

TENANTS' TIMES

Winter 2017

Twitter@IpswichGov
facebook/IpswichGov
www.ipswich.gov.uk

3
Universal Credit



3
ICT training



10
Your voice matters



6
Suffolk SafeKey



HOUSING MATTERS



Councillor Neil MacDonald
Portfolio-holder

At this time of year, our thoughts often turn to people sleeping rough on the streets of Ipswich.

It's true there are more people on the streets. The cuts to benefits and mental health services coupled with the high cost of renting have forced more people into rough sleeping.

Earlier this year your Council successfully won a funding bid for money to tackle rough sleeping. This cash is being used to provide things that will help rough sleepers:

A Street Outreach Worker that responds to reports of rough sleepers and actively engages with them to come into services

Extra emergency beds to get rough sleepers off the streets quickly

A financial capability service to teach rough sleepers how to maintain a home

These activities will hopefully start to make a difference. If you want to make a donation to the charities working with homeless in Ipswich, please go to <https://helpourhomeless.co.uk/>

TENANTS' TIMES NOW ONLINE

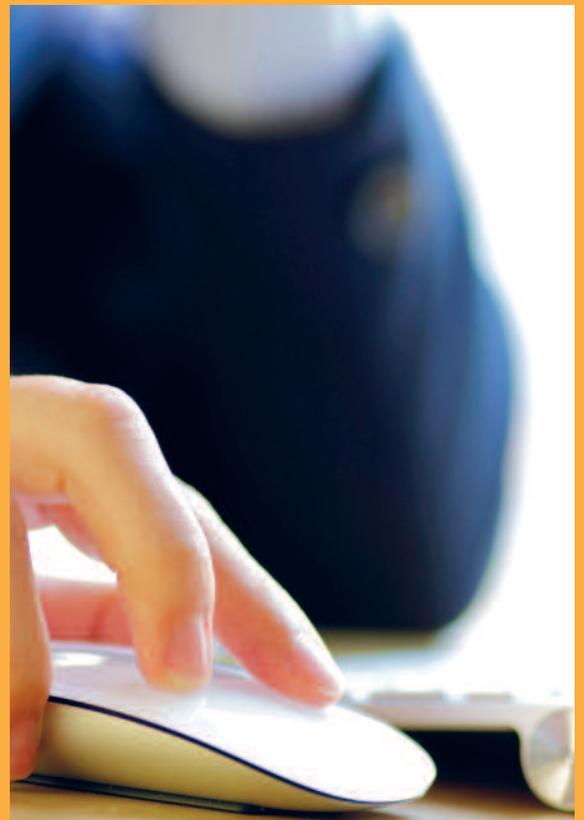
Tenants' Times is a bi-annual magazine (all tenants receive a printed copy each June and December) produced by Ipswich Borough Council and distributed to more than 8,100 Council properties and 300 leaseholders.

The new online version is updated monthly. Sign up online to receive this new version straight to your emails. Just do a simple search on our website for 'Tenants' Times' to see the newest and previous online editions.

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

Tenants' Times is also available in audio form.

To find out more please contact the Tenant Participation team on 01473 433313.



UNIVERSAL CREDIT COMING APRIL 2018

Are you working age? Looking for work or on a low income? This will affect you from April 2018.

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 the following:

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

So get ready for the change by ...

Getting a bank or building society account that receives automated payments and allows you to set up regular payments. Set up an email account which is easy and free.

Important things you need to know ...

If you claim Housing Benefit you will now be responsible for paying your rent through your Universal Credit payment. Your rent will not be automatically paid to Ipswich Borough Council.

Universal Credit is paid monthly, so you may need to make changes to the way you budget.

Universal Credit is all done online - so you may need to upskill yourself on computers. Check with your Jobcentre and library to help find a course or if you need to access a computer or contact Tenant Participation.

Let us know as soon as possible once you have made your claim and we will be able to 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:

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](#)

FREE ICT TRAINING

REALISE
FUTURES
Learning and Development



DO YOU WANT TO ...

learn how to use a computer?

surf the internet or pay those bills online?

shop and order your food shopping to be delivered straight to your door?

learn how to set up an email address and what to do to claim for Universal Credit?

The Tenant Participation Team is partnering up with Realise Futures to offer free computer courses for tenants who want to learn a new skill and gain more confidence on a computer.

The courses will run over two weeks throughout the year for around four hours at a time - on a first come-first served basis.

For more information or to find out about course dates please contact the Tenant Participation team on 01473 433313 or tenant.participation@ipswich.gov.uk

SHELTERED SCHEMES

FINANCIAL AWARENESS

Sheltered scheme tenants were given an opportunity to attend awareness sessions on finances, scams and on being safe from cold callers.



Holywells Court tenants enjoyed a session in October which they found extremely interesting.

Some tenants shared their experiences, and the group left with stickers and information they could relate to friends, family and neighbours.

Look out on your scheme's noticeboard as there will be another opportunity to attend an awareness session!

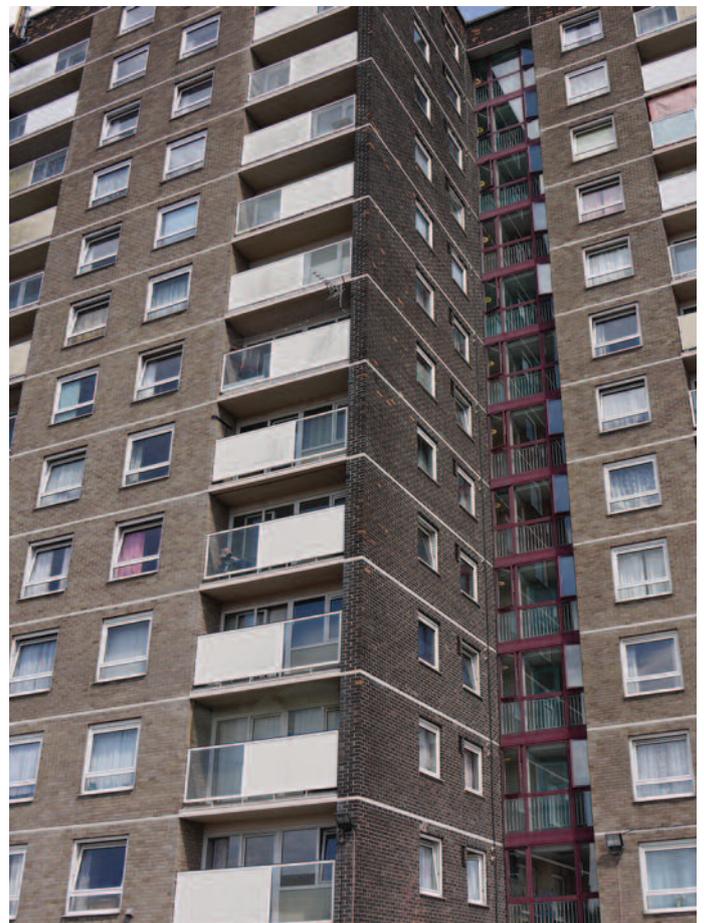
CUMBERLAND TOWERS' SPRINKLER SYSTEM

Cumberland Towers has very good smoke detection and fire alarm systems in place to detect a fire and immediately alert the fire service.

Suffolk Fire & Rescue Service is well acquainted with all our sheltered schemes and regularly uses Cumberland Towers for training. At an event in July, the Chief Fire Officer complimented the Council on the robustness of the arrangements in place.

To improve fire safety arrangements further we are installing a sprinkler system which can detect heat and activate a room's specific sprinkler to help quickly extinguish a fire, should one occur. It is not mandatory to install a sprinkler system, but the Council wishes to do everything feasibly possible to protect Cumberland Towers' tenants and to reassure them about the safety of their homes. So it was agreed to install a sprinkler system as soon as possible.

The system design is complete, the installation started in October and is due to be completed in December 2017.



REMEMBER NO MORE FREE WEEKS



Your rent is now payable over 52 weeks instead of 50. Unlike previous years, rent will be charged every week and there will be no 'rent free' weeks. Therefore over the Christmas period you will need to keep paying your rent.

Rent free weeks were never 'free' because your rent is calculated as an annual figure and divided by the number of weeks charged.

These changes will make monthly direct debit and standing order payments easier to calculate and understand.

Housing Benefit

If you think you could be entitled to claim Housing Benefit you can check your entitlement and make a claim online at www.ipswich.gov.uk

What do I do next?

If you are paying 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 will need to pay the weekly amount plus the amount you have agreed to repay. If you are in receipt of Universal Credit you must report changes to the **Universal Credit Service Centre** on **0345 6000 0723**.

FRIENDLY DIRECT DEBIT PAYMENTS



Ipswich Borough Council now offers its tenants the flexibility of paying rent by direct debit any day of the week or month and any frequency.

So you can pay when you know the money will be in your account.

There are many benefits of paying your rent by direct debit if you do not do so already. Direct debit is one of the safest and most reassuring ways of paying your rent:

- Payments are made automatically, so rent is always paid on time as there is no risk of late payments and will save you time and stress
- Organisations using the direct debit scheme are closely monitored by the banking industry
- The Direct Debit Guarantee protects you and your money.

SUFFOLK SAFE KEY

Could Suffolk Police Scheme be the key to your peace of mind?

Have you ever done the dance of the lost keys? It starts with a slow patting of pockets but as the realisation of the cost and hassle involved if the keys can't be found starts to dawn, the patting becomes more frantic and resembles a person trying to squash an angry wasp trapped beneath their clothing.




The key to your peace of mind
www.suffolk.safekey.org.uk 08444 121 802



Losing keys is no joke. Suffolk Police is working with Ipswich Borough Council to promote Suffolk SAFEKey membership, the Police-operated service that helps reunite people with their lost/stolen keys. The service also provides an online facility for members to store additional information about themselves, or the person registered as a member, and their property i.e. the registered member may suffer from dementia or other such condition. The average cost for replacing keys on a fob is £500*

(based on insurance industry data) - since its 2013 launch approximately £35,000 worth of lost or stolen keys have been successfully returned to their owners as a result of Suffolk SAFEKey. More than 7,500 people are currently members of Suffolk SAFEKey.

Typical cost for lock repairs and replacements:

Cut 3 x keys and replace locks

£225

Typical cost for vehicle lock repairs and replacements:

Ford Focus, lock set and re-programme

£495

For £1 a month, the benefits of joining Suffolk SAFEKey which operates across the UK and rest of the EU include:

- Metal Constabulary branded fob with unique reference number to assist returning keys
- £10 reward to the finder of keys, courtesy of Suffolk SAFEKey, incentivising return of found keys
- Database letting Police know who to contact in the event of an incident at your property
- Window sticker to confirm scheme membership to officers
- Online facility for you to record additional information about registered Suffolk SAFEKey member and their property

Money generated above what is required to operate the scheme is returned to the 'Safer Suffolk Fund' to support local projects and schemes that, as per the Suffolk Police and Crime Commissioner's objectives, seek to improve the quality of life for those that live, work, travel and invest in Suffolk. By joining Suffolk SAFEKey you are protecting your keys, and helping the community.

You will also be entered into a free draw for a chance to win £250 in High Street vouchers.

To register as a member, please visit www.suffolk.safekey.org.uk or call 08444 121 802

For crime prevention and community safety information visit www.suffolk.police.uk, crime prevention page.

HOUSING OFFICERS

We have had several new Housing Officers join the team with some existing officers moving rounds.

Below is an updated list of Housing Officers - correct as at November 2017.



EAST AREA

Neighbourhood Team Manager: **Martin Ashpole**

**Priory/Upper Nacton/Greenwich/Gainsborough/
Lower Nacton/Town Centre B/
Rushmere**

Bridget Davison
Helen Wajszwilli
Katie Forman
Marie Waters
Mark Kinlan
Sadie Pask
Sheila Lewis

Priory
Upper Nacton
Greenwich
Gainsborough
Lower Nacton
Town Centre B
Rushmere

NORTH WEST AREA

Neighbourhood Team Manager: **Damon Carter**

Castle Hill/Town Centre A/Whitehouse

Eleanor Fisher/Georgina Armstrong
Charlotte May
Charlotte Orr
Hayley Sermons
Angela Tolputt

Castle Hill
Town Centre A
Upper Whitehouse
Lower Whitehouse
Upper Whitehouse

SOUTH WEST AREA

Neighbourhood Team Manager: **Emma Cook**

Chantry/Stoke Park/Maidenhall/Triangle

Andy Lay
Duncan Smith
Kate Carr
Kelly Hayes
Natasha Mason
Suzanne Cook
Tom Orr

Chantry & Stoke Park
Chantry
Old Stoke Park
Maidenhall
Chantry
Triangle & Chantry
Stoke Park

For any tenancy related enquiries please contact our Customer Services Team on **01473 433370** or visit www.ipswich.gov.uk/housing

PETS AND TENANCY

Tenants can keep domestic pets with permission (dogs, cats, small birds etc.) but you should not keep non-domestic animals (horses, etc).

You must ensure any pet is kept under control at all times

You must ensure the number of pets is appropriate to the size of your home

Does not cause nuisance or noise to neighbours

Does not foul in communal areas or the estates

This is part of your Tenancy Agreement and the rules around keeping an animal must be taken into consideration otherwise you could be in breach of your tenancy. If in doubt please ask your Housing Officer.



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.

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 cannisters

HOW CAN YOU HELP YOUR COMMUNITY?

REPORT:

Please help us by reporting any drug-related activity (including drug-related litter).

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

Call Crimestoppers anonymously to report drug-related activity. They will not ask for any personal details.

999

Call this number 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

For Police if the matter is less serious.

IBC COMMUNAL AREAS:

Keep all communal doors closed. Only admit people you know. Do not wedge your communal entrance door open.

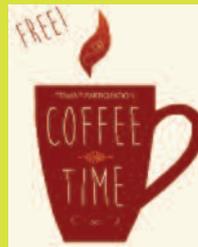
Report any suspicious behaviour to the Customer Service Centre on **01473 433370**

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 along to a get-together 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

There are no get-togethers in December

Interested in coming to the next get-together or have any ideas on how we can improve but can't get to a meeting? Feel free to contact the Tenant Participation Team on 01473 433313 or tenant.participation@ipswich.gov.uk

BITESIZE TRAINING



Want to learn more about the services Ipswich Borough Council offer? Want a chance to learn about specific housing subjects to further your learning? Some previous training sessions are:

Anti-social Behaviour and Tenancy Support
Health and Wellbeing
Equality and Diversity

These 'bitesize' sessions take place on a regular basis and are free for Council tenants to attend.

We have more sessions soon so please get in contact with tenant.participation@ipswich.gov.uk or 01473 433313 to find out when the next one is or to let us know of any ideas you would like to learn about!

TENANT PARTICIPATION

TENANT PARTICIPATION TEAM

Have you heard of your local Tenant Participation team?

The team consists of Council tenants, Tenant Representatives and officers who work together to promote community cohesion in all areas of Ipswich. We actively make improvements in our services as suggested by you.



What we do:

- ensure your enquiries are reported to and addressed by relevant Council staff
- assign you mystery shopper projects to review service performance e.g. Repairs, Customer Service Centre
- give opportunities to put forward neighbourhood improvement projects that directly benefit your area
- ensure your voice is heard by the Council and influence the way our services are run.

How you can get involved:

Completing surveys/questionnaires

We use your response to monitor performance according to our tenants' satisfaction. Your input is vital to improving our services.

Join our tenant get-togethers

Tenants discuss housing services issues that directly affect them with other staff and Council tenants, they have a chance to hear Council updates and put forward topics for discussion with local Councillors at Area Housing Panel meetings.

Attend our free training sessions

Get to know more about the teams that deliver our services and gain valuable knowledge and skills. Previous training sessions include learning about how to stay safe in a fire, how to use computers and Introduction to Housing Law. These are fun, interactive sessions and there's always something for everyone.

Become a Tenant Representative

Many tenants feel unheard or don't know who to turn to when it

comes to housing-related issues. As a Tenant Representative you will have the chance to help other tenants by having the knowledge to signpost their concerns to the relevant Council staff, passing on your knowledge on changes in housing laws and the steps that we are taking to help our tenants with changes such as Universal Credit.

Become an Area Housing Panel member

Ipswich's housing stock is divided into three areas: East, North West and South West.

Depending where you live you can join your local Area Housing Panel and have the opportunity to work with Councillors, Housing Officers and other tenants. We also discuss local issues as well as putting forward your ideas for local neighbourhood improvements, assist in reviewing services that directly affect you and your neighbours and get first-hand feedback.

Recruit new members

Being a Tenant Representative, you can get to know others who may want to share their housing experiences and get the chance to help others by representing them. Join in local events such as family fun days and spread the word of Tenant Participation, and so much more.

Tenant Participation is about you. If you want to make a difference to your area and influence how our services are run, get involved. We want to listen to your suggestions for change. To find out more contact 01473 433313 or tenant.participation@ipswich.gov.uk

*Travel costs are reimbursed in attending these meetings/forums

AREA HOUSING PANEL PROJECTS

Area Housing Panel Projects are available to improve your area. Here are a few examples at Jasmine Close, St Matthew's and Kerry Avenue

Area Housing Panel - North West Location: KERRY AVENUE

A Tenant Representative brought to the Panel's attention a small seating area in need of tender loving care.

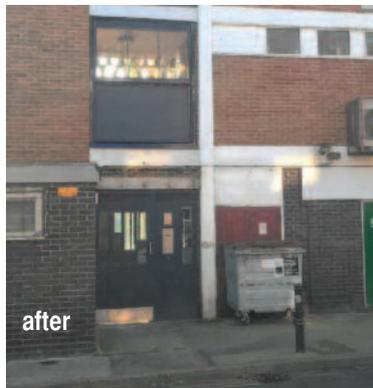
A tree in the middle had been chopped down - the Panel agreed for benches to be replaced, area steam-cleaned and new tree to be planted.



Area Housing Panel - East Location: ST MATTHEW'S

The Panel and tenants decided to spend some of their budget on closing up the block of flat balconies to make it warmer to walk in, and as a deterrent for anti-social behaviour which allows tenants to feel safer in their homes.

The works also included a deep clean of the stairwells.



Area Housing Panel - South West Location: JASMINE CLOSE

The Panel and Jasmine Close tenants decided they wanted to have new washing lines to tidy the area and open it up again.

The new rotary lines can be collapsed when not in use making the area look neater.



If you have an idea of a panel project in your area please contact tenant.participation@ipswich.gov.uk or 01473 433313

ENERGY EFFICIENCY

One of the main threads of our housing investment is energy efficiency

Enhancing the energy performance of our homes helps reduce carbon emissions that affect the environment. This provides a better quality home for our tenants to live in, which can improve general wellbeing as well as tackling fuel poverty by reducing fuel costs. The environmental and thermal efficiency improvements underway this year include:

- Installing new A-rated boilers to 2000 Council-owned centrally heated homes over the next four years
- Installation of external wall insulation to solid wall houses under the Energy Company Obligations (ECO) scheme, 198 solid wall houses were insulated last year and we plan to insulate more than 300 homes this year. The Council has been successful in receiving some external funding from energy suppliers.
- More than 1,000 of our homes with poorly insulated bay windows are having new cladding and roof insulation installed. The photograph shows a typical block of four flats with new insulation and cream-finish render which improves the appearance of the properties as well as the insulation.



NEW CONTRACTORS

Ipswich Borough Council requires all their properties to reach the Ipswich Decent Homes standard (higher than the National Standard). This includes ensuring all kitchens and bathrooms are suitable for residents. New units/worktops, fan upgrades, baths and showers are items to be upgraded. A new kitchen and bathroom contract for 2017- 2021 was tendered and won by Keepmoat Regeneration. Keepmoat, the main contractor, will be managing the process from surveying to installation. They have been working to a revised specification including installing of Mira jump showers and laying of vinyl sheet flooring.



If your kitchen or bathroom is due to be replaced Keepmoat will contact you to arrange a survey date to complete a kitchen or bathroom survey. There is also an opportunity to choose your floor, units, paint/ tile colours. Once the survey has taken place, Keepmoat will contact you with an agreed start date. All correspondence will be through their designated Liaison Department who will be able to discuss any issues or fears you may have about the works.

Since Keepmoat began this contract in June they have fitted out 162 properties of which: Kitchens: 69 Bathrooms: 129

CUSTOMER SATISFACTION

Since installation began 95% of customers have been satisfied with the service and end product. Should you need to contact the Keepmoat team their contact details are below:

Brad Anderson, Keepmoat Site Manager: 07826 908 315 e: Bradley.Anderson@keepmoatregen.com

Brodie Stammers, Keepmoat Customer Liaison Manager: 07795 426701 e: Brodie.Stammer@keepmoatregen.com

Keepmoat Office Helpline (Mon-Fri 8am-5pm): 01473 269830 e: ipswichteam@keepmoatregen.com

Keepmoat Out-of hours Helpline: 01202 653439



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 t: 01473 222225



HEARS



**24 HOUR
MONITORING &
RESPONDING
SERVICE**

**HEARS IS HERE
TO HELP!**

NO MINIMUM CONTRACT REQUIRED



Home **E**mergency **A**larm **R**esponse **S**ervice

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.

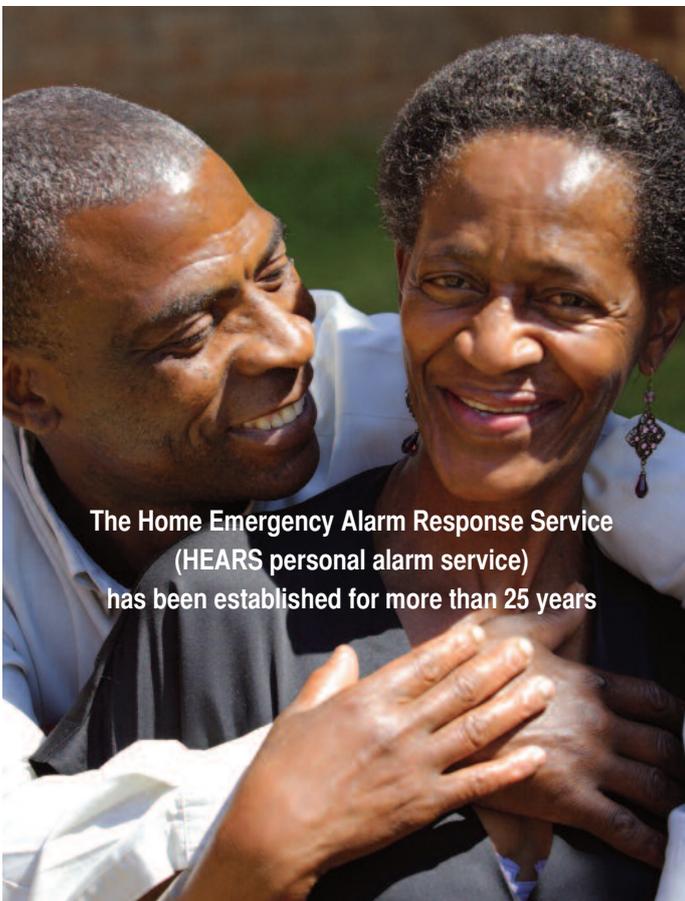
The monitoring and responding service covers Ipswich and surrounding towns and villages.

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



The Home Emergency Alarm Response Service
(HEARS personal alarm service)
has been established for more than 25 years

HEARS ALARM SERVICE

HEARS personal alarm service offers support to people in Ipswich and surrounding areas of Woodbridge, Stowmarket and Felixstowe who want to feel more confident for as long as they are able and wish to live independently in their own homes.

The service provides a personal mobile button which can be worn as a neck pendant or wrist strap. An alarm unit is provided, and 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.

There are two options:

- A full monitoring/response service for £5.30 weekly or
- A monitoring only service for £2.65 weekly. The monitoring/response service is limited to specific areas so please contact us to confirm if your area is covered.

Visit www.ipswich.gov.uk/HEARS or call the 24 hour control team on **01473 433236** for more information.

25,000 UP + STILL COUNTING



A local sports project has recently reached the landmark of 25,000 attendances at community sports sessions across Ipswich, in partnership with Ipswich Borough Council.

A local sports project has recently reached the landmark of 25,000 attendances at community sports sessions across Ipswich, in partnership with Ipswich Borough Council. ActivIpswich has been running for just three years, and is about helping to get more of us active by encouraging us to take part in accessible, inclusive sports that are challenging while great fun to play.

Local charity ActivLives delivers the project, in partnership with Ipswich Borough Council and funded by Sport England through the National Lottery. "We try to hold all our sessions in spacious, accessible venues on main bus routes around Ipswich" said Mike McCarthy of ActivLives. "The sessions are great fun, everyone is always so welcoming to new participants. We are very proud to have achieved the 25,000 mark so quickly. It shows the demand there is for this type of social activity programme".



If you are 45+ (there is no upper age limit), and would like to get involved or find out more then please contact any of the team at ActivLives on **01473 345350**, visit www.activlives.org.uk or email mike@activlives.org.uk

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

Have you had your NHS HEALTH CHECK?

If you're aged between 40-74 OneLife Suffolk can offer you a **FREE** NHS health check to assess your general health and, your risk of cardiovascular disease.

Call OneLife Suffolk
On 01473 718193 to book
your **FREE** health check

Access Criteria:

- 40 - 74 years' old
- Not had a NHS Health Check in the last 5 years
- Don't suffer from long term health conditions



01473 718193

www.onelifesuffolk.co.uk



Ipswich Borough Council Bin collections will change over CHRISTMAS...



NO BROWN BIN COLLECTIONS ON OR BETWEEN 25 DECEMBER - 8 JANUARY

Brown bin collections return on your normal collection day from 9 January

BLUE BIN COLLECTIONS

NORMAL COLLECTION DATE	CHRISTMAS COLLECTION DATE
Tuesday 26 December	Wednesday 27 December
Wednesday 27 December	Thursday 28 December
Thursday 28 December	Friday 29 December
Friday 29 December	Saturday 30 December

Black bins will be collected as normal commencing Tuesday 2 January

Please refer to the website for information about changes to bin collections, or sign up to ipswich direct to receive information by email or text.

www.ipswich.gov.uk



YES PLEASE



Paper, newspapers, magazines and junk mail



Cardboard, clean food packaging, boxes and cards



Plastic bottles and tops (WASH, SQUASH AND PUT THE TOP BACK ON)



Plastic pots, tubs and food trays



Steel and aluminium cans



Aluminium foil (ROLL YOUR FOIL INTO A TENNIS BALL SIZE)



Metal pots, pans and trays



Cartons e.g. Tetra Pak



Books, paperback



EMPTY aerosols (no paint, fertilizer)

CLEAN, DRY AND LOOSE PLEASE!
NO BAGGED ITEMS



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

NO ITEMS SMALLER THAN THIS

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

IT'S CLOSER THAN YOU THINK

Ever wondered what to do with those small electrical items that are broken or past their best?

You may even receive a new appliance for Christmas ...

Small electrical items should not be placed in the blue recycling bin, or the black rubbish bin. Processing items such as electricals and glass is almost impossible and causes problems at the plant.

Locations for WEEE banks

5th Ipswich Scouts, Dumbarton Road

Downside Close, Ipswich

Fore Street Swimming Pool, Fore Street

Henley Rise Co-op Foodstore, Fircroft Road

Ipswich Hospital car park, Heath Road

Lavender Hill shops, Ipswich

New Portman Road car park

Suffolk Retail Park, London Road

The Woolpack, Tuddenham Road

Vinnicombe Court, Cambridge Drive

Waitrose, Crane Boulevard

Whitton Sports and Community Centre, Whitton Church Lane

To report a full bottle bank please call **01473 432099**.

Some communal areas also have glass recycling facilities on site via red wheelie bins.

A local recycling site to recycle small electricals, glass and textiles is not far away from your home. Larger electrical items such as fridges, freezers (not commercial), washing machines and microwave ovens can be collected free of charge from your home by the Ipswich Furniture Project.

Contact them on **01473 404004** or email:

service@ipswichfp.org

WEEE - SMALL ELECTRICAL RECYCLING BANKS



You can recycle small electrical domestic appliances and waste electrical and electronic equipment (WEEE) such as

- kettles • toasters • irons • hair dryers • keyboards
- radios • electrical/battery toys • phones
- hand-tools at the following locations:

Other items you can recycle at these locations

Glass / Paper / Textiles

Glass (via the red wheelie bins on site)

Glass / Textiles

Glass / Textiles

Glass / Paper

Glass / Paper

Glass / Textiles

Books / Paper / Textiles

Glass

Glass / Paper / Textiles

Glass / Textiles

Glass / Paper

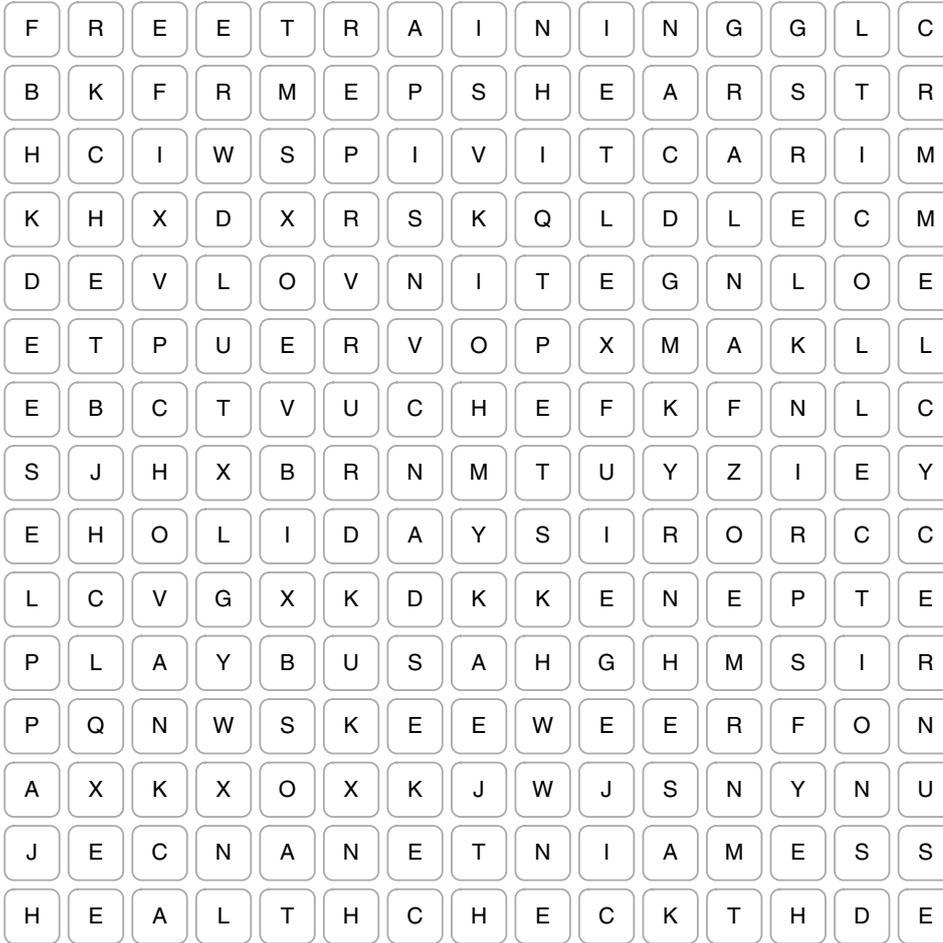


CHRISTMAS WORDSEARCH



Can you find all the hidden words in this word search?

Words can go in the following directions: → ← ↓ ↑



FREETRAINING

HOLIDAYS

PETS

SPRINKLERS

MAINTENANCE

COLLECTIONS

HEALTHCHECK

PLAYBUS

GETINVOLVED

ACTIVIPSWICH

APPLESEED

RECYCLE

NOFREEWEEKS

HEARS

CHRISTMAS ROAST WITH A TWIST

Serves 4

INGREDIENTS

4 large carrots, sliced lengthways

2 medium sweet potatoes, cut into chunks

3 swedes, sliced lengthways

1.8 kg chicken

1 lemon

1 whole head of garlic, crushed

85g melted butter

Chilli flakes

1 tsp chilli powder (optional)

1 tbsp paprika

1 bunch of parsley

Salt and pepper, to taste



Heat oven to 200C/fan 180C/gas 6.

Mix carrots, swedes and sweet potatoes into a bowl with lemon juice, paprika, chilli powder, chilli flakes, pepper and salt.

Add half the butter, mix until evenly coated.

Massage salt and pepper onto chicken, coat the rest of the chicken with remaining butter. Add most of the parsley stalks, garlic and lemon (cut in thin slices) into the chicken cavity for extra flavouring.

Tip chicken and the vegetable mixture onto a roasting tray for 30 minutes - ensure vegetables are coated with all the juices. Return to the oven for a further 30 minutes or until chicken is cooked through and tender.

Rest the chicken for 5 minutes. Sprinkle the rest of the parsley onto the chicken and vegetables and serve.

IPSWICH COMMUNITY PLAYBUS



All our sessions are term time only

www.ipswichplaybus.org.uk

t: 01473 221521

CHARITY NO 278061

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

HAVE YOU GOT 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.

Are you over 80?

Fancy downsizing and possibly living in a sheltered scheme?

Worried about the financial burden of moving or the hassle of moving? Then look no further!

Ipswich Borough Council has allocated funding to assist with the moving costs for any tenants that are under-occupying their homes.

We are able to help with both the cost and hassle of moving and ensure the process goes as smoothly as possible. This allows us to make efficient use of our housing stock and gives tenants who wish to move, the opportunity to do so.

So if you fancy making that change and receiving assistance then contact **01473 433370** to let us know you are interested.

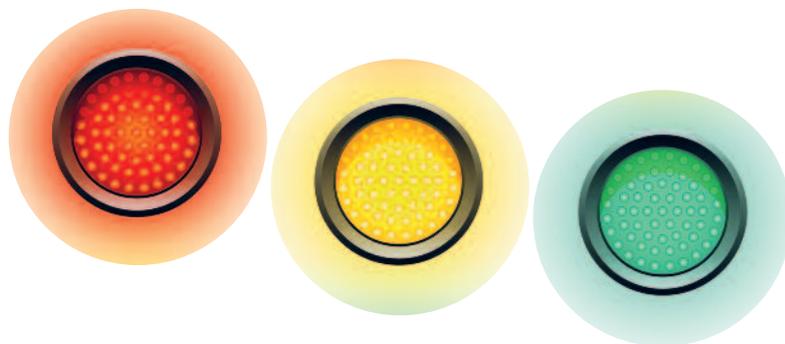
INCENTIVE SCHEME FOR DOWNSIZING



YEAR MEASURING UP

UPDATE OF HOUSING PERFORMANCE

Period covering
July – September 2017



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 **3** working days to process a housing application. (Target <20)

Rents

At end of September **£785,907** in rent payment was outstanding, which is 2.19 % of the total due for the year. (Target < 2 %)

Gas Servicing

We averaged **3.7** properties that did not have an up-to-date gas safety certificate. At the end of September **7** services were overdue.

Repairs

3,083 repairs were raised of which **98.4%** were completed on target at the end of September (Target >98.5%)

Tenancy

We averaged **93%** re-let of empty management properties on time against a of **95%** target.

In total **63** of the properties were let on time.

Community Caretakers

100% of pledge visits and **893** other minor repairs in communal areas were completed

Customer Service

Out of **19,452** calls made to housing and repairs **81.7%** got through to an agent before ending the call in September (Target >90%)

Anti-Social Behaviour

We averaged **40** cases per month.

At the end of September there were **34** open cases.

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

