 8RE**

01473 345350

www.activlives.org.uk

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



ActivLives
A Company Limited by Guarantee, registered in England and Wales
No 7672809 Registered Charity No: No: 1147615



Opportunity Suffolk “The Appleseed Sessions”



ActivLives People’s Community Garden, Ipswich FREE 6 week placements, 2 days per week



As part of the Opportunity Suffolk project, Appleseed Social Enterprise is running outdoor-based, friendly group sessions promoting good physical and mental health, social inclusion, recovery, personal empowerment, skills development, and routes to employment, training or job-searching.

Participants sign up for 6 weeks, attending two days per week (Mondays and Fridays) working as part of a group taking part in a range of gardening, horticulture, nature and conservation projects based at ActivLives People’s Community Garden, Maidenhall Allotments, Halifax Road, Ipswich IP2 8RE.



Absolutely no prior experience is needed; the emphasis is to gain self-confidence to move towards employment, training, education or job-searching.

Sessions are for adults aged over 24 living in Suffolk who are of working age and have been unemployed or economically inactive for two years. Referrals from minority groups, over 50’s, ex-offenders and people with mental health issues are positively encouraged.

When: 9.30am – 4.30pm every Monday and Friday for six weeks. We are looking for new starters to join us.

Cost: There’s no cost to attend. Opportunity Suffolk is a multi-year project running until September 2019 funded by the Big Lottery and the European Social Fund.

We can also reimburse the cost of an Ipswich one-day bus ticket if anyone needs to catch a local bus to come along.



What to bring: Safety boots or sturdy, waterproof footwear (we can lend if you don’t own), raincoat and clothes you don’t mind getting grubby, and a packed lunch.

We provide: A warm welcome, teas and coffees, lots of activities to take part in and a step forwards!

Referrals: Visit www.appleseed.org.uk to make a referral.

Contact us: Call Steve on 07880 746413 or email info@appleseed.org.uk if you have any enquiries.

All images are copyright Appleseed Social Enterprise and indicative of programme activities.
This programme is part funded by the European Social Fund.





YEAR MEASURING UP

UPDATE OF HOUSING PERFORMANCE

Period covering
January – March 2017



WANT TO BE MORE INVOLVED?

JOIN THE TENANT FACEBOOK GROUP

www.facebook.com/groups/IBCtenants/



USEFUL TELEPHONE NUMBERS

Housing Services	01473 433370
To report a repair or if you have a repair enquiry (including out-of-hours emergency repairs)	01473 432100
To order a gas repair or gas service	0800 533 5630
or	01473 835145
Environmental Health (noise problems)	01473 433015

Complaints

We received **3** complaints about Tenancy Services. **3** complaints received a full response within the deadline of 20 working days. **1** complaint was not upheld.

Allocations

It took on average **7** working days to process a housing application. (Target <20)

Rents

At the end of March **£709,996** in rent payment was outstanding, which is 1.94 % of the total due for the year. (Target < 2 %)

Gas Servicing

We averaged **3** properties that did not have an up-to-date gas safety certificate. At the end of March **1** service was overdue.

Repairs

3,090 repairs were raised of which **99%** were completed on target at the end of March (Target >98.5%)

Tenancy

We averaged **100%** re-let of empty management properties on time against a target of **95%**. In total **66** of the properties were let on time.

Community Caretakers

98.2% of pledge visits and **961** other minor repairs in communal areas were completed

Customer Service

Out of **13,813** calls made to housing and repairs **87%** got through to an agent before ending the call in July (Target >90%)

Anti-Social Behaviour

We averaged **19** cases per month. At the end of March there were **16** open cases.

