



The new ACT is now CCLATA

(Charnwood Council Leaseholders and Tenant Association)

To celebrate the signing of the Compact between the council and the tenants and Leaseholders we are publishing some information from the Council's Charnwood News. This has been delayed to avoid over-loading our readers in the Borough with too much to take on board at one time.



Everyone seems to be concentrating, I hope they are taking it all in!



Pictures taken at Stock Option Focus Group meetings, well attended by Leaseholders and Tenants. TPAS were explaining what each option could deliver and how it may be achieved.

We know we have given out all the information available to us on this crucial process. Any questions from anyone can be brought to our attention at our usual number or the TPAS free phone line.

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A warm welcome to the Association of Charnwood Tenants for all Leaseholders of Charnwood Borough Council.

Working For You



Chairs Report

The AGM was very successful with the four Councillors who attended taking a real interest in our proceedings. Some new officers were voted in and I was returned as Chairperson not sure that's a compliment!

Sharon Oliver was elected secretary Phylipa Attenborough was elected Treasurer and Bernard Crayfourd as Vice chair so we now have a full compliment. The constitution was changed at this meeting to enable Leaseholders to become members of

the association. We hope by working together participation can go forward even stronger.

Below I have added our Mission Statement for the coming months, as it was part of the AGM handout, which if you didn't attend you would not see.

The latest Compact was signed at the AGM confirming our partnership with the Council.

Mission Statement

Tenant Participation in the Borough has improved as a direct result of The Stock Options Appraisal. Most of the meetings held by the Tenant Advisers, TPAS and the ACT have been well attended by both Tenants and Leaseholders. The questions raised by those attending have been very searching and give us an idea of what is uppermost in their concerns for the future of the housing stock in the borough.

Tenant Participation has got to go from strength to strength not just while Stock Options are the main agenda but well into the future.

Whatever option is chosen the Tenants and leaseholders will still need a strong voice in the community if choice and feelings of being part of decision-making are to be maintained.

It will be our most important challenge to make sure we establish a core body of dedicated people to work on Tenant/Leaseholders Forums.

Training will be available to anyone who wishes to be involved. The more knowledge obtained by members can only improve their power to understand procedures and protocols whatever part they play in either Tenant Board Membership or as Tenant Participation Members as we are now. This can be achieved with our partners the Council and Tenant Advisers TPAS.

All of this will depend on how involved individuals want to be, only the people affected can truly say in what way these changes will affect them and future Tenants and Leaseholders.

Jean Green
Chair Person 2005/06

The New Tenant & Leaseholder Compact

- A Summary

The 2005 Tenant and Leaseholder Compact was signed off at the Annual General Meeting of the Association of Charnwood Tenants on Tuesday February 8th.

Now in its fifth year the Compact represents Charnwood's promise to you - the tenants and leaseholders of its commitment to promoting Participation and Consultation throughout the Borough. It is the formal agreement between Charnwood the landlord, its Officers and elected Councillors and you the tenants and staff.

Standing Still is Moving Backwards

The Compact is more than a vision statement, it is a living document that is changing, growing and expanding. It is your opportunity to access the support to stand up and be heard, be counted, your opportunity to matter. The Compact is valueless without your contribution.

Key Themes to the Compact

- How tenants and leaseholders can influence decisions on housing matters, which affect them;
- The Councils', Tenants' and Leaseholders' commitment to better ways of working together, improving specific services or a better quality of life; and
- How the Compact will be implemented and checked to make sure everybody is keeping to the agreement.

The Compact outlines the role of the Tenant Participation Officer:

- To provide day-to-day support for tenants, residents and leaseholder groups;
- To promote & encourage tenant participation throughout the Borough of Charnwood;
- To assist with the setting up of new tenants, residents and leaseholder groups, in conjunction with the Association of Charnwood Tenants;
- To ensure that the Council consults tenants, residents and leaseholder where appropriate; and
- To assist with the organisation of community & estate based projects.

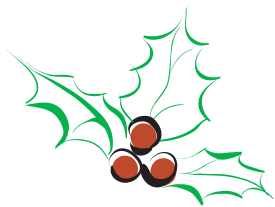
Tenant training and opportunities will include:

- Access to literature relating to Tenant Participation & Consultation;
- Membership of the Tenant Participation Advisory Service;
- Opportunities to attend relevant training courses;
- Opportunities to attend local and regional events e.g. Leicestershire Tenant Participation Forum; and
- Familiarisation with the Housing Service & its staff.

To support and endorse meaningful cross Council involvement, the Compact ensures:

- Tenant Participation included in the induction programme for all relevant staff;
- Staff and councillors are kept informed of relevant information relating to tenant participation through appropriate publications and/or information systems;
- Joint training sessions are held whenever possible; and
- An annual networking event for members, officers and tenants will be financially supported.





“Deck the Halls”

Fielding wins the 2004 Christmas Court Decoration Competition

Everywhere was quiet, not a murmur could be heard – except for the sound of frantic residents applying last minute tinsel, garlands and Christmas decorations to their courts hoping to catch the eye of the visiting dignitaries Mayor and his wife Mike & Marj Jones who were charged with judging the valiant entries.

“All the Courts are winners in our opinion”

Competition was stiff and all the entries were worthy of praise. So much so that the judges wanted to award five additional places and donated their own money to the prize monies. The Mayor and Mayoress had the unenviable task of choosing a winner from a spectacular array of festive cheer.

“All the Courts are winners in our opinion” said the Mayor at the Award ceremony at Fielding Court on December 23rd and rumours are that plans are already afoot in some Courts for this year’s competition!!



The results were:

1st	£50 to Fielding Court	4th	£10 to Dudley Court
2nd	£30 to Sorrel Court		£10 to Martin Court
3rd	£20 to Beresford Court		£10 to Saint Paul’s Court
	£20 to Saint Peter’s Court		£10 to Arnold Smith House



Housing News Recycling Copy

Peter Rook the Council's Head of Technical Services and the man charged with rolling out the new recycling scheme called, Together has thanked Charnwood Tenants for their efforts to increase the amount of waste that we recycle. "Before the new scheme we recycled 15% of our waste, that figure is now 30% so we've doubled in just under 3 months."

The service is designed to dramatically reduce the amount of rubbish that we bury in landfill sites in Leicestershire. "An average family produces a tonne of rubbish every year, and prior to the new scheme nearly all of that rubbish would end up being buried in a big hole in the ground just outside Charnwood"

"Of course, holes have a habit of filling up so it was crucial that we came up with a system for reducing waste. At the end of the day residents must understand that it is not the Council's rubbish, it's theirs... all we do is take it away in the most environmentally friendly way possible."




Some residents have complained that the new service is complicated, a point we put to Mr. Rook, "Yes it's a bit more complicated than putting all your rubbish in one black sack but it's hardly rocket science... glass bottles and jars go in the box, cardboard goes in the red sack and paper, plastic bottles, tins and cans go into the green sack... everything that can't be recycled goes in the black wheelie."

Another question Mr. Rook is used to answering is that the wheelie bin is too small for an average family, "If residents don't sort their rubbish into what can be recycled and what can't then they may struggle with the wheelie... but that's the point... use the glass box, the red & green sacks and there will be a lot less real rubbish to put in the wheelie."



RECYCLING & WASTE DO'S & DON'TS

Here are some pointers to help you understand the new recycling and waste service:

-  Black wheelies, green and red sacks and green boxes are ALL COLLECTED from the edge of your property from 7am onwards, rubbish one week, recycling the other.
-  ADDITIONAL RUBBISH placed at the side of your wheelie bin (side waste) will NOT be collected.
-  WRAP FOOD WASTE and make sure the lid of wheelie bin is shut. If you do this, there is no health risk in collecting refuse fortnightly and it cuts down on unpleasant odours.

If you think you will not be able to cope with the new service because of disability or frailty don't struggle. Please contact us and we will provide assistance where necessary, Tel: 01509 634 563 or online at www.charnwood.gov.uk

Similarly, if you think your property makes it impossible to accommodate the new service, contact us and we will visit you to work out a solution.

2004 Report from 'The Hut'

The start of 2004 saw the building have a 'make-over' inside and out. Thanks to the Punishment Squad all the rooms inside the building received some painting. Residents should not be worried – the mural produced by the children in August 2003 was not touched. We would like to thank Putts & Sons for the generous donation of paint. When the weather improved the team were then able to move outside and complete the job.



Thanks are also due to the Loughborough Students Community Action Group who in March spent an afternoon clearing the ground at the back of the building. This uncovered some wooden activity features. Our immediate neighbours at the back also discovered that the brambles that were cleared also had been supporting their garden fences. These have been replaced and the area is looking much improved. The students had to return again in May to complete the job. This was followed by 'The Noise' coming to lay turf in the garden. Unfortunately, for various reasons, we have not made as much progress with the garden as we had hoped. The plans for 2005 are that the activity features are repaired and possibly

added to if funds are permitting. We are still determined to make a 'touchy/freely' garden for the use of the 'Little Steps' group that currently use the building during term time and any other groups that will use the building in the future.

A further use that the Association tried to start was daytime courses for people on the estate, with the help of Burleigh Community College. The two courses that were tried were 'Arts and Crafts' and 'Tums and Bums'. Unfortunately they were not very well attended, but we are not giving up. More about this later.

In conjunction with the Leicestershire County Library Services we now have the Library bus parking every fortnight on the parking area to the side of 'The Hut'. The idea behind this was so that the children would not have to go on the roads to gain access to the vehicle and as they generally tend to walk through the grounds of the building it does make life a little bit easier.

Our aim has been to raise the profile of the estate and to this end we have invited many organisations to use the building, plus the Association has represented the estate at many meetings throughout Loughborough and Leicester. We now have involvement with the University/Charnwood Borough Council Liaison quarterly meetings and we have hosted a meeting at 'The Hut' and will do so again in June 2005. Numerous meetings were held in the building for the C-Can initiative organised by Charnwood CVS.

During the summer it was planned to hold a BBQ on 20th August, but as everyone who turned up knows, just as it was going to be opened the heavens opened. Thanks must go to every one who turned up during the afternoon and stayed! Although we tried to rearrange some of the events inside, due to the number of people there was not the room. We have to thank the Prince's Trust Team 10 who arranged everything. We were able to provide last minute entertainment when the Leicestershire Constabulary vehicle became stuck in the mud and had to be rescued. We also have to thank the Prince's Team for decorating the shutters on the building. It was suggested that as we are trying to be a multi-cultural association that the

5 continents should be depicted. The Team went away and worked on the designs. These were then shown to local residents who did not change anything. They organised all the paint and spent a week working on the shutters. As you can see from the picture at the head of this article it certainly is very effective.

Each December the 'Little Steps' toddler group along with the Prayer group that uses the building have held a Christmas Carol service, this has always been a small event focusing on family and relatives. In 2004 we decided to expand it and invited the Mayor and his wife and to advertise it around the estate. Then it was decided that perhaps Andy Reed M.P. and his family would like to come. Deciding that we could go further we also invited Cllr Max Hunt, Leader of Charnwood Borough Council and Nicky Morgan, who is the Conservative Parliamentary Candidate (it was agreed that politics would be suspended for the duration of the service). Finally we decided to go all the way and invite Santa Claus who readily agreed to attend and also to distribute gifts. We would like to thank Geoffs Toys for all the assistance that they gave us in procuring these.

Through the year the 'Bingo Ladies' continued to have their Tuesday afternoon sessions. These are now in serious danger of ending unless we can get more people to give up 2 hours every Tuesday afternoon (2 – 4 o'clock) to join some very friendly ladies and have some good time. You must have the Dunkirk spirit because these ladies continued when the building was in a very sorry state.

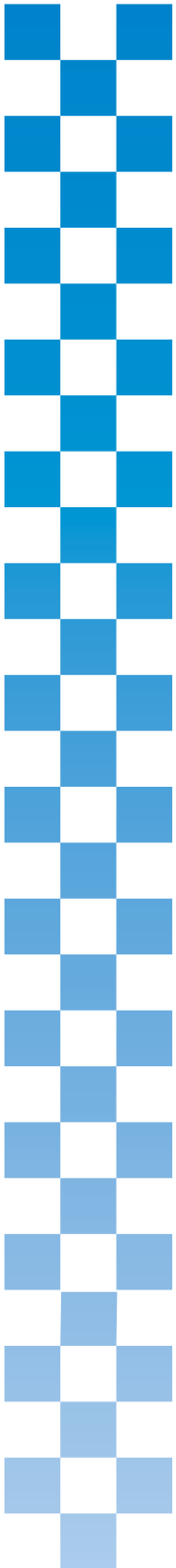


When the Council purchased the building some 4 years ago we were tasked with having it up and running within 5 years or there was the possibility that the land would be used for much needed housing. We have now been asked to sign up for a 5 year lease, so it looks as though we have succeeded, but we would like more help. If anyone out there would like to come and join us, then we would like to hear from you. I know that you support anything that we would do but we could do with more help in the planning.

One thing that we have wanted to do is to improve the situation for the young people on the estate. A survey of the young people said that they wanted somewhere where they could do their homework and have computers available. The problem here was the supervision whilst using the building. We applied for a grant of £10,000 to the Leicester, Leicestershire & Rutland Community Foundation to provide a Youth Worker as well as to set up an Internet Cafe at 'The Hut' comprising 6 computers with the software installed that they use in the schools and colleges. We heard just before Christmas that we had been successful. Now that these has been achieved we hope to build on it and have computer courses with the help of Burleigh College for the 'silver surfers'.

One service that has proved to be very successful is families hiring the building for birthday parties. We charge £5.00/hr for each hour of the party and you get the hour before to set up free and the hour afterwards free to clear up.

Finally, if you have stayed this long, we are planning many more things for the new year, so come and join us.



The Community Safety Unit

Our unit is based within the Policy and Planning Team of the Council. The team consists of:

- Allison Fadesco - Policy Officer
- Wendy Brown - Anti Social Behaviour Officer
- Julia Adamson - Community Safety Officer

So what do we do?

Allison is responsible for the strategies and policies regarding Community Safety and Crime and Disorder for the Borough of Charnwood. She liaises with a variety of statutory and voluntary agencies, enabling them to bid for funding to run various projects and resources that help to meet the targets of the crime and disorder reduction strategy. Allison ensures that the council implements the targets that the government sets us with regard to crime reduction. She organises audits and consultations with the public, ensuring that the council serves all residents regarding crime and disorder.

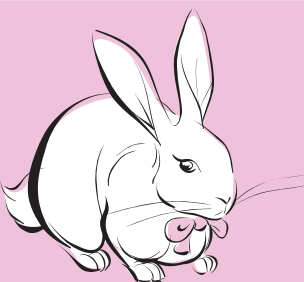
Julia is responsible for implementing community safety projects and strategies across the borough. Her role is to actively identify changes and activities in both the Council and outside agencies which could effectively reduce crime and anti-social behaviour. She works closely with the police, fire brigade and voluntary groups making sure we target the right areas at the right times. Julia also supports the work of the ASB and Policy Officers. She is happy to meet with local residents groups to discuss issues regarding community safety, crime reduction and to help all residents take a proactive approach to crime and disorder.

You can contact Julia on 01509 634522.

Wendy is responsible for ensuring that a co-ordinated response to anti-social behaviour is provided across the Borough Council. Her role involves maintaining close lines of communication with senior officers of the Local Authority and the Police, in order to influence change and to engage partners in action. She works to encourage public, private and voluntary sector involvement. In addition, she oversees an integrated approach to tackling anti-social behaviour, which includes preventative and rehabilitative measures, as well as enforcement. She works closely with local communities affected by anti-social behaviour, providing support for witnesses and victims. Wendy meets regularly with local residents groups, tenants associations and Neighbourhood Watch groups, providing general advice and guidance. However, she is always willing to discuss specific cases, with individuals whose lives are being adversely affected by anti-social behaviour.

Wendy can be contacted on 01509 634920.

Alternatively, information can be left in confidence or anonymously on the [Anti-Social Behaviour Hotline](#) – 01509 634550



Do you have small pets that use shredded paper for bedding?

If so then give us a bell we are a busy office and we create a lot of paper, which then gets shredded.

So give us a bell on 01509 634788 and we will arrange for you to collect a bag load.

Results!

Test of Opinion Survey Results

‘What you’ve told us you prefer’

On Thursday 24th March all the returned surveys from the test of opinion questionnaire sent out to you in March were counted and verified.

We were overwhelmed by the response and would like to thank each and every one of you who took the time to complete and return the survey on the Housing Options facing Charnwood Borough Council.

The Final Countdown

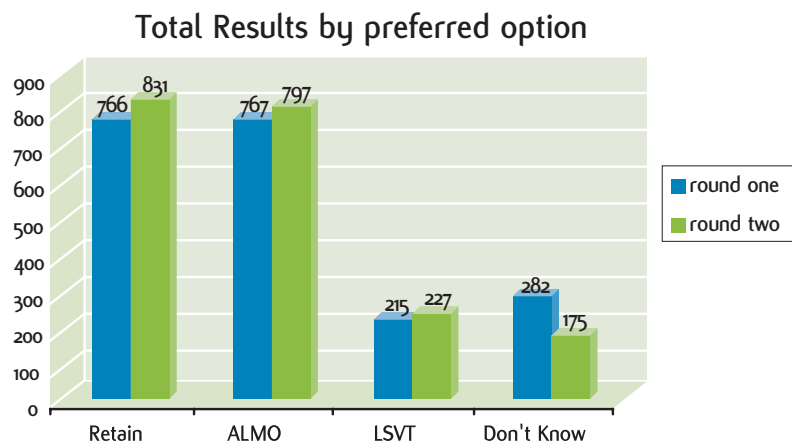
Questionnaires Sent Out:	6140
Returns:	2030
Return Rate:	33.06%

Results were counted in two rounds.

The Round One results were based on clear answers given to question 5: If you were to choose just one of the three options which would you prefer?

Round two included responses that although not answering question 5 clearly, demonstrated a clear preference based on the replies to other questions. The inclusion of these responses was agreed by the ITA and Chair of CCLATA, and officers of the Council. Any surveys which did not demonstrate a clear preference were included in the ‘Don’t know’ category.

Option	Round One	Round Two
Retention	766	831 (40.9%)
ALMO	767	797 (39.3%)
LSVT	215	227 (11.18%)
Don't Know	282	175 (8.62%)
Total	2030	2030



And finally, Jean Green, Chair of CCLATA, and other tenant representatives, will be representing the voice of tenants at the final meeting of the Steering Group meeting on **26th April**, which will be making a recommendation to Cabinet on the preferred option for Charnwood.

Safe at Home

The Handy Van Project, part of the Leicestershire Safe at Home Scheme, has passed its target to help 100 older residents living in Charnwood feel safe and secure this year.

The project, which is supported by Help The Aged and the Charnwood Community Safety Partnership, makes local homes more secure by providing door and window locks, door chains, spyholes and other security equipment free of charge to anyone over the age of 60 living in the Boroughs of Charnwood, Hinckley and Bosworth and North West Leicestershire.



Mo Murray, who manages the project on behalf of Safe at Home, said “This year the project was committed to help 100 older households in Charnwood be safe and secure. We have already exceeded this and are keen to make sure everyone eligible for the service is aware of it, especially the most vulnerable older people. So if you are an older person or if you are aware of an older family member, friend or neighbour, who may need the service, then please give us a call.”

The service has proved very popular and is a great comfort to many older people. Joan of Loughborough, a recent recipient of the service said, “What can I say except a big thank you for the service provided. When you live alone, night times make you feel more

insecure. Now I have a door chain and window locks and I can answer the door knowing that I’m in charge of who comes in.”

“This year the project was committed to help 100 older households in Charnwood be safe and secure...”

Sandie Forrest, Chair of the Charnwood Community Safety Partnership said, “This is a first class scheme and I urge everyone in Charnwood who is eligible to make use of it. Many people living in Charnwood have already contacted the HandyVan scheme and have received a prompt, courteous and efficient service. You will too!”

PC Ashley Russell, Crime Reduction Officer, Leicestershire Constabulary said, “Making it difficult for burglars to commit crime by fitting security devices is a good way of preventing crime and helps the older members of our community feel safer in their own homes.”

For more information about the scheme please contact:

Safe at Home on 01530 837097

or write to:

Safe at Home

2 Mantle Lane,

Coalville LE67 3DW

For crime prevention advice please call PC Ashely Russell at Loughborough Local Policing Unit on: Leicester (0116) 222 2222 ext 4181



Just a quick message from Eileen Mallon, the of Housing Services.

“Thank you for returning the survey. Good luck with the competition”

Housing Stock Options

A Tenants View:



What does housing stock options mean? To most people it seems to mean selling off the housing stock and higher rent charges. I must admit that at first I was one of them. So I decided to find out a bit more.....

Transferring the housing stock is only one option the council has, there are more to consider. All this has come about because the government has decided to overhaul the housing system and make things more equal.

By 2010 all council and housing association houses will be on an equal basis for rents. The options process makes recommendations to ensure that you get real value for money.

As a tenant the main things that I was concerned about were:

- Will repairs be done well and on time?
- Will the rent increase be excessive?
- Will my rights as a tenant be kept the same?

The answers to these questions turned out to be quite simple;

Repairs will be carried out as they always have, and in some cases housing will be improved to bring it into line with government standards. The rent increases will be gradual and will eventually come into line with average housing association prices in the borough. The good news is that the housing benefits system will be reviewed so you will still be able to afford your rent! All existing tenants will keep their rights, including the right to buy, so no-one need worry about their tenancy.

As a tenant of six years I found this to be quite reassuring. I am personally not worried about where the housing stock ends up (it may even stay under council control). The people on the review board are doing their best to make sure that the housing stock in the borough is well taken care of and goes to the place where it can be managed effectively.

If you have any concerns about this whole process you can contact TPAS the tenant advisory service, they are available and willing to help. Above all the most important thing I have learned is that you don't have to be in the dark about housing issues.

It's your housing and you do have a say.

The Satisfaction Survey

the results of the 'Status' Survey May 2004

Before Charnwood began asking you about the Housing Options Appraisal a survey called the 'Tenant Satisfaction,' or 'Status' survey as it is also known, may have landed on your doorstep. It was sent to 2,000 homes and 758 were returned which was around 12.5% of the total amount of houses belonging to Charnwood. It asked what you think about your landlord, are you satisfied, would you change anything?

Charnwood Borough Council, the same as every local authority landlord carries out this survey every three years and the results are compiled into a national database that compares your responses to those of tenants at neighbouring councils.

As you can imagine the 50 questions yielded a lot of answers and details.

This information was analysed by an independent specialised who wrote a 54 page report which was received in September 2004. This report is available in full. Please contact the Tenant Participation Officer Nick Jones on 01509 634900 to order a free copy.

The following statistics are the executive summary and provides a flavour of the whole report. I would like to thank all of you who took part and hope you continue to do so.



Summary of Results

Satisfaction with Housing Services – 76.7% were satisfied, 14.6% neither satisfied nor dissatisfied and 8.4% dissatisfied.

For Black and Minority Ethnic respondents – 78% were satisfied although the sample size was not statistically reliable

Value for Money – 78.9% thought the rent they paid gave good value for money, 10.3% neither good nor poor value and 10.8% poor value.

Were staff helpful? – 84.6% thought they were helpful, 7.1% thought they were unhelpful and 8.3% neither or could not remember.

Satisfaction with Repairs Service – 67.6% were satisfied, 7.9% neither satisfied nor dissatisfied and 22.3% dissatisfied, 2.2% did not know.

Satisfaction with repairs was lowest for :

- Being Told when workers would call.
- Time before work commencing.

Satisfaction with Accommodation – 87.3% were satisfied, 5.1% neither satisfied nor dissatisfied 7.5% dissatisfied.

General Condition of the Property – 81.9% thought it good, 9.0% neither good nor bad, 9.1% poor.

Does the landlord keep you informed? – 80.6% of respondent answered 'very good' or 'fairly good', 11.7% thought neither good nor poor and 7.7% thought poor.

Are Tenants views taken into account? – 24.4% thought 'a lot', 41% thought 'a little,' 14% thought 'not at all' and 20.6% had no opinion.

Satisfaction with opportunities for participation? – 19% were very satisfied, 30.9% were fairly satisfied, 23.5% neither satisfied nor dissatisfied and 7.4% very or fairly dissatisfied and 19.3% had no opinion at all.

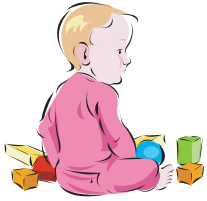
Recent Best Value Performance Indicators show an average of 77.2% of tenants satisfied with the services of their landlord.

Satisfaction with the area as a place to live? – 48.3% were very satisfied, 35.6% fairly satisfied, 6.6% neither satisfied nor dissatisfied and 9.5% dissatisfied.



Results of the Test of Opinion being counted and sorted by Eileen Mallon, The Head of Housing Services, Jean and representatives from TPAS.





Childcare Taster Scheme

- Are you an unemployed lone parent or does your partner work less than 16 hours?
- Are you thinking about getting a job?
- Are you concerned about Childcare arrangements?

If you can answer yes to these 3 questions then you might be interested in the new “Childcare Taster Scheme” run by the Leicestershire County Council’s Early Years and Childcare Service.

The scheme offers you an informal face to face chat with an experienced Childcare Advisor who can offer you a wealth of information including types of childcare available, cost of childcare and any other childcare issue you might have.

Following the chat there will be an opportunity for you to visit childcare settings and meet childcare providers. If you would then like to “**try**” the childcare, Leicestershire County Council will pay for up to 5 full days of childcare as a “**taster**” enabling you to be confident about leaving your children with a childcare provider when you eventually return to work.



If you are interested and want more information about the scheme please contact Kate Gregg or Krysha Catterall.

Leicestershire Children’s Information Service on 0116 265 6545
or fax 0116 265 6331 or email: childcare@leics.gov.uk



Shelthorpe Community Parent & Toddler Group

Everyone’s Welcome!!

We meet every Tuesday morning 9:30am - 11.30am

In the Children’s Centre, Shelthorpe Community School

Call PENNY on 01509 235597

ARE YOU DREADING THE TERRIBLE TWO'S?

DO YOU WANT TO BE PREPARED

TO TACKLE:

TANTRUMS

SPEECH

TOILET TRAINING

FUSSY EATING

SLEEP PROBLEMS

If so, laid back, fun informative sessions to look into such problems that come with having an active toddler will be held at:

STARTS FRIDAY 8TH APRIL 2005

- The HUT - Hermitage Rd. L/Boro
- 4 x Friday Mornings 9:30 - 11:00 am
- Little Steps creche for just 50p
- Free Tea, Coffee and biscuits
- Goodies to take away each week



To find out more ring **01509 267504**
and speak to Donna Hudson or Gail Hackett

Domestic Violence



“Is this about me?”

Domestic Violence is controlling behaviour and can include all kinds of physical, sexual, psychological, financial or emotional abuse.

Domestic Violence is rarely a one-off event and is more common than most people realise. People can experience Domestic Violence regardless of age, gender, race, disability, sexual orientation, social group or lifestyle.

“How can the Police help?”

Our priorities are:-

- To protect the victim.
- To remove the risk of continuing attack.
- To offer support and reassurance.
- To fully investigate any criminal offences.
- To provide access to other agencies.

Each main police station in our country has a Victim Liaison Officer. Victim Liaison Officers can provide you with information and offer support. They have close links with other agencies and may be able to put you in contact with them.

“What legal Protection is available?”

Good legal protection is essential. You can apply for legal aid to protect you and your children. Public funding is available.

“Who else can help me?”

These are the organisations that may be able to help:-

Domestic Violence 0116 224 0090
Police 0116 222 2222

Women's Aid Helpline: 0808 2000 247 www.womensaid.org.uk
Advocates on behalf of abused women and children and provides services and support including refuge accommodation.

Refuge Helpline: 0808 2000 247 www.refuge.org.uk
Refuge is the UK's largest single provider of safe accommodation and support to women and children escaping domestic violence.

NEVER BE AFRAID TO ASK FOR HELP!

Distraction Burglaries

North area officers are advising local residents to be on their guard following a number of distraction burglaries in the area. A number of different stories have been told to gain entry into homes but the most common of late is that they are from the Water Board or Gas Board.

In an attempt to reduce the risk of you becoming a victim of this type of burglary police offer this advice:

Most callers to our homes are probably quite genuine, but some are not. They could be confidence tricksters, high-pressure salesmen or even thieves. That is why it is very important to take precautions when people call at your home.

Not all burglaries have to break in; some trick their way in by telling a story and then steal property such as purses, jewellery and the like. We call this a distraction burglary.

These 'bogus callers' come in many different guises and will tell convincing stories to gain entry:-

- A smartly dressed man or woman may claim to have come from the council or health authority.
 - A child, or two, may ask for a glass of water or say they have kicked their ball into the back garden.
 - A bogus dealer may offer to buy your antiques, furniture or jewellery at what seems to be a good price.
 - A workman may ask to check water pipes or water pressure, or make some urgent repairs.
- And these are only a few that have been used.

Most organisations, agencies and the utilities (gas, water and electricity) will make appointments in writing before they visit you. Only in extreme emergencies will they just knock on your door.

The utilities operate a password system whereby you are given a unique password that will be used by anyone calling on you from that organisation.

So, what should you do if someone calls?



STOP

Are you expecting anybody?
Do they have an appointment?



CHAIN

Secure the door bar or chain
before opening the door



CHECK

Ask for & double-check the
caller's I.D.

- Always keep back doors locked, even when you are in and especially before answering the front door.
- Have a door chain and viewer fitted. This will allow you to check who is there and also to restrict the door opening so someone cannot just barge their way in.
(Fire safety - only use the chain when you answer the door - don't keep it on all the time).
- Look at their clothing. Some official callers will be wearing uniforms bearing their organisation's name.
- Ask for proof of identity. All employees from the council, health service and the utilities etc. carry ID cards. Check them carefully and keep the chain on while you do it. Genuine callers won't mind if you do this.
- If you are still not sure check with the organisation they claim to represent. Get the telephone number from your bill or look it up in the directory. Do not rely on a number on their ID card - it may be the number of an accomplice.
- Sometimes bogus callers work in pairs. Beware of one distracting you while the other steals property.
- Don't be pressured into letting someone in. If in doubt call a neighbour or ask them to come back at another time when you can have someone else with you.
- If you have any suspicions at all - don't let them in and call the police.

Local crime Prevention Officer PC Mick Kaiser said: "These types of incidents really do cause a great amount of distress to victims yet they can be avoided. My advice is not to let anyone into your house if you have any doubts and be very wary of salesmen and tradesmen who call out of the blue.

You can find out more about bogus callers from your local Crime Prevention Officer who can be contacted on **0116 222 2222**.

They want to close our footpath into town!



- They want to close the Burton Walks Public Right of Way!
- They want to have our children walk to town down traffic drenched roads!
- They want to shut us out and block us off!
- They say that we threaten their security!
- They forget that their land was donated for the good of the poor!
- They think they are powerful enough to railroad this through!

THEY MUSTN'T BE ALLOWED TO GET AWAY WITH IT!
ONLY YOU CAN STOP THEM!

If this effects you and you would like to do something about it, then please send a letter or E-mail explaining how you use the path, how important it is to you and how it will effect you to lose it.

Write to:

Mr J Prendergast, County Solicitors,
Leicestershire County Council, County Hall,
Glenfield, Leicestershire LE3 8RA
or email: jprendergast@leics.gov.uk

You could also contact your Counsellor or write to the Echo but above all tell your neighbours and friends. **They** were hoping to get this through on the quiet.

THEY are the Loughborough Endowed Schools



Electricity: DIY'ers be Careful!

Each year on average 10 people die and about 750 are seriously injured in accidents involving unsafe electrical installations in the home.

New building regulations aimed at curbing the unacceptable number of deaths, injuries and house fires caused by faulty electrical installations, came into force on 1st January.

Minor jobs like replacing sockets and light switches in low risk areas will not be affected. However anyone thinking of, for

example, carrying out electrical work in kitchens, bathrooms or outdoors or adding new circuits to any part of their house will have to get building control involved. The alternative is to get the work carried out by a suitably qualified electrician.

The key question for householders is who will be carrying out the work. If it is themselves, a friend or relative then they will have to notify the Council's Building Control department unless only minor work is involved.

“What you need to know”

Many jobs carried out on a DIY basis will be small jobs that do not need to be notified to building control, but householders are recommended to have them checked by a competent electrician to make sure they are safe. Much unsafe electrical work is carried out by over-ambitious amateurs.

Small jobs such as replacing a socket-outlet or a light switch on an existing circuit will not need to be notified to a building control body (although there are some exceptions for high risk areas such as kitchens and bathrooms).

All work that involves adding a new circuit to a dwelling will need to be either notified to building control, who will then inspect the work, or carried out, by a competent person who is registered with a Part P Self-Certification Scheme.



Gas Servicing and Repairs for Charnwood Borough Council House Tenants

The Borough Council has recently awarded a new contract to Powerminster Engineering Services (Property Care), which commenced on 1st August 2004 through to 31st March 2007. Powerminster will be the Borough Council's new contractor undertaking all gas servicing and repairs to its properties.

The Borough Council has a statutory obligation to carry out an annual gas service to all its appliances. This is in accordance with the current gas regulations in order to ensure that the appliances fitted in your home are safe to use to protect your health and safety. The servicing programme has now commenced and you will be sent an access arrangement card to indicate when the contractor will be in your area to carry out the gas servicing. These safety checks are extremely important and access must be granted to the contractor in order for these checks to be

carried out. If access is not gained then the Borough Council will have no option but to either cap off the gas supply to the property where the gas meter is situated externally, or failing that, will take the necessary action through the courts to gain access.

Quote Cllr Betty Newton “The safe use of gas calls for appliances to be regularly checked which requires easy access to properties. This is of crucial importance so please make sure you co-operate with the access arrangements”.

For all gas servicing queries or in the event of a breakdown to a appliance you should telephone **Powerminster Engineering Services** (Property Care) direct on telephone number:

0845 3002321 (Local Rate Charged)
24 HOURS A DAY, 7 DAYS A WEEK.





Making those Mean Streets Clean Streets!

Charnwood Street Wardens in the Heart of the Community

Following the Council's recent announcement to extend the contract for the neighbourhood wardens until 2006 it's business as usual for Alison, Peter and Louise of the Wardens Team.

"The wardens are encouraged to become part of the community to get involved in local issues and events and work with other organisations to help build and promote safer, friendly neighbourhoods." Alison Newby, the Area Manager in charge of the Wardens said:

Build on Success

Since the scheme began as a trial two years ago partly funded by the Home Office the wardens have made a huge impact on the communities and environments where they work. Complaints and incidents of rubbish, fly-tipping, abandoned cars and graffiti on their estates have dramatically fallen but their roles are far more than just that.

"We intend to build on the successes of the last two years by extending the service further. The Home Office funding has finished but the service is continuing. We are certain of the positive affect the wardens are having and are determined to build on it."



A Day in the Life of a Streetwarden

Here's a typical diary entry for streetwarden Louise Harrison:

- 8.00 am On my bike again and it's raining and cold but it's getting me fit and I keep thinking about my summer holiday. I'm off to one of my estates.
- 8.30 I'm on my estate and I'm starting to write all the dumped rubbish on my little note pad. While walking around I have noticed that someone's fence is broken and looks dangerous to people walking past. I knock on the tenant's door to ask if they had reported the fence and to make sure that they have the correct phone number.
- 10.30 Pop to my office on the estate for a warming cuppa.
- 10.45 Out walking, I've left my bike at the office so I can go into communal areas of the flats. I notice that someone's overflow pipe is leaking quite badly, so I knock on the door to ask if they have reported it.
- 11.00 Checking all bin areas of flats to see if they need cleaning. All of the areas I think need attention I note down on my note pad.
- 11.30 Notice a car in a car park that has no tax and looks like its been abandoned. So I note down number plate, I write a notice out asking the owner to move it or tax it and stick it to the windscreen.
- 12.00 Lunchtime. I phone through all the rubbish I have spotted to get it removed.
- 12.30pm Off to my other estate, on my bike again!
- 1.00 I leave my bike at the office on this estate and walk around, noting down all the rubbish I can see.
- 2.00 Notice some graffiti on a garage wall. I write down exactly what it says, how big it is and what colour, ready to report to the Housing Officer.
- 3.00 I have a chat to the crossing lady, she says there have been some youths drinking and disrupting other tenants, it happened at 10.00 pm last night. Told her to phone the police as they will be able to help.
- 3.20 Some children from local school approach me and ask what my job entails. I tell them and they go on their way.
- 4.00 Back to my office to report all the things I have jotted down on my note pad. Also to phone through all the rubbish to get it removed.
- 4.30 On my bike again all the way home.



Right to Buy

The rules that govern the right to buy have changed. They affect any tenant who puts in a right to buy application on or after the 18 January 2005 and they may affect any tenant who's tenancy begins on or after the 18 January 2005. The main changes are listed below but before deciding what you want to do then you should always seek further information and advice.

- 1 The qualification period is now 5 years.
- 2 Discount repayment is now 5 years and the discount to be repaid is a percentage of the market value when the property is re - sold.
- 3 The suspension of the Right to Buy Scheme from properties due to be demolished during the next 24 months.
- 4 Owner who wish to resell their properties within 10 years of it being sold under the Right to Buy Scheme must firstly offer it to their former landlord, (or to any other prescribed by the Secretary of State.)
- 5 A first notice to complete a purchase can now be served after 3 months instead of 12 months.



For more information about this you can pick up a leaflet marked as Right to Buy, or you can down load direct from www.odpm.gov.uk.

For further information you can call Sue Brown on 01509 634621

Ways to contact CCLATA

We have been operating as a small but successful office for 3 years. We are all volunteers with basic skills, but over the years by attending training, conferences and other events which has helped us to improve our standard of service to you the tenants, and leaseholders of the Borough.

There are many ways in which you can help us, you could become a committee member of CCLATA, by doing this you will be invited to meetings and steering groups with Charnwood Borough Council, and other organisations that we work with.

If you are stuck for time but you want to have your say, and have a valuable contribution for your area, and the Borough on a whole then we can offer you CCLTRFH, which stands for Charnwood Council Leaseholders and Tenant Representatives From Home. By becoming one of these members you also get an invite to meetings, training, and other events, but you help us in other ways such as getting Feed Back on future project, surveys and helping us to extend further into the Borough.

If you would like to know more, or become a member then please call 01509634788 or write to us at:

CCLATA,
Charnwood Centre
Charnwood Borough Council
Southfields Road
Loughborough LEICS LE11 2TT

The office is open from 9.30 am til 2.30 pm

North West Leicestershire and Hinckley & Bosworth

Are you over 60?



Help the Aged

You may qualify for **FREE**
Security Locks and Smoke Alarms

LEICESTERSHIRE
SAFE AT HOME

To find out more please contact:

Tel: 01530 837097



E-mail: safeathome@carerepair.org.uk
2 Mantle Lane, Coalville LE67 3DW



Help the Aged



Charnwood CVS

Voluntary action for a just and inclusive Charnwood

Advice and Information Learning and Work

Help with

- learning opportunities
- courses
- job interview skills
- writing cv's
- making applications

contact:

Deborah Knoke
John Stoner House
Wards End
Loughborough
LE11 3HA
Tel: 01509 631786

E-mail: deborah.knoke@charnwoodcvs.org.uk

Community Advice Page

If you want to know more, then call
Sharon on 01509 634788
or E-mail:
act@charnwood2002.fsnet.co.uk

Young Female and Homeless! Can we help?

What is it?

Hope House aims to provide good quality accommodation for 16-20 year old females who are homeless.

What it does?

It is a safe breathing space with warden support to give you time to get yourself sorted.

You are helped to work to prepare to have a place of your own and have the confidence to deal with challenges of everyday living.

How to apply

Application is made through the Bridge Housing Advice Centre, The Annex, Southfields Road.



A community project sponsored by the Elm Church Centre, Ashby Road, Loughborough.

Looking for Felix's Friends



Felix the Cat is all wrapped up for a night out.

But where are his friends ?

Can you find them?

If you want to take part then simply find all of my 15 friends before my mum comes home and you could be the lucky WINNER.

You could be a lucky winner like Mrs Lines (page 24).

Send the completed form to :
Jean Green
ACT/CCLATA
C/o Charnwood Centre
Charnwood Borough Council
Loughborough Leicestershire
LE11 2TT

Name _____

Address _____

Postcode _____

Enter the page numbers in the boxes below:

The deadline for this game of "Hide and Seek" is the 6th May 2005.



Well Done to You All!

'Who Says Participation doesn't pay?'

Announcing the Prize Draw Winners from all of you who completed the Aspirations survey in the last edition of Housing News. A big thank-you to everyone who completed the Tenants Aspirations survey. The response has formed the basis of the

standards you want Charnwood to meet and be aspiring to.

The two £50 winners were drawn by the independent tenants advisors TPAS and the lucky people are:



Mr Perkins of Anstey



Mrs & Mrs Else of Barrow upon Soar.



Mrs Lines from Shepshed. The winner of the Christmas issue.