Tenants move into first new-build council homes for three decades Page 4

Inside this edition
Lawrence’s top tips for spring gardening Page 2
Tenant Scrutiny Panel Page 3
New name for a building with a new look… Page 4

Competition time! Page 5
Banking Courier Fraud Page 6
How is your council performing Page 7
Calling all volunteers! Page 8
Down your way Page 8

If you would like this information in another language, Braille, LARGE PRINT or audio, please contact our Resident Involvement Team on 01530 454 605 or resident.involvement@nwleicestershire.gov.uk
Message from the In Touch Editorial Panel

The editorial panel is a group of involved residents working in partnership with the Resident Involvement Team to keep you informed on issues that affect tenants and leaseholders of North West Leicestershire District Council. If you would like to make any comments or contribute to the magazine, please contact the Resident Involvement Team on 01530 454605 or resident.involvement@NWLeicestershire.gov.uk

Contents

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>GDPR – Individuals Rights</td>
<td>2</td>
</tr>
<tr>
<td>Lawrence’s top tips for spring gardening</td>
<td>2</td>
</tr>
<tr>
<td>NWLDC Tenant Scrutiny Panel</td>
<td>3</td>
</tr>
<tr>
<td>Tenants moving into first new-build council homes for three decades</td>
<td>4</td>
</tr>
<tr>
<td>New name for a building with a new look…</td>
<td>4</td>
</tr>
<tr>
<td>Competition time!</td>
<td>5</td>
</tr>
<tr>
<td>Bank Courier Fraud</td>
<td>6</td>
</tr>
<tr>
<td>How’s your council performing?</td>
<td>7</td>
</tr>
<tr>
<td>Message in a bottle</td>
<td>7</td>
</tr>
<tr>
<td>Timber festival needs volunteers!</td>
<td>8</td>
</tr>
<tr>
<td>Down your way</td>
<td>8</td>
</tr>
</tbody>
</table>

GDPR – Individuals Rights

On the 25 May 2018 the General Data Protection Regulation comes into force. This new legislation is designed to significantly strengthen individuals’ rights in respect of their personal data.

NWLDC has appointed a Data Protection Officer who will help to ensure that your Housing Service complies with data protection law and the processing of personal data.

The key principles are:

1. Personal data shall be processed lawfully, fairly and in a transparent manner
2. Personal data will only be collected for specified, explicit and legitimate purposes
3. Personal data will be adequate, relevant and not excessive in relation to the service provision by Housing
4. Personal data will not be kept for longer than is necessary
5. The handling and sharing of personal data will be undertaken in such a way that ensures its security and protection against accidental loss or unlawful use.

If you have any questions please contact Andrew Hickling, Data Protection Officer, on 01530 454763 or write to NWLDC, Whitwick Road, Coalville LE67 3FJ.

Lawrence’s top tips for spring gardening

Lawrence Foster is one of our tenants who lives in Ravenstone. Lawrence tends to the garden he shares with his neighbours - maintaining the borders and growing fruit and veg.

Lawrence says he enjoys gardening as it keeps him active, helps with depression and he really enjoys seeing the plants grow and watching all the insects scurry about the garden.

Top tips from Lawrence for spring time in the garden.

- If digging the ground add wood chips and these will help aerate the ground
- If you buy plants in a pot you want to put in your garden, give the roots a wash before planting them and this will help the roots to spread in the ground
- If splitting a plant’s root ball use a garden fork rather than a spade as this will reduce damage to the roots
- This year it appears spring is late so the ground needs to have warmed before planting for the summer. It could be as late as May this year before the ground has warmed.
NWLDC Tenant Scrutiny Panel

Tenant Scrutiny offers a real opportunity for tenants to contribute directly to improving the quality and value for money of housing services.

The Tenant Scrutiny Panel has an excellent track record of helping to improve our housing services and 100% of recommendations made by the panel have been approved and implemented by the housing service.

The Panel meets every month and have just completed an inspection on how the Housing Service deals with complaints.

After a previous inspection of the repairs service, a dedicated contact center to deal with tenants’ repair calls was set up to address a panel finding.

In 2017 the panel won the tpas central region award for Excellence in Scrutiny and went on to represent the Central Region in the national awards.

We are looking for new panel members. If you would like to know more about the Tenant Scrutiny Panel or to get involved please contact the Resident Involvement Team on 01503 454605 or email resident.involvement@nwleicestershire.gov.uk

Benefits of joining the panel

- Receive training and support
- Develop new skills and experience
- All expenses paid
- Help to improve housing services
- Meet new people

Quote from Janet Higgins – Chair ‘Our success as a panel would not be possible if it were not for the positive relationship we have with the Housing Service and the council as a whole and for that we are very grateful. The work we do helps to drive up standards and improve services which can only be a good thing for council tenants.’
Tenants moving in to first new-build council homes for three decades

The first council homes to be built in North West Leicestershire in three decades have just been completed and are available for council tenants to move into.

The two houses and four bungalows have been built on North West Leicestershire District Council-owned sites at Linford Crescent and Verdon Crescent in Coalville.

The council’s contractor, Robert Woodhead Ltd, has built the new homes which tenants are now moving into. All homes were made available to residents on the council’s housing waiting list at an affordable rental cost.

A further 11 new homes will be handed over to the Council in June at Linford Crescent.

NWLDCC’s building of council homes continues in earnest with a further seven homes in Staley Road and Smedley Avenue, Ashby, due for completion this summer. Planning permission was also granted in February for 24 council homes to be built on Ashby Road, Coalville, at the site of the former police station.

The Council has also recently received 21 new homes from developers in Ashby and Measham as part of planning agreements.

Councillor Roger Bayliss, Portfolio Holder for Housing at North West Leicestershire District Council, said: “This is a real landmark moment for the council as we increase our housing stock and provide much needed affordable places to live for people in the district.”

New name for a building with a new look…

In 2017 we embarked on a range of improvements to Marlborough Flats in the centre of Coalville to improve the communal areas of the building and incorporate the disused drying areas into some of the flats.

The block, consisting of nine flats had become a hot spot for anti-social behaviour and the Housing Management Team worked closely with the residents and the police and successfully obtained court orders that resulted in two of the tenants being evicted.

Changes were made to access the building, new windows were installed along with improvements to the internal and external communal areas. Along with the new look, we also decided to give the building a new name – Jackson Court. Overall, the improvements have given the building a brighter and better feel as we want it to be a place where our tenants are proud to call home.
Competition time!

Spring Word Search Find all the words

Snowdrop Daffodil April
Umbrella Flower Sprout
Bloom Nest Butterfly
Garden Thaw Hatch
Rainy Leaf Lilac
Plant Rainbow

Spring Word Search

E L S P R I N G I N Q B F V V G V J
Y U S N X V R A Y L F R E T T U B
P Z Y R E U Z A P R I L X G K H P I
X Q T D D H J N R H E N X L N C D L
H B P N R I J F B X X N Z R R A U R
S R W R A L L I P R E T A C F L H A
S G M E G L B P E S Y B Z F Y I Y I
O V C I Q H P P T M U O C N L N N
W E M S I F O Z Q O J D D E X M I B
A N H X W R T F A O I E R V E U A O
H I M J D H X O H L M I E Q F L R W
T H G W Y T P Z C B L G X L B W E R
D S O M S I F J T F P E O U P M R T
C N U U C Y A Q A C Y W R A H G Q F
S U T N G P E N H L E M Y B O P X R
H S I W Y F L Z P R U W L U M Z T X
O C M I W T O V U V W O L Q T U X B
C L M P Z N I T U O R P S O Z T Q V

How many daffodils can you count?

The competition this time is to count the number of daffodils scattered around the pages of In Touch. You could win a £20 High Street Voucher. Please submit your answers by Monday 21 May.

Either fill out the form and return to us at Resident Involvement, North West Leicestershire District Council, Council Offices, Coalville, Leicestershire, LE67 3FJ or email us your answer at resident.involvement@nwleicestershire.gov.uk with your name, address, telephone number.

Number of daffodils you have found: ....................
Your name: ...........................................
Address: ..............................................
Telephone: .............................................
Banking Courier Fraud

There have been incidents in North West Leicestershire of banking courier fraud. This has cost victims money and caused them considerable distress.

Courier fraud is when an offender cold calls the victim posing as an official, such as a police officer, or a member of a banks fraud team or a well-known company.

The offender may claim that they are investigating fraudulent activity on the victim's account and that they need the victim’s bank card to continue the investigation. In reality, the card is used by the fraudsters to withdraw money from your account. In some scams they have claimed that bank staff are issuing counterfeit bank notes and they need the victim to withdraw money so that it can be examined.

Protect yourself

• Your bank or the police will never call you to ask you to verify your personal details or PIN by phone or offer to pick up your card by courier. Hang up if you get a call like this.

• Banks and the police will never ask you to transfer money to a 'safe' account

• If you need to call your bank back to check, wait five minutes; fraudsters may stay on the line after you hang up. Alternatively, use a different line altogether to call your bank.

• Your debit or credit card is yours – don’t let a stranger take it off you. You should only ever have to hand it over at your bank. If it’s cancelled, you should destroy it yourself.

Spot the signs

• Someone claiming to be from your bank or local police force calls you to tell you about fraudulent activity but is asking you for personal information or even your PIN to verify who you are.

• They’re offering you to call back so you can be sure they’re genuine, but when you try to return the call there’s no dial tone.

• They try to offer you peace of mind by having somebody pick up the card for you to save you the trouble of having to go to your bank or local police station.

How to report it

Report it online at www.actionfraud.police.uk or call 0300 123 2040.

If you’ve given your bank details over the phone or handed your card to a courier, call your bank straight away to cancel the card.

More information and advice

Visit www.takefive-stopfraud.org.uk for more advice on how to stay safe from scams.
### How is your council performing?

#### October - December 2017

<table>
<thead>
<tr>
<th>Communities</th>
<th>Target</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anti-social behaviour cases resolved / closed successfully (year to date)</td>
<td>Not applicable</td>
<td>98%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Repairs</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer satisfaction lever with repairs</td>
<td>97%</td>
<td>96.7%</td>
</tr>
<tr>
<td>Repairs completed within target</td>
<td>89%</td>
<td>90.9%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>£ Rents</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Rent loss due to empty properties</td>
<td>1.80% of the rent roll</td>
<td>0.87% Year to date</td>
</tr>
<tr>
<td>Current tenant arrears – start of year</td>
<td>Not applicable</td>
<td>1.93% (£346,049.76)</td>
</tr>
<tr>
<td>Current tenant arrears – end of current period</td>
<td>3% of the rent roll</td>
<td>1.72% (£316,639)</td>
</tr>
<tr>
<td>Former tenant arrears – start of year</td>
<td>Not applicable</td>
<td>£298,910.43</td>
</tr>
<tr>
<td>Former tenant arrears – end of current period</td>
<td>Not applicable</td>
<td>£ 319,961.53</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Empty homes</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Average time it takes from the former tenant leaving to the new tenant moving in</td>
<td>35 days</td>
<td>32 days</td>
</tr>
<tr>
<td>Number of homes vacant and available for letting at end of period</td>
<td>Not applicable</td>
<td>41</td>
</tr>
<tr>
<td>Satisfaction level with the allocations and lettings process</td>
<td>95%</td>
<td>97%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Customer promise</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of complaints received</td>
<td>Not applicable</td>
<td>11</td>
</tr>
<tr>
<td>The number of complaints resolved at first contact</td>
<td>90%</td>
<td>12 out of 12 (100%)</td>
</tr>
</tbody>
</table>

### Message in a bottle

**What is it?**
Message in a Bottle is a simple idea designed to encourage people to keep their basic personal and medical details on a standard form and in a common location – the fridge! It saves the emergency services valuable time if they need to enter a property in an emergency situation. It identifies you, shows if you have special medication or allergies.

**Who’s it for?**
Anyone! Whilst it is focused on the more vulnerable people in a community, anyone can have an accident in the home.

**What does it cost?**
When ordering one bottle the scheme is free to the public and is funded usually by your local Lions Club.

You can find the bottles displayed on the police desk at the Council Offices in Coalville. For additional queries call Lions Clubs Headquarters 0845 833 9502.

**Who knows about it?**
All emergency services are aware of the Message in a Bottle scheme. By displaying the green stickers that are also provided in your home, they can find the bottle in the fridge.

**How do I find out more?**
Visit www.lions105sw.org.uk
Down your way

Friends of Westfield’s Tenants and Residents Association
• Movie Night every Thursday 4.15pm - 6.30pm
  £3 per child (meal included)
• Day Fun Day Monday 7 May 12noon onwards
Brown Court, Atkinson Road, Ashby, Leics, LE65 2LZ

Linford and Verdon Tenants and Residents Association
• Fish and chip lunch last Friday of every month, 12.30pm
• Coffee morning every Wednesday, 10am
• Get together every Thursday 10am Tea, coffee, and cobs
• Social evening Saturday 14 April, 7pm, Bring along a plate of cold buffet and your own drinks. Hot nibbles will be provided
• TARA Meeting TBC
Greenacres Community Centre 15a Linford Crescent, Coalville, LE67 4QX

Greenhill Tenants and Residents Association
• Teen drop in every Tuesday, 7pm - 9pm
• Coffee morning every Tuesday and Thursday, 10am - 12midday
• Bingo 7 May ,4 June , 2 July, 6pm
• Skegness coach trip Saturday 18 August £10 per seat leaves at 8am, returns at 6pm
• TARA Meeting Wednesday 9 May AGM 2.15pm
Greenhill Community Shop, Cropston Drive, Greenhill

Willesley Tenants and Residents Association
• Knit and Craft Every Tuesday, 2pm - 4pm
• Bingo every Sunday, 7pm
• TARA meeting TBC
The Cabin, Ridgway Road, Ashby LE65 2PL

Kegworth Tenants and Residents Association
• Coffee mornings every Wednesday, 10am
Norman Court, Whatton Road, Kegworth, DE74 2FE

St. Marys Tenants and Residents Association
• Bingo every Monday, Wednesday and Friday, 6.30pm
• Coffee mornings TBA
• Ladies circle 5 April ,3 May, 7 June Communal Lounge, 3.45pm
• TARA Meeting Tuesday 22 May 11am
St Mary’s Court, Donnington Le Heath, LE67 2HR

Central Court Tenants and Residents Association
• Triominoes every night, 6pm
• Knit and Natter every day, 10am
• Coffee mornings every Wednesday, 10am
• Bingo – every Monday, 7pm
• TARA Meeting Monday9 April, 3pm
Avenue Road , Coalville, LE67 3PY

Castle Donington Tenants and Residents Association
• Fish and chips and movie night Friday 27 April, 5pm
• Barbecue and TARA Meeting AGM Saturday 12 May, 3pm
Wakefield Court and The Biggin, Castle Donington Derbys DE74 2P

Friends of Fairfield
• Games afternoon every Monday 2pm onwards in the Resident Lounge
• Boat trip Wednesday 9 May ( details via the TARA)
• TARA Meeting TBC
Fairfield Court , Ashburton Road Hugglecote, Coalville , LE67 2HB

Timber is an extraordinary new camping festival in the heart of the National Forest near Ashby. Celebrating woodland culture, join us for an unforgettable, exhilarating weekend.

Bringing together artists, musicians and scientists from across the world, we’ll be diving into the poetry of nature, exploring what forests and woodlands mean to us. The festival takes place on 6 / 7 / 8 July 2018 and our volunteering opportunities will be available between 2 - 10 July 2018. We have a range of volunteering roles available - everything from building the festival site to artist liaison.

Timber festival needs volunteers!

It is really important to us that people who live locally have the opportunity to get involved. Take a look at www.timberfestival.org.uk and see what the festival is all about. Get in touch at volunteers@timberfestival.org.uk - it would be great to hear from you!