

YOUR *update*



FROM THE HOUSING TEAM

FIRE AT FALLOW HILL

Following the recent fire at Fallow Hill below is a statement from Councillor Jess Melrose, Portfolio Holder for Housing.

"I would like to send our thoughts and best wishes to all the residents who were affected by the fire and pass on our condolences to the family who sadly lost their much loved family pet.

The council was alerted to this incident at 4.30pm on Tuesday 10 February. Most importantly, Warwickshire Fire and Rescue were on the scene rapidly and evacuated all the residents to safety, unharmed.

Housing Officers responded quickly and were at the flats supporting those families affected, moving them to temporary accommodation and providing them with the essential items such as food, clothing and bedding they needed to keep them comfortable that night. The team remained on site the following day, talking to residents of the flats and reassuring them about the steps being taken to secure the safety of the building.

Our fire safety, assets and building control teams have now moved into the recovery phase, where we have arranged longer term temporary accommodation for those who need it. The clear up and repair work will begin once the fire service have established the cause of the fire, which remains unconfirmed.

I would like to pass on my thanks to the Fallow Hill residents and the local community who pulled together, setting up a funding pot and a request for donations to help all the families involved. Such community spirit in the face of this awful situation is heartwarming to see.

I would also like to recognise the work of all the district council staff involved in this emergency, their focus was on the wellbeing and safety of their residents, they mobilised so quickly and worked together to provide support and reassurance to our residents at a time when they needed their local council the most."

STRUGGLING WITH DEBT - WE'RE HERE TO HELP

If you're finding it hard to keep up with your rent and other debt, the most important step you can take is to contact us as early as possible.

In 2025 the housing team's support made a real difference to many of our tenants:

- **391 residents were able to stay in their homes and avoid the risk of homelessness** thanks to early conversations and tailored support.
- **191 residents became completely debt-free**, giving them a fresh start and improved financial stability.
- Tenants we helped **saved on average £544 per year** on their outgoings.

Difficulty paying your rent?

Contact the financial inclusion team on 01926 456129

option 3 option 1 option 2 or email moneyadvicereferrals@warwickdc.gov.uk



Did you know that we can send this newsletter by email?

Please contact Talktohousing@warwickdc.gov.uk to get our regular updates directly to your inbox.





FACE TO FACE HELP AT THE ROYAL PUMP ROOMS

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 Surgeries-10am to 12noon Wednesdays
25 February, 25 March, 22 April, 27 May, 24 June

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

Royal Pump Rooms, Parade, Leamington Spa CV32 4AA

Our **Finding Your Way** guide to local services has loads of useful contact numbers and information and is available to download from our website at **www.warwickdc.gov.uk/costofliving** or can be picked up from your nearest community hub.

Lillington Makers
Arty Crafts to share tips, meet new people and learn new skills

Southern Court
community space, Lillington CV32 7JU



Dads&Lads workshops

Whacky Races 20.3. & 27.3.
Go-Kart Making 10.5. & 17.5.

Free!

To find out more
Text DADS&LADS to 074 436 436 34
Places are limited



FREE ACTIVITIES AT SOUTHERN COURT

There's a whole lot happening at Southern Court Community Space this spring! We've got together with Arty Folks to bring you a programme of fun and creative activities for all ages.

Creative Embroidery, five week course every Monday from 10am to 11.30am from **23 February to 23 March**.

Watercolours, five week course every Monday from 1pm to 2.30pm from **23 February to 23 March**.

Family Crafts, three workshops every Monday from 4pm to 5.30pm from **2 to 16 March**.

Dads&Lads, Whacky Races, two Workshops from 4pm to 5.30pm on **Friday 20 March and Friday 27 March**.

Dads&Lads, Go-Kart making, two workshops from 1pm to 3pm on **Sunday 10 May and Sunday 17 May**.

These sessions are open to all. To find out more **Text 074436 43634** with the name of the activity you are interested in.

ESTATE WALKABOUTS COMING TO YOUR AREA

Estate Walkabouts are a chance for you to meet with members of our housing team and your local Councillors to take a walk around your neighbourhood. This is an great opportunity for you to discuss local issues that are important to you, check on communal areas, and raise awareness of problems that need to be addressed and improvements that can be made.

This year's walkabouts will take place on the following dates:

Wednesday 13 May
Fallow Hill, Leamington

Wednesday 10 June
Crown Way, Lillington

Wednesday 8 July
Windmill Hill, Cubbington

Wednesday 12 August
Humphris Street, Hill Street,
Emscote Road, Warwick

Wednesday 9 September
Lammas Street/Linen Street,
Cocksparrow Street, Warwick

Wednesday 14 October
Binswood Street/Stamford Gardens,
Leamington

We'll be posting details of meet up times and locations by leaflet (through your door), email and on our website closer to the date.

GET INVOLVED AND JOIN OUR RESIDENTS INFLUENCING GROUP

From handling complaints to improving communal spaces, allocating new housing applications to awarding our repairs contract – your voice can shape how we do things. Things that are important to you, your family and your neighbours.

These are just a few of the important topics on the agenda at our **Residents Influencing Group (RIG)** meetings. And we want you to be part of the conversation.

The RIG is your opportunity to influence decisions that affect everyday life—whether that's making sure repairs are carried out efficiently, improving estates and shared areas, or how we communicate and keep you up to date.

When you join the RIG, you're not just attending a meeting. **You're shaping how we work. You're helping us do better.** Your feedback will always be heard, valued, and used to drive real improvements.

Next meeting:

**Wednesday 18 March,
11am to 12.30pm**

Join in person at Chandos Court, Chandos St, Leamington CV32 4YU or Saltisford Gardens Community Centre, Warwick CV34 5RL or online via Microsoft Teams.

Don't miss your chance to get involved email talktohousing@warwickdc.gov.uk for further information.



HELP TO 'GREEN-UP' YOUR NEIGHBOURHOOD

ARC (Achieving Results in Communities) is working with local volunteers to improve neighbourhoods across Warwick and Leamington – and they'd love you to join them.

The Crest Community Garden, Lillington

Volunteers are planting trees, flowers, fruit and veg to benefit people and wildlife. Join ARC on Wednesdays, 10am to 12noon, by Southorn Court.

Lytelton Community Garden, Warwick

Hidden behind Lytelton Road, volunteers are creating a wildlife-friendly garden and growing vegetables.

Fridays: 10am to 12noon

Garden Gang (family-friendly): First Saturday of the month, 10am to 12noon. Meet outside the Packmores Community Centre, Lytelton Road.

Lillington Crown Way Community Orchard

Local volunteers have planted 25 fruit trees – apples, pears, cherries and plums – between Lillington Primary School and Crown Way. ARC will host family activities here over the summer.

Visit www.arccic.co.uk for dates and information.

HOUSING SUPPORT FUND

Are you, or is anyone you know struggling to pay utility bills?

Help is at hand, please call the Local Welfare Scheme on 0800 4081448

Or visit www.warwickshire.gov.uk/localwelfaresupport

Do you need help with paying your utility bills?





RAMBLERS

Warwick District

WELLBEING WALKS

in Warwick District

Why not join one of our regular Wellbeing Walks in Leamington, Warwick, Kenilworth or Hampton Magna? It's a great way to keep a healthy mind and body, meet new people and prevent illness. Walks are led by a friendly team of volunteers and vary in length and distance from half a mile to four miles depending on your walking ability and most cater for wheelchairs and pushchairs/ buggies.



**first steps to
a happier,
healthier you**

Contact the Community Wellbeing Team:

Email: communitywellbeingteam@warwickdc.gov.uk

Tel: 01926 456029