

# your HOMES matter

Autumn 2024



What we've delivered  
for tenants in 23/24  
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Mayor takes a tour of the amazing gardens  
at Chapman Street during annual BBQ

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Welcome to Your Homes Matter, the magazine for tenants of Charnwood Borough Council. Your Homes Matter, or YHM as we sometimes call it, is distributed to tenants four times a year with your rent statement.

The aim is to keep you informed about any developments that affect you or your properties. It's also an opportunity to share news about and involving tenants and leaseholders. If you have a bit of news that you want to share, please send it to us using the email address below.

We very much want to work with tenants and leaseholders to create the best possible homes for people.

If you have any feedback on YHM please let us know.

To submit an article idea, picture or make a comment, please email [communications@charnwood.gov.uk](mailto:communications@charnwood.gov.uk)

Other ways to keep in touch with Council news:

Sign up to email alerts at [www.charnwood.gov.uk/alerts](http://www.charnwood.gov.uk/alerts)

Follow the council on X/Twitter or Facebook

**X/Twitter: @CharnwoodBC**

Search **CharnwoodBC** on Facebook and like our page

For more information about housing issues, visit [www.charnwood.gov.uk/housing](http://www.charnwood.gov.uk/housing)

Alternatively, call **01509 634666**

## Annual report 2023/24

This summary of our Annual Report sets out some key information relating to:

- how well the service is performing;
- how tenants feel about the services delivered;
- what improvements have been made and are planned because of tenant feedback;
- how rental income is spent.

## Get involved

We would like to understand the housing issues that are important to you and your neighbourhood. Customer engagement gives you the opportunity to influence the services that we offer and gives you the chance to make a real difference.

More information can be found on our website, or by calling 01509 634955 or 634679 or emailing [involvement@charnwood.gov.uk](mailto:involvement@charnwood.gov.uk).

## Find out more

More information relating to the delivery of landlord services, including: the full results of our tenant perception survey, quarterly performance data, our self-assessment against the Housing Ombudsman's Complaints Handling Code, and our directors' remuneration can be found on our website.

For more facts and figures please visit [www.charnwood.gov.uk/housingannualreport](http://www.charnwood.gov.uk/housingannualreport)

## How well the service is performing

Measure	2023/24 result
% of homes for which all required gas safety checks have been carried out	98.4%
% of homes for which all required fire risk assessments have been carried out	100%
% of homes for which all required asbestos management surveys or re-inspections have been carried out	99.3%
% of homes for which all required legionella risk assessments have been carried out	100%
% of homes for which all required communal passenger lift safety checks have been carried out	100%
% of homes that do not meet the Decent Homes standard	5.55%
% Repairs completed within target timescales - non-emergency	74%
% Repairs completed within target timescales - emergency	74.7%
Number of complaints received per 1,000 homes (stage 1)	56.4
Number of complaints received per 1,000 homes (stage 2)	4.5
% Complaints responded to within timescales (stage 1)	52.1%
% Complaints responded to within timescales (stage 2)	64%
Number of anti-social behaviour (ASB) cases opened per 1,000 homes	76
Number of anti-social behaviour (ASB) cases that involve hate incidents opened per 1,000 homes	10.6

## How tenants feel about the services delivered

Measure	Tenant satisfaction measures (TSM) scores		
	% Satisfied	% Neither	% Dissatisfied
Proportion of respondents who report that they are satisfied with the overall service from Charnwood Borough Council's landlord service	58	18.4	23.6
Proportion of respondents who report that they are satisfied with the overall repairs service from Charnwood Borough Council's landlord service over the last 12 months	62.3	11.4	26.3
Proportion of respondents who report that they agree with the statement: "Charnwood Borough Council's landlord service treats me fairly and with respect."	% Agreed	% Neither	% Disagreed
	69.3	14.8%	15.8%

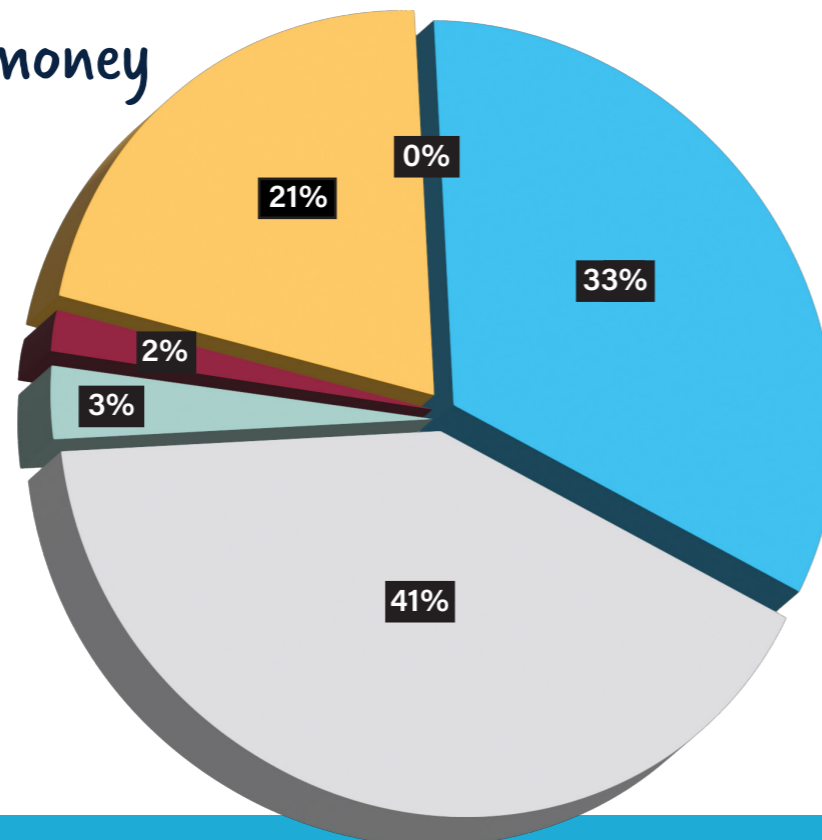
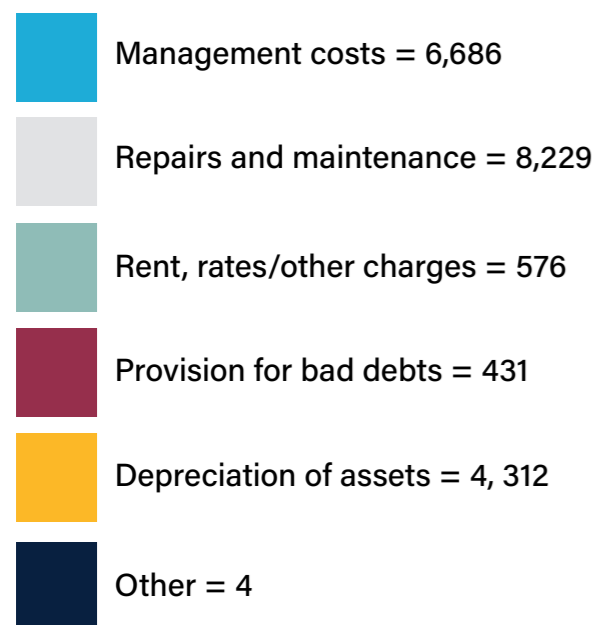
## Service improvements made and planned

Tenant feedback shows that improving our repairs service needs to be a priority.

- To improve communication with tenants in respect of repairs, to prevent complaints, and to support a faster response to them when they do arise, we have increased the size of our resident liaison team, from one resident liaison officer to three resident liaison officers, and a team leader. This year the number of complaints we receive has reduced, and complaints are being responded to much faster;
- We have increased the size of our void repairs team and have taken on additional contractors, to repair empty properties faster, and provide homes to people that need them;
- We have created a small team which will focus on preventing and resolving damp and mould in tenants' homes;
- In September this year, the Council's Cabinet agreed to increase the size of our in-house repair team by 10 operatives, including three apprentices. This will support us to deliver repairs faster in the future;
- We are undertaking a review of our repairs processes, to make sure that repairs completed by our in-house team and contractors are completed in a timely manner and to a good standard;
- We will invest more in improvements including new kitchens, bathrooms, and loft insulation this year, to raise standards;
- We are undertaking a review which is looking at the ways in which we can improve the quality of accommodation for older people. If you live in sheltered accommodation, you will be kept updated about this.

## How we spend your rent money

Key below shows item and spend (£000s)



## Get vaccinated this autumn/winter

The NHS in Leicester, Leicestershire and Rutland (LLR) is currently running several vaccination programmes for eligible people. Below is list of seasonal and routine vaccinations:

The **pneumococcal vaccine** helps protect against serious illnesses like pneumonia, sepsis and meningitis. It's recommended for people at higher risk of these illnesses and adults aged 65 and over.

The **shingles vaccine** helps protect against shingles. It's recommended for people at higher risk from shingles, including all adults turning 65, those aged 70 to 79 and those aged 50 and over with a severely weakened immune system.

The **flu vaccination** is safe and effective. It's offered every year through the NHS to help protect people at risk of getting seriously ill from flu. The flu vaccine is given free on the NHS to adults who are 65 and over, have certain health conditions, are pregnant, are in long-stay residential care, are a carer or live with someone with a weakened immune system.

It's important that vaccines are given on time for the best protection, but if you or your child missed a vaccine, contact your GP to catch up. Your GP surgery can book or rearrange an appointment.

It's best to have vaccines on time, but you can still catch up on most vaccines if you miss them.

A full NHS vaccination schedule – from babies to children, adults and pregnant women – can be found on the NHS website at [www.leicesterleicestershireandrutland.icb.nhs.uk/nhs-vaccinations](http://www.leicesterleicestershireandrutland.icb.nhs.uk/nhs-vaccinations).



## Durham Court enjoying much-improved communal garden

The communal garden at Durham Road sheltered scheme in Loughborough has recently been transformed, with the garden being cleared and landscaped by the Council's customer engagement team and volunteers from the Altogether Place community hub and the St Barnabas Church in Loughborough.

Following this work, contractor Jeakins Weir, which fits new kitchens and bathrooms in tenants' homes for the council, installed an outside tap at the court so that residents who enjoy gardening can have easier access to water.

The work was completed as part of Jeakins Weir's social value commitment to the Council, which sees contractors' time committed to projects that are of value to Council tenants.

Earlier this year, Jeakins Weir fitted an outside tap at the Longcliffe Road community hub in Shepshed. Both projects have been well received by residents.



## Chapman Street hosts 12th annual tea party

Chapman Street Gardening Association held its 12th annual tea party in June. The popular community group has been hosting the event since 2012 and have only missed one year, and that was because of lockdown restrictions during the coronavirus pandemic in 2020.

Each tea party has been visited by the serving Mayor of Charnwood, and this year, it was current Mayor Cllr Dr Julie Bradshaw MBE's turn to take a tour of the stunning communal gardens and enjoy some tea and cake with residents from Chapman Street.

The mayor said: "It was an absolute pleasure to visit Chapman Street on such a beautiful sunny afternoon and enjoy some great company with residents. One of the joys of serving as Mayor is being able to meet so many interesting people, and there is a great sense of community at Chapman Street."

The mayor and mayoress Julie Ellerbeck paid a second visit to Chapman Street on Friday August 30 for their annual BBQ. Fortunately the sun was out on both of these special occasions.

Chapman Street Gardening Association is run completely by volunteers, all of whom live on Chapman Street. The association applied for community initiative funding which is organised by the customer engagement team and open to tenants for financial help towards the cost of arranging an event, activity or initiative in their local community.

The funding helped to contribute towards the cost of refreshments and food. To find out more about the community initiative fund, visit [www.charnwood.gov.uk/cif](http://www.charnwood.gov.uk/cif).



## Networking events continue to engage with our tenants

Thank you to all the tenants and leaseholders who have attended our networking events in recent months. Recent events took place at Loughborough Town Hall, Birstall Village Hall, Elizabeth Park Centre in Thurmaston and the Altogether Place community hub at Warwick Way in Loughborough.

The events are an opportunity for officers to meet tenants and leaseholders and learn first-hand what their concerns are, what we are doing well and where we can improve.

The customer engagement team run a number of events, groups and forums throughout the year, all designed to encourage a close relationship between the council and its tenants.

A full list of groups and forums available for council tenants and leaseholders to join can be found at [www.charnwood.gov.uk/engagement](http://www.charnwood.gov.uk/engagement). You can also find out more by contacting the team at [involvement@charnwood.gov.uk](mailto:involvement@charnwood.gov.uk) or by calling 01509 634955 or 01509 634679. For regular news updates on events and tenant-specific news, sign up to our email alerts at [www.charnwood.gov.uk/alerts](http://www.charnwood.gov.uk/alerts) and follow us on social media @CharnwoodBC.

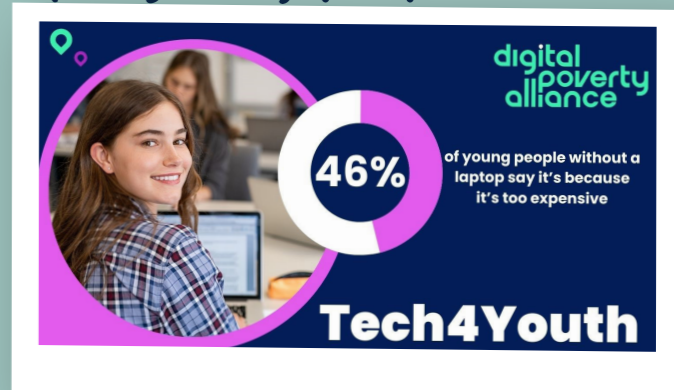


## Tech4Youth offers online support for young people

Applications are open for the Tech4Youth programme, a new initiative led by the Digital Poverty Alliance in collaboration with Barratt Developments plc, currently operational in North West Leicestershire but available to residents in Charnwood.

The programme aims to provide free laptops and internet connectivity to up to 90 young people aged 11 to 19, along with digital skills workshops led by volunteers from Barratt Homes, ensuring they have access to essential online services for their education and daily lives.

Find out more and apply at [www.digitalpovertyalliance.org/tech4youth](http://www.digitalpovertyalliance.org/tech4youth).



## Are you eligible for Pension Credit?

Pensioners are being urged to check to see if they are eligible for Pension Credit in order to secure this year's Winter Fuel Payment. The Government recently announced that the Winter Fuel Payment – worth up to £300 – is set to be means-tested and delivered to those on Pension Credit to ensure it is targeted towards those in most need.

Around 1.3 million households in England and Wales will continue to receive Winter Fuel Payments but the Government has launched a bid to boost take-up of Pension Credit to ensure low-income pensioners continue to get this help. Find out more at [www.gov.uk/pension-credit/how-to-claim](http://www.gov.uk/pension-credit/how-to-claim).

## Tenant tales - Mark Holland

If you have visited Chapman Street in Loughborough over the past few years, you will have noticed the stunning communal gardens. The Chapman Street Garden Association is formed of tenants who volunteer to keep the grounds looking fresh and smart, and one member who has gone above and beyond is Mark Holland.

Mark moved to Chapman Street just before the first Covid lockdown in February 2020, and in four years has helped transform the communal grounds. He is now the head gardener at the garden association and has won multiple awards at the tenant garden competition.



We spoke to Mark about his passion for gardening, and how it has changed his life.

"I've always loved gardening. I find mowing lawns really relaxing. When I first moved back to Loughborough in 2020, I had lost my confidence and was suffering with severe anxiety. I couldn't walk into town when I first arrived.

These days, I control my anxiety, negative thoughts and bad energy by taking it out on the garden. I'll get digging, planting. I have been building planters out of pallets and upcycling wherever I can. It has worked for me, and people have commented that they can see the difference in me. I'm a different person now to how I was.

There is always something to do on the gardens – maintenance keeps me busy. I love seeing communities coming together like we do here. We enjoy the gardens throughout the year, whether it's during the summer or when we're cooking marshmallows outside when the colder, darker nights come in.

Pete and Diane (of the garden association) gave me the opportunity to start working on improving the area and I want to be proud of where I live. If what I do goes towards making Chapman Street a nice place to live, I would have achieved something really special!"

**Mark was quick to point out that a lot of credit for how good Chapman Street's Garden is looking goes to other volunteers.**

"Ty has been living here for a few months now and is already a big help in the garden. He came up for a new design for the black flower tubs and is painting them, as well as repairing the wheel. He is committed to help make Chapman Street a better place to live.

We have three elderly people helping in the garden: Jenny, her husband Steve and Adrian. They help with the weeding and watering the garden. They can't do too much but they do what they can and enjoy it.

Clive got involved in the garden after he lost his dad, and it has helped to cope to get back to normal. Clive

is my right-hand man, and we work together to make the gardens look respectable. He likes to help the older residents and make sure they feel welcome to the community, whilst also tending to our vegetable garden.

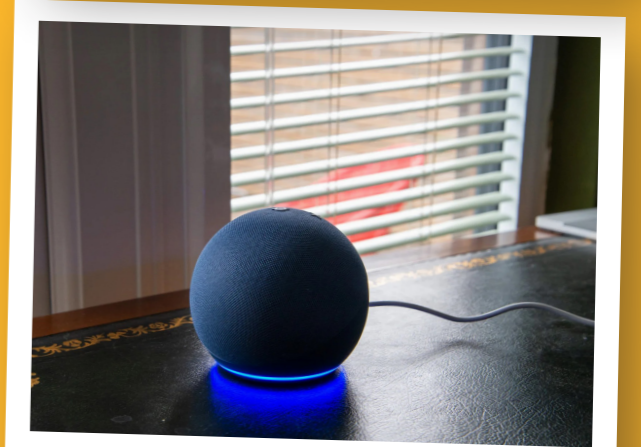
And finally, my mum June and her partner Neil deserve a big thank you for getting flowers and bits for the garden, which has a big impact on how the area looks."



## Congratulations to our Amazon Echo Dot winners!

You may remember that we held a home contents insurance promotion in the last issue of Your Homes Matter, where five tenants who purchased home contents insurance through the council would be picked at random and become the proud owners of an Amazon Echo Dot.

The winners have now been contacted, but we would like to thank everyone who has participated on the scheme.



## Protect your belongings with home contents insurance

Would you like to take out home contents insurance and protect your belongings? There are two cover levels for you to decide from: 'Standard' and 'Standard including accidental damage'.

Most of your household goods and contents are insured when inside the home, including bikes and computer equipment. They are covered against loss or damage caused by specific events such as theft, fire and flood.

Also insured are lost or stolen keys, freezer contents, your own legal liability to the public, the cost of alternative accommodation and improvements you have made to your home such as fitted kitchens, bathrooms, wardrobes, laminate flooring, patio doors etc. (but not greenhouses or conservatories).

You also have the option to add cover for personal belongings, hearing aids, and wheelchairs / mobility scooters for an additional premium. If you would like to take out home contents insurance, please email [rent.control@charnwood.gov.uk](mailto:rent.control@charnwood.gov.uk), call 01509 634666, or visit [www.charnwood.gov.uk/hci](http://www.charnwood.gov.uk/hci).

Terms and conditions apply, contact details above.

The policy is underwritten by Aviva Insurance Limited. Aviva Insurance limited, Registered in Scotland Number 2116. Registered office: Pitheavlis, Perth PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. FP.TCI.2024.157.SD

## Would you like to improve your digital skills?

Not everyone is comfortable using the internet and modern technology, which is why we are keen to help residents to improve their digital skills.

A report in 2020 found that 8.5% of Charnwood residents do not have internet access at home and 21% do not have the essential digital skills for everyday life. Below you will find useful information and places to go to improve your online skills, access free wi-fi or use devices such as laptops for free.

If you are aware of people who may find this information useful, but they do not have access to the internet, please pass on the information if possible. Alternatively, contact the customer engagement team on 01509 634955 or 634679 or email [involvement@charnwood.gov.uk](mailto:involvement@charnwood.gov.uk) and they can get information sent to you.

## Free wi-fi in Loughborough

Love Loughborough BID has organised free wi-fi to be available to all visitors to Loughborough town centre and Queen's Park. To access this, go to 'settings' on your device, select 'wi-fi', click on the 'Love free wi-fi' option and then you will be automatically connected.

LOVE  
Loughborough



## Places to improve your digital skills

### Leicestershire Adult Learning Services

GoLearn! provides adult learning courses in a range of topics, from digital functional skills to CV writing and so much more. Some courses are free to enrol though some do have a fee, and they are either in person or online. Visit the GoLearn! website at [golearnleicestershire.ac.uk](http://golearnleicestershire.ac.uk)

### Libraries in Charnwood

Libraries in Charnwood provide two hours of free access to computers and wi-fi, enabling people, especially those without access to a device, to get online. Many of these libraries also have printing and photocopying services available. Find your closest library in Charnwood at [www.charnwood.gov.uk/libraries](http://www.charnwood.gov.uk/libraries). The following libraries offer more services:

#### Barrow upon Soar library, 33 North Street, Barrow upon Soar, LE12 8PZ

As well as access to computers and printing and scanning facilities, there is free support available on Monday afternoons 3pm to 5pm for anyone to attend to get help using devices such as phones, laptops, tablets, etc.

#### Loughborough library, 31 Granby St, LE11 3DU

At Loughborough Library, you can attend GoLearn! classes, designed for computer learners and takes place in the Learning Suite attached to the library. Also, there is 'Multiply Employment Support' which provide digital help with CVs and creating email addresses, though to access this you must be 19+ and live in Leicestershire. The multiply employment support sessions occur every third Friday of the month.

### Loughborough Careers and Enterprise Hub

At Loughborough's Careers and Enterprise Hub, you can access laptops and free wi-fi to write a CV, apply for a job or complete any careers or employability related activities.

You can find the Careers and Enterprise Hub at 14 Market Place, LE11 3EA.

### John Storer Charnwood

JSC is a fully accessible community centre in Charnwood where you can access free wi-fi in the café if you are a paying customer. The charity offer hot and cold drinks for £1 and lunch for as little as £2.50, as well as a variety of other community based activities. You can find John Storer Charnwood at Ward's End, Loughborough, LE11 3HA.

### WEA

Adult Learning Within Reach provide a variety of courses to help you to develop your digital skills and these courses take place in person or online. Courses are available at a range of levels so you can improve your ICT knowledge no matter what skills you currently have. Visit the WEA website at [www.wea.org.uk/courses/skills-for-work/digital-skills](http://www.wea.org.uk/courses/skills-for-work/digital-skills).

### Learn My Way

Learn My Way provides free learning for you to improve your digital skills and if someone you know is not online, you can help them complete one of the foundation skills courses. Visit the Learn My Way website at [www.learnmyway.com](http://www.learnmyway.com).

### AbilityNet

AbilityNet is a charity providing free online resources and hundreds of volunteers who help people with any disability, of any age, to use various types of technology. If someone you know needs help to use their device, you can register them for a face-to-face meeting with a volunteer who will help to teach them to use the technology. This charity also have 'how to' guides on their website, designed to teach you how to make your device more accessible and easier to use. Visit the AbilityNet website at [www.abilitynet.org.uk](http://www.abilitynet.org.uk).

### Digital Boost

Digital Boost provide businesses with 1-2-1 support in digital, finance, marketing and strategy by connecting customers with expert volunteers. Visit the Digital Boost website at [www.digitalboost.org.uk](http://www.digitalboost.org.uk).

### The Skills Toolkit

As part of the National Careers Service, The Skills Toolkit includes a variety of free courses for you to learn new skills or change careers. In particular, the 'computer essentials' section includes five courses teaching people how to use a computer, the internet, and then advancing into learning about spreadsheets and word processors and because this specific course begins with the basics, it is great to do it with friends and family who are not online. Visit the Skills Toolkit website at [www.nationalcareers.service.gov.uk/find-a-course/the-skills-toolkit](http://www.nationalcareers.service.gov.uk/find-a-course/the-skills-toolkit).



## Fire safety information

The safety of our tenants is paramount, and we ensure any home we let meets the necessary safety guidelines.

It's also important you have access to advice and information about what to do if there is a fire.

The council's website has lots of handy information for tenants and more fire safety advice is available on the Leicestershire Fire and Rescue Service website at [leics-fire.gov.uk/in-an-emergency](https://leics-fire.gov.uk/in-an-emergency).

We have also produced a four-page A5 leaflet for tenants that can be found online at the link below. If you would like a paper copy, please contact the customer engagement team by calling 01509 634955 or 634679 or emailing [involvement@charnwood.gov.uk](mailto:involvement@charnwood.gov.uk).

The fire safety section of the website includes advice on the following areas:

- Fire safety in the kitchen
- Fire safety advice for battery-powered scooters and e-bikes
- Fire safety advice for battery-powered mobility scooters and wheelchairs
- Fire safety advice for e-cigarettes and vapes
- Winter fire safety in the home

Please visit [www.charnwood.gov.uk/fire\\_safety](https://www.charnwood.gov.uk/fire_safety) to view the leaflet and these guides, or contact us on the details above if you would like the information sending to you. We will be including a section in future issues Your Homes Matter, starting with battery-powered scooters and e-bikes below.



## Fire safety advice: Battery-powered scooters and e-bikes

### Safe storage of scooters and e-bikes

- No e-bikes and scooters should be stored or charged in communal areas this can prevent the ability for you or others to use the escape route.
- You must charge your scooter e-bike in a safe, well-ventilated area where possible.
- You should only charge during the daytime. This is because if something goes wrong with the battery and there is a fire, there would be people awake to raise the alarm.
- Never leave your battery on charge continually as there is a potential to overheat.



- If a mobility scooter is involved in a fire, it can release large volumes of smoke, get very hot, and sometimes have a violent reaction. If they are stored on escape routes, including those in the home, escape routes to front or rear door, these could become impassable, in shared walkways/escape routes communal areas residents could be placed at significant risk in the event of a fire.

### Causes of battery fires

- Rapid overheating (a process called thermal runaway) leading to fire or explosion
- Overcharging – if you charge too long or with too much voltage, it can cause overheating and fires
- Damaged batteries - may release flammable electrolytes, increasing the risk of fire
- Exposure to high temperatures – high temperatures speed up battery ageing and increase the chance of battery failure.

### Safety advice

- Keep batteries in a cool, dry place away from flammable materials and direct sunlight
- Recycle damaged or swollen batteries at designated recycling points
- Always use the charger supplied with the device or recommended by the manufacturer
- To prevent overcharging, use a charger that automatically shuts off or has a timer
- Never leave batteries unattended while charging and do not charge them overnight
- If a battery shows signs of swelling, overheating, or emitting smoke, safely remove it and report the incident to the appropriate authorities.



## Communal cleaning service update

The cleaning of our communal blocks has been contracted to aAFD Services Ltd as of March this year, following a thorough tendering process.

The contract is based on a specification – a list of things that the contractor must do when cleaning the blocks. The new specification is different from the old one and we have listened to residents' concerns over some aspects of the service over the past four years. Some of the main changes are:

- All communal windows, inside and out, will now be cleaned every three months;
- Hot water will be used rather than cold;
- All floors will be left dry when the cleaners leave the block.

Customers can contact aAFD Services directly on the following details to discuss any problems or queries relating to communal cleaning: Email [support@aafd.co.uk](mailto:support@aafd.co.uk) or call 03333 350591 – followed by option 1.

aAFD staff are available for calls between 9am and 5pm Monday to Friday and a voicemail facility is also available, aAFD will aim to return calls or emails within three working days to discuss your concerns.

## Dear Leaseholders

We hope you are all keeping well.

We have now completed all the certified summaries for 2023/2024 and everyone should have received their copy and where appropriate the refund or invoice whichever is applicable.

Once again, we have had to send reminders requesting bank details and we would ask that once you receive your certified summary with effect from June, can you please ensure that you forward us the requested bank information. Please be aware that we cannot hold bank details once we have processed your refund. This will avoid the delays you have experienced this year due to everyone sending them within one week.

We will be requesting a copy of your gas safety certificate in the next few weeks so please keep an eye out for this email/letter.

Please could we also remind you that we are still getting large volumes of calls and emails regarding repairs and requests to make payments. Please remember if you have queries relating to:

- Repairs or reporting a repair
- Buildings insurance query/claim/request for a policy
- Queries regarding the communal cleaning scheme
- Reporting anti-social behaviour

Please call the customer services team centre on 01509 634666 (out of office hours number - for emergency work only 0333 200 8811) or use the appropriate online forms on the website.

Thank you and have a great autumn.

**Sarah and Trevor**

## Making a buildings insurance claim

Just to remind all leaseholders that if you wish to make a claim on your buildings insurance, you should follow the steps below:

- Contact the insurers directly either by telephone or email as below quoting the policy number: NOA8N5P17AOX.
- 24-hour claims helpline number: 0800 358 0172
- Email: [Aspen-insurance@uk.sedgwick.com](mailto:Aspen-insurance@uk.sedgwick.com)

Please include the policy number, date of loss, nature of the claim, any photos and contact details to enable Aspen to log the claim.

Please remember that contents are not covered by your buildings insurance policy so you should always take out a separate contents insurance policy.

## Certified summaries for 2023/2024

We have now completed and sent out the certified summaries 2023/24, for all leasehold properties.

Remember that a certified summary tells you about the actual cost for all the services and repairs for the previous year and will show you how this compares to the estimated charges that you have already paid. Where we had email addresses we emailed your certified summary to you with the remainder being posted.

You should by now have received an invoice or refund whichever was appropriate in accordance with your certified summary.

If you have any queries, please contact us. If for any reason you can't reach us right away, please call the customer services team on 01509 634666. The team will send a notification to the leasehold team to contact you.

Please remember to keep us updated with your current email address as some of the emails bounced back due to the email account being closed. If you received your certified summary by post, but expected it by email, it is likely because we do not have a current email address for you.



## Contacting the leasehold team

The leasehold team comprises Trevor Banbrook and Sarah Taylor. Their contact details can be found below:

Telephone: 01509 634575 Monday and Tuesday 9.30am to 4.30pm (Trevor). 01509 634830 Tuesday to Friday 9am to 3pm (Sarah). Email: [leaseholders@charnwood.gov.uk](mailto:leaseholders@charnwood.gov.uk).

**Invoice payments** Please refer to the back of the invoice or call 01509 634666 (9am until 4pm Monday to Friday)

**Payments enquiries** income team: 01509 634817

**Report a repair and/or anti-social behaviour:** Please call our customer services team on 01509 634666 (out-of-office hours number for emergency repair work only - 0333 200 8811). You can report ASB at [www.charnwood.gov.uk/asb](http://www.charnwood.gov.uk/asb) and request a repair online at [www.charnwood.gov.uk/repairs](http://www.charnwood.gov.uk/repairs).

**Request for buildings insurance schedule:** Please email the insurance team at [insurance@charnwood.gov.uk](mailto:insurance@charnwood.gov.uk) or call the customer service team on 01509 634666.





## Estate walks in 2024 - what we found

Landlord services has completed two estate walkabouts so far this year and we wanted to let you know what we found and what we promised we would do about it. Below is a table to show the details from estate walks at Warwick Way and Tuckers Close, both in Loughborough.

### Warwick Way estate - 15 May, 2024

Team	What we found and what we did
Tenancy and estate management	<p>Dog fouling was noted in the communal areas as reported by a resident. This concern has been passed to the council's dog control team for appropriate action to be taken.</p> <p>Metal frame and items left by the main entrance door at Warwick Court have been removed. Several items including a sofa, buggy, table and microwave at the side of Warwick Court have been removed.</p> <p>Items including a mattress, boxes and general waste have been removed from Matthew Arnold Court.</p>
Repairs and maintenance	Damaged walls at Blake Drive have been noted and are included on a repairs programme. Vandalised metal railings at Lewis Road have been reported and are due to be repaired soon.
Grounds maintenance	Overgrown grass and shrubs at Milton Court have been highlighted to the maintenance of open spaces team for mowing and cutting back.

### Tuckers Close estate - 19 June, 2024

Team	What we found and what we did
Tenancy and estate management	Reported to our repairs team: Several repair issues at Walter Hull Court. Rotary driers and blocked drains at King Edward Road. Aging bathroom and loose slabs. Loose slabs, damaged fencing and worn retaining wall at Tuckers Road. Loose soffit outside Tuckers Road reported to our repairs team as an emergency.
Repairs and maintenance	A discarded bike has been reported to the police. Resident referred to our tenancy support team for support.
Grounds maintenance	Overgrown shrubs at Walter Hull Court have been highlighted to the maintenance of open spaces team for cutting back. Two dead cherry trees at the rear of King Edward Road have been assessed for removal. Overgrown grass, shrubs and ivy behind blocks at Tuckers Road have been highlighted to the maintenance of open spaces team for cutting back.

We are already thinking about the estate walks in 2025 and we should like to hear your views about where you would like us to go. If have any suggestions for locations or you would like us to come to your estate, please contact the customer engagement team at [involvement@charnwood.gov.uk](mailto:involvement@charnwood.gov.uk) or call 01509 634955 or 634679.