

## Warm and Well in Warwickshire



AS we head towards winter, here are some practical steps you can take to help keep you warm and keep your fuel bills to a minimum:

1. Keep your property heated to 18 – 21 degrees, any warmer than that will just waste heat and cost more!
2. Set the timer to heat your home when you are there.
3. Use the central heating to keep your house warm, it's more effective than switching on the gas fire.
4. If you're feeling the cold, put an extra layer of clothes on and make sure you are eating well – hot soups and stews are what you need!
5. Check that you are not wasting heat and get your heating serviced

each year so that it works efficiently and safely.

6. Take advantage of financial support. Groups such as the Pension Service and Warmfront give advice on how to improve energy efficiency and how to access benefits. A winter fuel payment is available for those aged 60 or over.
7. Check your meter readings against your bills to help prevent fuel debt.
8. If you are having difficulty paying your bills, speak to your supplier, they may be able to help by providing a social tariff.

If you would like to discuss any of the above points further or get additional information please contact your local Energy Advice Centre on 0800 9882881 or log on to [www.weeac.org](http://www.weeac.org)

## Credit Crunch – there is help

MANY of us are feeling the pinch – food and fuel bills are increasing and it is a real struggle to make ends meet. We have a few suggestions on where you can go for help and advice;

**If you are finding it difficult to pay the rent,** contact your rent team as soon as possible, who may be able to help you to keep your rent account up to date by setting up a reasonable and responsible repayment agreement.

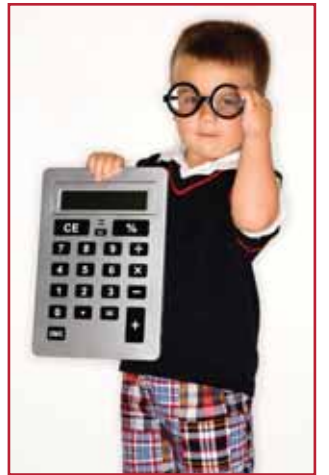
Advice on rent or mortgage payments is also available from the Housing Advice Team. Book an appointment to see a Housing Advice Officer who will go through your circumstances with you and give advice on what assistance may be available, for example claiming housing or welfare benefits. They could also refer you to the Support and Resettlement Officer for further help or to Citizens Advice Bureau for more detailed debt advice.

**Are you claiming Housing Benefit?** Perhaps you do not think you are entitled to it? It is far better to put in a claim and find out for sure, than struggle on when you could have been receiving help. The Housing Benefits team at Riverside House or your local Warwickshire Direct will be able to help you with any queries and with filling in the application forms.

**Are you claiming all the benefits you are entitled to?** We work very closely with the Citizens Advice Bureau who can advise you about the benefits you could be claiming and the forms you need to fill in. Warwickshire Direct, Packmores and The Gap in Warwick, Lillington Children's Centre and Sydenham Children's Centre all have the Citizens Advice Bureau visiting them, so you can go along and talk in confidence. These sessions are in addition to those held at their main office at Hamilton Terrace, Leamington Spa.

For details of times and locations call CAB on 01926 457900 or visit [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

You are not alone and you are not the only one struggling during the credit crunch, so please do not be afraid to talk to us about your situation and to ask for help. Be assured that our aim is to keep you and your families in your home, so please call us on 01926 456239, 456438, 456457 or 456411.



## Marathon Sponsorship for Age Concern



Ross Butler, Eileen Summers & Lexi Butler present their cheque.

IF YOU met Eileen Summers at Yeomanry Close earlier this year you probably found yourself handing over your cash in sponsorship money!

Eileen is a very determined lady who has helped to raise £1,600 for Age Concern.

The residents of Yeomanry Close are visited weekly by girls from Kings High School and one girl, Lexi mentioned to Eileen that her Dad, Ross Butler was planning to run the London Marathon and would like to raise some money for charity.

Eileen knew just which charity to support – Age Concern, because they had given her support over many years and she felt strongly that she would like the chance to give something back to them.

Ross successfully completed the Marathon and on 24th April a cheque was presented to Age Concern for over £1,100, with a further £500 outstanding.

Kate Richmond, Manager of Psychology Support Service accepted the cheque on behalf of Age Concern, Warwickshire, "It is phenomenal what they have achieved and it has been through people from all generations working together. I know the project has given them all a tremendous amount of enjoyment and we are really grateful for their support and for their generosity." The sponsorship money has been used to train volunteers in supporting the elderly who are suffering with depression, anxiety and stress.

## A Great day was had by all ... 350 of them!



Justine enjoying her day out!

CAN you imagine what it felt like to be travelling on one of the seven coaches taking 350 people from Warwick District to Weston Super Mare this summer?

Well it was excitement and anticipation all the way for the families and their children who took part in this huge day out, which left Leamington at 9am on the 14th August.

The day trip was organised by Leamington and Warwick Children's Centres. Parents with children under 5 years and their brothers and sisters from Children's Centres across the district – Lillington, Whitnash, Kingsway, Westgate & Newburgh as well as Sydenham were invited to go on the trip. To ensure as many families as possible, from the whole of the district had the opportunity to go, the trip was subsidised.

And what a great day it was! With just the smallest downpour of rain interrupting their fun, the day trippers spent their day playing games on the beach, building sand castles, eating fish and chips, shopping, even dipping their toes in the

sea, but most importantly making the most of their day out. And for many it was their holiday, their summer break and the only opportunity they would have to visit the sea-side. They had made it a special occasion with mums, dads and grandparents taking time off work to join in the fun. They had all thoroughly enjoyed their day and really appreciated the work involved to have made it happen.

Children's Centres operate to provide an informal and relaxed place for parents with children under five to go and spend time. There is a busy timetable of activity throughout the week – including drop-in sessions, parents groups, as well as staff on hand to give advice and support. It's a great way to get out and about, meet new people and find interesting things to do with young children – and it won't cost you anything!

Just call 01926 337506 to find out what's on at a Children's Centre near you!



## Sprung a leak?

**MAKE sure you know where your water stop tap is at home.**

The reason why? In an emergency caused by a leak in your property, then you could reduce any damage considerably by turning off your stop tap straightaway before phoning repairs.

If you do turn your water off, or your water supply is cut off for any other reason, then make sure that your taps are turned off and all the plugs are removed from your sinks and bath to prevent flooding when the supply is reinstated.

## Recycling Tips

### Keep your bins fresh and fragrant;

#### What can I do about flies and maggots?

- Don't leave cooked food, uncovered as flies can lay eggs on it.
- If maggots do get into your wheeled bin, kill off using boiled water, disinfectant or bleach.
- Use a cleaning product with a strong fragrance to deter flies.

We have 10 Carbon Pads to give away which should keep your bin odour free. If you would like to try one please email [sort-it@warwickdc.gov.uk](mailto:sort-it@warwickdc.gov.uk) or call 01926 456339.

#### Still need a recycling box or bag?

Come in the Council offices' car park at Milverton Hill and pick one up on;

- Saturday 1 November, 10am – 1pm
- Saturday 6 December, 10am – 1pm



# YOUR DIRECT DIAL DIRECTORY

## Council Housing Estates Supervisors

Christine Ledger Square – Eileen Bromwich 07866 609 655  
 Fallow Hill – John Lamb 07866 609 674  
 Kennedy/St Paul's Square – Andy Smith 07866 609 657  
 New Brook Street – Roy Mingaye 07866 609 654  
 Radcliffe Gardens – Ant Collins 07866 609 656  
 Stamford Gardens – Ernie Oliver 07866 609 675

## Disabled Adaptations

(01926) 456405

## Garages

Applying for a garage – Mrs Darlison/Mrs Leech (01926) 456 424/5  
 Garage Repairs (01926) 456 456

## Homelessness

(01926) 456 427/428/429/359

## Home News

Fiona Walsh (01926) 456 447

## Housing Complaints, Comments, Compliments

Fiona Walsh (01926) 456 447

## Leaseholder Enquiries

(01926) 456 421

## Refuse & Recycling

(01926) 456 339

## Rents

### Problems with paying your home rent

Guy Greenland/Mike Tierney/Abigail Hay (01926) 456 438/457/239

### Problems with paying your garage rent

Yusaf Ramzan (01926) 456 435

### Rent Direct Debit

Jo Whitby (01926) 456 409

### Rent Allpay Cards

Satnam Sangha (01926) 456 408

## Tenant Involvement

### (Area Panels & Residents Groups)

(01926) 456 445

## Tenants' Contents Insurance Scheme

Satnam Sangha (01926) 456 408/409

## Warwick Response (Lifeline Service)

24 hour number (01926) 339 577  
 Supporting People Services Manager Joan Hicks (01926) 456 405

If you prefer to write, our address is:

### Housing

Warwick District Council, P.O. Box 2175  
 Riverside House, Milverton Hill  
 Royal Leamington Spa, CV32 5QE

If you prefer to email:

Housing Register & Homelessness [housing.advice@warwickdc.gov.uk](mailto:housing.advice@warwickdc.gov.uk)  
 Repairs Queries – not for reporting repairs [hsgrep@warwickdc.gov.uk](mailto:hsgrep@warwickdc.gov.uk)  
 Reporting Repairs [contactus@warwickdc.gov.uk](mailto:contactus@warwickdc.gov.uk)  
 Housing Officers & Estate Management [hsgem@warwickdc.gov.uk](mailto:hsgem@warwickdc.gov.uk)  
 Rent Arrears Team [hsgra@warwickdc.gov.uk](mailto:hsgra@warwickdc.gov.uk)  
 Lettings & Moving Home [hsglet@warwickdc.gov.uk](mailto:hsglet@warwickdc.gov.uk)  
 Housing Complaints [hsgcr@warwickdc.gov.uk](mailto:hsgcr@warwickdc.gov.uk)  
 Lifeline Control Centre [ccms@warwickdc.gov.uk](mailto:ccms@warwickdc.gov.uk)



Need information?  
 Want to request a service?  
 Need to report a problem?

## Opening hours of the Customer Service Centre

Monday to Thursday 8am - 7pm, Friday 8am - 6pm, Saturday 9am - 1pm

## Housing Benefit

(01926) 456 837

## Housing Management

Your Tenancy and your estate (01926) 456 437

## Moving Home

Applying For a Transfer (01926) 456 430

HomeChoice (Bidding for advertised properties) (01926) 456 430

## Repairs

### Reporting Repairs

The Repairs Hotline – to report repairs during office hours (01926) 456 456

Emergency Repairs – outside office hours (01926) 456 456

## Housing Advice

Applying to join the Housing Register (01926) 456 430

For general information about your housing service and Home News highlights, visit our website at [www.warwickdc.gov.uk](http://www.warwickdc.gov.uk)

Where possible, information can be made available in other formats, including large print, cassette tape, CD and other languages if required. To obtain one of these alternatives, please contact 01926 456 338.

# HERBS COMPETITION



Win a £40 Asda voucher with four £5 runners up vouchers. No alternatives to published prizes are available.

One word from the word bank is not in the puzzle. If you can find it, complete the form below and post it to us. In the event of a tie, first out of the hat wins.

Send your entries to:  
 Fiona Walsh, Housing Services, PO Box 2175, Warwick District Council, Riverside House, Milverton Hill, Royal Leamington Spa, CV32 5QE to arrive by 7th November 2008.

Name: .....

Address: .....

Tel: .....

The missing word is: .....

## Wordsearch

I J L V E G T A M U F S N B S  
 T H Y M E G W D G U Z S W K E  
 H U C I C S I K H Q S K D G T  
 H A O B B L B C R K M T Z L O  
 S I R I L P T J O M L F A T Q  
 D E I C R M A C S N I S I R S  
 D V A O H H R L E G S U A F D  
 X P N M Y E R V M G A Q T G T  
 K V D Y E E A K A P B Q N C E  
 Y K E O Y P G B R T W Q I Z K  
 B W R J O G O H Y D D F M A G  
 L V J C M U N M A R O J R A M  
 Z Q E S R I E V I H C H K Q Y  
 A K E I F G F S N M J X X G L  
 K O R E G A N O C S Z T P M P

## Word Bank

BASIL  
 CHIVE  
 CORIANDER  
 DILL  
 MARJORAM  
 MINT  
 MUSTARD  
 OREGANO  
 PARSLEY  
 ROSEMARY  
 SAGE  
 TARRAGON  
 THYME

## Competition Winners

THANK you for sending in your repair satisfaction cards. As promised we held the draw for 2 winners this time, each winning £100. Congratulations to Mr Bonehill of Leamington Spa and Mrs Cotton of Warwick.

Keep sending them in, it could be your turn next time!

## Wordsearch winner

MRS Spall of Warwick is the lucky winner of our summer Wordsearch competition.

She has won a £40 Tesco voucher and is looking forward to a shopping trip soon.



## Halloween competition



The Council's Halloween poster will be displayed in various places around the district. If you are under 12 years of age, and would like the chance to win a "goody bag", all you need to do is find a poster and tell us how many bats you can see.

Write down your name, age, address and contact details and let us know where you saw the poster, then send your entry to

Halloween Competition,  
 Waste Management, Warwick District Council,  
 PO Box 2176, Riverside House,  
 Milverton Hill, Leamington Spa, CV32 5QF.

Closing date for entries Nov 7th 2008.

## Gardening News

### Continuing our series by tenant and Home News Editorial Panel member Helen Scott

I HAVE planted my spring tubs with bulbs, pansies and primulas and hopefully the weather will be kind to us.

Many shrubs and plants were late flowering, the Morning Glory waited until mid-August before joining the party.

The Geraniums were most unhappy with the wet, but the Clematis were a delight all season. Well worth growing.

Herbs are always useful in cooking, so why not grow them on your windowsills? Most stores sell them, or garden centres, usually with growing instructions. You could give them a larger pot and using multi-purpose compost, make an arrangement using as many different herbs as you wish.

Stand them in a light window, not over a radiator. Shelter them from a frosty window at night. Keep watered and with very little feed as you use them they will keep growing.

They are so attractive with their many shades of green....and tasty too!

