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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

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Star Satisfaction Survey

North West Leicestershire District Council is inviting tenants to participate in a satisfaction Survey of Tenants and Residents (STAR).

As your landlord the survey will help us:

• Find out how satisfied you are with council services and identify areas for improvement
• Get a better understanding of your needs
• Get your input and influence on our priorities
• Shape the future of the services we provide to you.

A random selection of 1,900 tenants will receive the survey in mid July. The deadline for responding is the middle of August and we will publish the results in future issues of InTouch.

Anyone who returns a completed survey will be entered into a prize draw to win a £100 or £50 shopping voucher.
We recently teamed up with Lovell to enlarge and modernise a community centre kitchen, on Cropston Drive in Greenhill – all for free!

The kitchen was completely redesigned and refitted to create a bigger and more accessible, open-plan space. The Lovell team carried out structural work to change the layout and installed new worktops, cupboards, tiles and flooring as well as re-plastering and redecorating the room and providing a new rear door. They also created a new toilet that is accessible for disabled people.

Jeanette Collins, chair of the Greenhill Tenants and Residents Association, said: “It’s fantastic for us. The whole space is now so much bigger and we have a new kitchen with a brand-new cooker, fridge and freezer. It will allow us to do much more now in a modern and welcoming building. We want to say a big thank you to Lovell who have done a brilliant job with all the work and NWLDC for their support in making this happen.”

Glyn Jones, Director of Housing at North West Leicestershire District Council, added: “We are delighted to have worked with Lovell and the Greenhill Tenants and Residents Association to improve this community facility.”

Lovell regional refurbishment director Carl Yale added “Our team is delighted that residents are so pleased with the improvements to the Greenhill Community Centre.”

Greenhill Community Shop refurbishment
New council homes being built

We are building council homes for the first time in 26 years, providing much needed affordable housing for local people.

24 houses and bungalows will be built on council-owned sites at Linford Crescent and Verdon Crescent in Coalville and on the Willesley Estate in Ashby de la Zouch.

The council’s contractor, Robert Woodhead Ltd, has started on site in Coalville. We hope the first homes will be ready for new tenants by the autumn.

The largest site at Coalville is being built where Greenacres sheltered scheme was sited. A brand new community building has been built where disused garages used to be, which means the new housing can be built.

Councillor Roger Bayliss, Portfolio Holder for Housing at North West Leicestershire District Council, said: “The council is building much needed affordable housing again, which is a landmark for us. We have planned and consulted carefully and are now in a strong position to move forward with increasing our housing stock for local people in North West Leicestershire.

“We’re not the first local authority to start building again, and I hope we won’t be the last. We strongly believe in investing in our communities and making our district a place that people are proud to call home.”

Hilary Prime, Chair of the Tenant’s and Resident’s Association, said: “We are all so grateful to North West Leicestershire District Council for providing the new community centre, which we helped to design and fit out. It is a great place where we can meet as a group and promote all our community activities.”

Parking improvements

This year North West Leicestershire District Council is improving car parking for our residents at a number of locations across the district.

So far two parking schemes have been completed; one on St. Matthew’s Avenue in Worthington, and another on Wiln Close in Greenhill. These two schemes have been designed to provide as much parking as possible for each street using the land available.

Following the successes of the parking schemes on St. Matthews Avenue and Wiln Close, work on two additional new parking schemes at Hamilton Road and Cropston Drive in Greenhill have been provisionally agreed. Both of these new parking schemes are awaiting final permissions to be granted before we can announce that we can start the work.

We have asked tenants for their feedback on these schemes, which has told us that they support the proposals for the new parking schemes. Once we have received all of the permissions to go ahead with the works, our first step will be to inform all of the residents that will be affected of when the work to build the new parking areas starts.

An information letter outlining a planned start date, information on how the work will impact upon them in the short term and all key contacts during work will be sent out to all those affected.
Living alone or needing reassurance?

Safe and Well is a professional response service that provides reassurance or assistance to people in their home to help remain independent and confident. It is available to tenants and non tenants and operates 24 hours a day, 365 days a year – ensuring help is always at hand at the touch of a button.

How does it work?
Every customer has a lifeline phone unit fitted in their home and a pendant which can be worn around the neck or the wrist. By pressing the red button on either the Lifeline or pendant, customers can call through to a trained operator at our Control Centre in Coalville, at any time of the day or night. An operator then takes the most appropriate action, whether it be contacting a family member, neighbour, trained responder or the emergency services.

How much does it cost?
The basic service is £3.95 per week and customers have the option to add a variety of sensors such as falls detectors to feel safer, more protected and more independent in their own home. It is especially beneficial for:

• Older or disabled people
• People with poor health
• People who have been discharged from hospital and need extra support and assistance at home
• People at risk of bogus callers.

Why choose Safe and Well?

• Rapid response – our trained operators take the right action to get you the help you need when you need it
• Excellent customer care – from a friendly and professional local team
• Assistance day or night – Safe and Well operates 24 hours a day, 365 days a year
• Complete peace of mind – if needed our operators will stay on the line until the help you need arrives
• Tailored service – for a short period of time or longer depending on your needs
• Try before you buy – a free trial period of four weeks.

Find out more at www.nwleics.gov.uk/safeandwell or contact 01530 454817 or safeandwell@nwleicestershire.gov.uk

Social Grant Scheme

Social grant scheme can really make a big difference in helping communities work together to tackle social isolation.

To apply, your group or organisation needs to be a not-for-profit voluntary organisation, community group or a registered charity.

Applications from groups / organisations who wish to co-ordinate activities with tenants of sheltered housing and/or supported properties and the surrounding area are eligible to apply for up to £1000 a year.

There is no deadline for this grant scheme enabling applications to be submitted at any time.

To find out more contact Ben Parkinson, Housing Support Team Leader on 01530 454694 or e-mail ben.parkinson@nwleicestershire.gov.uk
### How is your council performing?

<table>
<thead>
<tr>
<th>January - March 2017</th>
<th>Target</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Anti-social behaviour cases resolved / closed successfully (year to date)</td>
<td>Not applicable</td>
<td>81</td>
</tr>
<tr>
<td><strong>Repairs</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appointments made and kept by the repairs service</td>
<td>98%</td>
<td>98.9%</td>
</tr>
<tr>
<td>Repairs completed within target</td>
<td>98%</td>
<td>79%</td>
</tr>
<tr>
<td><strong>Rents</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rent loss due to empty properties</td>
<td>1.80% of the rent roll</td>
<td>1.12% (£198,401)</td>
</tr>
<tr>
<td>Current tenant arrears – start of year</td>
<td>Not applicable</td>
<td>£392,478.00 (2.18% of rent roll)</td>
</tr>
<tr>
<td>Current tenant arrears – end of current period</td>
<td>3% of the rent roll</td>
<td>1.96% (£346,050)</td>
</tr>
<tr>
<td>Former tenant arrears – start of year</td>
<td>Not applicable</td>
<td>£281,423</td>
</tr>
<tr>
<td>Former tenant arrears – end of current period</td>
<td>Not applicable</td>
<td>£289,910</td>
</tr>
<tr>
<td><strong>Empty homes</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average time it takes from the former tenant leaving to the new tenant moving in.</td>
<td>40 days</td>
<td>37 days</td>
</tr>
<tr>
<td><strong>Customer promise</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of complaints received</td>
<td>Not applicable</td>
<td>139</td>
</tr>
<tr>
<td>The number of complaints resolved at first contact</td>
<td>Not applicable</td>
<td>99 out of 115 (86%)</td>
</tr>
</tbody>
</table>

Former tenant arrears: We focused on collection rather than write offs in 2016/17 so historical debt has remained. However we collected £47,713, this is over £15000 more from the previous year.

### Keep your home safe when you go on holiday this summer – free 24 hour timers to give away

Most burglaries occur when there is no one at home, so whether you are leaving the house for a few minutes, the day or a fortnight, remember to shut and lock all your windows and doors. In the excitement of going away, it can be easy to forget to secure your home. If you have locks on your windows and a burglar alarm installed it is important you use them.

If you are away from home here are some steps to make your house appear occupied:
- Get a friend, neighbour or relative to keep an eye on your house or flat.
- If a neighbour has several cars ask them to park one on your driveway.
- Cancel deliveries of milk and newspapers while you are away.
- Invest in some automatic time switches, which switch lights and radios on and off at set times
- Never leave blinds or curtains closed as this makes it obvious the property is empty during the day.

Leicestershire Police website has some informative crime prevention and security advice [leics.police.uk/advice-and-information/crime-prevention](http://leics.police.uk/advice-and-information/crime-prevention)

The Safer North West Partnership is giving away FREE 24 hour timer switches to the first 50 residents visiting the police desk at the Council Offices on Whitwick Road in Coalville.

On a final note if you see something suspicious, in progress, please call 101 or in an emergency 999.
Competition time!

Summer Word Search Find all the words

```
LYJTSIGHTSEEDINGOYF
UUZPOBADVENTUREKHA
KSFLEMONADEAGBQLOL
NQPHRLESVNUSSXDDORD
AWSLSFPSSEITRAPELR
UMHSAPSSZGDMLWIPA
I0ODFYPIADPSLOHVUU
ASLTJVGSINYLLHUGCG
UQIYEXERONDFFJFMPNE
SUDKBAOLOYNCGIBIF
HIAESEEOETBAXDNCI
YTYIWMRASVNTASIWSL
SODXREMRFADYNGTY
NEMECAMPINGRMGYLWJ
LSTTAPZAGEVKTBBZVEG
RAPUGERNOSUFNWRJT
WRTFTHUNDERSTORMS
BHEATWDGNILBMRZKK
```

Holiday  Watermelon
Sandcastle  Parties
Sunflower  Rambling
Berries  Picnic
Travel  Lifeguard
Heat  Playground
Seaside  Mosquitoes
Sightseeing  Camping
Daisy  Humidity
Adventure  Lemonade
Thunderstorms

How many aeroplanes can you count?

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

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 aeroplanes you have found: .................

Your name: ..........................................................
Address: ..........................................................
Telephone: .....................................................

Winners of our April InTouch competition

Mrs D Smith with Khyrell and Talula

Mrs Harrogate and Lily
Friends of Westfield’s Tenants and Residents Association
• July – September Summer term shut down
Brown Court, Atkinson Road, Ashby-de-la-Zouch, LE65 2LZ

Linford and Verdon Tenants and Residents Association
• Fish and chip lunch first Friday of every month at 12.30pm
• Coffee morning every Wednesday 10am
• TARA meeting - Tuesday 25 July 2pm
• TARA meeting - Tuesday 26 September 2pm

Greenacres Sheltered Scheme, Linford Crescent, Coalville, LE67 4QT

Greenhill Tenants and Residents Association
• Teen drop in - every Tuesday, 7pm - 9pm
• TARA meeting - Monday 18 September 7pm
• Coffee morning - every Tuesday and Thursday 10am - 12midday
• Bingo – Monday 3 July, Monday 7 August, Monday 4 September 7pm

Greenhill Community Shop, Cropston Drive, Greenhill

Riverview Tenants and Residents Association
• Youth drop in sessions - every two weeks 6pm - 7.30pm
• Free go learn family crafts and arts session Tuesday 1 August 1pm - 3pm
• Family fun day and mixed nationality picnic Saturday 5 August 1pm - 3.30pm

Robin’s Nest, Eagles Close, Measham DE12

Willesley Tenants and Residents Association
• TARA meeting - Wednesday 30 August 11am
• Coffee morning - every Wednesday 11am
• Knit and craft - every Tuesday 2pm - 4pm
• Bingo - every Sunday 7pm
The Cabin, Ridgway Road, Ashby LE65 2PL

Park View Tenants and Residents Association
• TARA meeting - Thursday 14 September 11.30am
• Coffee morning - every Monday and Thursday 10.30am
• Lunch club - every Monday 12.30pm
• Breakfast cobs and socialising - first Thursday of each month 10am

Church Lane, Whitwick, LE67 5DJ

Kegworth Tenants and Residents Association
• Coffee mornings - every Wednesday 10am
• TARA Meeting Wednesday 6 September 10.30am
• Bingo - Monday 28 August 4.30pm
• Extra bingo with raffle and nibbles Saturday 16 September 4pm

Norman Court, Whatton Road, Kegworth, DE74 2FE

St. Marys Tenants and Residents Association
• TARA meeting - Tuesday 12 September 11am
• Ladies circle meeting - Thursday 13 July, Thursday 10 August and Thursday 14 September 4pm
• Bingo - every Monday, Wednesday and Friday 6.30pm

St Mary’s Court, Donnington Le Heath, LE67 2HR

Castle Donington Tenants and Residents Association
• TARA meeting – Tuesday 1 August 2pm (The Biggin)

Wakefield Court and The Biggin, Castle Donington, DE74 2P

Central Court Tenants and Residents Association
• TARA meeting - Monday 7 August 3.30pm
• Massage sessions – first Wednesday of every month 11am
• Coffee mornings - every Wednesday 10am
• Knit and natter - everyday 10am
• Bingo - every Monday 7pm
Avenue Road, Coalville, LE67 3PY

We’re hoping to start a new Tenants and Residents Association in Ibstock. If you would like more information or to volunteer contact the Resident Involvement Team on 01530 454605 or email resident.involvement@nwleicestershire.gov.uk