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Tenant Matters

2022



Ashfield

DISTRICT COUNCIL

New Developments

Find out more on Page 17

You said, we did
Page 7

Money Management
Advice Page 19

Food Clubs
Page 20



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ASHFIELD 24/7

Ashfield
DISTRICT COUNCIL

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Welcome

to our 2021/22 Annual Report
and Tenancy News...



Paul Parkinson, Director of Housing
& Assets (Deputy Chief Executive)



Cllr Tom Hollis, Executive Lead Member
for Council and Social Housing

Which, this year, is delivered in a magazine format to provide you with more detailed updates on the future direction of Ashfield District Council's Housing Service. You can expect to find information on the services we provide, as well as the opportunities available for you to be involved with, and shape, our Housing Service as our customers. Hopefully you like this new format, as it's something we would like to continue doing.

Looking back, 2021/22 continued to be a challenging year for the Council as we caught up on some of the work that was put on hold during the pandemic. We also managed to work on some exciting new projects, which you can read about inside on pages 17 and 18.

We have made great progress with our ambitious new homes development programme, by building a number of new properties on existing Council land. We have also purchased a number of other new build and pre-built properties across the District, which have been let to tenants through the housing waiting list. With the Tenant Portal we have introduced more digital technology to provide **24 hour a day access** to your information and service requests.

We cannot ignore that many people are finding their finances stretched due to the current cost of living crisis, so on page 19 you will find some useful information about how you can reduce your outgoings, along with the support we may be able to provide to help you manage your budgets and maximise your income. Alongside this we are also working to improve the thermal efficiency of our homes by installing over **£10m worth external wall insulation and solar panels over the next few years to reduce household bills and reduce carbon emissions.**

Don't forget to check out our prize draw on page 24, to see how you can be in with the chance to **win an Apple iPad.**

We hope you enjoy reading the magazine, if you have any feedback for us on the magazine or the services we provide to you, please send these to coin@ashfield.gov.uk.

Finally, we would like to **thank you all for being patient with us** over the last few years whilst our services were restricted during the pandemic. Also a very big thank you for allowing us into your homes during difficult times to ensure we could still carry out import health and safety checks such as gas servicing and smoke alarm testing.

P. Parkinson

Paul Parkinson
Director of Housing & Assets
(Deputy Chief Executive)

T. Hollis

Cllr Tom Hollis
Executive Lead Member
for Council and Social Housing

Housing Annual Report 2021/2022

Lettings

476 properties let. Average time to let properties **29.7 days**



137
bungalows



1
maisonette



115
houses



207
flats



16
studio flats

=
476
total

In 2021/22, **43** tenants moved home by way of mutual exchange. Tenants can register and search for a suitable exchange by visiting www.homeswapper.co.uk

Development/Acquisitions

A total of **71** new additions to the housing stock - **19** new build properties and **52** acquisitions.

By the end of 2022/23 the figures will be **122** (61 new build and 61 acquisitions)



Tenancy Services Rent



99.85% of rent collected
(excluding arrears brought forward)

1.4% rent arrears owed for 2021/22



265 Notice of Seeking Possession were issued to tenants due to rent arrears and tenancy issues



25 tenants were evicted for non-payment of rent (This included a backlog of cases that were suspended due to the suspension of evictions in the 2020/21 financial year, due to the Coronavirus pandemic.)

Tenancy Services Support



Over £129k has been accessed in welfare benefits, housing and council tax benefits and grants, and white goods from charitable trusts for tenants.

144 Council Tenants were supported to access the Household Support Fund.

614 Council Tenants assisted with Welfare and Money Management Advice.

Housing Repairs and Maintenance

Property repairs is our busiest service, we appreciate that having something go wrong or break in your home can be frustrating and so we aim to offer a service which is both easy to get through to and prompt in attending to the property at your convenience.

Average time taken to complete Responsive repairs
6.53 calendar days per property



Repairs completed on time –
95.58% (All Repairs)



Repairs Call Handling Centre
96.22% calls answered

36,079 repairs completed, including
5,206 emergency repairs



Customer Feedback/Complaints



46 stage 1 complaints received
4 Stage 2 complaints received



7.8 days
Average time to respond to complaints

92%
of all complaints received were responded to within the target timescale

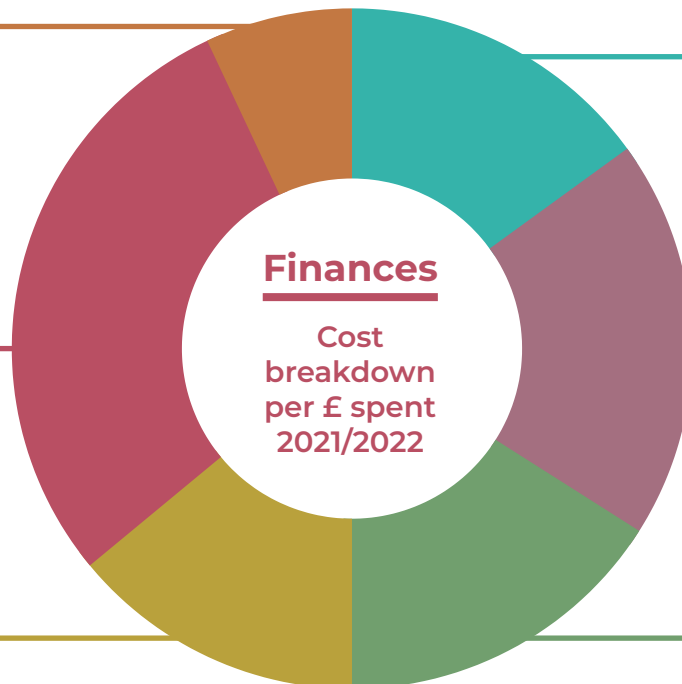
There were 18 learning outcomes from complaints received, 89% of which have been implemented within 2021/22 – examples include:

- Implementation of a care home procedure for officers to follow when a tenant moves in to permanent residential care
- Amended Repairs text messaging templates
- Updated procedures/information around transfer inspections
- Improved processes around handling incoming mail to the Housing department

Service and Support Costs £0.07

Repairs £0.29

New Homes £0.14



Loan Interest £0.15

Major Improvements £0.19

Management Costs £0.16

Complaints and the Housing Ombudsman Service

Complaints, Service Requests, and Compliments

It is important to us that our tenants and leaseholders receive the highest level of housing services from us. If you feel that the service you have received has fallen short of your expectations, please contact us as soon as possible so we can assist you with resolving the matter.

We also welcome feedback from tenants on how we can improve our service or compliments when you have received exceptional service from us.

Service Requests

This is a request from a resident to their landlord requiring action to be taken to put something right. Service requests will be recorded, monitored, and reviewed regularly. A complaint should normally only be raised if you feel dissatisfaction with the response to the service request.

Complaint

A complaint is an expression of dissatisfaction about the standard of service, actions or lack of action by the Council, its staff, or those acting on its behalf, which affects an individual resident or group of residents.

We will review the details, and any historical factors, to enable us to determine if this is a new issue you are bringing to our attention or an ongoing issue and let you know how we intend to proceed to assist you with resolving the matter.

Further information on the complaint handling process can be found on the Housing section of our website.

You can contact us, to make a complaint or compliment, using the following methods:-

Website: www.ashfield.gov.uk/your-council/contact-us/complaints-and-compliments/

Email: housingcomplaints@ashfield.gov.uk

Telephone: 01623 450000 (option 1)

By writing to or visiting our office at:

Ashfield District Council
Urban Road
Kirkby in Ashfield
Nottingham
NG17 8DA

Social Media: via the Council's Facebook page or via Twitter @ADCashfield

Tenant Portal: using the 'contact us' function on your log in



Housing Ombudsman

The Housing Ombudsman is a free, independent and impartial service that is set up to resolve disputes between social housing tenants and their landlord. The Housing Ombudsman can be contacted by tenants at any time for support to help resolve a dispute.

For more information about how the Housing Ombudsman may be able to assist you visit www.housing-ombudsman.org.uk or visit the Housing Complaints page on our website.

You said, we did

Complaints and feedback from tenants provide valuable information for shaping and improving our services. Some examples...

You Said

The text message for repairs appointments is confusing around appointment slots

We...

Amended the text message wording, so slots are described as 'AM', 'PM' or left blank if all day.

You Said

Insufficient notice was given that transfer inspections would be conducted, and to complete the required works

We...

Amended the wording in the transfer application registration letter to confirm that a transfer inspection will be conducted, upon offer of a property, and we reviewed the timescales for tenants to complete any works identified.

You Said

You should build more properties

We...

Added 71 new properties to the housing stock and are aiming add a further 51 properties to the housing stock this financial year.

You Said

You want it to be easier to provide us with feedback on our services

We...

We have updated the housing section of our website to create a dedicated 'contact us' section for tenants to feedback to us.

Service Standards

We will:

- Provide a full written response to complaints within 10 working days
- Endeavour to answer at least 90% of your calls within 5 rings
- If you email our Customer Services email boxes, ensure that you receive an acknowledgement the same day and a response within 3 working days
- Visit all new tenants within 6 to 8 weeks of moving in to make sure they have settled in and are satisfied with their new home
- Review your completed housing application with 10 working days of receiving it
- Inspect all Ashfield District Council estates and neighbourhoods at least once a year
- Refer serious ASB and domestic abuse to the Community Safety Team within one working day
- Monitor and regularly review our performance, actively involving tenants in this process - every 2 months
- Attend to an emergency repair where there is likely to be danger to life or limb, or major damage to your home, or surrounding homes, within 24 hours
- Always endeavour to give you 28 days' notice before carrying out any major works to your property
- Ensure that all tenanted properties with a domestic heating system will receive an annual gas safety check.

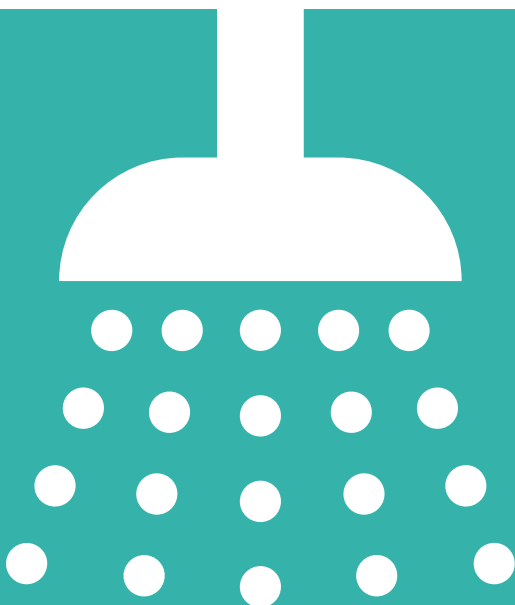


Electric Shower Head and Hoses

We are currently experiencing an increasing number of electric showers that are failing due to modifications which are not approved by the shower manufacturer. The most common being unapproved head and hose sets being fitted which voids the warranty, and can damage the shower.

Please be aware that modifying any part of the electric shower may result in Ashfield District Council not maintaining responsibility for future repairs, or recharging for repairs carried out to rectify any issues caused.

Further information on tenant's repair responsibilities is available on Ashfield District Council's website www.ashfield.gov.uk/housing/repairs-improvements



Tenant Satisfaction Measures

On 17th November 2020, in response to the Grenfell Tower tragedy and the Hackitt Review of building safety and fire safety, the government published The Charter for Social Housing Residents White Paper.



The Charter has been followed up by the Social Housing Regulation Bill, which is currently going through processes to become an act of Parliament. The bill will set out the new legal powers of the Regulator of Social Housing.

As part of the regulatory reform, the government has introduced the requirement for all social housing landlords to report annually on Tenant Satisfaction Measures. The measures will be used as a benchmark of performance/tenant satisfaction. They will consist of 10 Performance Management areas and 12 Tenant Perception areas.

The themes for the Tenant Satisfaction Measures are:-

- Overall satisfaction
- Keeping properties in good repair
- Maintaining building safety
- Effective handling of complaints
- Respectful and helpful engagement
- Responsible neighbourhood management

To calculate the tenant perception areas we will

The Charter set out 7 core commitments that social housing residents should be able to expect from their landlord:

1. To be safe in your home
2. To know how your landlord is performing
3. To have complaints dealt with promptly and fairly
4. To be treated with respect – backed by improved consumer standards and regulation
5. To have your voice heard by your landlord
6. To have a good quality home and neighbourhood to live in
7. To be supported to take your first step to home ownership

survey tenants every year to seek your level of satisfaction on certain areas, starting between 1st April 2023 and 31st March 2024. Once each year's surveys have been completed, we will gather and analyse the results, then publish the details on our website and in our Housing Annual Report.

The Tenant Satisfaction Measure will give us, our tenants and the Regulator of Social Housing information around how tenants feel we are performing and where we might be able to improve the services we provide to you. They will also allow our performance to be compared against other social landlords.

We encourage you to complete the survey if you are asked to do so. If you need any support from us to complete your survey, please contact us as soon as possible to discuss.

We are currently evaluating the best method for conducting the surveys and intend to conduct a trial survey in October and November. If you have been selected for the trial, you will receive a text message, email or paper survey giving you instructions on how to complete the survey.

Any text messages received from our Housing Team, will come from the number 07860 097498 or +447860 097498, so you know these are genuine text messages. **Top tip – you might want to save this number in your mobile phone contacts, so you can easily recognise the text messages we send to you in the future.**

Make a difference and have a say in your housing service!

Listening to our customers is important to us, to help us improve what we do. By getting involved with us, you can help shape our services.

Our Tenant's Charter is a three-year plan that sets out various ways in which tenants may be involved with the Council.

The aims of the Charter are to:

- Raise awareness of resident involvement to get more residents involved
- Enable tenants to get actively involved in improving and developing high quality housing
- Undertake effective tenant scrutiny of the performance of the housing services

The level of involvement you choose is up to you, it depends on the time you have to spare and how deeply you wish to get involved.

Our Tenants Charter can be found on our website at www.ashfield.gov.uk. Alternatively, you can request a copy by emailing: coin@ashfield.gov.uk or by contacting **01623 450000** (Press Option 1 and then Option 3).

Tenants Gateway

Are you a tenant of Ashfield District Council? Would you be interested in shaping Ashfield District Council's Housing Services?

If you have answered yes to the above, why not join our Tenants Gateway as your views count and matter to us.

The Tenant's Gateway is a group of volunteers who are tenants of Ashfield District Council. They help make decisions with officers about the improvement of services delivered to tenants by the Council.

The Gateway is made up of a maximum of 16 tenants representing all areas of the District. Representatives carry out the role between a minimum of one year and a maximum of four years. When we have a vacancy, they are advertised widely to get interest from potential new members

The Tenant's Gateway looks at policies and procedures across the services that the Housing departments provide. It works alongside our Senior Management Team to develop our services, making sure that we are always acting in the interests of all our customers. The Gateway also review and monitor individual services and performance, making recommendations to ensure we are always improving so that we are customer focused.



Meetings are held every two months and last about two hours. Information is sent out before the meetings in plenty of time to ensure that representatives can read up on agenda items. The meetings are attended by senior managers from the Housing Department.

In addition, further get-togethers and meetings are held when required for reviewing the website and other documents.

Any out-of-pocket expenses that are incurred will be reimbursed in line with the volunteer expenses policy.

Tenant Scrutiny Panel

The Tenant Scrutiny Panel is a group of trained, volunteer Council tenants. They play an important role in bringing about positive changes to our housing services.

The panel are responsible for examining and scrutinising different areas of Ashfield's housing services. Panel members independently check, and challenge, service delivery and performance. They also make recommendations on how services should be improved.

Customer Opinion and Influencing Network (COIN)

Why not become a COIN member and give us the heads up on the quality of the service you receive from us as your landlord?

COIN is a network of tenants who share their views on the services received from the Council as their landlord. Feedback can be given via our website, email, face to face or by telephone.

The feedback received from tenants is reviewed by senior managers to identify areas of improvement.



Estate Inspections

Why not join us for one of our Estate Inspections on your Estate? This is your opportunity to help us improve your estate.

We recognise the importance of maintaining the area where you live to a high standard. The Tenancy team carry out a range of inspections across the year including estate walkabouts and block inspections to ensure estates are safe, tidy, and to identify any areas for improvement.

The inspections are led by your local Housing Officer and residents, the police and local Councillors are invited to attend.

As part of the inspection, we look for overgrown gardens, rubbish, vandalism, graffiti, abandoned vehicles, and the general condition of the area.

An action plan is drawn up to respond to the issues that have been found during the inspection.

If you are interested in any of the above opportunities or want to find out more, please contact the Housing Management and Tenancy Services Section on **01623 450000** (Option 1 then Option 3), or email **COIN@ashfield.gov.uk**.

The BIG six

The Council needs to ensure residents can live safely in their homes. All landlords need to make sure they meet legal and regulatory requirements for Compliance functions. The big six compliance areas which the Council, as your landlord, needs to manage are...



1. Fire Safety

We have carried out fire risk assessments at all our sheltered schemes and blocks of flats. All these assessments are reviewed on a regular basis in order to identify and address any fire safety issues that may arise over time. We regularly carry out fire safety and security checks on our buildings, we service and maintain all fire safety equipment, and we carry out fire safety repair reports which include the timely removal of fire hazards.

!
Don't forget to test your smoke alarm on a regular basis!

2. Asbestos

Although asbestos is a hazardous material, it can only become a risk to health if the material is disturbed in some way which allows the microscopic fibres within the material to be released into the atmosphere, and then be breathed in.

We have put procedures in place which set out how we control, manage and prevent exposure to asbestos in our properties, these include completing asbestos surveys for all communal areas, a full suite of asbestos risk assessments, and only using approved specialist, licensed contractors for higher risk asbestos works.

3. Water Hygiene

The Council has a duty to assess and control the risk of exposure to legionella bacteria that can develop in hot or cold water systems. Legionella bacteria can cause a potentially fatal form of pneumonia called Legionnaires' disease.

We have put measures in place to ensure hot and cold water systems are appropriately assessed, serviced and maintained. These include using specialist water hygiene consultants, frequent checks and monitoring of communal water systems, and completing individual domestic legionella risk assessments (ongoing).



4.

Passenger Lifts

Passenger lifts are provided in most of our sheltered accommodation buildings and are one of very few types of 'transportation' available which are designed for continuous, unsupervised use by all residents from the young to the elderly. As such, we have a duty of care and legal requirement to ensure all our passenger lifts remain in good, safe working order at all times.

To ensure their safety, all our passenger lifts receive a monthly service visit and a six-monthly thorough examination (sometimes referred to as an 'insurance inspection') as well as weekly tests of each passenger lift's emergency intercom system which is linked through to a 24hr monitoring centre.

5.

Electrical Safety

Electricity needs to be taken seriously and by misusing electrical goods or completing DIY wiring you can place yourself and members of your household at risk of electrical shock, or in a worse case situation, death.

We will undertake an electrical inspection at your home on a periodic basis which will be completed as part of the Property Health & Safety Check / Service and we would ask that you provide access into your home when requested. This work will either be completed by our current servicing Contractor, J Tomlinson Ltd, or directly by Ashfield District Council.

When we visit to complete an electrical inspection, we will require access to all the sockets and light fittings in your home. We will carry out any urgent repairs or necessary remedial work, that is our responsibility, at the time of our visit.

6.

Gas Safety

We will repair and maintain the gas appliances owned by us, and we can offer advice about appliances you own so you can arrange your own repairs. Any gas related work that is undertaken should always be completed by a Gas Safe registered engineer, you can check this online.

There is a risk to your safety if your gas appliances are not correctly serviced,

repaired and maintained which is why we complete an annual property health and safety check. This check is a legal requirement. During the visit we will check the gas pipework and gas meters, and check that your smoke alarm, and Carbon Monoxide alarm (where fitted), are working. You will need at least £2 credit on any prepayment meters for the checks to be completed.



Carbon Monoxide – the silent killer

Unsafe gas and solid fuel appliances can produce a highly poisonous gas called Carbon Monoxide (CO). You can't see, smell or taste Carbon Monoxide but it can be deadly; it's a silent killer.

If you feel there is an immediate danger from a gas appliance telephone the National Grid on 0800 111 999.

If there is a fault with your central heating do not use it and let us know on 01623 457999.

You should also test your smoke alarm and Carbon Monoxide alarm every month to make sure it is working. If you identify a fault with these alarms please contact our Repairs Call Handling Centre on 01623 457999.

More information in relation to gas safety can be found on our website: www.ashfield.gov.uk/housing/repairs-improvements/tenant-repair-responsibilities/gas-safety



Carbon Monoxide Alarm Installation

We have recently been installing Carbon Monoxide alarms and intend to install these in every Council home which has a fuel burning appliance.

A Carbon Monoxide alarm is useful back-up precaution but must not be used as a substitute for proper installation and maintenance of gas equipment by a Gas Safe registered engineer.

If you need to arrange the installation of a Carbon Monoxide alarm(s) please contact our Repairs Call Handling Centre on 01623 457999 and an installation appointment can be made.

Keeping your home free from condensation, damp and mould

What is Condensation? There is always some moisture in the air even if you can't see it. When the air gets colder, it can't hold all the moisture and tiny drops of water appear - this is condensation. You may notice it when you see your breath on a cold day or when the mirror in the bathroom mists over when you have a bath or shower.

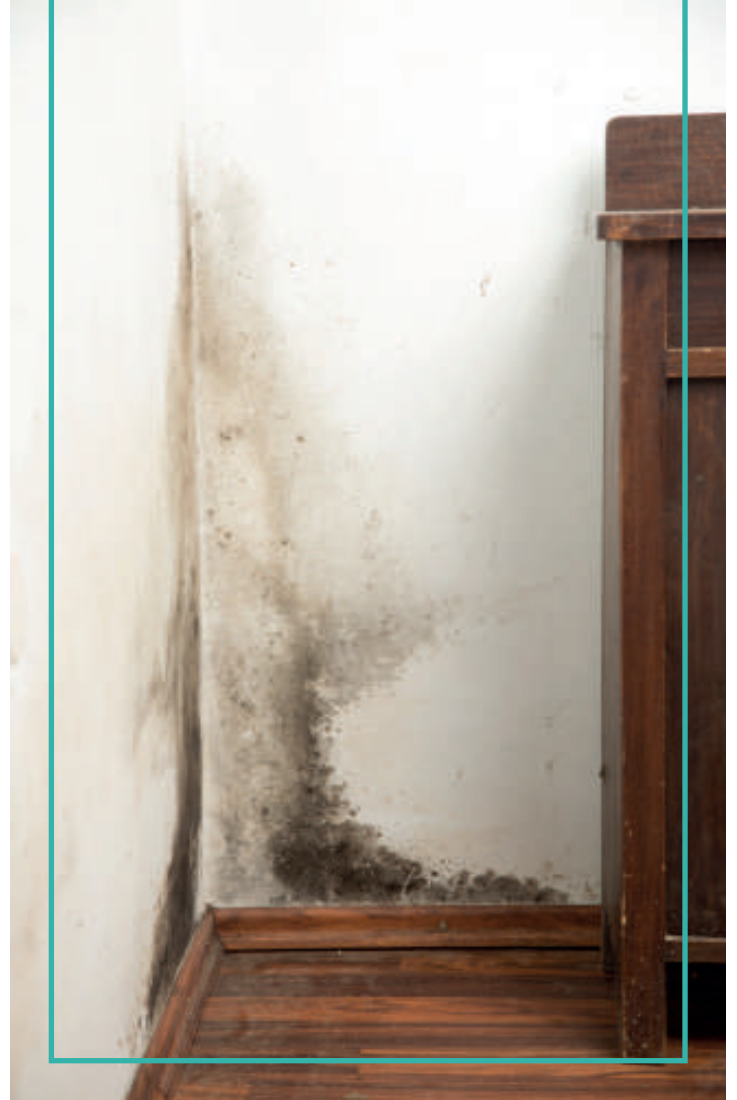
Condensation mainly occurs during cold weather regardless of whether it is raining or dry. It tends to appear on cold surfaces and places where there is little or no movement of air, in the corners of rooms near windows or behind cupboards and wardrobes.

What does this have to do with black mould?

Condensation and maintenance of high humidity can lead to mould growth. Most moulds need 24-48 hours of moisture to begin to grow.

If a suitable material in your home is wet for more than 24 hours then you run the risk of mould starting to grow.

If condensation isn't dealt with it can encourage black mould to start growing on your walls, ceilings, and around your windows.



What can you do to prevent condensation?

- 1. Put less water into the air** - dry clothes outside, put lids on saucepans, don't run your shower for longer than needed
- 2. Stop water vapour spreading** - shut kitchen and bathroom doors when bathing and cooking, use cooker hood and extractor fans or open a window
- 3. Heat your home** - apply more heat, use a low level of heat all day rather than quick blasts (this should also reduce heating bills), avoid using bottled gas or paraffin heaters
- 4. Ventilate your home** - keep a small window ajar or tickle vents open at all times, ventilate cupboards and wardrobes and avoid putting too much in them as this stops the air circulating, do not put wardrobes against external walls

How to report ASB

We are committed to reducing and tackling anti-social behaviour and will take all reports of ASB seriously. We work closely with our Community Safety Team, Nottinghamshire Police and partner agencies when dealing with reports of anti-social behaviour.

When we receive a complaint of anti-social behaviour, we will explain what support we can offer you, agree what actions we will take, and what you will need to do.

The action we will take will depend on the type of problem. We will also agree with you how you want to be kept informed about what we are doing in attempt to resolve the issue.

We will:

- Listen to your concerns.
- Assess the nature of the information being reported.
- Give you advice, guidance and arrange support.
- Advise you to report your concerns to the Police if appropriate.
- Treat all information you give us in confidence.
- Advise you about support we can offer you if your personal safety is at risk.
- Respond to serious incidents of anti-social behaviour within one working day and to other reports of anti-social behaviour within 5 working days

If you need to report anti-social behaviour, please email: tenancy@ashfield.gov.uk or contact your Housing Officer on 01623 450000 (Press Option 1, then Option 3).



New Council Housing Developments

The development of new Council homes continues across the District, with almost half of the pledged 100 new Council homes having already been completed this year with more on the way. A total of 51 new properties have been completed and another 62 are planned.

Kirkby

Eight new Council homes in Kirkby have been given the green light at Ashfield District Council's Planning Committee.

The plans include three two-bedroom homes on the Council owned garage site on Darley Avenue, Kirkby, and five two and three-bedroom homes on Spruce Grove, Kirkby.

Planning permission has also been granted for the redevelopment of the Council-owned land on Warwick Close, Kirkby for new Council homes.

The site will see 34 two-bedroom and three bedroom houses built on the site. The plot of land was previously home to flats which were demolished in 2010.

Sutton

The underused Council car park on Stoney Street in Sutton welcomed five new family homes in June, consisting of three three-bedroom homes, and two two-bedroom homes. The new properties have been built to minimise heating costs to help with fuel poverty and climate change.

Elsewhere in Sutton, 22 new properties have been completed on Froghopper Lane, off Davies Avenue, offering a mixture of contemporary family homes and apartments.

Ground has now been broken on Midland Road in Sutton which will welcome 20 new homes in 2023.

In the past couple of months four new Council disabled adapted bungalows have been completed and are now occupied on The Beeches in Skegby, and The Poplars in Sutton.

Hucknall

Fifteen family homes, a mixture of two-bedroom and three-bedroom, have been completed on derelict garage sites in Hucknall on Barbara Square, Hawthorne Avenue, Chatsworth Drive, and Chestnut Grove.



Ashfield District Council **going green**

Ashfield District Council has successfully bid for funding to improve a number of the energy efficiency rating of Council homes within the District.

The funding has been provided as part of the Government's Green Homes Grant Local Authority Delivery scheme. The funding has allowed the Council to carry out a number of energy saving measures to a mix of Council-owned and private sector homes with lower energy efficiency ratings. One of the projects funded by the grant was the installation of solar panels to the roofs of 81 Council homes and 34 private homes in the District.

This included bungalows on Carrfield Close, Sutton in Ashfield; Columbia Street, Huthwaite; and Lancaster Road (Astral Grove) Hucknall amongst some other locations.

These solar panels provide tenants' homes with an amount of free generated energy for use at the time of generation, meaning lower bills for the tenants at a time when energy costs are rising.

For a typical Council-owned bungalow, the panels generate on average 84kWh of energy per square metre (of panel) per year per home, saving on average 5.3 tonnes of Carbon per year per home helping the Government meet its Net Zero Carbon targets.

The Council will bid for future rounds of funding to enable further solar panel installations to take place.



One of the projects funded by the grant was the installation of solar panels to the roofs of 81 Council homes and 34 private homes in the District.



Money Management Advice Service

Our Money Management Advice Service is a flexible, free service providing comprehensive Money Management and Welfare Benefits advice to Ashfield District Council tenants. This can help you understand your finances and manage your money more effectively.

This will include:

- Reaching affordable agreements to pay arrears
- Providing budget advice and tips on how to effectively manage your money
- Helping you choose payment methods such as direct debit or cash payments
- Providing welfare benefit advice
- Assist you to access specialist debt advice from Citizens Advice Bureau or other organisations.

The service can be accessed by emailing:

tenancysupport@ashfield.gov.uk

Or by telephoning **01623 450000**

(Option 1, Option 2)



Tenancy Sustainment Service

Are you looking for support to manage your tenancy or your home? Our Tenancy Sustainment Service is a free short-term service, designed to help our tenants to manage their tenancy effectively, with the aim of being independent.

Our Tenancy Sustainment Officers are here to help you through any tenancy related problems you may be having, or you may have a tenancy for the first time and are not sure what to do.

By giving you information, advice and skills, we aim to help you to live independently and maintain your tenancy.

We can help you with:

- budgeting, debt counselling and welfare rights
- benefit advice and help with forms
- tenancy related advice including rent arrears and nuisance issues
- arranging for utilities (gas and electricity) to be connected
- advice on managing and maintaining your tenancy/home
- accessing support from local services and agencies
- signposting you to employment and training opportunities.

The service is available to Ashfield District Council tenants who are:

- at risk of losing their home or who are struggling to maintain their tenancy
- need help setting up their tenancy
- going through a temporary period of personal difficulty
- not receiving a support service from any other support provider.

The service is only for people with temporary or short-term difficulties and normally lasts for up to three months.

Tenants can make a self-referral by contacting the Tenancy Sustainment Team or they can be referred by a professional agency such as Social Services.

Opening hours are:

- Monday to Thursday 8.30am to 5.00pm
- Friday 8.30am to 4.30pm

If you are a tenant of Ashfield District Council and need support:

- email: **tenancysupport@ashfield.gov.uk**
- telephone: **01623 450000** (option 1 followed by option 3).

Opportunities in the community

Food clubs

There are several food clubs throughout Ashfield, these clubs provide families with good quality food at a low cost, whilst also reducing food waste. You can find them

Kirkby

Kirkby East Children's Centre
The Summit Centre
Pavillion Road
NG17 7LL

Every Wednesday 1.30pm – 3.30pm

Booking is essential, to qualify you must live within 5 miles of NG17 7LL
Contact cc.ashfield@nottsgov.uk or nottsfoodclubs@family-action.org.uk or phone 0115 977 3746 for more information. It costs £1 a year for a membership, then every week you can buy a bag of food for just £3.50!

Sutton

St. John's Methodist Church
Titchfield Avenue
NG17 1EU

Every Monday 1pm – 3pm

To qualify you must live or work within 15 minutes of the club

Contact nottsfoodclubs@family-action.org.uk for more information

It costs £1 a year for a membership, then every week you can buy a bag of food for just £3.50!

Hucknall

Unit 100, Edward House
King Edward Street
NG15 8JR

Every Thursday 11am – 3pm

Contact lynne_ryland@hotmail.com for more information. It costs £1 a year for a membership, then every week you can buy a bag of food for just £3.50!



Your views

Calling tenants in Leamington, Coxmoor, Broomhill and Butler's Hill. The Council's Health and Wellbeing Team are currently undertaking targeted work in the following areas of the District:

- Leamington – Sutton
- Coxmoor – Kirkby
- Broomhill and Butler's Hill - Hucknall

If you live in these areas we would love to hear your views on them. We would like to know what you love about it, and what you think could be improved. We would also love to work alongside tenants to develop new activities, create social groups, and improve the things that are important to you.

If this sounds like something, you'd like to be involved with, please email the team on healthandwellbeing@ashfield.gov.uk



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NEW OPPORTUNITIES.
NEW BEGINNINGS.**

IT'S NEVER TOO LATE TO RETRAIN, UPSKILL
AND BUILD A BETTER FUTURE.

- Free selected Level 3 qualifications
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- Part-time and evening courses

Funding opportunities available*

APPLY NOW
wnc.ac.uk/adults

*For anyone who is unemployed, in receipt of relevant benefits or earning less than £18,525 per year.

FOOD SHARE

Sharing Food with Our Community

Residents of Stanton Hill and Skegby
Starting Wednesday 1 June, you are invited to share in food donated by our local Co-op

For more information on Food Share or to collect FREE food items, please visit Skegby Library on Wednesdays and Saturdays between 9am and 11:45am.

Skegby and Stanton Hill Library, Mansfield Rd, Sutton-in-Ashfield, NG17 3EE

ATTFE College offers LIFELONG learning to our local communities of Sutton in Ashfield, Ollerton and surrounding areas.

Excellent inclusive further / adult education learning opportunities are provided in an exciting range of non-vocational provision, alongside accredited learning from Entry Level to Level 5.

Subscribe to our newsletter:

"Whatever your goal, we are here to help nurture your potential, develop your learning skills and provide you with the tools that you need to successfully achieve your ambitions."

Principal Liz Barrett OBE

Social Media

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Accredited courses | Skills for Independent Living | Digital Skills | English and maths | Employability Skills

Ways to pay your rent



Direct Debit

This is the most convenient way to pay your rent. We can set up automatic payments to be sent to your rent account direct from your bank or building society. Payments can be made weekly, fortnightly or monthly.

To set up a direct debit for your rent payments over the phone, please contact the Income Team on 01623 450 000 – option 1, then 2.



Online Payments

Payment can be made through our website at a time that suits you. Visit www.ashfield.gov.uk/housing/your-tenancy/Pay-your-rent, follow the on-screen instructions and don't forget to have your rent account number to hand. Please keep a record of the transaction reference number, for your records.

Tenants Portal

You can use the Tenants Portal to view your tenancy details and amend your contact information, view your rent balance and account statements, request and view repairs, make online payments and contact your designated tenancy officers. Scan the QR code using your smart phone camera to take you to the website.



Telephone

You can also pay your rent over the phone, using a Debit/Credit card on our 24-hour automated payment system. Telephone (freephone): 0800 0902223

Standing Order

You can send payments directly to your rent account from Bank or Building Society account. You can set up standing orders or make ad-hoc payments directly with your bank or via your online banking service or we can send you a Standing Order form to complete and take to your Bank or Building Society.

Our bank account details for payments are:

Account name: Ashfield District Council

Sort code: 20-55-70

Account number: 03619389

Remember to use your rent account number as your payment reference, to help us process your payment.

Paypoint

Payments can be made at any PayPoint or Post Office outlet. You'll need a unique swipecard or a barcode to pay this way.



For more information about any of our payment options, please contact our Income Team on telephone: 01623 450000 – option 1, then 2 or email: income@ashfield.gov.uk

WIN an Apple Ipad

Log in to your Tenant Portal account to be in with a chance of winning an Apple iPad.

All current Ashfield District Council tenants can be in with a chance of winning an Apple iPad, by using the Tenant Portal.

All tenants who use the Tenant Portal during October and November will be automatically entered into the prize draw. Simply log in to your existing account, or register for an account and log in, during this time.

New Tenant Portal users will need their rent account number to register and should have provided us with their email address prior to registration.

The winner will be chosen at random from all eligible tenants after the 1st December 2022.

To visit the Tenant Portal simply Scan this QR code using your smartphone camera or visit www.ashfield.gov.uk/housing/your-tenancy/tenant-portal/



Useful Contact Details

Housing Lettings

e: homefinder@ashfield.gov.uk
t: 01623 450000 (Option 1, Option 4)

Housing Repairs

e: adcrepairs@ashfield.gov.uk
t: 01623 457999

Housing Tenancy

e: tenancy@ashfield.gov.uk
t: 01623 450000 (Option 1, Option 3)

Housing Rents

e: income@ashfield.gov.uk
t: 01623 450000 (Option 1, Option 2)

Homelessness Services

e: housingoptions@ashfield.gov.uk
t: 01623 457252

Lifeline Services

e: lifeline@ashfield.gov.uk
t: 01623 450000 (Option 1, Option 5)

Anti-Social Behaviour

e: asb@ashfield.gov.uk
t: 01623 450000

Follow us on

social media!

You can also keep up to date with all things Ashfield District Council on our social media channels.

Follow us for news updates, job adverts, events, competitions, meetings and more! Our direct messaging inbox is open for all your enquiries.

  @ADCAshfield