

STOP SMOKING IN 2012

WITH WARWICKSHIRE STOP SMOKING SERVICE

If you are thinking about stopping smoking in the New Year, then you can get FREE help and support from your local stop smoking service. And you are 4 times more likely to stop smoking successfully if you use this service than if you try on your own.

How much would you save?

A 20 a day smoker can spend up to £2,370 a year (based on £6.50 per pack).

Just think about it, you could pay off some Christmas debts and still have money for a holiday, new shoes, or treats for the children!

There are around 4000 chemicals in cigarettes! 69 of these are cancer causing toxins and roll-ups are no safer than any other type of cigarette. Chemicals include arsenic – a powder used in insecticides, ammonia – used in toilet cleaner, carbon monoxide – a poisonous gas and formaldehyde – used by morticians.

If you are worried about your health, then stopping smoking is the single most important thing you can do to improve it.

You will have more energy to play with your children or grandchildren, without getting out of breath. And you stop any further damage that smoking does to your teeth and skin as well as all the other diseases caused by smoking.

If you've tried to stop before and not succeeded - then make a fresh start in the New Year. Don't worry, most smokers take several attempts before they stop for good and when you are ready to try again call 0800 085 2917 for a friendly informal chat with a Warwick based advisor.

You will receive advice and information on where to get help and the different types of products you can use to help you quit, all on prescription (free if you don't pay prescription charges).



Call FREEPHONE -

0800 085 2917

www.smokefreewarwickshire.org

Text 'LIFE' to 80800

CHILDREN'S CENTRES

FOR BABIES, CHILDREN UNDER 5 AND THEIR FAMILIES

Lillington • Kingsway • Whitnash •
Sydenham • Milverton • Westgate
& Newburgh

Bringing up a child is often a tricky business – even though you enjoy them and want the best for them, they can sometimes worry and confuse you and they are pretty expensive!

Children's Centres provide a friendly place for you to bring your babies and children under 5. They welcome parents, grandparents, childminders, aunts and uncles. Just come along and have fun, play and learn and get the information you need to give your child the best start in life.

With a wide range of activities, all free of charge, you will be able to ask for advice throughout your pregnancy and after your baby is born; about your child's health and development, money issues, adult learning and your own health and wellbeing.

There are also children's centres in Kenilworth and Warwick, and they too have a team of staff who are skilled and experienced in matters relating to young children. Don't miss out - why not call in for a cup of tea and find out what is going on?



To find out more about your local Children's Centre,

- Tel: 01926 337506
- www.learmingtonandwarwickwestchildrenscentres.org
- Family Information Service: 0845 090 8044 local rate
- Text phone: 01926 736327

SOMEWHERE TO GO, SOMETHING TO DO, SOMEONE TO TALK TO AND IT'S ALL FREE!!

"I don't know what I'd do now without the Centre, I love coming - I hardly knew anyone before and now I've made friends. I think it's helped the children too, as they can mix, and learn to share. Their Dad comes to the centre because he is on short time, the Children's Centre has been good for the whole family"

Emma 22

"COME AND JOIN THE FUN!"

THERE'S MUCH MORE ON AT PACKMORES FOR PACKMORES RESIDENTS

New craft group?

We would like to hear from local residents who are keen on arts and crafts and who would like to set up a new group in the New Year.

Happy Families

Starting on Wednesdays in January, these small informal, group sessions will look at families and the challenges you face with children and life in general. Aimed at parents who have babies or children less than 10 years, they will look at sharing ideas and experiences. Ring the Centre number below or call in for more details.

Weight Management Club

This has been a successful group for 2011 and the new year will bring a new 12 – week programme starting on Monday 16 January from 1.30 – 2.30pm. The Club offers free, friendly advice and support, ideas and information around eating and exercise as well as a free portion plate and bowl for each member.

Fresh Food Co-op

Pop in and discuss how you can get your fabulous fruit and Veg bags to start in the New Year!

Packmores Events Planning Group

Would you like to see more things happening locally? If so come along and join the residents who plan and organise activities and events throughout the year for everyone to enjoy.

No qualifications required – just bring ideas and enthusiasm! Ring or call in to see Kath or Linda at Packmores Centre for more details.

For information on any of the above please call Packmores Centre, Lyttleton Road, Warwick Tel: 01926 492488 or Linda on 07776 164599, or Kath on 01926 883910.



Packmores opened in April 2008 for local residents to use.

A big bag of vegetables and fruit every week!

£4

Affordable seasonal fresh food packed in your community by volunteers

Please phone the numbers below for more information
Next-day pick-up times by arrangement

Kingsway Community Food Co-op pick up on Thursday afternoon
Phone Kingsway Children's Centre 01926 336793

Lillington Fresh Food Co-op Pick up Thursday afternoon
Phone Karen 07863 555424

Sydenham Fresh Food Co-op Pick up Thursday morning
Phone Sydenham Children's Centre 01926 315604 The Sydn Centre 01926 422071

Whitnash Fresh Food Co-op pick up Thursday morning
Phone Whitnash Children's Centre 01926 315586

Warwick Fresh Food Co-op Pick up Wednesday
Phone Nuneburgh Children's Centre 01926 497968

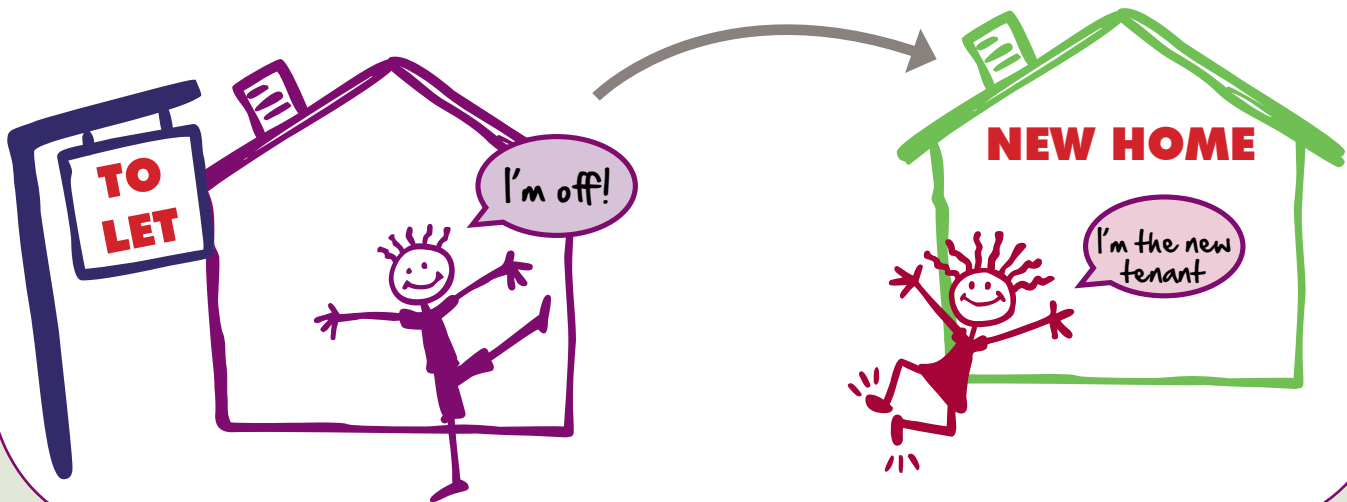
Lillington & Warwick West Surestart Children's Centres

South Warwickshire Local Food

A partnership project of South Warwickshire Local Food and Lillington Children's Centres
For information about the food co-op or to volunteer please contact Judy Steele on 07786 137770

HOW ARE WE DOING?

How long does it take to re-let our properties?



In October 2011 it took 21.3 days between one tenant moving out of their home and the next one moving in. The quicker we can re-let our properties, the less time you have to wait to move into your new home.

GAS SERVICING

Warwick District Council as your landlord has a legal responsibility to carry out gas servicing.

As of 2 December 2011 4892 homes had a valid gas service and only one property had a gas service that had expired. This means our performance to date is almost 100%. We need to maintain this level every month.



Please help by giving access to Heateam for gas servicing. It's really important for you and your family's safety.

2 SUCCESSFUL ANTI-SOCIAL BEHAVIOUR INJUNCTIONS

We have been successful in obtaining an anti-social injunction with power of arrest attached in relation to a housing tenant living in Warwick.

Residents in the local area had reported to the Police and the Housing Department incidents of anti-social behaviour including; noise nuisance, the defendant openly urinating in the street, and intimidation. The order now prevents him from using or threatening violence against residents or properties close to where he lives in Warwick.

Failure to comply will result in an arrest by the Police and him being brought before the Courts. This order stays in place until 1 November 2013.

In a second case, an Interim anti-social behaviour injunction was successfully sought against a tenant living in Leamington Spa.

The order prevents him acting in any way which causes or is capable of causing a nuisance or annoyance to any person living, visiting or carrying out a lawful activity in or within the area of where he lives in Leamington Spa. Housing & Property Services attended Warwick County Court in November 2011 and successfully prosecuted for two breaches of the Interim Anti-Social Behaviour Injunction.

The tenant was sentenced to 28 days imprisonment for contempt of court, suspended for 12 months, for causing a noise nuisance on two separate occasions after he had been served with the injunction.

The Council will continue to take appropriate enforcement action to tackle anti-social behaviour when there is sufficient evidence to do so. If you are suffering from anti-social behaviour, please contact your Housing Officer.

£3 PARKING ALL DAY

at Covent
Garden car
park

So, you can take all the time you need, without watching the clock!

For more information about parking visit

www.warwickdc.gov.uk/parking



Safe, Secure,
Convenient.

LIFELINE WARWICK RESPONSE



A Lifeline is invaluable at times of need. You can dial straight through to our control centre at any time of the day or night and reach a friendly voice who will talk you through what you need to do next, or get help to you if it's an emergency.

Most of our customers are older people who feel vulnerable or isolated in their homes. Their families are reassured that they can call for help at the touch of a button whenever they need it and wherever they are in their home. But Lifeline is just as beneficial for younger people who are vulnerable or have health problems, but don't want to rely on their parents or carers.

All you need is your own telephone line and the Lifeline will dial through to our control centre which is open 24 hours a day, 365 days a year. There are running costs and you would need to discuss this with our Support Team.

I'm 26 and have a learning disability. Lifeline allows me to live independently.

I'm 73 years old
Lifeline saved my life in February this year after my fall. I was in hospital for 5 weeks.

Knowing there is someone there gives me peace of mind and makes me feel safe in my own home.

For more information, please call 01926 456405 or visit www.warwickdc.gov.uk/lifeline

WE'RE DREAMING OF A GREEN CHRISTMAS!



There will be no change to your planned collections this Christmas. However, if the weather turns bad then sometimes collections can change or be suspended.

This decision is made after roads and paths have been assessed for safety.

You should still leave your bins/bags out for collection on your normal day, but expect them to be collected as soon as possible and this might not be at the usual time. You can sign up for email alerts to receive the latest information about your collection at www.warwickdc.gov.uk/emailalerts.

If you want to recycle your Christmas cards, then you can put them in your red bag, or take them to our special recycling bins located at the following Warwickshire Direct locations:

- Lillington Library, Valley Road
- Shire Hall, Market Square, Warwick
- Whitnash Library & Information Centre, Franklin Road
- Riverside House, Milverton Hill, Leamington Spa

Also remember that if you are having a clear out over Christmas and the New Year, then we will collect all your old jumpers, slippers and dressing gowns in any condition! Just leave your textile recycling out with your red/white bins and bags. The additional income we make will be used to support the training and development of guide dogs.



**www.warwickdc.gov.uk/christmasrecycling
email contract.services@warwickdc.gov.uk
tel 01926 412464**

Fire Safety in Communal Areas



As a tenant or leaseholder you have a responsibility to keep communal areas, such as hallways, stairwells, landings and basements, clean and free from any obstructions and flammable materials:

- ⊘ Do not leave refuse sacks, bicycles, children's buggies, plant pots, doormats, washing or other obstructions in communal corridors or walkways.
- ⊘ Do not wedge open fire doors in the corridors.
- ⊘ Do not store anything on balconies that could easily catch fire.
- ⊙ For residents who have a mobility scooter that is currently stored in the communal area, please contact your Housing Officer urgently so we can discuss possible solutions. These items also present a health and fire safety risk that must be managed.

Banning some of these items may seem unfair, however:

- ⊙ Warwick District Council has worked carefully to strike a reasonable balance between our resident's needs and the level of risk that must be addressed.
- ⊙ This is why we have worked in partnership with Warwickshire Fire and Rescue Services and expert independent fire safety assessors.

We are adopting a firmer approach to removing obstructions in our communal areas:

- ⊙ Our Housing Officers have been asked to ensure that any obstructions that may affect safety are removed. So the best way to look after your possessions is to keep them in your own property.
- ⊙ Housing Officers will contact residents and arrange the removal of obstructions if necessary. We have already started issuing warning letters and removing items.
- ⊙ On occasion we might ask for the Police or Fire Brigade to visit with us to discuss the matter further.

Your Tenancy or Leaseholder Agreement also asks that you:

- ⊙ Promptly notify the council of any disrepair or defects within communal areas that may present a fire risk. **Repairs Hotline: 01926 412 828**
- ⊙ Gain written consent from the council before carrying out any alterations to your property that may affect fire safety. This includes the front door to your flat which must provide 30 minutes fire resistance.
- ⊙ It is also your responsibility to keep the smoke alarm we have provided in good working order and regularly test it. Please let us know if it requires repair.
- ⊘ Remember a **No Smoking** policy in all common areas **must** be adhered to.

Should you have any questions or concerns relating to this notice, please contact your Housing Officer on 01926 412828

WINTER WARMERS

What better way to spend a cold winter's night, than enjoying a good hearty stew with your family and friends?

We share Emma Baylis' beef stew, which is quick and easy to make and Margaret Allen share's her butternut squash curry which is a really tasty alternative!

Winter warming Stew

900g (2lb) of good stewing beef
 25g of butter
 3-4 tablespoons of olive oil
 A large onion, finely chopped
 2 or 3 celery sticks chopped into 1cm chunks
 1 large carrot
 Quarter of a swede or a large parsnip
 175g (6oz) bacon cut into small pieces
 2 tbsp of flour seasoned with salt & pepper
 425-600 ml (3/4 - 1 pint) beef stock
 bouquet garni or a teaspoon of mixed herbs
 225g (8oz) mushrooms chopped
 Salt & black pepper.

Melt the butter & olive oil in the pan, lightly brown the onions, and then add the rest of the vegetables except the mushrooms. Transfer to the casserole.

Add more olive oil to the pan and cook the bacon on a high heat until it starts to go crispy -add to the casserole.

Roll the beef in the seasoned flour and cook in the remaining olive oil in the pan until it is brown on all sides, then add to the casserole. Add the left over flour; it thickens the sauce up nicely.

Pour the stock into the pan and bring to the boil, scraping the pan to get all the juices out. Pour this over the meat in the casserole and add the bouquet garni or mixed herbs, season with salt and pepper then cover with the lid and simmer on a low heat (gas mark 2/ 150C or 300 f) for 2 - 3 hours.

Fry the mushrooms in a knob of butter and add to the casserole about 20 minutes before you are ready to serve once the meat is cooked.

Serve with baked potatoes, rice or crusty bread.

Enjoy!



LOOKING FOR SOMETHING TO DO?

Blow away those

cobwebs with the Duck Race at Abbey Fields in Kenilworth, on Monday 26 December, organised by the Kenilworth Lions. All you need to do is buy a duck from local shops before the day and all proceeds are distributed to good causes. Then go along to the ford at 12noon and watch them being released.

Get out and about

and take your kids out to the park, there are so many in the district! You could feed the ducks in Jephson Gardens, or take a stroll by the river in St Nicholas Park. Or just let them play for a couple of hours – take a ball, kite, skateboard or bike and you'll find nothing beats the winter blues than a blast of fresh air on a chilly day.

How about a bit of culture?

If you've not visited the Leamington Spa Art Gallery & Museum, then this is a great time to go and find out about a well known local artist. There is an exhibition of James Edward Duggins' work on display until

12 February. He was born in Cubbington in 1881 and his work is based on his love of the Warwickshire and Cotswold countryside.

And with the children's gallery and various activities to do – you could enjoy a very relaxing couple of hours! Based at the Royal Pump Rooms, just call 742700 for opening hours. Admission is free!

And if you enjoy an exhibition, the Spa Centre has a number of free photography exhibitions on during January. Just call the Box Office on 334418 for opening times.

What about a new goal or interest For the new year?

If you have a bit of time on your hands and want to get into a group that makes a difference and gets things done, then why not sign up to your Resident's Group, or the Tenant Panel, you could even pop along to your local Community Forum and have your say? Just contact Margaret Allen for details on 456451 or email margaret.allen@warwickdc.gov.uk



NEW LOOK VANS

You will soon notice Ian Williams' smart new repair vans driving around the district!

We have teamed up with Ian Williams to roll-out 10 new vans with both our names on.

This is to make sure you know who is working in your home, and to show our commitment to working together.

Ian Williams has worked on our responsive repairs since 2007, and has worked with Warwick District Council on other contracts for around nine years.

And did you know that Ian Williams donates £1 to the charity, Shelter, for every questionnaire that you return to them?

If you would like to find out more just visit www.shelter.org.uk

Every year thousands will be donated to support Shelter, as a result of customer repairs satisfaction returns from various contracts. Ian Williams became an official supporter of Shelter in 2005.



THE OLYMPIC TORCH RELAY WE'RE ON THE ROUTE!

Warwick District Council is delighted to announce that the London Olympic 2012 Torch Relay is coming through Warwick District on 1 July 2012.

Warwick, Leamington and Kenilworth are three of over 1,000 villages, towns and cities announced by the London Organising Committee of the Olympic and Paralympics Games (LOCOG) through which the Olympic Flame will be carried by Torchbearers during the London 2012 Olympic Torch Relay.

We want to hear if you and your local groups or clubs are planning for this once in a lifetime event.

Send your ideas through to us so they will form part of our overall plan for the towns. Email: manoj.sonecha@warwickdc.gov.uk. Regular news and updates will be posted onto our website at www.warwickdc.gov.uk





WINTER WISHES

WORDSEARCH COMPETITION

WIN

α £40 ASDA Gift card or one of four runners-up prizes of α £5 ASDA Gift card!

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

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 before 13 January 2012. In the event of a tie, first out of the hat wins.

WORD BANK	Caring	Kindness	Success
	Friendship	Love	Warmth
	Happiness	Luck	Wealth
	Harmony	Peace	
	Health	Security	

Name:

Address:

.....

Tel:

Wordsearch Winners

Congratulations to Mr Bolt of Leamington Spa! He was the winner of our Autumn Wordsearch Competition; he wins α £40 Tesco gift card to treat himself for Christmas!

Our four runners up prizes of £5 Tesco gift cards go to:

- | | |
|-----------------------------------|----------------------------------|
| Mrs Rawlings, Kenilworth | Mr Lovatt, Warwick |
| Mr Straker, Leamington Spa | Ms Steven, Leamington Spa |

The missing word was LENTIL

The missing word is:

.....

SEND YOUR ENTRIES TO:

Fiona Walsh, Housing Services, PO Box 2175, Warwick District Council, Riverside House, Milverton Hill, Royal Leamington Spa, CV32 5QE



Warwick District HomeChoice



Warwick District Council's register of social housing covers all Council and Housing Association homes across the district. Properties become available every fortnight.

To bid for any of these properties, you must be registered on the council's HomeChoice scheme. For further details see our website www.warwickdc.gov.uk or telephone 01926 412828.



Homechoice bidding is now live on mobile phone and Digital TV.

For instructions visit: www.warwickdc.gov.uk/housing



iPhone



Android

HOUSING REPAIRS 01926 412 828

HomeChoice and Housing Officer enquiries 01926 412828

Council Housing Estates Supervisors

- Eileen McKeogh
- Christine Ledger Square07866 609 655
- John Lamb - Fallow Hill/Stamford Gardens/Binswood Street (grounds maintenance only)07866 609 674
- Andy Smith - Kennedy/St Paul's Square07866 609 657
- Ant Collins - New Brook Street/Radcliffe Gardens/Westbrook House/Dell House/44 Clarendon Square (grounds maintenance only)07866 609 656
- James Baker - Senior Estates Supervisor07979 486 617/01926 456 444

Disabled Adaptations.....(01926) 456 405

Garages

- Applying for a garage – Mrs Darlison/Mrs Leech(01926) 456 424/5
- Garage Repairs(01926) 412 828

Housing Advice, HomeChoice and Homelessness(01926) 456 427/428/359

Home News

- Fiona Walsh(01926) 456 447

Overdue Gas Servicing.....(01926) 456 035
Sue Sweeney (01926) 456 434

Tenancy Enforcement(01926) 456 419

Corporate Complaints

- Fiona Walsh(01926) 456 447

Leaseholder Enquiries

-(01926) 456 420

Refuse & Recycling(01926) 412 464

Rents

- Problems with paying your home rent.** Guy Greenland/Yusaf Ramzan/Mark Herbert(01926) 456 438/457/435
- Problems with paying your garage rent** Kathy Lewis(01926)456 239
- Rent Direct Debit, Eva Nicholls**(01926) 456 409

Rent Allpay Cards

- Satnam Sangh(01926) 456 408

Pay your rent by phone

-FREEPHONE 0800 028 3377

Managing Your finances

- Lisa Crossland(01926) 456 454

Tenant Involvement

(Area Panels & Residents Groups)

- Margaret Allen(01926) 456 451

Tenants' Contents Insurance Scheme

- Satnam Sangha(01926) 456 408

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

If you prefer to email:

- Housing Register & Homelessness hadvice@warwickdc.gov.uk
- Reporting Repairs contactus@warwickdc.gov.uk
- Repairs Queries – not for reporting repairs hsgrep@warwickdc.gov.uk
- Housing Officers & Estate Management hsgem@warwickdc.gov.uk
- Rent Arrears Team hsgra@warwickdc.gov.uk
- Lettings & Moving Home hsglet@warwickdc.gov.uk
- Housing Complaints hsgcr@warwickdc.gov.uk
- Lifeline Control Centre ccms@warwickdc.gov.uk
- Leaseholders sandra.clarke@warwickdc.gov.uk