

YOUR *update*



FROM THE HOUSING TEAM

Message from THE HOUSING TEAM

Welcome to our winter newsletter with our latest news plus important advice as we approach the festive season. Support is out there, and we urge you to contact the housing team, or the many local agencies if you find yourself in difficulties. Our new Finding Your Way guide to local services has a wealth of contact numbers and information and is available to download from our website or can be picked up from your nearest community hub.

On behalf of the housing team we wish you all a happy, healthy and peaceful Christmas.

A TIMELY REMINDER

The Festive season is an opportunity to spend time with family and friends, but it can also be a challenging time financially.

It's especially important during this period to keep on top of your priority bills; your rent, council tax, water, and other utility bills.

Please don't put your home at risk by missing rent payments over the Christmas period.

Difficulties paying your rent?

Contact financial inclusion team on 01926 456129 option 3 option 1 option 2 or email moneyadvicereferrals@warwickdc.gov.uk



THE IMPORTANCE OF AWAAB'S LAW

You may have heard about Awaab's Law, which is a new piece of legislation introduced following the death of Awaab Ishak, a two-year-old who tragically died after being exposed to mould in his Rochdale home in December 2020.

Under the new law, as your landlord the council is required to act quickly when serious hazards such as damp, mould, excess cold or heat, unsafe electrics or gas supply are reported to us. We therefore encourage all residents to report anything they consider to be a significant risk in their home to our housing team as soon as possible so it can be investigated and dealt with promptly.

To find out more about Awaab's Law please visit www.housing-ombudsman.org.uk

FIRE SAFETY OVER THE FESTIVE SEASON

At this time of year many of you will decorate your homes with trees, lights, baubles and candles, bringing with it an added risk of fire.

Here are a few tips for minimising this risk during the festive period.

- Keep candles away from Christmas trees, curtains or other flammable items
- Check the lights meet British Safety Standards and always turn them off before going leaving your home or going to bed.
- If you use an extension lead, do not overload it.
- Do not leave any cooking unattended
- Test your smoke alarm and report any issues to the housing team
- If you smoke, ensure that your cigarette is fully extinguished once you have finished.

Please make sure that you are familiar with the fire safety and evacuation procedures for your location. Download the fire safety guide for further information.



HERE TO HELP AT THE CUSTOMER SERVICE HUB

Open from **Monday to Friday 9.30am to 4.30pm** the WDC Customer Services Hub is your 'go to' place for face to face information and advice on a range of council and partner services.

Housing Surgery - Fourth Wednesday of the month 10am to 12pm.

- Come and speak to the customer engagement team. We are happy to help with housing related queries, registering complaints or discussing opportunities for you to get involved in your local neighbourhood.

Citizen's Advice - every Thursday

- 10am to 12pm- Appointment only (Tel 01926 410410)
- 12pm to 1pm -Drop in session

Royal Pump Rooms, Parade, Leamington Spa CV32 4A

COULD YOU BE AN RIG MEMBER IN WAITING

We are on the look out for more members to join our Residents' Influencing Group (RIG). This is a great opportunity to have your say on issues affecting your home and community, and your feedback and opinions will be greatly valued.

Next year's meetings have been scheduled from 11am to 12.30pm on the following dates either in a community room or online via Microsoft Teams.

21 January
18 March
20 May
15 July
16 September
18 November

We would like residents to take the lead in setting the agendas!

If you would like to join us at the next meeting, please email talktohousing@warwickdc.gov.uk, and let us know what you would like to discuss.

If you can't make it in person? Join our Armchair Reviewers to give us your feedback quickly and easily via email. Get in touch, we'd love to hear from you.

YOUR FEEDBACK MATTERS - NEW QUARTERLY SURVEYS

We have introduced a new quarterly approach to resident perception surveys, allowing us to listen more often, respond more quickly and continue improving our services based on your feedback.

Why this change?

More regular feedback helps us spot trends sooner which means that improvements can happen faster.

What's changed since last year?

We're pleased to see satisfaction improving across key areas:

- Overall satisfaction: up from 58.2% to 74.5%
- Repairs satisfaction: up from 62.3% to 69.1%
- Repair completion times: up from 60.7% to 70.5%
- Homes well maintained: up from 63.8% to 71.9%
- Home safety: up from 70.0% to 75.8%
- Communal areas kept clean: up from 53.7% to 61.9%
- Treated fairly and with respect: up from 71.2% to 75.1%

What's next?

From January 2026, if you're invited to take part in a survey, your contact and profile details will automatically update your tenancy account – helping us keep your information accurate and up to date.

Look out for invitations by email, SMS, or post.



JOIN A WELLBEING WALK NEAR YOU

Why not blow away the cobwebs this winter and

join one of our regular Wellbeing Walks in Leamington, Warwick, Kenilworth or Hampton Magna? The walks are led by a friendly team of volunteers and vary in length from half a mile to four miles depending on your ability with most catering for wheelchairs and pushchairs/buggies. There's often coffee and a chat afterwards.

CHRISTMAS SERVICE CHANGES

Please note that the Council offices including the Royal Pump Rooms Customer Service Hub will be closed from **Thursday 25 December** and will reopen on **Friday 2 January** for phone calls and face to face appointments.

Emergency out of hours contacts:

Lifeline service/homelessness support 0300 303 5573
Council housing repairs 01926 456129

Visit the link below to see changes to your waste and recycling collections.