

# Tenant's Newsletter



Hello

Welcome to the Autumn 2024 Edition of our Tenant's Newsletter!...

Autumn 2024 | News and updates

## Warmer, Greener Homes: How External Wall Insulation is Transforming Social Housing in Rokeby and Long Lawford



Exciting changes are taking place in Rokeby and Long Lawford as council properties receive a sustainable makeover. Thanks to the Social Housing Decarbonisation Fund (SHDF), residents in these areas are enjoying warmer, more energy-efficient homes through the installation of external wall insulation (EWI). This initiative, led by Rugby Borough Council (RBC) in partnership with energy company E. ON, is part of a two-year project that aims to improve the quality of social housing while reducing carbon emissions.



## The Tenants' Panel

We would like to thank those who attended the latest Tenant's Panel meeting on Wednesday 11 September 2024 at the Rugby Art Gallery and Museum. These meetings ensure we work with tenants to improve our services.

At the last meeting we looked at:

- The housing services performance data
- The 2023/24 Tenants Satisfaction Survey results
- The draft damp and mould procedure and draft investigation summaries to tenants following a home inspection
- Tenant feedback following the closure of their complaint to understand how we can improve complaint handling
- Review and scrutiny of the draft Antisocial Behaviour procedure

**Our next tenants panel meeting  
will take place on**

**Wednesday 12th February 12:30pm - 2pm**

We are currently seeking members for our Tenants' Panel, if you are interested in helping us to improve our services and improve the way we communicate with our tenants we would love to hear from you.

Please email Freya on [rbc.tenants@rugby.gov.uk](mailto:rbc.tenants@rugby.gov.uk) or call her on 01788 533533 for more information on how to join!

## Community Power in Action:

### Rugby Borough Council Teams Up with New Bilton Tenants and Police for a Successful Ward Walk!

On **16 September 2024**, Rugby Borough Council joined forces with **New Bilton tenants** and Warwickshire Police for a highly successful **Ward Walk**! This community-driven initiative is not just a stroll around the neighbourhood—it's a powerful tool that helps the council understand the area's top priorities and shape impactful action plans.



For more information or to get involved, drop us an email at [rbc.tenants@rugby.gov.uk](mailto:rbc.tenants@rugby.gov.uk).

## Join Our Tenants Newsletter Editorial Panel

Do you have ideas for stories, advice, or updates that you think could make our tenant newsletter more engaging and useful? Then, we're excited to invite you to become part of our Tenant Editorial Panel!

### Joining the panel means that four times each year you'll:

**Contribute Ideas:** Suggest topics and content that matter most to you and your neighbours.

**Edit and Review:** Provide feedback on articles to ensure they're clear, accurate, and engaging.

**Collaborate and Connect:** Meet with other tenants to discuss issues and brainstorm new ideas.



If you're interested in becoming a part of our Tenants' Editorial Panel, simply email [rbc.tenants@rugby.gov.uk](mailto:rbc.tenants@rugby.gov.uk). We're looking for tenants of all backgrounds and perspectives to bring fresh ideas and help make our newsletter a true reflection of our vibrant community.

## Have your say and make a difference

It's not too late to complete and send back your Tenants Survey 2024/25 - Please complete the questionnaire and return it using the pre-paid envelope! We look forward to your responses!

# Estate Inspections make a difference to where you live

Rugby Borough Council is committed to keeping the neighbourhood and communal areas associated with the homes we own clean and safe. One of the ways we do this is by hosting Estate Inspections. Twice a year (once a year for Independent Living Schemes), staff from the Housing Services Team and Housing Maintenance Team inspect all areas where there are Council houses in the borough.

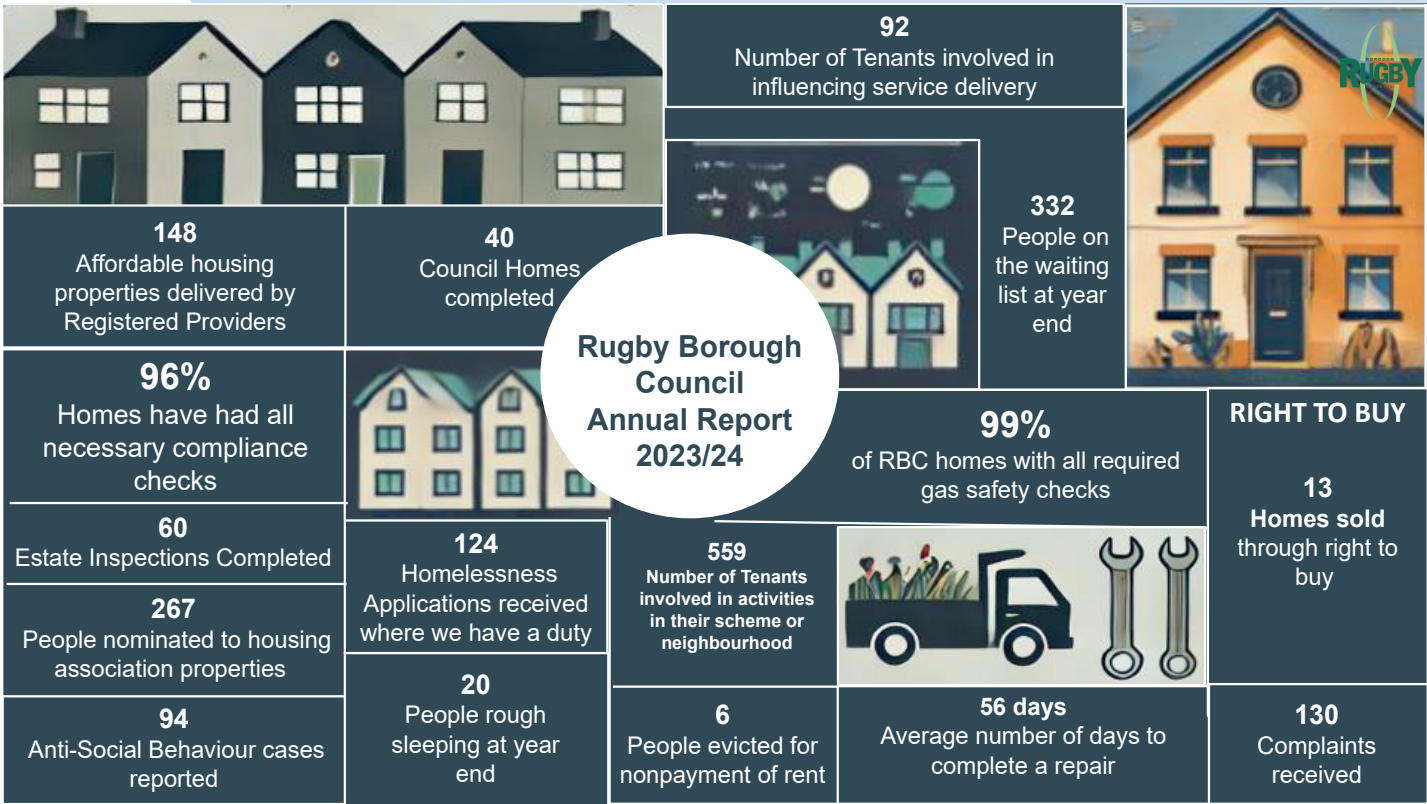
Estate Inspections help identify issues that are causing anti-social behaviour.

At the end of every Estate Inspection an action plan is produced and monitored.

If you would like to attend one in your area and receive an Estate Inspection schedule or if you have any questions, please email Daanish from our Communities and Projects Team at [rbc.tenants@rugby.gov.uk](mailto:rbc.tenants@rugby.gov.uk), telephone **01788 533533** or call in to the Town Hall every **Wednesday** between **10am to 4pm** and one of our housing officers can update you about Estate Inspections in your area.



## Annual Report 2023/24





## BRANCAB: Your Go-To for Advice and Support

Did you know that Bedworth, Rugby and Nuneaton Citizens Advice Bureau (BRANCAB) is here to help you with a wide range of issues?

They provide free, independent, and confidential advice to everyone in the Warwickshire area, with support from Rugby Borough Council to ensure residents can access the help they need. This assistance comes from a team of highly trained volunteer advisers. Whether you're facing debt problems, housing issues, or need help with benefits and pensions, BRANCAB has specialised services to assist you.

Located at 32 North Street, Rugby, BRANCAB provides face-to-face support, as well as telephone and online advice. You can drop in for support on **Monday, Tuesday, or Wednesday from 10 am to 2 pm**, or call their freephone Adviceline at **0808 250 5715**, available **weekdays from 9 am to 5 pm**.

**I'm worried about how I will manage without the Winter Fuel Payment. What can I do?**

On July 29th the Government announced that the Winter Fuel Payment - of £200 for those aged 65-79, and £300 for those aged 80 or over - will be restricted to those people in receipt of Pension Credit - so what is Pension Credit and who can claim it? **It is estimated that up to 880,000 households are entitled to Pension Credit but not currently receiving it.**

### Pension Credit

Is a means tested benefit which is paid to help with the cost of living, it can also bring entitlement to additional financial support, including housing benefit, Council tax support, and winter fuel payment. Pension Credit can be backdated by up to 3 months (subject to meeting qualifying criteria).

**The deadline to claim to be entitled to this year's winter fuel payment is 21<sup>st</sup> December 2024**

### To get help making a claim

You can get further information and make a claim by calling the Pension Credit Hotline: 0800 99 1234

**You can check if you are eligible for Pension Credit** using the Pension Credit calculator here  
<https://www.gov.uk/pension-credit-calculator>

**If you believe you are entitled to Pension Credit** you can claim online here  
<https://www.gov.uk/pension-credit/how-to-claim>

**If you require further advice or help to make a claim** you can call Citizens Advice on 0808 250 5715 or visit on of our drop-in sessions. For further details of our opening hours visit [www.brancab.org.uk](http://www.brancab.org.uk)

**citizens  
advice**

**Bedworth, Rugby  
& Nuneaton**

For more information and self-help resources, please visit their website at **www.brancab.org.uk**.

Don't hesitate to reach out  
BRANCAB is here to support you and help improve your situation!



# The Community Gets Together!

Residents from Duffy Place and Mercer Court had organised a summer party this past August. With guest appearances from the Mayor and local police, a vintage singer for entertainment and a delicious buffet, residents had a great time!



If you would like to get involved in community get togethers in your area or have ideas on how to make them happen, please email [rbc.tenants@rugby.gov.uk](mailto:rbc.tenants@rugby.gov.uk)

## Tackling Anti-Social Behaviour (ASB)

Help us safeguard our communities and report signs of abuse, neglect, antisocial behaviour, and discrimination of anyone in your household or community.

**To report ASB please call:**

- Emergency – **999**
- Police (non-emergencies) – **119**
- Your Housing Officer – **01788 533 533**
- Community Warden – **0800 096 8800**

Or call into the Town Hall every Wednesday 10am – 4pm to talk to a Housing Officer.

**For more information regarding ASB, please visit:** <https://www.rugby.gov.uk/w/antisocial-behaviour-council-tenants>

## How To Make a Complaint

You can make a complaint in the following ways:

- Online: [www.rugby.gov.uk](http://www.rugby.gov.uk)
- By phone: **01788 533 533**
- By email: [contactcentre@rugby.gov.uk](mailto:contactcentre@rugby.gov.uk)
- By letter: The Town Hall, Evreux Way, Rugby, CV21 2RR
- By talking to your Independent Living Co-ordinator or your Housing Officer
- You can also make a complaint using our online complaint form: <https://servicescm.rugby.gov.uk/complaints>
- By calling into the Town Hall Wednesday 10am – 4pm to speak to a Housing Officer. We will respond to your complaint within 10 days, if more time is required to give you a full response, we will agree an extension of time with you which will be no more than 10 days.

## Housing Ombudsman Service

If you are unhappy with how we have handled your complaint, you can contact the Housing Ombudsman Service:

- Online complaint form: [www.housing-ombudsman.org.uk/residents/make-a-complaint/](http://www.housing-ombudsman.org.uk/residents/make-a-complaint/)
- Phone: **0300 111 3000**
- Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)
- Postal address: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

# Work with us to protect your home from damp and mould this winter!

Damp, condensation and mould are tackled most effectively when the landlord and the tenant work together, we each have a part to play.

You can take steps to reduce the levels of condensation in the home by improving ventilation, keeping the home from getting too hot or cold and drying clothing outside where possible.

Please report signs of damp and mould in the home promptly, so action can be taken to rectify the problem.

Take a look at the table below to see how we can work together to tackle damp and mould!

## WHAT YOU CAN DO ✓

- Keep air vents clear and unblocked
- Keep the temperatures between 18-21 degrees Celsius in living areas in use
- Promptly report signs of damp and mould to your RBC
- Dry wet clothing outside or in a well-ventilated room
- Open the windows for at least 10 minutes per day
- Use extractor fans when cooking or bathing if you have one
- Use fungicidal paints and decorating materials to help stop mould returning
- Remove any mould as soon as possible
- Close the bathroom door while bathing
- Use lids on pans while cooking
- Wipe moisture from your windows daily

## WHAT THE COUNCIL CAN DO ✓

- Keep the guttering effective, clear and in good repair
- Install an extractor fan if a room doesn't have adequate ventilation
- Repair cracked render and brickwork
- Repair plumbing leaks
- Replace old and ineffective windows
- Improve insulation
- Repair roof leaks
- Install devices that will monitor temperature and humidity in the home
- Provide an outdoor drying area where possible

## Rent Drop Ins and Housing Officer Drop Ins at the Town Hall



Exciting changes to the Town Hall reception area!

The reception area at the Town Hall is undergoing an exciting refurbishment in order to create a more welcoming and modern environment as well as creating a community and business hub. We will be open for business again around **2 January 2025**.

During this time please telephone us for support on any matter. Our friendly and knowledgeable Income Officers and Housing Officers will be back doing their Drop In sessions on **Tuesdays, Thursdays** (Income/Rent) and **Wednesdays** (Housing Officers) in early January.



## Exciting Transformation Underway:

### Rugby Borough Council Partners with Willmott Dixon to Create Navigation Way!

Big things are happening in Rugby as Rugby Borough Council team up with Willmott Dixon, to bring a brand-new development to life—**Navigation Way** (formerly known as Biart Place). This ambitious project is set to transform the area with the creation of 100 council homes and take out the remainder after.

#### Progress is in Full Swing!

Stay tuned for more updates as we continue to shape the future of Rugby with Navigation Way!



### Get involved and make a difference to where you live

**Getting involved means working together to improve our services, giving you better value, better services and creating safe and thriving communities. There are lots of ways you can get involved:**

- Completing the **Tenants' Satisfaction Survey**
- Joining in with tenants' activities, such as coffee mornings, celebrations and community events
- Join our **Tenants' Panel** and take a close and careful look at how we deliver services to you, meetings take place 4 times a year
- Join our **Tenants' Editorial Panel** and review/contribute to our **Tenants' Newsletter**, which is produced every 3 months!

**For more information on how you can get involved, email Daanish and Freya from our Communities and Projects team at: [rbc.tenants@rugby.gov.uk](mailto:rbc.tenants@rugby.gov.uk), call us on 01788 533533, speak to your Housing Officer or Independent Living Co-ordinator or call into the Town Hall every Wednesday 10am – 4pm and talk to us about getting involved**

## In July 2024 Rugby Borough Council launched a new property repairs system

Rugby Borough Council has started to use a new property repairs system.

This service will speed up repairs for the council's 3,400 homes by efficiently scheduling repairs and assigning the best operative or team for the job.

### What does this mean for you?

- **Deliver a prompt service** – Our clever new system knows what operative is required and what tools and equipment they need.
- **First Time Fix** – The right operative and the right tools and equipment = more right first-time fixes.
- **Improved performance information** - So we can tell you how well we are doing at delivering the repairs service.

## Our Repairs Service

Please report your repairs to us as soon as possible. The sooner we are aware, the sooner we can put things right.

Here are the ways you can report a repair on your home:

- Phone us on **01788 533 888, 9am – 4pm**. Choose option 1 for gas and electrical repairs and option 2 for all other repairs.
- Drop into the Town Hall and use the phone in reception to report your repair (Please see more information later in the newsletter regarding the reception area in the town hall)
- Visit the council's website at: **www.rugby.gov.uk**
- For any gas, electrical, boiler related issues please email **repairs@rugby.gov.uk**. All other repairs **prs.repairs@rugby.gov.uk**
- Complete a Repairs form on our website at: **https://services.rugby.gov.uk/housing-report-a-repair**

**For emergency repairs out of office hours, please call 01788 533 888.**

## For Our Lifeline Customers

The UK is currently switching from analogue to digital phone signals. The Council are in the process of upgrading all of our Lifeline equipment to make sure it is digitally compatible. It is important to let our Control Centre know if you are a Lifeline Customer and:

- You have recently changed telecommunications provider
- You are considering changing telecommunications provider
- You have been contacted by your provider with a request to upgrade to a digital service

Please contact our Control Centre on **01788 579706** or email **Control24H@rugby.gov.uk** if any of these apply to you.

