

PAGE 2

TENANTS' TIMES  
ARE CHANGING!

PAGE 5

HELP OUR  
HOMELESS

PAGE 8

COMPETITION  
TIME

PAGE 10

BE PART OF  
SOMETHING NEW

PAGE 13

BUDGETING  
TOOL



# TENANTS' TIMES

WINTER 2018  
News for tenants  
and leaseholders of  
Ipswich Borough Council

The Housing Asset Management Strategy is a key part of meeting your Council's ambition to create high quality council housing, located in welcoming and well managed neighbourhoods.



# HOUSING MATTERS

Councillor Neil MacDonald  
Housing Portfolio Holder

Asset Management sounds really dull! However, it's about looking at every part of the housing service provided by Ipswich Borough Council making it important for creating the housing service that will provide a great quality of life for residents.

The Strategy has four aims and ten objectives. I'd just like to pick out the aim of improving the areas around the housing, as well as improving the housing itself. Improving local environments and neighbourhoods should improve residents' satisfaction and wellbeing.

The ten objectives in the Strategy cover a lot of ground: high quality homes, maintenance, house building, repairs and improving energy efficiency. These are all building on the previous work undertaken by your Council. There is also an objective to ensure tenants and residents are actively involved with the future, and I hope as many tenants as possible will get involved.

Your Council's vision of Better Homes, Better Places, Better Lives is something to look forward to in the New Year.



## TENANTS' TIMES ARE CHANGING!

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

Our aim is to provide tenants with information on social housing news and the communities they live in. We also welcome any articles from you. Share your good news with us relating to your community, friends, neighbours or relatives at [tenant.participation@ipswich.gov.uk](mailto:tenant.participation@ipswich.gov.uk).

The frequency of our published newsletters is changing. Here's the breakdown:

<b>March</b>	Online Tenants' Times only
<b>June</b>	Summer printed edition (with performance indicators)
<b>September</b>	Online Tenants' Times only
<b>December</b>	Winter printed edition (with performance indicators)

Throughout the year, we will also be sending frequent 'Bitesized news' for any important housing and community-related news, to ensure that the news we provide will be up-to-date and relevant to you.

Subscribe now for an electronic copy of the Tenants' Times to be sent to your emails on:

[www.ipswich.gov.uk/tenants-times-signup/](http://www.ipswich.gov.uk/tenants-times-signup/)

### ALTERNATIVE FORMATS ARE AVAILABLE

We are aware that some tenants may require an alternative format of the Tenants' Times. We are able to produce formats such as USB, Large copies, Audio and Braille. To find out more or to request for a different format for your newsletters, contact Tenant Participation on 01473 433313.

# 1,000 RUSHMERE READERS POP INTO THE POP-UP LIBRARY



**OPEN TO EVERYONE**

Wednesday afternoons  
1.30-4.30pm

internet access  
family area  
musical instruments  
children's toys

Ransomes Sports Pavilion plays host to the Suffolk County Council Pop-Up Library once a week. If you live in Rushmere, your nearest library would normally be a bus ride away but on a Wednesday afternoon between 1.30pm and 4.30pm at the Pavilion you can borrow books, return books and even order books - all for free.

The weekly Rushmere Pop-Up Library has now had over 1,000 visits and lent over 1,000 books to visitors since its launch in March 2018! To celebrate this milestone, and the festive period, there will be a Christmas party from 1.30pm to 4.30pm on Wednesday 12th December.

**There will be free mince pies and other refreshments along with festive songs and crafts.**

The pop-up library also includes activities for children every week and these will run as usual, but with a seasonal theme. There is a half-hour 'Singing and Stories' session from 2.15pm for pre-school children, with songs, stories and nursery rhymes. From 3.15pm until 4pm, Library staff are available to help children with homework projects in the 'Homework Club'.

To check out details for the pop-up library visit [www.suffolklibraries.co.uk/libraries/rushmere/](http://www.suffolklibraries.co.uk/libraries/rushmere/)

The pop-up library has been funded by the North East Area Committee and by County Councillor Sandra Gage's locality budget.

To find out more about Area Committee funding visit [www.ipswich.gov.uk/content/area-committee-funding](http://www.ipswich.gov.uk/content/area-committee-funding) or email: [communities@ipswich.gov.uk](mailto:communities@ipswich.gov.uk)

## IPSWICH COMMUNITY PLAYBUS



[www.ipswichplaybus.org.uk](http://www.ipswichplaybus.org.uk)

Telephone: 01473 221521

Charity Number 278061

**All of our sessions are term time only**

- MONDAY** Morning 9.45am-11.45am  
Ravenswood (by the school)
- TUESDAY** Morning 9.45am-11.45am  
Griffin Wharf – resident's car park  
by the old Audi Garage Bath Street
- WEDNESDAY** Morning 9.45am-11.45am  
Congreve Road  
Afternoon 1.15pm-3.15pm  
Kelly Road
- THURSDAY** Morning 9.45am-11.45am  
Downside Close  
Afternoon 1.15pm-3.15pm  
Sandyhill Lane j/w Robeck Road  
(IMMEDIATE AREA FAMILIES ONLY)
- FRIDAY** Morning 9.45am-11.45am  
Moffat Avenue, Rushmere  
Afternoon 1.15pm-3.15pm  
Ulster Avenue, Whitehouse

# COMMUNITY CLEAN-UP DAY IN SOUTH WEST



This year the council, police officers, Ward Councillors and Tenant Representatives came together to complete a Community Clean-Up Day in south west Ipswich.

The teams were able to generally help clean-up and engage with some residents in the area about neighbourhood issues, as well as was able to identify improvements. Thank you and well done to those who took part.

If you wish to take part in future clean-up days or would like to suggest your area for a clean up, contact Tenant Participation on 01473 433313.

## YOUR HOUSING OFFICERS

For general queries or information, contact us on 01473 433370

### EAST

**Neighbourhood Team Manager: Martin Ashpole**

Mark Kinlan	Lower Nacton
Bridget Davison	Priory
Marie Waters	Gainsborough
Katie Foreman	Greenwich
Sheila Lewis	Rushmere
Eleanor Fisher	Rushmere
Tom Orr	Town Centre B
Helen Wajszwili	Upper Nacton

### SOUTH WEST

**Neighbourhood Team Manager: Damon Carter**

Kate Carr	Old Stoke Park
Natasha Mason	Chantry
Duncan Smith	Chantry
Suzanne Cook	Triangle & Chantry
Andy Lay	Chantry & Stoke Park
Vacant	Maidenhall

### NORTH WEST

**Neighbourhood Team Manager: Emma Cook**

Angela Tolputt	Town Centre A
April Dale	Lower Whitehouse
Sam Barber	Upper Whitehouse/Whitton
Kelly Hayes	Upper Whitton
Georgina Armstrong	Castle Hill
Sarah Tebbutt	Castle Hill

## WE'D LOVE TO HEAR FROM YOU

There are budget schemes in place within the council for small environmental improvements in your communal areas. We would like to hear your ideas on how we can improve your neighbourhood. For more information, please telephone 01473 433313 or speak to your Housing Officer.



## Thank you to our Tenant helpers

Thank you to our Tenant Representatives Pamela Pamment and Kelvin Cracknell for helping us put together the Tenants' Times!

## FREE SCHOOL MEALS

Free school meals could save you up to £450 each year. What's more, if you do sign up your school could benefit from extra government funding. To be eligible you will need to be receiving Universal Credit or another type of benefit. Visit [www.suffolk.gov.uk/freeschoolmeals](http://www.suffolk.gov.uk/freeschoolmeals) or call 0345 606 6067

# HELP OUR HOMELESS



## Ipswich Borough Council's Central Area Committee awarded Help Our Homeless a budget to purchase promotional materials

Info Cards have proved to be the most versatile and effective marketing tool for informing people of "what is available" in Ipswich for this client group, with bookmarks coming to a close second. The coasters are being used at Isaacs on the Waterfront.

### Positive Outcomes

- Begging has reduced and did not increase (as expected) during the summer.
- Partnership Working has consolidated agencies to work together towards a common goal: supporting each other.
- The generosity of the people of Ipswich has not reduced.
- The public are more aware of what help is available to support and advise people who are homeless, including people who beg.

### Challenges

- People who beg are becoming more aggressive and moving to the outskirts of the town. Only last week someone was approached at 10.30pm near St Margaret's Church when getting into their car by a man who "appeared" from nowhere asking for money. This incident has been reported to the police.
- Despite attendance at events and promotional material distributed across the town and Facebook, it is worrying that people continue to give money to people who beg and are unaware of the help available for this client group.

### Events

- World Homeless Day
- St Mary-le-Tower, Christmas Tree Festival
- Market stall - 13 December
- Mobile Dental Service to visit the Chapman Centre for the benefit of single homeless people and supported by HOH for the parking of the mobile dental unit in public car park.

### Examples of how donations are used

- Provide accommodation out of town when fleeing domestic violence
- Educational" activities - Sutton Hoo, theatre
- Bed and Breakfast whilst waiting for hostel accommodation.

### Future

HOH are planning to target the night-time economy in the Town centre where people who beg continue to approach the public. HOH will continue to work as one and get the messages out to the public about the dependency culture that can be created by giving, however well- intentioned.

HOH continues to work closely with our partners getting the word out there that it is ok to say "no". The people of Ipswich continue to donate and their generosity enables HOH to support people to go back to their families, give relief to a person rough sleeping whilst waiting for a hostel bed, provide funds for activities for this client group. We marked World Homeless Day by informing people of the services available, and we even had a Homeless Day Choir. HOH will be having a tree at St Mary-le-Tower Christmas Tree Festival.

**HOH will be out and about spreading the word on 13th December at Ipswich Market.**

**Come and say hello.**

The Info cards are one of the best marketing materials HOH. We need to purchase a further 5,000 Info Cards for distribution around the town. Donations are gratefully received.

### BACS payments:

Account number 0000 4000, Sort Code 23 44 48, please use reference: 800 109 714.

There are also a number of collection boxes in retailers across the town.

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



# Ipswich Borough Council bin collections over CHRISTMAS & NEW YEAR



## NO BROWN BIN COLLECTIONS ON OR BETWEEN 24 DECEMBER - 7 JANUARY

Brown bin collections return on your normal collection day from 8 January.

Don't forget to leave out your real Christmas trees by your brown bin.

### BLUE BIN COLLECTIONS

NORMAL COLLECTION DATE	CHRISTMAS COLLECTION DATE
<b>Tuesday 25 December</b>	<b>Monday 24 December</b>
Wednesday 26 December	Thursday 27 December
Thursday 27 December	Friday 28 December
Friday 28 December	Saturday 29 December

### BLACK BIN COLLECTIONS

NORMAL COLLECTION DATE	CHRISTMAS COLLECTION DATE
Tuesday 1 January	Wednesday 2 January
Wednesday 2 January	Thursday 3 January
Thursday 3 January	Friday 4 January
Friday 4 January	Saturday 5 January

Normal collections resume Tuesday 8 January 2019

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. **Please put your bins out by 6am**

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



# NEED HELP WITH YOUR GARDEN?

As a tenant, it is your responsibility to keep your garden in a tidy and manageable state. This is written in your Tenancy Agreement. However, there is help in place for tenants who may not be able to after their garden, such as if you have no one to help you, or for age or disability reasons, under the Assisted Gardening Scheme.

## The service can provide:

- a grass cutting service up to nine times a year;
- a hedge trimming service once a year.

## The scheme does not include:

- weeding;
- maintenance of flower borders or shrubbery;
- clearance of grass cuttings.

If you are requesting grass cutting you must ensure the grass is clear of obstructions when our gardeners call. It is not part of their job to clear away toys or garden ornaments.

Our gardeners will not cut grass where pets have fouled the area.

Contact us on 01473 433370 for more information [www.ipswich.gov.uk/content/assisted-gardening-maintenance-scheme](http://www.ipswich.gov.uk/content/assisted-gardening-maintenance-scheme) to apply

## DOUBLE THE HELP



If you are having a plumbing or electrical repair done to your home, you may be welcomed by two people attending to your repair.

Our skilled tradesmen are helping to train the next generation of Plumbers and Electricians: our latest Craft Apprentices.

We welcome three new faces to the team: Zach: Apprentice Electrician, Jordan: Apprentice Plumber, and Lewis, Apprentice Plumber. All began their training in September, and will be using their experience on site to further their qualifications.

We wish them well in their training and future careers.

## Thinking of your next step?

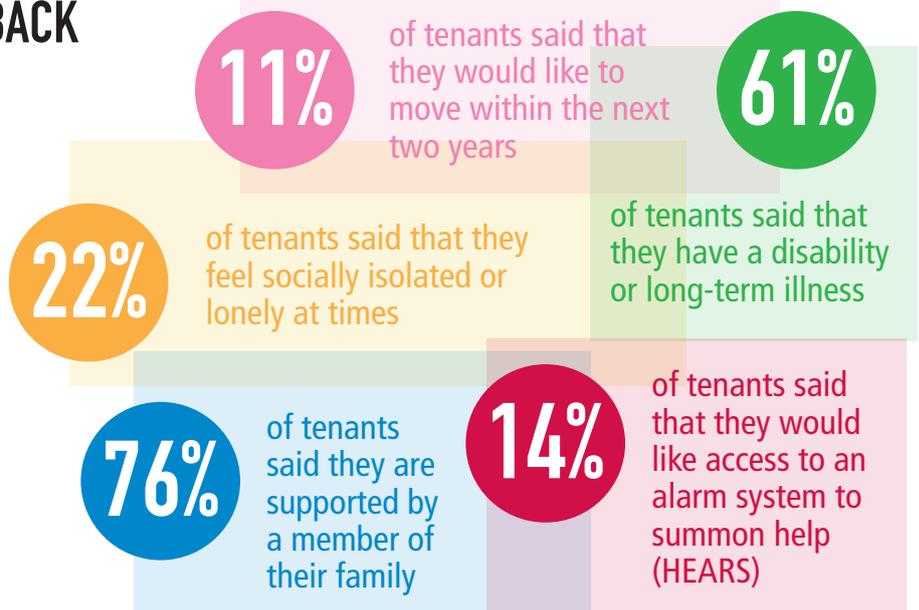
An Ipswich Borough Council apprenticeship could be a great stepping-stone for your career, giving you valuable experience in the workplace, with your own income and recognised qualifications.

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

## THANK YOU FOR YOUR FEEDBACK

With the number of older people living in Ipswich set to increase over the coming years, the Council is looking at ways in which we can support tenants, living in general needs properties who are aged 60+ years to remain living independently at home. We have recently undertaken a survey to seek the views from tenants on a number of topics regarding their housing and care and support needs. We sent out 2575 surveys and 822 surveys were returned. Many thanks to all of you who took part.

We are now processing all the information to help us create a model of how services could be delivered in the future.



# HAVE YOURSELF A VERY SAVVY CHRISTMAS

73% of people have  
leftover food at Christmas.  
By saving food you could  
also save up to

**£100**

## PARTY PLANNING

Planning for Christmas guests can be stressful. ¼ of households end up buying too much food.

Be **#FoodSavvy** this Christmas and **stock up on items that can be frozen, or eaten later** in the year. That way you'll be a great host without being out of pocket.

Keep yule cool this Christmas and visit [www.foodsavvy.org.uk](http://www.foodsavvy.org.uk) for thrifty seasonal food advice.

## FESTIVE FREEZE

Did you know that **freezing food** can **save you up to £250 per year?**

Whether it's mince pies, turkey or leftover gravy, Make a little room in your freezer now and avoid needless waste in the Christmas rush.

Norfolk recycles

HUBBUB  
Registered charity number 1158700

Suffolk recycles

Be **#FoodSavvy** this Christmas



## COMPETITION TIME

If you have a child within the age of 4 -10 years, get in with a chance to win some prizes by sending us their best artwork.

**This year's theme is: NATURE**

**Deadline for entry: January 28, 2019**

Please send your artwork to:

Tenant Participation, 3rd Floor East, Ipswich Borough Council, 15-17 Grafton House, Russell Road, Ipswich IP1 2DE.

Please send their artwork with the following information:

- Little Artist's name and age
- Parent / guardian's name
- Contact details
- Address



# ELECTRICAL SAFETY DURING CHRISTMAS TIME



At Christmas time with lots of things to think about, electrical safety can be far from most people's minds. Here are just a few helpful tips for staying safe at Christmas time.

Christmas lights add colour and brighten up homes, but can be an electrical safety and fire risk if left switched on overnight. Give the lights a break - switch them off when you're not there to enjoy them!

Always check Christmas lights are not damaged in any way before plugging them in! Check all cables and plugs for any damages. It's always nice to have lots and lots of Christmas lights, but please remember not to overload electrical sockets as this can start fires.

Always routinely check your fire alarm smoke detector, by pressing the test button. This is particularly important at Christmas time when Christmas decorations are in use within homes.

**But above all have a happy and safe Christmas!**



# COLD WEATHER PAYMENT

You may get a Cold Weather Payment if you are getting certain benefits. This covers benefits such as:

- Pension Credit
- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Universal Credit
- Support for Mortgage Interest

You'll get a payment if the average temperature in your area is recorded as, or forecast to be, zero degrees Celsius

or below for 7 consecutive days.

You'll get £25 for each 7 day period of very cold weather between 1 November and 31 March.

This year's scheme started on 1 November. You'll be able to check if your area is due a payment in November 2018.

Check if a payment is due in your area on: [www.coldweatherpayments.dwp.gov.uk](http://www.coldweatherpayments.dwp.gov.uk). Alternatively, please contact your Housing Officer or Scheme Manager for more information.

Note: This is not the same as a Winter Fuel Payment (for pensioners)

## TENANCY FRAUD – What does it look like?

A recent report by CIPFA (The Chartered Institute of Public Finance and Accountancy) estimated that during the 2017/18 financial year, local authorities detected over **4,500 cases of fraud** involving social housing, with a total value of **over £215 million**. So what does tenancy fraud actually look like?

Tenancy fraud comes in many forms, the most common of which are:

Unauthorised **sub-letting** (when a tenant claims to live at a property but sub-lets all or part of it without the landlord's consent).

**Non-occupation** (when a tenant claims a property is their principal home but lives elsewhere).

Using **false information** to obtain a tenancy.

**Key selling** (where a tenant leaves a property and passes the keys on someone else, in return for a favour or payment).

**Unauthorised exchange and assignment** (where a tenant gives the tenancy to a partner or family member who lived in the property with them without first obtaining the landlord's permission).

**Wrongly claimed succession** (where the occupier is not a person entitled to succeed the tenancy after a tenant's death or after they have vacated the property, or where the maximum number of successions have already taken place).

### HELP US STOP FRAUD!

If you know something about one of our homes that just doesn't feel right, let the Corporate Fraud team know:

**01473 433999** email: [Fraud@ipswich.gov.uk](mailto:Fraud@ipswich.gov.uk)

At IBC we have a **zero tolerance** approach to all types of fraud, and our Corporate Team work hard to protect the Council. If you are concerned that tenancy fraud is taking place, report it to the team using the number or email address below, or via our website.

# AN INSIGHT FROM YOUR SERVICES

## What's been happening in the Council?

### Martin King, Tenancy Services

It's been a busy year for the Tenancy Services Team with the introduction of Full Universal Credit, a review of the services we provide to older people, the introduction of a framework for the buyback of ex-council homes and agreeing to work with a Community Interest Company to provide pre-tenancy training to young people. In addition to all this, we are very proud to have received the Housing Quality Network's award for income management; recognising that our services meet or exceed good practice standards.

We are busy reviewing the services we provide to older people living in council housing. The council owns and manages 15 sheltered housing schemes and has more than two and a half thousand people over the age of 60 living in general needs accommodation. Proposals for a more inclusive service will be presented to Councillors in January.

And finally, allow me to wish you all a very Merry Christmas and a Happy New Year.

### Peter Whittall, Housing Options

The Homelessness Reduction Act (which came into force in April) means councils now have an increased duty to provide prevention

and relief measures to help the homeless and prevent someone from becoming homeless. Following the new legislation, the Government made rough sleeping a priority and despite the challenges, Ipswich Borough Council was successful in securing a £331,719 Rough Sleeper Grant and another £267,234 Rough Sleeper Initiative Grant for 2018/19. The grants will be used to ensure that specific interventions could be implemented to tackle rough sleeping within Ipswich and Suffolk Coastal District Council areas.

In Ipswich, there had been a number of interventions put in place such as the extended opening of the Ipswich Winter Night Shelter where 12 beds would be available for people in need.

### Kevin Oxborrow, Maintenance and Contracts

The Maintenance & Contracts team, is responsible for the Asset Management of the Council's Housing stock (your homes) and deliver our major improvements programme, repairs & maintenance and a Community Caretaking service. A significant sum is allocated to investing into the Council's Housing stock each year to ensure it meets the government "decent homes" standard

and our own higher "Ipswich Standard"

During the last financial year (2017/18), we carried out 19,515 repairs to our stock. During this period around 500 of our tenants either moved or agreed a mutual exchange and those properties were refurbished to our "voids standard" before we re-let them to a new tenant. Our Community Caretaking team carried out 7,845 individual jobs tackling door entry issues, fly-tipping, dog fouling, removal of drugs (sharps) and minor repairs. All of our council homes received an annual gas safety check to ensure they remain safe.

Our major improvements team carried out a number of significant improvement contracts which included a major external wall insulation programme to 200 homes, bay cladding thermal efficiency programme to 1097 homes, a major refurbishment to Cumberland Towers, whole house electrical re-wiring to 205 homes, new "A" rated energy efficient boilers were installed to 670 homes, 125 homes had a new roof, 549 homes a new bathroom and 397 a new kitchen. Planned Maintenance improvements to the external envelope were carried out to many homes and a further 401 properties has disabled adaptation works carried out to allow residents to continue living independently in their homes.

## BE PART OF SOMETHING NEW ... AND SPECIAL!

We are building a new self-serve portal – called **Housing Online** to help you manage your rent account more effectively.

We want to make sure that the portal is:

**QUICK and EASY - ACCESSIBLE - USEFUL**

We would like to hear from you to understand what you would like to be able to do and see online so we can build a portal that works for you.

We would also like to take on 7 volunteers to test our new portal in the New Year.

Please indicate your name and your contact number below so we may be able to contact you.

Alternatively, contact us on **01473 433313** or email: [Tenancy.Services@ipswich.gov.uk](mailto:Tenancy.Services@ipswich.gov.uk) if you would like to take part.

# ANTI-SOCIAL BEHAVIOUR

IF YOU ARE EXPERIENCING ANTI-SOCIAL BEHAVIOUR IN YOUR  
COMMUNITY IPSWICH BOROUGH COUNCIL IS HERE TO HELP

**WHETHER IT IS:**

**NOISE NUISANCE**

**HARASSMENT**

**INTIMIDATION**

**HATE CRIME**

**NEIGHBOURHOOD**

**DISPUTES**

**DRUG ABUSE / DEALING**

**DRUNKEN BEHAVIOUR**

**THREATENING**

**BEHAVIOUR**

**DO NOT SUFFER IN SILENCE**

We are working with our partners to make Ipswich a safer place to live and work. But in order to tackle these problems we need to know about them.

There are many ways to report anti-social behaviour (ASB) so don't leave it, thinking someone else will.

Information will be treated in the strictest confidence and we will not disclose your name unless you want us to.

CONTACT:

Tenancy Services on **01473 433370**

Call the ASB hotline on **01473 433325**

Email [housingASB@ipswich.gov.uk](mailto:housingASB@ipswich.gov.uk)

Alternatively, contact the Police on 101 or, in an emergency, 999.

Crimestoppers is on **0800 555 111**

– you can report anonymously.

**CrimeStoppers.**  
Speak up. Stay safe.



**IPSWICH**  
BOROUGH COUNCIL

# LEST WE FORGET

On Sunday, 11th November 2018, was the 100th Anniversary of the Armistice. I was one of the many people who went on the People's March past the cenotaph in London.

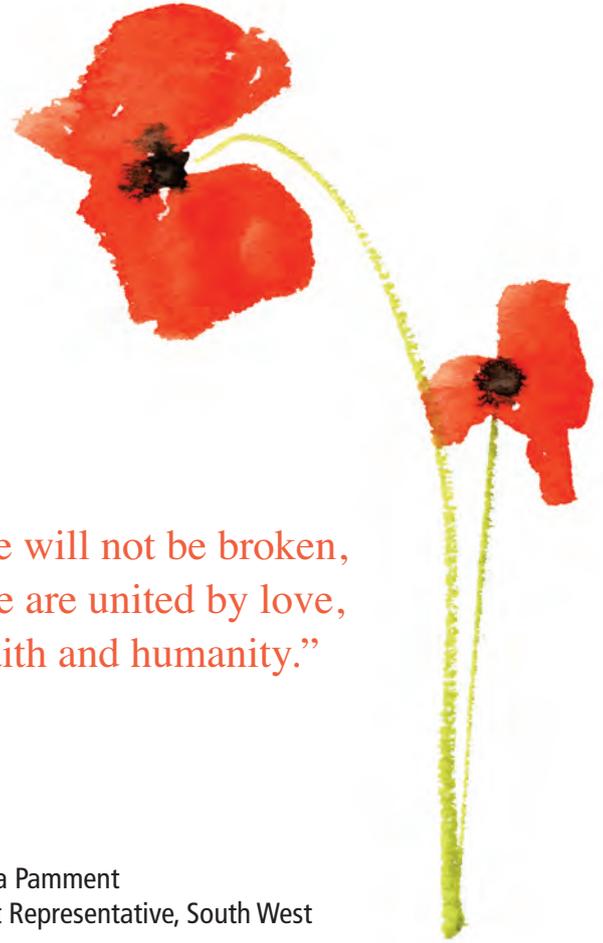
## This is my reflections of the day:

After the two minutes' silence and the remembrance service, came the march of the veterans. They were all marching proudly, medals shining, each one with special memories. The members of the public were cheering and clapping as they went past.

Then it was the people's March pass, to say thank you to the sacrifices of the war, we marched down the mall to Trafalgar square, past Nelson's column and into Whitehall. Many had photographs of relatives who were killed in the First World War, who are long gone but not forgotten.

Wreaths were laid by many; I laid a wreath on behalf of Chantry Residents' Association as well as Graham Parmenter, a Tenant Representative and a R.A.F veteran from one of our sheltered schemes.

We all have seen the harrowing images of soldiers, which is extremely sad and emotional, but this day has been a celebration: we were all able to say "Thank you". I talked to several people, all of whom had a story to tell. I felt privileged to be part of this day and the memories will stay with me forever.



**“We will not be broken,  
We are united by love,  
Faith and humanity.”**

Pamela Pamment  
Tenant Representative, South West

## UNIVERSAL CREDIT with CHARLOTTE MAY



I am finding that when people transfer from legacy benefits such as JSA / Income support / Disability Living Allowance (DLA) / Employment and Support Allowance (ESA) / Tax Credits, a large percentage are agreeing to an advanced payment. This is a loan and must be paid over a course of 12 months.

Without realising it, people are then financially struggling because an amount is deducted from their personal allowance, thus putting them in financial hardship.

I order on average 10 food parcels each month, and am certain tenants are becoming more reliant on fuel vouchers. Simply because they do not have enough money to cope.

I would advise people to think carefully before taking out the advanced payment, and if needed, only take the bare minimum required whilst the Universal Credit (UC) claim is being assessed.

At the point UC is claimed, I try to contact all new claimants



to discuss their personal circumstances, and offer assistance where required. I often make money advice referrals to IHAG, and send links for council tax reduction and free school meals.

People that I talk to state that they feel reassured and supported by IBC during this process.

IBC claimants have my direct mobile phone number and use me as a 1st point of contact to request support and make rent payments, and to ask for assistance if there is an issue with their UC claim.

I understand that people on UC struggle financially whilst their budgeting is amended from weekly/ fortnightly to monthly. They can ask for more frequent payments if need be.

My advice is to keep in contact with your landlord and utility companies, put payment plans in place, and ask for help if you are struggling.

# BUDGETING TOOL

## INCOME

WEEKLY

FORTNIGHTLY

MONTHLY

Salary			
Partner's salary			
Pension received			
Incapacity benefit			
Disability Living Allowance/ Personal Independence Payment			
Child Benefit			
Child Support received			
Any other income			
<b>TOTAL</b>			

## TOTALS



-

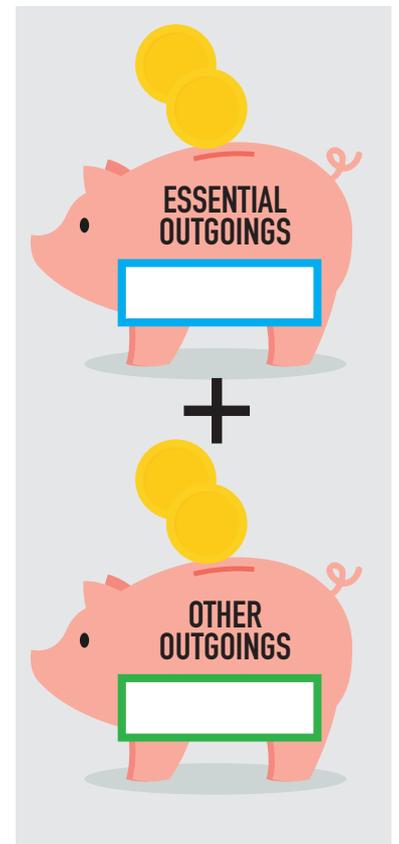
## ESSENTIAL OUTGOINGS

WEEKLY

FORTNIGHTLY

MONTHLY

Rent			
Council Tax			
TV licence			
Water rates/meter			
Gas			
Electricity			
Other household fuels-oil/wood			
Food/toiletries/household essentials			
Fines			
Advanced payment			
Childcare/after school meals			
Housing Benefit overpayments			
Any other outgoings			
<b>TOTAL</b>			



=

## OTHER OUTGOINGS

WEEKLY

FORTNIGHTLY

MONTHLY

Mobile costs			
Landline costs			
Internet			
TV packages			
Travel- fuel, public transport etc			
Clothing/footwear			
Prescription/medicines			
School dinners/meals at work			
Vehicle costs			
Alcohol/tobacco			
Pet costs			
Insurance (contents, life, etc)			
Loans & total outstanding			
Gifts – Christmas, birthday			
Any other outgoings			
<b>TOTAL</b>			



# HEARS

## 24-HOUR MONITORING & RESPONDING SERVICE

**HEARS IS HERE  
TO HELP!**

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.

## Home Emergency Alarm Response Service



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**



# 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





# WHAT' ON AT THE REGENT THEATRE & CORN EXCHANGE

## **SNOW WHITE AND THE SEVEN DWARFS**

Friday 14 December - Wednesday 2 January  
Ipswich Regent Theatre

## **TRIANON**

### **Diamonds are Forever**

Saturday 12 January  
Ipswich Corn Exchange

## **MIKE McCLEAN**

### **Return of The Mac**

Saturday 19 January  
Ipswich Regent Theatre

## **NISH KUMAR**

### **It's In Your Nature to Destroy Yourself**

Saturday 26 January  
Ipswich Regent Theatre

## **JIM DAVIDSON**

### **The People Fight Back**

Sunday 27 January  
Ipswich Regent Theatre

[www.ipswichregent.com](http://www.ipswichregent.com)

or call **01473 433100**





## WE WANT YOU!

We believe that you, the tenant, know best when it comes to your neighbourhood, your home and the services you receive.

We want to make sure that your voice is included on any decisions we make on our services and policies.

Tenants are already working with us and have achieved some positive changes in the way we do things.

You too can make a difference by taking part, in a way that suits you. Examples of where we can improve from your contribution include:

- Survey feedback
- Mystery Shopping
- Scrutiny of our services
- Putting forward ideas for small environmental improvements

If you would like to be involved, please complete below:

Name: .....

Address: .....

Contact Number: .....

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

## 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

For any queries relating to this publication, contact us on [tenant.participation@ipswich.gov.uk](mailto:tenant.participation@ipswich.gov.uk) or call 01473 433313.

## HOW ARE WE DOING?

Our performance April 2018 to October 2018

### Complaints

We received **26** 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 October **£716,458** in rent payment was outstanding, which is 2% of the total due for the year.

### Gas Servicing

We averaged **3** properties per month that did not have an up-to-date gas safety certificate. At the end of October **2** services were overdue.

### Repairs

**32,666** repairs were raised of which **98%** were completed on target at the end of September.

### Tenancy

We averaged **89.85%** re-let of empty management properties on time against a target of **95%**. In total **186** of the **207** properties were let on time.

### Tenancy Support

We averaged **7** cases of support referrals per month. At the end of October there are **26** tenants being supported to sustain their tenancies and prevent homelessness.

### Community Caretakers

**100%** of pledge visits and **1,790** other minor repairs in communal areas were completed in the 6 month period.

### Anti-Social Behaviour

We averaged **8** new cases per month. At the end of October there were **46** open cases.

