



Brunswick

# NEIGHBOURHOOD NEWS

S4B twitter @S4Bmanchester ISSUE 3



## Boost for residents as refurbishment work starts on Lockton Court

**Building work has begun on a £2 million investment to refurbish over 70 affordable homes to improve the quality of accommodation for residents in Brunswick.**

Lockton Court is the first high rise building to receive a facelift as part of the £100m regeneration plans to transform the Brunswick neighborhood.

The refurbishments include installing new kitchens and bathrooms and new lifts to improve access, as well as improved car parking.

New windows will be fitted to keep the homes warm and reduce energy bills and entry gates will be installed to make sure resident feel safe in their home.

Residents will also benefit from a new communal area and balcony redesign so that they can create their own winter garden.

Residents welcome the new improvements and will remain in the building while the works are carried out.

Mr Lenny Blake, 83 has lived at Lockton Court for 22 years said: I'm very happy with the improvements that will be made to my home. I get on well with the contractors carrying out the work and they keep me up to date with their progress.

"Lockton Court is a lovely building to live in – my neighbours are lovely and we all look out for each other. I have noticed a big transformation since I first moved in and I will feel a lot safer when the new doors and entry gate are installed."

**"Lockton Court is a lovely building to live in – my neighbours are lovely and we all look out for each other. I have noticed a big transformation since I first moved in and I will feel a lot safer when the new doors and entry gate are installed."**

Councillor Mavis Smitheman of Ardwick Ward said: "The people of Brunswick have waited patiently for the refurbishment of their homes, and have worked with the Council on the redesign of the estate.

"Now that S4B have begun work, everyone is keen and enthusiastic to see the work completed and we can now see a bright future ahead for Brunswick."

Steven Gale, Contract Manager for Mears, said: "We've worked closely with our residents to ensure these new energy-efficient refurbished homes help to improve their standard of living.

"They have welcomed the choice on offer as the kitchens and bathroom will have a bespoke design based on individual preferences."

The improvements will make a huge difference to residents of Lockton Court and our contractors will continue to keep residents informed with updates when the works will be completed and ensure that the work carried out is to a high standard and meets their expectations.



# Spring clean

**MORE than 50 residents and volunteers took part in a major spring clean – and added a splash of colour to Manchester’s Brunswick neighbourhood.**

Student volunteers from The University of Manchester worked with elderly residents to brighten up the communal gardens at the Elizabeth Yarwood Court sheltered housing scheme – as part of the week-long event organised by S4B.

Throughout the week, residents were able to dispose of bulky unwanted items, including bedroom furniture, garden waste, carpets- filling three skips as part of the spring clean.

S4B Community Regeneration Manager Ross Hemmings, who helped to organise the clean-up, said: “We’re very proud of the neighbourhood and we have really enjoyed working with the community to help make sure it looks great.

“We appreciate that there are lots of changes happening in Brunswick at the moment, so we wanted to bring the residents together with their



neighbours this week to help to make a difference.

“This is the first time we have held a clean-up event like this one in Brunswick and we’ll be looking to arrange a similar event again later in the year.”

Donna Shaw, Scheme Warden at Elizabeth Yarwood Court, added, “We really appreciate the hard work carried out by staff and volunteers – we can’t wait to see all of the flowers in full bloom!”

S4B resident Antony Farrell, 43, who also took part in the spring clean, said; “This is just what the

area needs, the spring clean has really helped to brighten up the area.

“I think events like this are a great idea – it just shows how something as simple as planting flowers or picking up litter can make a huge difference.”

S4B also carries out regular work to prevent and tackle fly-tipping, graffiti and litter across the neighbourhood. Tenants who would like advice about disposing of bulky household items can call S4B on 0300 555 0128.

## Stunning light art displayed in Brunswick

**A new interactive light art project has been unveiled to mark the £100m regeneration works in Brunswick.**

Local residents who took part in the light art project got a chance to see their work used to decorate the hoardings surrounding the site compound and future central boulevard in Brunswick.

The series of light drawing photography was unveiled last month by local councillors Mavis Smitheman and Tina Hewitson and captures key landmarks and local people in Brunswick.

Over the last few months, Brunswick residents took part in workshops at local community centers and settings.

They were taught how to use digital cameras to create unique drawings created by using the light from torches, LED’s or any other light source – even mobile phones.

The artwork has now been displayed on the 8ft hoardings surrounding the construction site – as part of a joint initiative with S4B and local artist,



Adrian Barber.

Artist Adrian Barber, said, “I have really enjoyed working with the local residents over the past few months.”

“It is really great to see the final result up on the hoardings for everyone to see - it shows Brunswick in a different light.”

Cllr Mavis Smitheman of Ardwick Ward, who helped to unveil the light art project said, “The workshops were a great way to get residents involved and I was thrilled to be able to participate in the event.

“The light art displayed on the hoardings is a fantastic way of projecting what the estate will look like in the future.”

Resident Ms Walsh added, “I really enjoyed the workshops and I’m pleased that I am a part of this. The artwork looks really great here.”

S4B Community Regeneration Manager, Ross Hemmings said “I’d like to thank the residents of Brunswick for their work on developing this impressive and eye catching work.

“It has been fantastic to get the local community involved to help create a visual reminder that it is the people who are at the heart of Brunswick.”

## Communal Cleaning and Block inspections

**S4B have set up monthly Block inspections for all residents who live in a property with a communal area. If you would like to get involved in the inspection on maintenance and cleaning standards for your block please call 0300 555 0128.**

**Please keep communal areas clean and free from obstructions.**

**S4B has team of dedicated caretakers who inspect and clean communal areas in the neighbourhood, in all high rise and undertake health and safety checks.**

**The caretaking team work to a cleaning standard. Below is a summary of the standards.**

### S4B Cleaning Standards

**We carry out regular estate inspections, and provide a grounds maintenance service to any areas that need it. Our contractor’s cut grass and hedges, maintain the trees and keep pedestrian and parking areas clear.**

Caretakers provide a cleaning service to keep communal spaces in shared buildings clean and tidy – including the floors, walls, ceilings, windows and external doors.

To find out about the communal areas we cover near you, please contact S4B on 0300 555 0128 or contact us online [www.s4bmanchester.co.uk/contact-us](http://www.s4bmanchester.co.uk/contact-us)

### What we do to keep things tidy inside communal areas

- *All communal areas including entrances, lifts, hallways and decks will be maintained to a high standard to remove dust, debris, spillages and graffiti and other marks from walls.*
- *Ensure all landings, stairwells and walls are clean and that hallways and exits are free from obstruction.*
- *Ensure all areas are free from graffiti and that all bins are emptied regularly.*
- *Display a cleaning information sheet in public areas*

### What we do to keep things tidy outside

- *All grass should be free of litter and matter such as stones, animal faeces, brick and glass*
- *There is regular removal of litter, leaves and other waste material to avoid blockages*
- *The daily caretaker inspections will tackle and report fly tipping. They will remove small amounts of rubbish, ad hoc litter and graffiti as and when they find it. Large scale flytipping is removed by our S4B contractor*

**Please report any incidents of fly-tipping or persistent problems with rubbish or infestation to S4B.**

Manchester City Council continue to maintain the street scene, recycling and bin collections

### Wet Cleaning and Pressure washing

**In addition to S4B caretaking team, S4B is undertaking a programme of wet cleaning and jet washing. S4B caretaking team will provide responsive wet cleaning and a 6 week programme of bin room, chute area, stairs and entrance area wet cleaning.**

All maisonettes communal areas are now on a quarterly cycle of cleaning, using a state of the art jet wash system. Whilst the high rise are on a twice annual programme alongside an intensive programme of cleaning by the caretaking team.

## Works for Me Fund

**The S4B Works for Me fund helps tenants overcome barriers in finding work. The funding can be used for the following types of support and more:**

- *Fees for a training course*
- *Gaining a certificate or license*
- *Essential uniform or equipment*
- *Travel expenses for first month at work/ volunteering*

Unfortunately we can’t support laptops, courses without a clear route to work, ongoing expenses and items already purchased.

It can take up to 3 weeks to administer funding so please submit your application as soon as possible.

To apply please call 0300 555 0128, email [info@s4bmanchester.co.uk](mailto:info@s4bmanchester.co.uk) or call into the S4B Housing Office for an application form.

### Criteria

Anyone who lives in a S4B property can apply for this funding. We provide small amounts of financial support (up to £100) to help tenants into employment.

### Application Process

S4B will assess your application and send a response within 5 days of receiving your application (please note funding is limited so therefore not all applications will be successful).

Successful applicants must sign the terms and conditions and provide the relevant bank details. Where possible we ask that we pay funds directly to the organisation you are getting support from.

**Please note: once we have received your bank details it can take up to 10 working days to transfer the funding.**

**Works For Me**

## Work with us

We have two opportunities for a Trainee Quantity Surveyor and a Trainee Engineer. Both roles are full time paid position. Full training is provided. Experience is not necessary, but ideally applicants should have GCSE level qualifications.

Please call 0300 555 0128, email [info@s4bmanchester.co.uk](mailto:info@s4bmanchester.co.uk) or call into the S4B Housing Office for more information.

For help and support call into the Work Club every Thursday morning at 10am in Brunswick Parish Church. Brunswick Street.







## Have you got a bright idea?

**Have you ever thought of starting your own business? We can help!**

You can get support from S4B's new project Bright Idea. We can give you the advice and support you need and discuss how you can make your idea turn into a business.

Advisors are available on a Thursday morning every week at 10am-12pm at Brunswick Parish Church - so simply drop in and meet with them. Residents can get free advice, support and training to launch their business ideas.

For more information about our bright idea project, please call 0300 555 0128, email [info@S4Bmanchester.co.uk](mailto:info@S4Bmanchester.co.uk) or call into the S4B Housing Office.

# BRIGHT IDEA



## Internet café

**A brand new internet café opened its doors to the public in April at Brunswick Church Community Hub.**

It is a place for you to get online to browse the internet, look for work or access online services.

The internet café is based at Brunswick Church Community Hub on Brunswick Street in Manchester and it is free to use with 6 computers, printer and practical help.

### Opening times:

Monday, Tuesday and Thursday from 10.00am - 2.30pm  
Fridays 10.00am - 12pm.

- **get online**
- **set up emails**
- **access online services**
- **support / training on how to use a computer**

Residents can also access the internet for free at the S4B Housing Office weekdays 9am-5pm on the kiosk in the reception area.

## S4B and Brunswick Parish Church nominated for Spirit of Manchester Awards

**S4B and Brunswick Parish Church have been recognised for how they have made a difference to the community by working in partnership.**

The have been nominated for Best Partnership for their efforts in establishing a Work Club for our residents to provide internet access and support with CV writing and job searching.

The Spirit of Manchester Awards, organised by MACC (Manchester Alliance for Community Care) is a series of awards celebrating and highlighting all the excellent work being carried out in Manchester's voluntary and community sector.

Ross Hemmings, S4B Regeneration manager said "We are really proud to be nominated for this award to celebrate all the great work that has been achieved with Brunswick Parish Church as a community hub since January this year".

Reverend Simon Gatenby from Brunswick Parish Church added:

"We are committed to the welfare and wellbeing of all within our community and this shortlisting has encouraged us that we are on the



**Spirit of Manchester Awards**

right track.

"This has empowered us and we seek out further opportunities together whereby the health & wholeness of this wonderful community is further enhanced.

"We are pleased to partner with S4B and we have valued their help, energies, and enthusiasm as we have sought to make up for the decline of some of the statutory services in our area.

The awards will take place in September when the winners will be announced.



## Make a Comment, Compliment or Complaint

**Here at S4B, we are committed to providing the best possible service at all times, so we always welcome your feedback.**

We want to know when we have done something well, so that we can continue to provide a good service to our customers.

If we don't get things right we want to know about it so we can do something about it. We will treat all complaints very seriously.

**How to make a Comment, compliment or complaint:**

**Tel 0300 555 0128**  
**[www.S4Bmanchester.co.uk](http://www.S4Bmanchester.co.uk)**  
**[info@S4Bmanchester.co.uk](mailto:info@S4Bmanchester.co.uk)**

**S4B Housing Office, Bramwell Drive, Manchester. M13 9SU**  
**(open 9am - 5pm Monday to Friday)**

## Grow Brunswick

**Would you like a space to grow vegetables or flowers?**

S4B is creating a new "meanwhile space" on Brunswick street where local people can grow vegetables and be part of a group which helps develop skills in gardening and growing. The first meeting of the Grow Brunswick, gardening club was held at the end of May and 15 local people are already involved.

For more information and how to get involved, please call 0300 555 0128, email [info@S4Bmanchester.co.uk](mailto:info@S4Bmanchester.co.uk) or call into the S4B Housing Office



## Please Keep Brunswick Tidy!



**S4B are trying to improve the appearance of your neighbourhood. There are a number of ways that we are doing this;**

- **We carry out daily litter picks**
- **We remove fly tipping from the estate**
- **We work with Enterprise to get dis-used refuse and recycling bins removed from the streets**
- **We work with Enterprise to get contaminated recycling bins emptied**
- **We work with Manchester City Council cleansing services to ensure streets are swept regularly**
- **We carry out estate walkabouts and inspections to identify issues problem areas**

**Dumped rubbish in the neighbourhood is a problem that seriously damages the appearance of the area. It can also attract other problems such as infestation or arson and makes an area look run down. So if you see someone fly tipping or dumping rubbish let us know. You can do this by calling 0300 555 0128 or email us at [info@s4bmanchester.co.uk](mailto:info@s4bmanchester.co.uk)**

## Get to know your councillors!



**Contact Bernard Priest**  
[cllr.b.priest@manchester.gov.uk](mailto:cllr.b.priest@manchester.gov.uk)  
**0161 740 8407**



**Contact Tina Hewitson**  
[cllr.t.hewitson@manchester.gov.uk](mailto:cllr.t.hewitson@manchester.gov.uk)  
**0161 917 6129**



**Contact Mavis Smitheman**  
[cllr.m.smitheman@manchester.gov.uk](mailto:cllr.m.smitheman@manchester.gov.uk)  
**0161 683 5282**

## Drop in Advice Sessions and Surgeries

Attended by the ward's three Councillors on a rota basis.  
**Every Monday at 6.00 pm**  
**(Excluding Bank Holidays).**

**Ida Kinsey Centre**  
**17 Guide Post Road, Ardwick.**  
**MANCHESTER. M13 9HP**  
**Town Hall contact number:**  
**0161 234 3235**



# What's happening with the Regeneration?

## Work starts on a brand new Multi Use Games Area

Work has begun in Gartside Gardens to build the new (Multi Use Games Area) MUGA. The area will be fenced off whilst the works are ongoing with some footpaths closures.

The infrastructure team have also started work on the old school site that they are currently occupying. They are currently carrying out earthworks and remediation of the area which will be ongoing until October 2014.

## Here is an overview of what is happening this month:

### Refurbishment works

Phase 3 will include:

**Ardeen Walk (houses only)**  
**Bramwell Drive**  
**Lockton Close**  
**Merrow Walk.**

### Drainage

The drainage installation on Watkins Close/Upper Brook Street will commence at the beginning of July. Clearly marked signs will be in place for any diversions that will be in place.

### Parking

The remodeling of the parking area on Bankmill Close will start at the beginning of July. There will be restricted access to the parking spaces.



### Roadworks

Roadworks will start on Hartfield Close and this will be ongoing for a period of approximately 14 weeks.

### Alley gating

Manchester City Council is working with S4B to deliver alley gating schemes over the next 2-3 years to complement other works in the neighbourhood.

Residents were contacted earlier this year to ask their views about the proposed alley gating schemes across the neighbourhood.

This was the first step toward the Council's application for gating orders and some useful

feedback has been received.

The main purpose of securing alleys with gates is to prevent crime and anti-social behaviour. This would help make the whole neighbourhood safer which is one of the key aims of the regeneration programme.

The Council will contact you again at least 3 to 6 months before any gates are to be installed to consult with you and give you a chance to raise any objections to the scheme.

If you have any questions about the proposed alley gating schemes please contact Gary Ellis, Works Manager, on 0161 234 3964.

# Beautiful new bathrooms and kitchens

As one of the S4B partners Mears are responsible for the refurbishment of 655 of the Brunswick properties. The refurbishment will involve installing new kitchens, bathrooms, front doors and external landscaping. Every resident can play an active part in the refurbishment as they can discuss their individual requirements and preferences with Mears.

A Show Home was opened in April where residents look at the different styles, materials and colours on offer. Residents can discuss what would work best for them and have plans drawn up to show them how their kitchen and/or bathroom can be redesigned to make the best use of the space. Residents are invited to the Show Home every Thursday afternoon between 2 and 4.30pm but please book by calling 0300 5550 128

Starting with the Lockton Court over 30



homes have already been refurbished and the upgrades have been well received.

Mr Blake, 83, who has lived Lockton Court for over 20 years said: "This is the first new kitchen and bathroom I've had since moving in – (it's) wonderful, I like it, they are much easier to keep clean. Before I got the new bathroom I didn't have a shower and I used to go to my daughters to use hers. Now I have a lovely new shower of my own."

Sadia from Litcham Close was one of the first residents to go through the refurbishment.

"I was really pleased with the work on the

kitchen, they were in and out in two weeks and completely redesigned it for me. It's much bigger, makes better use of the space and I now have storage which I didn't have before.

Mrs Furber, said: "My kitchen is wonderful and we are deciding what we would like for the bathroom.

Mears redesigned my kitchen to make better use of the space and I was fully involved in choosing the different materials and colours. I have more storage and plug sockets -before the refurbishment I only had a couple of sockets and had to use extension cords. My 6 month old kitten Milly loves the new flooring in the kitchen, she thinks it was done just for her!

They did a fantastic job and we are looking forward to our new bathroom, the refurbishment has made such a difference to our lives."

To find out more about the refurbishments and the different materials and colours drop into the Show Home and chat to one of the friendly Mears team.

## Book now to view the Refurbishment Show Home!

The Show Home on Bramwell drive will be available to view every Thursday afternoon. To view the show home, please call 0300 555 0128 to book an appointment.

## STEVE'S TOP TIPS Bleeding radiators

S4B Contract Manager, Steve Gale shares his top tips and advice for maintaining your home. This time, he tells us how to bleed radiators.

### What is bleeding radiators?

Bleeding radiators is when you let out any air that has become trapped inside.

### Why do you need to bleed a radiator?

Trapped air or gas prevents hot water from heating your radiator fully. It can make a real difference to how energy-efficient the heating in your home is.

**!! If you don't feel confident about what you're doing, stop and get advice from your S4B qualified heating engineer !!**

### • Step 1: Turn your heating on and get your radiators hot

You may need to turn up the temperature on your thermostat and individual radiator temperature controls to make sure they all come on and wait until they are fully heated.

### • Step 2: Find out which radiators need bleeding

Once your radiators are all hot, go and check each one individually to see if all parts of the radiator are warming up. Be careful - radiators can get very hot and you don't want to burn yourself.

### • Step 3: Bleed the radiators

Before you bleed any radiators make sure your central heating is switched off. Bleeding radiators usually requires a radiator key, but with more modern radiators you can use a flat-blade screwdriver. You can buy a radiator key from any hardware or DIY store for a few pounds.

At the top of the radiator at one end there will be a valve. You can attach the radiator key to the square bit in the centre or put the end of the screwdriver into the groove.

Hold the key or screwdriver with a cloth then slowly turn the radiator key or screwdriver anti-clockwise – if air is escaping you'll hear a hissing sound.

Once there is no more air, liquid will come out and the valve will need to be closed quickly.

### • Step 4: Check the pressure

Check the pressure by having a look at the gauge on your boiler. If the pressure is too low, you'll need to 'top up'. You can do this using the lever or tap on your boiler.

Afterwards, you may want to run another 'hot test' to check that your efforts have been successful. Simply turn your heating on, wait for all the radiators to heat up and check for any cool spots.

**That's it! Now you know just how simple bleeding radiators can be!**



## MEET THE REFURBISHMENT TEAM

**Our Customer Care Officers are here to help support you through the refurbishment of your home.**

Michael Harrison, Sharon McEwan and Julie Harrison (pictured above) liaise with residents before the refurbishment starts on a property and are on hand to offer advice throughout the refurbishment of a property - from the first survey to completion.

If you have a refurbishment question please contact your Customer Care Officer 0161 914 5980

- For High Rise (Multi Storey) homes  
**Julie Harrison**
- For Houses and Maisonettes (low Rise) homes  
**Sharon McEwan**





## Get in touch and Win!

Don't miss out on what's happening in Brunswick! Please make sure your contact details are up to date and if you haven't provided us with your details yet, please text or email us with your name, address and email.

We want to make sure we have the right phone number and details in case we need to contact you urgently.

**Tel 0300 555 0128**

Online [www.S4Bmanchester.co.uk](http://www.S4Bmanchester.co.uk)  
Email [info@S4Bmanchester.co.uk](mailto:info@S4Bmanchester.co.uk)

Write / visit S4B Housing Office, Bramwell Drive, Manchester. M13 9SU  
(open 9am – 5pm Monday to Friday)

**TEXT 07947488088**

## Win!

**Any resident who provides S4B with their up to date contact details before 1st October will be entered into a draw to win £50 of High Street shopping vouchers!**

## Large items collection service

Manchester City Council offer a large item collection service.

You can have one FREE collection, of up to 3 items, every year.

After your first free collection it will cost £27.00 for 3 items and £54.00 for between 4 and 6 items.

To arrange your collection, please call **0161 954 9000**

## Wesley Community Furniture project

If you have household furniture which can be reused, Wesley Community Furniture project will collect it for free and ensure it is reused. If you would like to donate any items to the Wesley, please call 0161 226 9051

# BENEFITS

## Welfare & Benefits

It's been over a year now since the introduction of the Government's 'bedroom tax' which has affected many of our tenants who claim Housing Benefit.

The average working age household with one spare bedroom has had to find around £11 each week to cover the shortfall in their rent since 1st April 2013.

### The Bedroom Tax – Who is affected?

Working age (60 years or under) households in receipt of Housing Benefit with 'spare' bedrooms – this includes people with a disability.

The following groups are entitled to a bedroom under the new rules:

- An adult couple (even if you need to sleep in separate rooms)
- Any other adult 16 years or over
- Two children of same sex aged 15 years or under
- Two children regardless of sex aged 9 years or under
- Any other children aged 15 years or under
- A non – resident carer who provides overnight care

### Who doesn't get a bedroom?

Anyone not covered in the groups above, will not qualify for a bedroom under the new Housing Benefit rules.

This includes any foster children, and also any children you have access to, but are not the main carer for.

If you are aged 61 or older then you will not be affected by this change, even if you have spare bedrooms.

**Remember... If you have one 'spare' bedroom you will have a 14% reduction in your Housing Benefit, or 25% if you have two or more 'spare' bedrooms.**

If you have been affected by the changes, then you need to make sure that you pay the shortfall so that you do not fall into arrears.

## Need help?

**If you are struggling to make up the shortfall and would like some advice, contact S4B and ask to speak to Yvette, our Financial Inclusion Officer on 0300 555 0128**

## How to pay your rent

Please call 0300 555 0128 if you require assistance. You can pay online using a debit or credit card at [www.S4Bmanchester.co.uk](http://www.S4Bmanchester.co.uk) anytime.

You can pay by cash at any Paypoint outlet using your payment card or by debit or credit card. Please note: S4B will not accept cash payments at the local office.

**Call 0300 555 0128 to set up a direct debit**

## Request a rent statement

Rent statements are sent out quarterly. However, if you would like to know your rent balance, you can securely request a rent statement. Please call us 0300 555 0128 or email [info@S4Bmanchester.co.uk](mailto:info@S4Bmanchester.co.uk) to request a rent statement

## Join our big lunch



**12 noon on FRIDAY 25TH JULY**

**Brunswick Church,  
Brunswick Street.**

**Please bring a dish to the BIG LUNCH**

**Attending will be:**

**Local Police**

**Local Fire Service**

**S4B help with Money Matters**

**Surestart information point.**

**Sports and Games.**

**The fun starts @ 12 noon**



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enabling young people to make a positive difference in their communities

M13 is a local, voluntary sector youth project (and a registered charity) and they are working with young people in Brunswick.

**This summer, from Weds 23th July - Fri 29th August, M13 is providing:**

**Free games and sports activities for all children aged 6-12 years old, living in the Brunswick neighbourhood.**

**Please contact Gabriel on 07921 214020 or check out the M13 website for more information.**  
**[www.m13youthproject.org.uk](http://www.m13youthproject.org.uk)**



## S4B register to be part of the Considerate Constructors Scheme

The Considerate Constructors Scheme (CCS) is a national initiative set up by the construction industry to help improve its image.

We have registered S4B with the Considerate Constructors Scheme and the first site visit and audit will take place this month.

The CCS audit will review our commitment in the following areas:

- Care about Appearance
- Respect the Community
- Protect the Environment
- Secure everyone's Safety
- Value their Workforce

After the visit, we will be sent a report taking into consideration our performance and will offer guidance on how we can further improve. This means that S4B can continue to aim for standards beyond statutory requirements.

The activities will be held in the MUGA (Multi-Use Games Area) at Medlock Primary School, Wadeson Road. Mondays & Fridays 1pm - 2.30pm.



# THE IMPROVEMENT WORKS

All residents will benefit from some external boundary improvements, however only S4B tenants will receive internal improvements to their homes

We are replacing and/or providing the following new components to your home depending on what type of property it is:

Component	Low-rise (Houses)	Maisonettes	High Rise Apartments
Internal			
Kitchen including new units, flooring, tiling, redecorating	✓	✓	✓
Bathrooms including new bath with showerhead, units, flooring, tiling, redecorating	✓	✓	✓
Extract Fans	✓	✓	✓
Loft & Cavity Wall Insulation	✓	✓	
Burglar Alarms	✓	✓	
Central Heating - Combination Boiler	✓	✓	
Communal Heating			✓
Communal Areas Redecoration		✓	✓
Smoke, Fire Alarm & Emergency Lighting	✓	✓	✓
Asbestos Removal	✓	✓	✓
Lift Replacements			✓
Ensure all Properties have Double Glazing	✓	✓	✓
External			
Fascias, Soffits and Gutters	✓		
External Security Light	✓		
External Boundary Treatment Upgrades	✓	✓	✓
External Doors including 5 lever mortice lock, spyhole, door chain	✓		✓
Balcony Balustrading		✓	✓
Door Entry & Security Systems - High Rise (audio visual door entry for each apartment, gated car swipe card entry system and web-based CCTV for entry area)		✓	✓
Insulated External Cladding			✓
Private Balcony Renewal & Enclosure			✓
Smoke Alarms	✓	✓	✓

Sometimes the condition of your property will mean further works are needed so following a home survey your Customer Care Officer will let you know the exact works that will be carried out in your home. All tenants will have at least 4 design choices for each element within the kitchen and bathroom such as tiles, kitchen surfaces, handles and wall colour.

## PROGRAMME OF WHAT TO EXPECT

### Refurbishment Open Day

- We've organised the refurbishment works in different phases across the neighbourhood. You will be invited to a bespoke consultation event for homes being refurbished in the same phase as you. This will be a chance to get more detail on what is being done and see what design choices will can have. You will also be able to ask us any questions.

### Individual Home Appointment

- Approximately 12 weeks before works start on the phase your Customer Care Officer will contact you to arrange an individual home visit to:
  - Explain the works in more detail
  - Discuss and record your design choices
  - Undertake a home survey to understand the condition of the property
  - Provide advice on preparing for the works
  - Identify your support needs.

### Confirmation of your Improvement Works Start Date

- 28 days before the works start in your home we will write to you

informing you of the start date. We will then remind you 7 days beforehand and visit 48 hours before works start.

### First Day of the Improvement Works

- On the first day of the improvement works, your Customer Care Officer will introduce you to the Operatives that will be working in your home. All Operatives that visit your home will be required to record their visit in an 'in-property register'.

### Progress Visits

- Your Customer Care Officer will visit you every day to update you and discuss any comments or queries you may have.

### Handover

- Once the works are completed an

S4B representative will inspect your home and certify that all works have been correctly completed.

### Satisfaction Surveys

- At the Handover we will also ask you to complete a Satisfaction Survey to find out what you feel went well and what could have been better. This survey is very important in helping us improve our services.

### Further Feedback

- We encourage our residents to give us as much feedback as possible so once you've had a chance to get used to your improvements you'll have more opportunities to tell us about what you like and things that might be concerning you.

## Timescales for the improvement works

The amount of time the works will take will depend on what type of home you have (eg house, maisonette, high rise apartment) and what work has to be done.

Typically all internal work to a home will be completed within 26 days including for homes being reversed.

External works will be undertaken for a block of terraced houses or a block of apartments as a whole. This will be at the same time as internal

works are being completed within the block / terrace. The time taken to complete external works will vary depending on the type of home you have but the following timescales can be used as a guide:

Type of property	External works timescale
Terrace of low rise houses	9 – 13 weeks
Block of Maisonettes	15 – 19 weeks
Block of High-Rise Apartments	1 year

Your Customer Care Officer will inform you how long it should take for your home when they do the first home visit outlined above.

Please note that Operatives will only be working inside your home during the working week Monday to Friday 8am to 5pm

Home owners can buy into internal improvements by calling 0161 914 5980



Example of Front Boundary upgrades

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۔



# Gartside Gardens **FUN DAY.**

**Gartside Gardens, Ardwick**  
**Saturday, 9th August**  
**12-4pm**

**FUN  
FOR ALL  
THE  
FAMILY**

**multi  
sports**

**Falconry**

**Live  
Music**

**Face  
Painting**

**31ft  
Giant  
slide**

**Rodeo  
Bull**