You asked, we did...

Following a recent Estates Walkabout at Fallow Hill, we are really pleased to be able to share some of the improvements that are now planned for the area!

Work to repair the guttering on bungalows started at the end of March, followed by updating benches, removing graffiti, repairing door control boxes, installing new waste bins, repairing potholes and pavements and completing repair jobs. We will also be advising the Residents’ Association on how they can access the council’s Environmental Improvement Fund to make further changes to the estate, including a new noticeboard and communal block numbers.

**Estate walkabouts** give you the chance to have your say and help to improve your neighbourhood. On a walkabout you can walk through your estate with your Housing Officers looking for anything that makes the area look untidy, and make suggestions as to how to make things better. See below for dates of the next walkabouts.

### Come and join us on one of our next walkabouts!

- **22 June at 11am**, meeting place – car park outside Eden Court
  - Lillington – The Crest and Newlands Road
- **3 July at 11am**, meeting place – Crown Way car park
  - Lillington – Crown way both sides
- **6 July at 11am**, meeting place – Acorn Court
  - Lillington – Shuckborough / Acorn
- **29 July at 11am**, meeting place – Charles Gardener Complex
  - St George’s Road
  - Clements Street
  - Charles Gardner Road
- **13 August at 10am**, meeting place – Outside Redlands
  - Redland Road
  - Lawford Road
  - Stretton Crescent
- **18 August at 11am**, meeting place – Windmill Flats
  - Windmill Road
- **Bishop’s Tachbrook – 4 June at 11am**, meeting place – Commander Close
  - Commander Close
  - Kinsley Road
  - St Chad’s Road
- **Radford – 15 June at 11am**, meeting place – Hatherell Road
  - Mill Lane
  - Hatherell Road
  - Semele Close
  - Hamilton Road
- **22 June at 11am**, meeting place – car park outside Eden Court
  - Lillington – The Crest and Newlands Road
- **3 July at 11am**, meeting place – Crown Way car park
  - Lillington – Crown way both sides
- **6 July at 11am**, meeting place – Acorn Court
  - Lillington – Shuckborough / Acorn
- **29 July at 11am**, meeting place – Charles Gardener Complex
  - St George’s Road
  - Clements Street
  - Charles Gardner Road
- **13 August at 10am**, meeting place – Outside Redlands
  - Redland Road
  - Lawford Road
  - Stretton Crescent
- **18 August at 11am**, meeting place – Windmill Flats
  - Windmill Road
- **Bishop’s Tachbrook – 4 June at 11am**, meeting place – Commander Close
  - Commander Close
  - Kinsley Road
  - St Chad’s Road
- **Radford – 15 June at 11am**, meeting place – Hatherell Road
  - Mill Lane
  - Hatherell Road
  - Semele Close
  - Hamilton Road
Dear Resident

I think it is safe to say that what matters most, to the majority of us, is what happens in our home or down our street. After all, we spend a lot of time at home! That's why, after talking with the Tenants’ Panel, we’ve decided to introduce a local newsletter that focuses on Leamington. This is so you can find out more about what we are doing to try and make things better for your community.

We would also like you to be able to contribute to the way your housing services are shaped and managed. There are a number of ways that you can get involved, from taking part in an Estate Walkabout to becoming a member of the Housing Advisory Group (HAG). Your views and feedback matter, so please share them with us, by email, phone or through your housing officer.

We hope we have got the stories and articles right – please give us your feedback on this newsletter and how you would like to receive it, be it on your smart phone or through your door, by completing the enclosed questionnaire.

I’m looking forward to hearing from you.

Best wishes

Andy Thompson
Head of Housing

Who are the Housing, Rent and Contract Officers for Royal Leamington Spa?

The Housing Officers for Royal Leamington Spa are Ann Murfey and Suzanne Gillifian. Ann also covers Radford Semele and Suzanne is responsible for Whitnash, Sydenham and Bishop’s Tachbrook.

Rachel Snelson covers most of Lillington apart from: Berenska Drive, Burns Road, Cedar Close, Crown Way, Cubbington Road, Heemstede Lane, Keir Close, Keith Road, Kinross Road, Melton Road, Parklands Avenue, Payne Close, Southern Court, The Holt and Wickham Court which come under Phil Sheen.

Phil also covers Beauchamp Hill, Binswood Avenue, Binswood Street, Dell House, Edmondscote Road, Gulliston Court, Henry Tandy Court, Malvern Court, New Brook Street, Princes Drive, River Close, Rugby Road, Stanford Gardens and Westbrooke House in Royal Leamington Spa and Baginton, Bubbenhall, Cubbington, Stoneleigh and Western under Wetherley.

The Rent Officer for Royal Leamington Spa is Yusaf Ramzan.

Who are the Housing, Rent and Contract Officers for Royal Leamington Spa?

The Contract Officer is Jonathan Huxley, he is responsible for: street cleaning, recycling and refuse collections, and playgrounds.

@ contract.services@warwickdc.gov.uk

Community Forums

Community Forums give you the opportunity to share your views and hear the latest news on local services from councils and the police. These meetings also give you the chance to influence local decision-making.

The next events are:

South Leamington
19 June 2015, 6pm,
Sydni Centre, Cottage Square,
Royal Leamington Spa CV31 1PT

24 September 2015, 6pm,
Brunswick Healthy Living Centre,
98-100 Shrubland Street, Royal
Leamington Spa, Leamington
Spa, Warwickshire CV31 3BD.

Whitnash
16 June 2015, 6:30pm
22 September 2015, 6:30pm
Venues to be confirmed (please
visit web address below).

For information on all forums:
www.warwickshire.gov.uk/
warwickarea

J16476_TT Newsletter_Leamington Spa V2.indd   2
30/04/2015   14:58:04
All tenants and leaseholders have a responsibility to keep communal areas free from obstructions in order to provide a clear escape route in the event of fire. Hallways, stairwells, landings and basements must be free from items such as bin bags, bicycles, buggies, disability scooters, plant pots, doormats and washing, as well as any flammable items. Balconies must also be used to store only fireproof items and should not be used to store barbecues, fuel containers, gas bottles or furniture. Doors should never be wedged open.

We have a duty to identify and manage fire risks so must apply the rules fairly to all items. You can do your bit by reporting any damage or obstructions to our repairs team on 01926 353366.

We regularly inspect communal areas and will contact you if there are items of concern. If something is causing an immediate obstruction we may remove it, so to avoid this, keep all possessions within your home. If you currently store a mobility aid in a communal area you will need to contact your housing officer to discuss possible solutions.

Your home should be fitted with a working smoke alarm, please let us know if you don’t have one. Warwickshire Fire and Rescue Service offer everyone a free home safety check, which may include the fitting of smoke detectors where necessary.

To book your Home Fire Safety Check 01926 466282.
We manage over 14,000 repairs across 5,600 homes each year. Repairs are carried out by our contractors Ian Williams, D&K Heating & EM&I.

To report a repair call: 01926 353366 (8am-6pm Monday to Friday). Outside of these hours you can call the same number but only to report an emergency repair.

An emergency repair is something which could cause danger to your health and safety or serious damage to your property and/or surrounding environment. Our aim is to attend within 4 hours. Contractors will make the situation safe for a full repair to be undertaken during working hours.

Examples of emergency repairs:
- Severe roof leaks
- Burst pipes/loss of water
- Blocked drains or sanitation
- Total loss of electricity
- Loss of heating in cold weather

If contractors are called out to an emergency repair that, on arrival, isn’t believed to be an emergency, we have the right to charge you.

We do however recognise that vulnerable tenants may need special consideration in certain circumstances.

Did you know that we have a designated Tenant Engagement Team to help tenants who want to get involved in our housing service? The team can set up groups of tenants to help improve areas such as the our website, the repairs service, how anti-social behaviour procedures work, and can organise estate walkabouts and tenant-led improvement initiatives in your area. For more information contact Jaz Kundi 01926 456357 or Jennifer McCabe 01926 456445 or email: performance@warwickdc.gov.uk

From April 2015, the outside of your property will be painted every seven rather than every five years. This will make the service more efficient and reduce disruption.

We will carefully monitor properties over the next few years so that we can review the effect of this change.

The internal painting programme will remain as it is on a seven year cycle.

Where possible, both internal and external painting will be done in the same year.

To find out if your property is due to be painted this year please visit www.warwickdc.gov.uk or 01926 410410

Warwick District Council and partners run a variety of school holiday activities throughout the year.

Activities include sports, arts and crafts, swimming sessions and lessons, shows… and lots more! There are activities for children to attend while you’re at work and/or for the whole family to enjoy.

For the latest information on what we are running, join our electronic mailing list by emailing hotlinesports@warwickdc.gov.uk or 01926 456224.

Did you know that we have a designated Tenant Engagement Team to help tenants who want to get involved in our housing service? The team can set up groups of tenants to help improve areas such as the our website, the repairs service, how anti-social behaviour procedures work, and can organise estate walkabouts and tenant-led improvement initiatives in your area. For more information contact Jaz Kundi 01926 456357 or Jennifer McCabe 01926 456445 or email: performance@warwickdc.gov.uk

From April 2015, the outside of your property will be painted every seven rather than every five years. This will make the service more efficient and reduce disruption.

We will carefully monitor properties over the next few years so that we can review the effect of this change.

The internal painting programme will remain as it is on a seven year cycle.

Where possible, both internal and external painting will be done in the same year.

To find out if your property is due to be painted this year please visit www.warwickdc.gov.uk or 01926 410410

Warwick District Council and partners run a variety of school holiday activities throughout the year.

Activities include sports, arts and crafts, swimming sessions and lessons, shows… and lots more! There are activities for children to attend while you’re at work and/or for the whole family to enjoy.

For the latest information on what we are running, join our electronic mailing list by emailing hotlinesports@warwickdc.gov.uk or 01926 456224.