



News for tenants of Ipswich Borough Council - Autumn 2013

tenants' times

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housing matters

New Council homes well underway - A 'topping-out' ceremony was held for new council houses in Whitton Church Lane. That for Coltsfoot Road will follow shortly. These new homes should be finished and available for rent allocation early in 2014.

Planning permission was granted for 108 new homes at Bader Close and work will be underway next year. The *first* Ipswich council houses to be built for more than 20 years and the biggest council development for 50 years. These will be greatly welcomed at this time of great need for homes families can afford.

Concern about the Bedroom Tax - The Government's 'bedroom tax' has caused concern among tenants paying extra rent dependent on their property size. The Council is providing help and advice but the bedroom tax has wider implications as the Council has a limited supply of smaller dwellings so those waiting for smaller accommodation are in competition with those wishing to downsize. No wonder there is concern - and a good job the Council is building houses.

Councillor John Mowles
Housing Portfolio Holder









Front cover shows Kingsley Close gardeners, (left to right): Mandy Driver, Alison Degabrielle, Pia Hume, Mary Hume and Pamela Edwards

Tenants' editorial panel

Angela Griffiths
Brian Laffling

Pamela Pamment
Derek Rusher

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Updates



TENANT scrutiny P A N E L



Dear Fellow Tenants,
Welcome to the autumn edition of Tenants' Times. What an amazing long, sunny summer we have had. Thank you to those of you who answered our questionnaire or chatted with us while we went out to observe the Caretaking Team this summer.

Our scrutiny of the Community Caretakers started from the premise that many tenants felt there were no longer any Caretakers or at least they had never seen one! We have seen their daily tasks; cleaning communal areas, pledge visits to

sheltered schemes, community works and evening anti-social behaviour patrols. We can assure you the team of Caretakers are out there, every day, completing this vital task! We commend the Caretaking Service and the actual Caretakers for their hard work and dedication.

During our scrutiny it became very apparent the caretakers do not operate in isolation of other Council services such as parks and gardens, street cleaning and the housing officers. It seems these service areas are not so "joined-up"

and jobs can get lost between them. We met with council staff to understand how the Caretaking Service is funded and explore how we might finance an extension and enhancement of the service beyond the recent recruitment.

We are now compiling our report and you will soon be able to read our recommendations for this service and how we observed it operating within the Council as a whole. Wishing you all more warm autumn days

Brian Laffling

Chair, Tenant Scrutiny Panel

Council homes on the way

Ipswich Borough Council has been building new homes on two small sites at Whitton Church Lane and Coltsfoot Road. On 14th August planning permission was granted for more than 100 new homes at Bader Close. The new 2, 3 and 4 bed homes meet very high ecological standards and will be of excellent quality and design, making them great to live in and cheaper to run.



The building plan is the first in Ipswich for 20 years and will ensure families in housing need are given first-rate homes that are affordable to rent and run. Councillor John Mowles, Housing Portfolio-Holder, said: "Many people do not enjoy the opportunity of buying homes or renting in the private sector - it is vital we can offer an alternative. Our proposals will see investment in much needed new homes and will, too, provide jobs"

At time of printing the building progress is:

Whitton Church Lane (pictured above): 4 houses in progress timber frame now at roof level - due for completion early 2014.

Coltsfoot Road: 3 houses on site timber frame now at roof level due for completion early 2014.

Bader Close: 88 houses and 20 bungalows - planning permission granted and building to commence early 2014.

Community garden celebrates birthday



More than 400 people celebrated the Community Garden's fifth birthday on Saturday 27th July. Launched by the Mayor of Ipswich, Councillor Hamil Clarke and new patron Roger Osborne, who cut the ribbon on the giant birthday cake, there was music, dance and fun activities.

Mayor Councillor Hamil Clarke said: "It is a great honour to be invited to do the honours for this very special birthday celebration. The People's Community Garden is five years old - and they say that from little acorns, mighty oaks grow. Well, when we look back to 2008 it hasn't taken long for the small seeds planted then to have grown into something which is a real treasure for the community.

Visitors enjoyed looking around the garden, in full summer bloom, and buying plants grown at Maidenhall and Chantry Walled Garden (pictured above).

Kevin at Ipswich Hospital Radio, broadcasting live from the event, presented 'Cake of the Day', eagerly judged by Lead Horticultural Site Co-ordinator Ric Staines, who this year chose the coffee and walnut cake.

Children watched a Punch and Judy show, made party hats and bounced on inflatables, as well as joining in the races - with their faces painted with flowers and butterflies.

Stalls from the Polish community, serving a delicious food, the Indian community selling jewellery and clothes, and Sammy and Rob offered personalised gift cards. Ipswich Wildlife Group helped visitors make bird boxes, while Transition Ipswich showed people just how much energy it takes to press a drop of oil. Ben Gummer MP had a go!



A huge vote of thanks goes to all ActivLives' staff and volunteers, especially those at the garden itself, who helped make the day as successful as it was.

To find out more about the work of Activlives in Ipswich call 01473 261112.



Fairy record-breakers



(Photo supplied by tenant Christopher Ward)

On 23rd July the Cornhill saw a record breaking gathering of fairies and our tenant reporter was there.

Christopher Ward reports it was 'a good event to be part of', after a wet start the day picked up and the Cornhill filled with adults and children wearing wings and waving wands. With the previous record of 786 fairies broken by a new total of 820 fairies, a happy crowd settled in for a big screen showing of Peter Pan, starring the world's most famous fairy. Christopher even wore his Peter Pan hat for the event. The event was organised by Woolverstone Wish and helped to raise funds to update the Oncology department for chemotherapy out-patients at Ipswich Hospital. If you want you can donate £5 to the Woolverstone Wish by texting WWFR80 £5 to 70070.

'Peter Pan' is this year's Regent Theatre panto. More details on www.ipswichregent.com

Karibu Support Group



KARIBU African Women's Support Group is offering a new

programme of courses, social activities and events; sharing and caring for a multicultural community. Everyone is welcome.

You can learn new skills, improve your health and well-being, make new friends or gain the support you need as a carer. The courses are held at Burlington Road Baptist Church hall where you can learn basic computer skills, improve your English or learn sewing skills to make clothing and crafts. There are also exercise and dance classes to motivate and help you enjoy being fit



plus a cookery course and lunch club to address diet or weight management. There is a £1.50 per class contribution. In addition, your children (aged 3-16) can receive extra tuition or help with homework at the Saturday Supplementary School held at Murrayside LEAP Centre, Nacton Road.

A programme leaflet is available through the office so please contact us to find out more: Office hours Thursday and Friday 10.30am-3pm t: 01473 289330 e: karibu_wsg@yahoo.co.uk

All aboard!

mobile cinema archive show

Ipswich became a stop-off point for a 1960s vintage bus when a restored 22-seater came to town. But this vehicle had something extra to offer - it doubles up as a cinema.



Unique moving images of Ipswich from the 1920s were shown as part of a project to take history on the road to a wide audience.

Norwich's Heritage Economic and Regeneration Trust drove the bus to 17 locations across Suffolk, Norfolk, Essex and Cambridgeshire.

Ipswich Borough Council worked with the Ipswich Film Theatre Trust to bring the bus to Ipswich so communities could have first-hand experience of the footage.

Residents from the Council's sheltered schemes visited the bus in Lloyd's Avenue to enjoy some rare archive footage.

Pearl Munroe, aged 90, said: "I came to Ipswich in 1956, it's a beautiful town and it was so moving to see the footage".

The short films involved images of the 1926 Suffolk Show held in Christchurch Park and many more memories. But the bus was the star.

Residents Edna Smith and Christine Sullivan (pictured above) remembered similar buses coming to Chantry Park in the 1960s for various fun days. Christine said: "It was a really special experience getting on board, it took me back to my past without even seeing the film - the film just added to the experience. I'm so glad I came today, it was just a really interesting and lovely thing to do."

The project is a cross-channel initiative, involving Norwich HEART, the University of East Anglia and Pole Image Haute-Normandie, and is funded by France's Interreg IVA Channel. You can see the footage yourself by visiting: www.archivealive.org





Greenery on Kingsley Close & Garrick Way



Summer is the time when gardeners get to enjoy their hard work and none more so than the tenants of Kingsley Close and Garrick Way who have been brightening their communal gardens with floral displays including lobelia, alyssum, and satin flower. Mrs Hancock of Garrick Road (pictured top right) has worked tirelessly, putting in a patio, benches, pot plants and bright colourful flowers to enjoy with her neighbours. She said "I enjoyed transforming a plain space into a lovely treasure and it is rewarding to have some of the older tenants out enjoying the garden."

Kingsley Close tenants (pictured top left) have banded together and put out brightly coloured pot plants and hanging baskets and are bursting with plans for future years. Housing Officer Georgina Armstrong said "It's great to see such a difference and how much can be done. It has really brought the neighbours together - they have a lot of fun."

If you would like to know more about what can be done in communal gardens contact your housing officer through Customer Services.

Garden project grows



Defoe Road residents have literally been enjoying the fruits of their labour with raspberries and rhubarb planted earlier doing well. Since planting an orchard and communal garden from disused land at the rear of the flats nest boxes, bench seating, more fruit bushes and trees have arrived.

The Council's parks staff have been helping with planting and Community Caretakers installed fencing to give tenants their own spaces as part of the project. Tenants have already planted their own flowers, fruit and vegetables and got the barbecues fired up.

Tenants and staff got together to celebrate the project's success and opened up the garden on 2nd September. Good weather made for a fun event. Thanks again to all involved in the project and to the Northwest Area Housing Panel for funding and our refurbishment contractor, Apollo, for donating the garden furniture.



Full steam ahead at Station Street

Station Street tenants asked Community Caretakers to improve their communal garden area as there was nowhere to sit in the sun and were fed up with their rotary washing lines being too close to the bin store. Caretakers swung into action and installed the cement plinth and new bench (pictured opposite) in time for summer and rehomed the washing lines. Caretaker Emmanuel Lynch said "We've been very pleased to witness this project being used by tenants."



Lark in the park



The twelfth annual Lark in the Park at Gippeswick Park was as popular as ever. Great summer weather drew crowds of

local residents to enjoy the activities and displays. The family tug-of-war was particularly popular and the Ipswich Youth Steel Band put everyone in the party mood. Event organiser and Chair of Chantry Residents Association, Charles Moore reported that a visit from the Mayor and Mayoress was a highlight. The event raised almost £700 towards future events and activities. The Residents Association offer many thanks to all who supported the day. Pictured right are LARK in the Park helpers.



Summer at Dundee House

Summer was in full swing at Dundee House sheltered scheme as Community Caretakers kept the barbecue sizzling while residents entertained family and friends with tombola and bring & buy stalls. A sunny afternoon made for a great time and money raised went towards the residents' activities club.



Belated thank you

Big thanks to all Mayo Court residents who raised £170 for Comic Relief with their bake sale.



Do you want to share your story? If you have local events, groups and photographs to share with other tenants contact tenant.participation@ipswich.gov.uk 01473 433345

Is your home gas safe?

Carbon monoxide poisoning from faulty gas appliances can pose a serious, even lethal, health risk to you and your neighbours. Which is why we as a landlord legally have to perform annual gas safety checks on your home.

Over the last two years we have been running a new process for keeping tenants' homes gas safe working with the Magistrates Court to make the process robust and, since 1st October 2012 with new Gas Servicing contractor, Aaron Services.

Ipswich Borough Council gave a commitment "for the very few tenants who choose to ignore their appointments to have an annual gas safety check and therefore put not only their own lives at risk but also those of neighbours, be assured **action** will be taken against them to protect everyone". This has meant a higher level of court action and lower number of safety certificates going out-of-date. Last year, 2012/13 saw the highest number of Abatement Notices issued at 220 (compared to 166 in 2011/12) and the highest number of warrants issued 25 (compared to 11 in 2011/12).

As a direct result for the first time ever, we recorded **ZERO outstanding gas service checks across the town on 20th March 2013 followed by 16 consecutive days of ZERO from 16th-30th July 2013 - our best performance ever!** With your continued support we will ensure all applicable properties have an annual gas safety check carried out, keeping homes and neighbourhoods safer places to live.



Ring Aaron Services to find out about your annual service on **01473 845171**

Fuel poverty - it is not new, it is big; best to be clever

Fuel poverty goes back a long way. You may remember the 1970's oil crisis but be surprised that as far back as the 13th century England experienced wood fuel shortages.

Today 1 in 4 households is reported to experience fuel poverty, defined as spending more than 10% household income on fuel. With fuel prices set to rise and household budgets under pressure more people are likely to be affected. Reducing your home's energy use will help reduce fuel bills and help the environment.

'Suffolk Switched On' is a brand new project for Ipswich run by The Befriending Scheme which aims to build the skills and confidence of those in or near fuel poverty. They offer a one-to-one mentoring service, information and on-line advice. To find out more or if you are interested in volunteering in the project please contact: Angie Bentley on 01787 371333 angie.bentley@thebefriendingscheme.org.uk

SAVING TIPS

- Learn to work storage heater booster/input dials
- Turn off appliances at the wall not leave on standby
- Don't obstruct radiators with furniture or dry clothes over them
- Short showers instead of baths and tap aerators reduce water use
- Use lids on saucepans or a steamer when cooking
- Operate your washing machine/dryer when full and experiment with lower temperatures

Decorate

with help from your Council

Brewers is a family-owned business and supplier of Paint Allowance Packs to Ipswich Borough Council tenants who qualify when they move in.

Additionally we would like to offer all Borough Council tenants, on receipt of tenancy proof, a special discount of up to 20%.

Brewers is a supplier of all major paint brands to include Crown, Dulux, Farrow and Ball plus many more. Colour cards can be collected from our store or we can post to you on request.

Also owned by Brewers is www.wallpaperdirect.co.uk and tenants can browse this website to pick wallpapers then contact us with details and get a discounted price from the Ipswich branch.

Payment can be made by cash, visa or debit card.

Unfortunately, any paints mixed cannot be returned.

We are located at:
Unit 3, Boss Hall Industrial Estate
Sproughton Road, Ipswich, IP1 5BN
e: Ipswich@brewers.co.uk
t: 01473 745085.



Brown bins get growing



The brown bin scheme covers nearly 46,000 properties across the town and so far this year (April-June), residents have recycled more than 3,000 tonnes of garden

and organic waste in their brown bins - around 50% of all waste recycled in Ipswich. All waste collected in the brown bins is turned into compost and re-used locally. You can also take garden and organic waste to your local Household Waste Recycling Centre where you can pick up pre-bagged top quality soil improver for just £1.50 a bag.

If you are filling your brown bin the Council will provide another standard household size brown bin (240 litre) for £43 per year, which will be collected on the same day as your current brown bin. If you have run out of bags you can order more by ringing 0845 603 9412 or email textiles@suffolk.gov.uk. Alternatively you can collect from the Town Hall, Tourist Information Centre or local library.

Are you recycling your old clothes and textiles?

If you need a council textile bag ring:

0845 603 9412

or email:

textiles@suffolk.gov.uk

or collect from **council offices and libraries**



Seal the bag and put INSIDE your recycling bin!

Please continue to donate to charity shops and textile banks



www.suffolkrecycling.org.uk

Recycling has never been easier



**Join the 60:40 waste reduction plan!
Are you reducing your waste-line?**

Did you know you could swap your large black bin for a slimmer model? It is the same height as your normal black large bin, just slimmer so takes up less space. If you are also recycling more and find your blue bin is bursting at the seams a larger blue bin may be the answer.

To arrange either option just give Waste & Recycling Team a call on 01473 433090.



Low Cost Home Contents Insurance

**From Only
£1.09
A Week**

Ipswich Borough Council has negotiated a home contents insurance scheme specifically designed for our tenants giving you peace of mind against life's little misfortunes.

Cover is provided from just £1.09* a week and may depend upon age and your postal code area.

To receive an application form contact Customer Services.

* Standard cover for £9,000 of contents.
Lower rates available for over 60s.



Q+A from the Participation Team

“What can I do if a tenant allows their dog to foul in a communal area?”

Anna De Donna via Facebook

Pets fouling communal areas is a breach of tenancy condition 7.11 and is something Tenancy Services can pursue. Ring 01473 433370 to report dog fouling and other issues or at www.ipswich.gov.uk/report

“What happens if a blue bin is not collected because tenants have put non-recyclable items in it”

Lorraine Green

Remove any items (a sticker will explain which items they are) and we will send recycling sacks until the next blue bin collection. In the case of flats we will write to residents in the hope items will be removed. If the bin is consistently contaminated we will contact the management company, community caretakers and potentially Waste Enforcement, they will help us find a solution to the problem.

What is Planned Maintenance?

The Council has a revolving long-term programme of planned outside maintenance; types of works include upgrades to windows and doors, pointing of brickwork, renewal of gates, decoration to paint work and even wash downs of the rain water guttering. The programme can also include major repairs such as replacing roof tiles, re-laying new cement pathways and chimney stacks. This work is essential to keep the Council's housing stock up to the Ipswich Standard.

Each year we select two estates, during 2013-14 we will be working in Whitehouse and Chantry estates which will also include The Mount and Bramford Road areas. When things go wrong between this regular maintenance we run a 24/7 Repair Centre for. Last year more than 19,000 jobs were raised, of these 2,500 were classed as emergencies.

To report repairs ring 01473 432100

Caring for Dementia



Would you like information about support services available to you?

Would you like to meet others in a similar situation?

If so, come along to our FREE 'Caring for Dementia with Confidence' training sessions!

Suffolk Family Carers
Living Fuller Lives

For more information please ring Bev Stearn, Senior Training Administrator, on 01473 835455 or email: MHWSB.Training@suffolkfamilycarers.org

Stay Fit - Stay healthy

Being older in years but doesn't mean you have to give up on exercise. Follow this exercise routine to help strengthen your arms and shoulders.

SHOULDER PRESS

You will need:

- Adjustable bench or chair
- 2 bottles of water (1 litre or what you find comfortable)
- Footwear
- Comfortable clothing

STEP 1: Sit on a workbench or a chair if exercising at home. Make sure your feet are flat on the floor, hip width apart.

STEP 2: Hold the bottles of water just above your shoulders.

STEP 3: Lifting and Lowering. Push your arms up toward the ceiling, breathing out as you do.

STEP 4: Lower your arms back to the shoulders and as you lower them breathe in.

Repeat this movement 12 times.



Get up and get moving

... with Live Well Suffolk



With the sun shining there has never been a better time to get up and get moving!

Recent reports suggest 80% of adults do not take enough exercise, Live Well Suffolk has launched its latest physical activity campaign to encourage local people to take the first steps to improving their health and fitness. Steven Lee-Foster, Director at Live Well Suffolk said: "National guidelines recommend adults should do at least 150 minutes of moderate activity per week while children should aim for a minimum of 60 minutes daily. We encourage people to take a pledge to get up and get moving - making a small change to your daily routine can have a positive impact on overall health."

To help adults and youngsters across the county get up and get moving, Live Well Suffolk recommends the following tips:

Set a time for physical activity and stick to it. You're more likely to stay active if you do it at the same time and same days each week.

Drink plenty of water.

Walking is an easy way to become more active, you can walk 1,000 steps in around 10 minutes. Pedometers are a fun way to keep track of steps and start building up to 10,000 a day! Sports or fitness classes keep you motivated, can be fun, relieve stress and help you meet friends. Heavy gardening can provide a good workout. Dancing in front of the TV or to your favourite music burns up to 100 calories per 15 minutes if you really go for it.

Extra information is provided on the Live Well Suffolk website including a downloadable activity diary, tips and advice on how to reach the recommended activity levels alongside motivational videos. There is also a free prize draw to win a £50 Halfords gift voucher - the perfect place to look for a new bike or cycling gear to really get you moving!

www.livewellsuffolk.org.uk/getmoving or simply phone 01473 229292. Alternatively, 'like' us on Facebook or send a tweet to @LiveWellSuffolk



Get involved in housing

Ipswich Borough Council tenants have a big role shaping the way housing services are provided.

Tenants can choose how much they wish to be involved; from giving their opinions through surveys, attending meetings and focus groups, specific project groups to becoming a tenant representative with the Area Housing Panels. Tenants interested in knowing more met with tenant representatives and the Tenant Participation team at Bar Bistro in August (pictured above). Many lively issues and potential improvement projects came to light. Thank you to all that came along.



The East and Northwest Area Housing Panels have also held neighbourhood tours, pictured right, to see completed improvements such as the gate project at Rendlesham Court, pictured right, and look at potential projects. It was encouraging to see the progress already made.



We actively encourage all our tenants to get involved and give their views and suggestions on projects in the neighbourhood. Please call the Tenant Participation Team on 01473 433345 or email tenant.participation@ipswich.gov.uk. You can also join the discussion on the tenants' Facebook group, just email the team.



Reach for the stars

Through the year Council tenants give up their time to benefit the local community, this is your chance to join us in celebrating these individuals. There are three categories:

Tenant of the Year for service to the community for anyone living in a council property

Young Tenant of the Year for under 25s and

Tenant Representative of the Year - for those working with our tenant panels to help other tenants.

We are looking for people who have been helping to: • improve community in Ipswich • promote wellbeing of protected groups, such as the elderly, people with disabilities and minority communities • improve opportunities for young people • make neighbourhoods safer • support a charitable cause

All shortlisted nominees will be invited to the awards ceremony, winners will each receive £100 shopping vouchers, a trophy presented by Councillor John Mowles, Housing Portfolio Holder, and meet Mayor of Ipswich, Councillor Hamil Clarke MBE at the Town Hall. To vote contact the Tenant Participation Team on 01473 433291 or e: tenant.participation@ipswich.gov.uk. Please give names of the individuals you want to nominate and their contact details if you know them.

Measuring up



Tenancy	
ALLOCATIONS	
average number of working days to process housing application	19 days
Target 20 days	
Average number of days a property is empty between tenancies	
Target 15 days (year to date cumulative average)	16.9 days
RENTS	
Current arrears as % of total rent for the year	2.08%
HOME IMPROVEMENT	
% of houses rated 'Poor' and 'Fair' that improved a rating by the end of the period	4.9%

update on housing performance may-july 2013

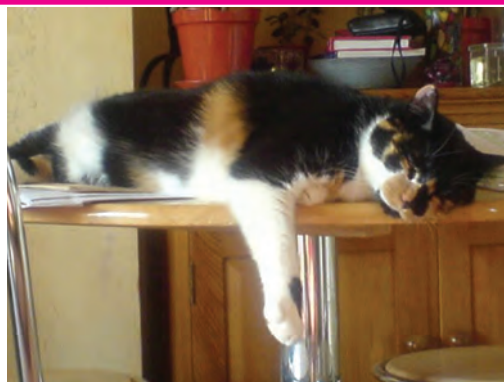
Home	
GAS SERVICING	
% of stock with annual gas service at end of July.	
Target 100%	100%
REPAIRS	
% of repairs completed on target within period	
Target 98.5%	98.8%

Neighbourhood and Community	
ANTI SOCIAL BEHAVIOUR	
Total number of tenants evicted for ASB	4
COMMUNITY CARETAKERS	
% minor repairs in communal areas completed on time within period (target 95%)	99.6%

Empowerment	
COMPLAINTS	
Full response within 20 working days	
100%	
CUSTOMER SERVICE	
% of calls answered (contacts)	
Target 90% (14,900)	85%

Community Pets

To submit a picture of your pet email: tenant.participation@ipswich.gov.uk



Pictured is Eddy the dog who belongs to Louise Flude and Libby the cat who belongs to Anna De Dona.



Ipswich Borough Council Dog Warden service receives more than 300 annual reports of stray dogs in the borough. Often it is difficult to reunite dogs to their owners due to lack of identification. The Council offers a home visit to micro-chip your dog. For more information please call 01473 433057 or e: environmentalhealth@ipswich.gov.uk

Recipes Portuguese

Bacalhau à Brás



Bacalhau à Brás is a typical Portuguese codfish recipe.

You can find this codfish dish in good restaurants countrywide.

INGREDIENTS:

- 300 grams of dry salted codfish
- 4 potatoes
- 1 small onion finely chopped
- 1 garlic clove,
- Handful of pitted black olives
- 3 eggs
- Fresh parsley, finely chopped
- 1 bay leaf
- Oil to fry potatoes

METHOD:

- Boil the codfish for 15 minutes.
- Drain, boil for further 15 minutes in fresh water, drain. (This cooks the fish and removes the salt).
- Remove skin and bones from the fish.
- Beat eggs, add fresh parsley.

The codfish is already salted so no need to use more salt.

Peel potatoes and cut them in small pieces.

Fry potatoes in oil until golden and crispy.

In a fresh cooking pan, add olive oil, chopped onion, whole clove of peeled garlic and one bay leaf. Fry for 2 minutes in low heat.

Add the codfish and fry for 2 more minutes, mixing well so the onion doesn't burn.

Add potatoes and, finally, the eggs. Stir through and cook for 3 minutes, until the egg is firm.

Best served with lettuce salad

Submitted by Paulo Ferreira of Spinner Close.

If you have a great recipe to share contact tenant.participation@ipswich.gov.uk

Puzzle corner

h	y	f	p	l	s	e	e	e	s	o	c
k	a	u	r	e	e	q	e	b	k	e	i
h	o	l	v	a	u	s	o	e	r	c	c
s	a	o	l	i	c	n	f	r	o	s	t
p	l	r	n	o	f	s	t	e	w	h	e
g	r	o	v	i	w	r	m	n	e	u	t
s	x	e	r	e	l	e	t	e	r	p	e
n	e	e	p	v	s	e	e	p	i	s	g
i	u	u	i	m	z	t	a	n	f	n	s
n	i	k	p	m	u	p	p	v	n	o	n
s	n	e	e	z	e	j	g	r	e	w	i
d	n	i	w	a	y	e	t	h	a	s	o

4			1		2		
			8		5		
		9	7	3			
	3			2	5	7	
1			4				2
	2	8	7			6	
			8	5	6		
	7			2			
		1			6		5

- | | | | |
|-----------|---------|--------|------|
| halloween | pumpkin | sneeze | snow |
| fireworks | bonfire | gloves | wind |
| harvest | leaves | frost | soup |
| equinox | jumper | scarf | |

3 day rent clearing



Many tenants find it easiest to pay their rent by cash at post offices and shops with Payzone. You just need the barcode from any of your rent letters for this simple and convenient way to pay. However please remember to leave enough time for your payment to clear.

The balance is checked on all rent accounts on a Sunday - this is what generates a reminder letter. Cash payments through post offices and Payzones will take up to three whole days to clear so if you pay on a Wednesday your payment may not credit until the following Monday - AFTER the balance is checked.

This can lead to confusion and concern for tenants so we recommend making the cash payment on a Monday or Tuesday.



How to speed up your Housing Benefit claim

If you need to claim a new benefit you can speed up the process by using the Fast Track service

How it works: Fully complete a claim online through www.ipswich.gov.uk either at home or at one of the free computers at the Customer Services Centre, Town Hall. When you have submitted your claim on-line you will be given a check list of documents which you will need to bring to the Customer Services Centre within two days.

Customer Services will check you have filled out the claim form correctly and check you have provided the correct documents so we can then calculate the amount you are due within two

working days and notify you by post. This can save time starting your claim by avoiding further requests for further information.

It is important we see original documents, not photocopies. We will scan your documents and return the originals to you immediately. In some circumstance no proof is required and these will be dealt with directly by the Benefits department

NB Some types of claim will require more information before we can tell if you can use the fast track service.

HEARS



IPSWICH
BOROUGH COUNCIL

Peace of
mind in your
own home 24
hours a day

Home Emergency Alarm Response Service

- Live independently in your own home
- Mobile button and alarm unit supplied
- 24 hour connection to our locally based control team
- Assistive technology products available
- Peace of mind at the touch of a button
- Service tailored to your needs

For more information:

01473 433236

www.ipswich.gov.uk/hears

USEFUL TELEPHONE NUMBERS

You can contact your housing officer on

To report a repair or if you have a repair enquiry

To order a gas repair or gas service

For out of hours (5pm-8.30am) Emergency repairs only

01473 433370

01473 432100

0800 533 5630 or

01473 835171

01473 432100

(select option 1,
then option 4)



CUSTOMER SERVICES CENTRE OPENING TIMES Monday-Friday 8.30am-5.30pm



Remember if you or anyone you know requires this newsletter to be provided in large print or audio format, we need to know. Please contact Tenant Participation on 01473 433370 or contact your Housing Officer to register your requirements and we will be pleased to help you.

