

# Buzzing about the bee

During the summer, children from Medlock School entered a competition to create a design for a wood sculpture for Gartside Gardens, the winning entry was a Manchester Bee.

Chainsaw artist Karl, worked with the children and Friends of Gartside Gardens, to develop a carving utilising wood from the park, which now stands proudly in the gardens for the whole community to enjoy.

Check out our Facebook page for more pictures of this impressive piece of work, or pop down to the park to see it for real.

The children were also invited along to a bulb planting session in the park, learning all about the daffodil bulbs and how to plant them, and as it was Spanish week at the school, they were able to learn about their new skills in Spanish too!



## Season Greetings!

Turn to pages 6 and 7 for pics of our big light switch on



# Lockton Official Opening

On 21st October, Councillors, contractors and residents marked the official opening of Lockton Court, the first of the four tower blocks to be completed in the regeneration programme.

Outside, the nine-story building has been clad in external wall insulation, making homes more energy efficient, and newly decorated improving the appearance. There are also new balconies.

Inside, the homes have entirely new kitchens and bathrooms, as well



as upgraded lifts and intercom and TV systems.

The second block –

Lamport Court – is soon to be completed and the remaining two blocks will be ready next year.



Lockton Court's Energy Performance Rating was raised by installing energy efficiency measures such as:

- High efficiency glazing
- External wall insulation
- Upgraded heating controls
- Energy efficiency lighting
- Accurate metering systems
- Insulation thickness increase to the hot water tanks
- Loft Insulation

All these measures reduce energy use, which in turn reduces the cost of energy bills for residents.

## REFURBISHMENT SURVEYS

TARGET

70%

171 of 249 properties eligible completed the survey. Our target was 70% satisfaction, on the last survey 95% was achieved.

ACHIEVED

95%



# 'Friends' Lay-a-brick

On Thursday 5th November, representatives from the Friends of Gartside Gardens came along to lay-a-brick to officially mark the start of a new phase of development work.

Craig Eastham, Chair of the Friends of Gartside Gardens and Vice-Chair Rhoda Murphy, joined members of Linden Homes and S4B on the site opposite Gartside Gardens, to celebrate the improvements being made in Brunswick.

Craig said: "The Friends of Gartside Gardens are very interested in seeing all of



the progress S4B and Linden Homes are making within Brunswick.

"The new houses will be a great asset to the area and we are thrilled to be marking

this important milestone by having a chance to visit the site and laying a brick which will remain here in the community for years to come."

## New home...

for Mr Lui and his wife, who have just purchased a new home, under a Linden Homes scheme introduced to help people sell their existing home as well as buying a new one.

Mr Liu said: "We are so happy with our new home - the process has been quick and hassle free and the Linden Homes' sales team



were very helpful".

If you would like to know more about the 'assisted move' scheme, please contact 0300 555 0128.

The show home at New Brunswick is now open 10am – 4pm seven days a week



# Your one-stop shop

Here at S4B we operate a convenient 'one-stop shop' service for you to get in touch with us.

## You can contact us:



### In person

At the S4B Housing Office  
Bramwell Drive M13 9SU



### Telephone

0300 555 0128 or send a  
text 07947 488 088



### Email

info@s4bmanchester.co.uk

## Other ways to contact us are:



Facebook - @S4Bmanchester



Twitter - @S4Bmanchester



Website – [www.s4bmanchester.co.uk](http://www.s4bmanchester.co.uk)

And, if you are having refurbishment works carried out in your home, a designated Customer Care Officer will be allocated to you, so you can keep in touch directly until the works are complete.

## Comments, compliments and complaints

### S4B want to provide the best possible service to customers

- If we are doing something right tell others
- If we are doing something wrong tell us

Sometimes things can go wrong and it's okay to make a complaint.

We welcome feedback, whether it is from something we have done well or as an opportunity to put things right allowing us to make service improvements to ensure we don't make the same mistake again.

### What is a complaint?

A complaint is when a customer tells us that they are dissatisfied with the service that they have received from us, a contractor or agent acting on our behalf. We will always respond with 10 days

This could be about the way a person was treated,



or the standard of service they have received.

### To report a complaint

you can ring 0300 555 0128, email us [info@s4bmanchester.co.uk](mailto:info@s4bmanchester.co.uk) or visit the office.



# One two view is here!

**You can now view your rent account statement online – all you need is a current email address. Then you can:**

1. Register new user information online to activate your new user ID code
2. Receive your ID verification direct to you in the post
3. Log-in and view your account online!



**It's as easy as 'one, two, view'!**

For more information please get in touch:

info@S4Bmanchester.co.uk or  
give us a call on 0300 555 0128.

## Warm Homes Campaign

**As part of this years' Warm Homes Campaign, staff from S4B visited people aged 65 and over, to make sure they are managing to stay warm and healthy this winter, and to offer any help if needed.**

Residents were given a support pack and practical advice to help them stay healthy and warm.

We will continue to keep checking in on them to ensure they are doing ok, especially if the weather takes a dramatic decline.

Are you, or someone you know, aged 65 or over and would like a bit of help to stay warm this winter?

If so please get in touch – we are here to help.

**And during the colder months, scheme manager Donna Shaw has opened the doors of Elizabeth Yarwood Court (101**

**Kincardine Road M13 9SY) for you to come along and keep warm.**

**So why not pop in any day during the week, Monday to Friday, from 8.30am-6:00pm** where you will find a warm comfortable communal lounge to spend a few hours, or even the whole day.

There will be **free hot drinks** and food available (small charge) and you will be able to make use of the **free Wi-Fi** available at the scheme.

This provision will continue until the weather starts to get warmer next year.

**And are you, or know someone who, struggling**

**to heat your home and/or pay your energy bills?** Our Financial Inclusion Officer, Yvette Brown, is here to help you.

**You can speak to Yvette by:**

- popping in to see Yvette at her weekly drop-in sessions at the S4B office every Tuesday between 10am- 12noon
- making an appointment for Yvette to visit you in your home

Please do get in touch if you are struggling to make ends meet.

Call Yvette on 0300 555 0128 to make an appointment, or email info@s4bmanchester.co.uk



# Christmas tree lights turn on



**Brunswick residents got the festive season off to a flying start by joining a lantern parade and Christmas light switch-on organised by S4B.**

And the beautiful sound of the Medlock School choir singing the Christmas songs made the event even more special.

Plus Father Christmas managed to take time out from his very busy schedule to come along to wish everyone a happy Christmas while handing out treats.



## Christmas opening hours

|        |   |
|--------|---|
| OPEN   | Monday 21st - Thursday 24th December<br>9:00am-5:00pm |
| CLOSED | Friday 25th December                                  |
| CLOSED | Monday 28th December                                  |
| OPEN   | Tuesday 29th - Thursday 31st December 9:00am-5:00pm   |
| CLOSED | Friday 1st January                                    |

**For emergency repairs please call 0300 555 0128 (24 hours).**

**For any ASB or Domestic Violence emergencies call 999/101 in the first instance.**

For details on your **bin collection** over the Christmas period, or to download your collection calendar, please visit [www.manchester.gov.uk/bincollections](http://www.manchester.gov.uk/bincollections)

During the darker months the **Linden Homes show home and marketing suite** will open at 10:00 and close at the earlier time of 4pm.

If you wish to arrange a viewing later than 4pm, please contact 0843 634 2731 or visit [www.lindenhomes.co.uk/newbrunswick](http://www.lindenhomes.co.uk/newbrunswick)

# Glenbarry Play area Now open



The Christmas lantern parade included a visit to the much needed all-new purpose built Glenbarry Play area for children under ten, which was officially opened at the event.

Starting from the S4B Housing Office, children from Medlock School led the parade through the streets of Brunswick down to the playground to be officially unveiled.

Councillor Tina Hewitson and two of the children from the school pulled the big red bow and the playground was declared open.

## Wishing you a

MERRY CHRISTMAS 

## from all the S4B Team



# New kit for football team

With sponsorship support from S4B, Medlock School have purchased 13 new football kits for the Year 5 & 6 football team.

Zoe Hopkins, from Medlock Primary School said: "This year we are getting the children involved in football tournaments to encourage teamwork.

"To help with their morale and confidence S4B have been very kind enough to sponsor a new football kit for the children.



"So far we have had good results in both boys and girls competitions and the new kit will hopefully enforce a sense of pride in their community and school".

## Five minutes with . . . Resident Paddy Moore



**We spoke to Paddy about getting online and how the computer course at Elizabeth Yarwood Court has helped him.**

Paddy told us: "I knew the basics but wanted to have a refresher to help improve my word processing skills which I am using

to write my chronicle, so I went along to the course at Elizabeth Yarwood Court.

"The people there were so friendly and helpful, and Mrs Donnelly in particular was a great help with my presentation. I would recommend it to anyone who would like help with their computer skills".

Paddy, originally from Ireland, came to the England in 1955 and has lived in Brunswick for almost 60 years, is currently writing a book about his life, which starts from during the war years when he was seven. He is currently writing about the middle years when he joined the Fire Service on London Road.

Free beginners computer classes are available at Elizabeth Yarwood Court. Thursday's 1 - 3pm and Friday's 10am -12 noon.

Courses last for eight weeks. No age limit. Experienced friendly tutor. Tel 0300 555 0128 to register.



# Meet ...

**Megan Holland, 17, is our new Trainee Customer Care Officer who joined the team in September.**

Megan said: "I left school this year and applied for this job as it was something I really wanted to do, so when I was offered the job I jumped at the chance and said yes.

"I enjoy my job because no two days are the same, it is never boring and you get to meet lots of different people and I am learning so many new skills.



"I'm now looking forward to being able to buy lovely presents for my friends and family this Christmas!"



**and... Stefan Salmon the new S4B Apprentice Community Warden who started last week.**

We will catch up with him to see how things are going in the next edition, or follow us on Facebook.

## Coming soon! Your satisfaction survey

In early January 2016 we will be delivering the satisfaction survey questionnaires, when once again we will be asking what you think about your experience living in Brunswick, and the service that S4B provides.

It's your opportunity to let us know what we are doing right, and what we could do to improve, so please help us by completing our questionnaire.

And, if you complete and return the survey, you will be

entered into a prize draw with the chance to win shopping vouchers!

So, keep an eye out for it landing on your doormat.

We look forward to hearing from you!



The University of Manchester

## University Access

**Applications for Manchester Access Programme (MAP) 2016 are now open.**

Support for pupils aged 16 and over to get into University.

Apply via the website: [www.manchester.ac.uk](http://www.manchester.ac.uk) or for more information:

T: 0161 306 6505

E: [map@manchester.ac.uk](mailto:map@manchester.ac.uk)



A new group 'Brunswick Neighbourhood Watch' has been set up by members of the community to help keep the neighbourhood safe.

The group, co-ordinated by resident Craig Eastham, will officially launch in the New Year and plan to meet up every six-weeks.

If you would like to join please call us on 0300 555 0128 and ask for Lynne Farrington or email [info@s4bmanchester.co.uk](mailto:info@s4bmanchester.co.uk).

Details of the meetings will be posted on our Facebook and Twitter pages.

## Domestic Violence Hear it Report it

24-hour National Domestic Violence Freephone  
Helpline 0808 2000 247

In partnership between  
Women's Aid and Refuge.

## Let's make anti-social behaviour a thing of the past

**We work with local communities and agencies to help tackle and prevent issues related to nuisance and antisocial behaviour.**

S4B treats all reports of these incidents seriously.

### This includes:

- damage to your home
- fly tipping
- groups causing annoyance
- threats of violence or Domestic Violence
- physical attacks

As stated in your tenancy agreement, you are responsible for the behaviour of those living

at or visiting the property (including children and animals). Your tenancy agreement can be enforced through court action.

Please contact us to report any problems so that we can help you. Your enquiry will be treated with the strictest confidentiality.

You can speak to a Community Warden or a member of the team and any acts of violence or threats of violence must be reported to the police immediately.

For incidents requiring urgent attention you can call 0300 555 0128 anytime. Our ASB response service is open 24 hours a day, 7 days a week, 365 days a year.

## Road Safety & Awareness

S4B supported the national road safety 'Drive Less, Live More' campaign which took place 23rd – 29th November.

### SO WHY DRIVE LESS?

- Safer roads
- Healthier, happier people
- Less pollution
- Save money



To find out more visit:  
[www.roadsafetyweek.org.uk](http://www.roadsafetyweek.org.uk)

# What's happening

## NEWBUILD PROGRESS

New Homes for social rent have been allocated to local people and residents have moved into Oregon Close and Westman Drive. This new part of the neighbourhood also includes homes for sale.

## HAYMANS WALK

Planning has now been submitted, following consultation this month to enable Houses 7 – 13 to be refurbished and garden boundary work carried out. A road will no longer be built to the rear.

## GLENBARRY PLAY AREA

Glenbarry play area is now open providing a new play space for local children under 10 on the south side of Brunswick street.

## ARTILLERY COURT

External work will continue into the New Year with internal bathroom and kitchen work on track to be completed before Christmas. There is a drop-in session here every Tuesday 10-11am, for residents who have any questions about the work.



## Reversal of Houses as part of the Regeneration

**To ensure houses front onto streets and improve visibility and safety within public areas, 124 homes will be 'reversed', which means that the front of these houses will become the rear and vice versa.**

If your property is being

reversed you will get a new porch extension and many homes will benefit from a new balcony. If you are a Manchester City Council tenant you will still get a new kitchen and bathroom and all of the benefits that refurbished homes will receive.

In early 2016 consultation will start to advise residents of the reversals process and how the changes will affect them. Prior to this pre surveying will be undertaken in preparation for the reversal works, this will only be visual inspections of properties.



# Happy Birthday S4B

S4B will soon be two years old and to mark this special occasion we are holding a special event.

So please come along to see what has been achieved so far - everyone welcome.

**Wednesday  
27th January  
4-6pm at Medlock  
Primary School**



## Street Naming

**We are soon to name the new streets in Brunswick**

Vote now to have your say and make your mark in history on our Facebook page or via the S4B website: [www.surveymonkey.co.uk/r/NNF33PP](http://www.surveymonkey.co.uk/r/NNF33PP)



## Looking for work?

## Jobs Fair

**Thursday  
21st January  
10am to  
12:00 noon**

**Brunswick Church,  
Brunswick Street, M13  
9TQ**

Interviews guaranteed for local people for jobs in the construction industry. Just come along.

## We're now on Facebook!

**Follow us for all the latest events and information on what's happening in Brunswick.**

Simply log into Facebook and search for S4B Manchester.



|         |  |
|---------|--|
| Arabic  | للحصول على هذه المعلومات بلغتك الرجاء الاتصال برقم الهاتف 0300 555 0128            |
| Bangla  | এই তথ্যটি আপনার ভাষায় পেতে চাইলে দয়া করে টেলিফোন করুন 0300 555 0128 এই নম্বরে।   |
| Chinese | 如欲索取這資訊以閣下語言編制的副本請致電 0300 555 0128   |
| French  | Pour recevoir ces informations dans votre langue prière d'appeler le 0300 555 0128 |
| Somali  | Si aad u hesho macluumaadkaani oo luqaddaada ku qoran fadlan wax 0300 555 0128     |
| Turkish | Bu bilgiyi kendi dilinizde almak için lütfen 0300 555 0128 numarayı arayınız.      |
| Urdu    | یہ معلومات اپنی زبان میں حاصل کرنے کیلئے براہ مہربانی 0300 555 0128 پر فون کیجئے۔  |