



ISSUE 28 - Winter 2020

Brunswick

NEIGHBOURHOOD NEWS



Gartside Gardens

Merry Christmas and Happy New Year!

This year for the first time, there is a brightly lit Christmas Tree in Gartside Gardens.

The year has been very difficult and strange for many, but we are getting through this together.

There is hope for the new year with a vaccine now starting to be available and we look to a brighter future.

The Christmas tree has been made possible by S4B providing a new electricity connection in Gartside Gardens. A very appropriate place for future celebrations where it now stands with the Bee carving and the Peace Tree.

Why not pop down and take a 'Socially Distanced' look when the lights come on after dusk and maybe take a little time for reflection on how far we as a community have come. It really does look beautiful.

From all of us here at S4B, we thank you for your continued support and patience while we work together during this pandemic.

Season's greetings to all our customers and we wish you all a brighter and prosperous 2021.

Turn to page 6
for festive info.



S4B has a dedicated Financial Inclusion Specialist, Yvette Brown.

Yvette provides advice to customers struggling to pay their bills or support to manage their finances. This confidential service is available to all tenants, leaseholders and home-owners in Brunswick.

S4B can also offer:

- advice on managing debt
- help with applying for grants and other forms of support
- advice on reducing utility bills

For more information please get in touch.

Benefits Advice

If you are living on a low income you may be entitled to claim Housing Benefit or Housing Element of Universal Credit, and Council Tax Support.

The amount of benefit you get will depend on your circumstances, and how much rent and/or council tax you pay.

If you would like help or advice on benefit entitlement, making benefit claims or government changes to benefits, including bedroom tax and universal credit, Yvette is here to help.

T: 0300 555 0128, E: info@s4bmanchester.co.uk



DON'T FORGET!

If you have a clear rent account, 21 December will be a RENT-FREE WEEK.

Great news at such a difficult time and we hope it will allow you spare some money for you to enjoy a few treats or buy a present or two this Christmas.

If you have a clear rent account you can benefit from this.

RENT-FREE WEEK
21 DEC



MEET THE TEAM

Originally from London, Income management specialist SHANNON SMITH joined S4B a few months ago.

Shannon said: "I am here to help and I want to offer as much support and guidance as I can, especially at this very difficult time we are going through."

Please don't fall into rent arrears because of Christmas and if you are struggling please do get in touch and I will do my best to help".

Welcome Shannon!



Environmental Services Operative, PAUL SHORROCK joined S4B in October.

Customers may already recognise his face as he has worked in the area for many years for Mears as a sub-contractor, so he is very familiar with the neighbourhood.

Paul will mainly oversee duties at the soon to be completed Extra Care development, Brunswick Village.

He was also invaluable supporting S4B when the whole team was in lockdown in March.

Thank you, Paul!

DARREN BRADSHAW, S4B Customer Contact Team Specialist won the Exceptional Customer Service Award at the OnAwards. Onward's internal awards event for colleagues.

He was highlighted for his consistent excellent services and desire to always find a way to help resolve customer questions. He is a very worthy winner and an inspiration to the S4B team and our neighbourhood.

Well done Darren!



MERRY CHRISTMAS From Your Councillors



Tina Hewitson
Tel: 0161 237 1805
cllr.t.hewitson@manchester.gov.uk



Bernard Priest
Tel: 0161 740 8407
cllr.b.priest@manchester.gov.uk



Amna Abdullatif
Tel: 07971 384 539
cllr.amna.abdullatif@manchester.gov.uk

RECHARGEABLE REPAIRS

S4B carry out repairs as standard on the structure of your home along with gas, electricity, plumbing, and heating installations etc. These repairs fall under the terms of your tenancy agreement.

Most people take a real pride in where they live, but there are a few who deliberately cause damage to their home.

Any damage caused deliberately or by neglect will have to be paid for by the resident.

These are known as rechargeable repairs e.g. damage to locks, broken doors and frames, gates forced open

or where a resident appears to have broken a fixture or fittings.

You don't have to pay for things such as fair wear and tear, or for any damage caused by a crime that has been reported to the police.

For more information please get in touch T: **0300 555 0128** or email **info@s4bmanchester.co.uk**



METER CHEATING IS DANGEROUS AND COULD COST YOU YOUR LIFE!

Energy theft is when a person is not paying for their gas or electricity or they are paying less than they should because their meter has been tampered with or bypassed.

Tampering with energy meters to save money is extremely dangerous.

The first signs can be shocks from switches and burns from appliances, but sudden fires and even explosions are possible too, putting you and your family in real danger.

It is a serious breach of your tenancy agreement to tamper with your meter.

For more information on what to look out for, or to report a meter cheat anonymously, visit the **Stay Energy Safe** website **www.stayenergysafe.co.uk** or call the helpline **0800 023 277**.



S4B HOUSING OFFICE UPDATE

The S4B housing office remains closed except for pre-booked appointments.

BOOK AN APPOINTMENT BEFORE YOU VISIT.



It's still better to try to resolve things over the phone or online if possible.

If you need to make an appointment to visit the office, the following guidelines apply:

- a one-in-one-out system is in place - please wait outside until asked to enter
- use the available sanitiser stations when entering and leaving the building
- a one-way system is in operation with signs to guide you
- keep a two-metre distance from others at all times
- wear a facemask or face covering (unless you have been told you are exempt)
- come to the office at your appointment time or call to let us know if you're unable to attend

Please do not visit the office if you do not have an appointment.

S4B continues to deliver services to the Brunswick community, carrying out inspections, managing issues and making arranged visits.

The estate services team continues to work to keep communal areas clean and safe and repairs continue to be completed.

The service has been amended to ensure the safety of all residents and S4B colleagues. We will continue to review the service every two weeks in line with Government instruction and advice.

In an emergency, for more information, or to book an appointment, telephone **S4B** on **0300 555 0128** or email **info@s4bmanchester.co.uk**.

Paying your rent

Remember, even in these difficult times, your rent is your responsibility.

There is a range of ways to pay your rent:

- Direct Debit or Standing Order
- Recurring card payment
- BAC's transfer
- Allpay online using a debit or credit card
- Cash or card at any PayPoint outlet
- Pay over the telephone by calling **0300 555 0128**

Your nearest PayPoint outlet is **Go Local, 4 Polygon Street, Manchester M13 9SG**.

If you are struggling to pay your rent or need help, please advise S4B as soon as possible.

You can pay and view your account online at **https://my.onward.co.uk/s4b/www/login**

Getting in touch with S4B

S4B is here to help. For more information, or if you need advice, support or just someone to talk to, please get in touch - please don't suffer in silence.

Telephone: **0300 555 0128** or send us an email: **info@s4bmanchester.co.uk**.



MERRY CHRISTMAS AND BEST WISHES FOR 2021.

S4B continues to provide neighbourhood services and repairs over the festive period.

Open - 9:00am-5:00pm

Wednesday 23rd December

Thursday 24th December - Christmas Eve

Closed

Friday 25th December - Christmas Day

Saturday 26th December - Boxing Day

Sunday 27th December

Monday 28th December

Open - 9:00am-5:00pm

Tuesday 29th December

Wednesday 30th December

Thursday 31st December

Closed

Friday 1st January 2021 - New Year's Day

Saturday 2nd January 2021

Sunday 3rd January 2021

Open - 9:00am-5:00pm

Monday 4th January 2021

Office is closed except for urgent pre-booked appointment as required.

T: 0300 555 0128.

Repairs

For any emergency repairs during this time, please call **0300 555 0128** (24-hours).

Emergencies

For any ASB or Domestic Violence Emergencies, please call **999/101** in the first instance or you can call us at S4B on **0300 555 0128** (24-hours).

Recycle, Recycle, Recycle!

Don't forget to recycle! All paper, cardboard and gift wrap can go into your blue bin.

And your **real Christmas trees can be recycled too.**

Contact Biffa to arrange to have your real tree collected in January 2021.

E: christmas.tree.manchester@biffa.co.uk.

Brunswick Village

will offer new jobs in the Extra Care with Castle Rock Group and Age UK in 2021 in the provision of care.

Residents can apply and they welcome local applicants. Apply for the jobs via the links below.

CASTLE ROCK GROUP

<https://crghomecare.uk.com/careers/>

AGE UK

<https://www.ageuk.org.uk/manchester/get-involved/work-for-us/>

For more information, help or support contact Sharon Thomas at S4B on **0300 555 0128.**

Stay Safe!



Here are some tips to help keep you safe this Christmas:

- Bogus callers - Always check details of anyone calling at your home, ask for ID and if you have any concerns don't let them in to your home.
- Shut alleygates and ensure your own gates have a lock
- Keep all your doors and windows closed and locked.
- Don't leave presents under the Christmas tree before the big day.
- Don't leave any valuables or presents in your car.
- Don't carry large amounts of cash or valuables.
- Make sure you dispose of packaging from presents - don't advertise your presents by leaving big boxes outside.

Useful numbers:



To report any issues on any construction areas, or unauthorised person(s) on a building site during the Christmas period, please tel: **0300 555 0128** 24-hour line (select option 1).

High-rise blocks and maisonettes Issues at high-rise or maisonettes - 24-hour emergency service. Bridgewater Security: **07921 215361.**

Emergency repairs Please continue to use the 24-hour contact number: Tel: **0300 555 0128** (select option 2).

Smell gas? If you smell gas or think there may be a gas leak (anytime). Contact Cadent immediately on **0800 111 999.**

If you see anyone fly-tipping, report it and help to put a STOP to it. Tel **0300 555 0128** or email **info@s4bmanchester.co.uk**

Your usual Friday bin collection will take place on - **Sunday 27 December 2019** and **Saturday 2 January 2020.**

Collections will return to normal after the festive period (Fridays).



HOT FOOD TAKEAWAY

A free takeaway hot meal every lunchtime, at Brunswick Church.

From 1:00pm Monday to Friday.

**Also Christmas Day
12:00-1:00pm**

PLEASE NOTE: For everyone's safety, Facemasks must be worn and Social Distancing needs to be observed throughout. Please DO NOT gather in groups. Thank you.

Having a Power Cut?

CALL 105

Turn your Cold House into a Warm Home this Winter

Warm Home Discount

You could get £140 off your electricity bill with this scheme, contact your provider for more details.

Local Energy Advice Partnership (LEAP)

T: 0800 060 7567 or
visit www.applyforleap.org.uk

Green Homes Grant

T: 0800 090 3638

USwitch

T: 0800 049 9722

Citizens Advice Bureau

T: 03444 111 222

United Utilities

T: 0800 672 6765

For more information, help or
advice please get in touch.

T: 0300 555 0128.

Here are some
useful contacts
and support
lines to help
get you through
this winter.



**A Huge Congratulations
to TASLIMA AHMAD
AND CREATIVE DESIGN
AND MANUFACTURE
UK (CDM UK), here in
Brunswick who have won
a National Lottery Award
2020 in the Heritage
Category.**

Taslima coaches women in
Manchester in hand-processed
textile manufacturing techniques
such as batik and block printing.

She has also delivered classes to more than 2,000
school children. Her teaching and mentorship has
led to 15 young women following her example
and studying textiles at university.

Unable to run workshops in person during
the pandemic, she took her sessions online to
help BAME women to cope with the impact.

She also applied for funding for sewing
machines, which allowed 20 women to become
self-employed making textile products using
Taslima's heritage techniques.

For more information visit:

Lotto good causes: <https://bit.ly/3oVsWt3>

Twitter: <https://bit.ly/3gHqfIC>



*A fabulous achievement
and we are proud to work
in partnership with such a
wonderful organisation.
Well Done
from all at S4B!*



WINDRUSH PROJECT

In support of Black History month in October, S4B joined forces with Arawak Walton to support Positive Steps based at Brunswick Church, to help promote the online Windrush project to residents who were encouraged to get involved in the films being shown on the website during the month.

Also, Julie a Brunswick resident from Elizabeth Yarwood Court revealed her talent for creating beautifully written poetry.

We will be talking to Julie shortly, so watch this space for more information!



Christmas with BRUNSWICK PARISH CHURCH

DECEMBER 22 - FROM 6:30PM

Come and join in Carol Singing together around the neighbourhood.

CHRISTMAS EVE - 4:30-5:30pm

Community Carol Service, outdoors in the space in front of the Rectory.

Everyone welcome.



Brunswick Village Extra Care

Construction of the new extra care development, Brunswick Village is fast nearing completion.

Residents currently living at Elizabeth Yarwood Court are now in the process of selecting their preferred option for the move to their new home.

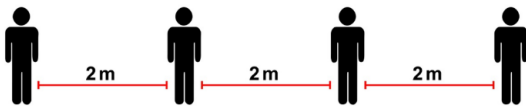
The 60-apartment scheme is made up of one and two-bedroom units, with on-site facilities such as a bistro, salon, a community room and multiple round the clock care facilities.

There is also a roof-top garden area with stunning views over the Manchester skyline, for residents to enjoy and maybe grow a plant or two to put their own stamp on it.

Completion is due in early 2021 so watch this space for further details and the official opening date.

There are apartments still available! Please complete an application form to apply, visit the **S4B website** or give us a call. **T: 0300 555 0128.**





English: To support your health and the health of your community please keep 2 metres apart from other people

Arabic: لسلامتك وسلامتك مجتمعك.. يُرجى الحفاظ على مسافة مترين بينك وبين الآخرين

Chinese: 支持个人健康和社区的健康，请与他人保持2米的距离

French: Pour votre santé et celle de votre communauté, merci de garder une distance de sécurité de 2 mètres entre vous et les autres personnes.

Bengali: আপনি এবং আপনার কমিউনিটির সুস্থাস্থ্যের নিশ্চয়তার জন্য অনুগ্রহ করে দুই মিটার দূরত্ব বজায় রাখুন।

Farsi: ای اطمینان از سلامت خود و جامعه تان، لطفا دو متر فاصله از اشخاص دیگر را رعایت کنید.

Lithuanian: Dėl jūsų ir bendruomenės saugumo, prašome laikytis 2 metrų atstumo vienas nuo kito

Italian: Per il rispetto della tua salute e di quella degli altri per favore mantieni la distanza di 2 metri dagli altri

Urdu: کے لیے برائے گرم دوسرے لوگوں سے 2 میٹر دور رہیں
اپنی صحت اور اپنی کمیونٹی کی صحت

buzz



Produced on 10/07/2020



For COVID-19 health and wellbeing information translated to 61 different languages, including how migrants can access NHS Health Services visit:

[Doctorsoftheworld.org.uk](https://www.doctorsoftheworld.org.uk)

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۔

S4B Housing Office (by appointment only)
15 Brunswick Street Manchester M13 9SU
T: 0300 555 0128 E: Info@s4bmanchester.co.uk
W: s4bmanchester.co.uk

FOLLOW US ON

