



Mr John Olsen Vice Chairman of the Board and  
Ms Anne Mette Svendsen Customer Consultant - KAB Denmark

## Danish visitors tour Brunswick to see transformation in action

More than 40 representatives from a Danish housing association have visited Manchester to get the inside track on the transformation of Brunswick.

KAB, based in Denmark's capital Copenhagen, were given a tour of the area by S4B, which is leading the areas 25-year regeneration programme.

KAB's board members and senior staff travel abroad every two years, seeking inspiration and knowledge to help them tackle housing issues.

After taking in other parts of the UK, S4B was chosen to represent the North of England because of the work it is delivering for Manchester City Council on the PFI project to

transform Brunswick.

The Danish guests met tenants and S4B staff, saw extensive improvement work being carried out at the Lockton Court high-rise, and visited the Linden Homes show-home which was open to the public last week.

Kjeld Poulsen, chair of the KAB board, said: "We are keen to learn more about the experiences of S4B and see the results for ourselves. We have been very fortunate to create contacts at Brunswick."

Ross Hemmings, Community Regeneration Manager at S4B said:

"The Danish visitors were really interested in the mix of social housing, homes for sale and large

## We're now on Facebook!



S4B have taken the leap to become one of millions of other users who are linking up with their customers on Facebook.

Did you know on our Facebook page you can:

- ✓ Find out the latest news in and around Brunswick
- ✓ See details of local events
- ✓ Inform us (privately) of any issues in the neighbourhood
- ✓ Share information with your friends and family and invite them to like our page
- ✓ Get involved with how S4B runs things

We'd love to hear from you on Facebook, especially on things such as how our services are doing, your suggestions of things we could put online, and what kind of activities and events you can get involved in.

Please take a look at our page. Log into Facebook and search S4B Manchester. Click like to receive notifications.

scale regeneration taking place in Brunswick. They really wanted to meet local people and understand what kind of community projects are taking place. The visitors enjoyed their time in Brunswick, so much so they are already planning a return trip to see progress"

KAB is a public organisation, owned by a number of housing providers. It manages approximately 50,000 leases and aims to create "a vibrant resident democracy", good housing and improve wellbeing.

S4B are required to carry out a Tenant Satisfaction Survey on Neighbourhood and Housing Management each year. In January 2015 – a survey was sent all S4B residents asking for their opinion and to look at where improvements in service could be made. And we set up a Readers Panel consisting of residents to ensure we included questions that matter to local people in Brunswick.

# TENANT SATISFACTION

the results one year in

Here is a summary of some of the key results of the survey:

Of the 954 residents the survey was sent to, 280 (29.4%) responded.

Of the 280 respondents, 12 (4.3%) were leaseholders; 14% of the leaseholder population in Brunswick.

We agreed with Manchester City Council that we will measure overall S4B performance using two key questions:

Satisfaction for

'Services provided by S4B'



was 84.7% against a performance target of 70% – 14.7% above target.

Satisfaction for

'Opportunities available for resident involvement in Brunswick'



stands at 88.4% against a performance target of 45% – 43.4% above target.

A prize draw was advertised to give all respondents the opportunity to win either a top prize of £100 worth of vouchers, or two opportunities to win a runner-up prize of £50 worth of vouchers.

The winners were randomly selected and they are:

- 1st J Shaheen | Tower Square
- 2nd A Rafter | Artillery Court
- 3rd K Murphy | Brunswick Street

Your opinions are really important to us and we will use results and feedback to inform our service delivery and make improvements.

If you would like to know more details about the results of the survey, please get in touch with us 0300 555 0128.

## HOMES AND NEIGHBOURHOODS

**74.9%** of residents who responded told us they were satisfied with their 'neighbourhood as a place to live'

**61.7%** are satisfied with the 'overall quality of their home'

## CONTACT CENTRE AND STAFF SERVICE

**73%** of respondents are satisfied with 'call handling' at the S4B office

**76%** of respondents are satisfied with the 'service from staff when visiting or being visited'

## RENTS AND FINANCE

**63.4%** of respondents are satisfied that their 'rent provides value for money' with 7.2% being dissatisfied

# New homes for sale



Linden Homes is delighted to announce the next phases of new homes to be released for sale to residents in the coming months.

The properties include a mixture of high quality two and three bedroom homes and prices will range from £150,000.

To read more about each house style and to ensure you are among the first to receive notification of the releases, please register your details at [www.lindenhomes.co.uk/newbrunswick](http://www.lindenhomes.co.uk/newbrunswick) or tel: 0843 634 2731.

The showhome will be open seven days a week 10am – 5pm from 1st July.

The new homes are on sale exclusively to local residents, before being offered to the general public. If you are interested in purchasing a property, please get in touch.



# European Neighbours Day



S4B held a 'Meet Your Neighbours' event for all those who have bought a new home in New Brunswick, or are moving to a new council home.

Part of European Neighbours' Day on May 29th this year, new neighbours came together in New Brunswick to celebrate over coffee and cake.

All residents who have recently reserved a new or council owned home at Brunswick were invited to come along to meet their new neighbours and the wider S4B team.

Now in its 15th year, European Neighbours' Day, launched in Paris in 2000, continues to rise in popularity and is celebrated around the world by millions of people.

The event took place in the New Brunswick show home and marketing suite located on Plymouth View, off Upper Brook St.

The showhome will be open 7 days a week 10am – 5pm from 1st July.

# Easter Football

The school holidays can sometimes be quite a challenge for people with young children, keeping them occupied and free from boredom, not to mention the expense of it all.

So this year, at the request of parents, S4B jumped at the chance to provide something fun and boredom beating for the kids.

And what better than a week of football, all under the watchful eye of S4B's very own Football Association (FA) and referee trained community warden, Anton McLoughlin.

Each day the players were split into two categories, age 4-8 in the morning and 9 years and over in the afternoon.

The event ran all week and following pre-match training the games began.

Anton chose a 'star player of

the day' from each group, where he identified the players who had learned the most and showed the best skills.

Anton said: "The event was a real success. The parents got involved as well as the kids, and it was a great way to get kids out in the fresh air and get some exercise."

"There was a good mix of girls and boys and as word got round numbers built."

"From feedback we've had everyone really enjoyed it and are keen for us to do this again,



Anton McLoughlin with one of the star players

For more pics of the day see our new Facebook page [facebook.com/s4bmanchester](https://facebook.com/s4bmanchester)

so we are going to be organising more sessions for the summer holidays."

So keep checking out our new Facebook page for details of the next events, where you will even be able to book your sessions.

For more information please call 0300 5550128.

More pics on our Facebook page

"It was lovely to see so many smiling faces and we are looking forward to doing it all over again next year"

"It was a huge success and a really positive event"

There was music and lots of activities such as face painting provided by friends of Gartside Gardens and henna art, a bouncy castle, cage football, badge making, bingo, a performance from the Medlock Primary School Choir and a car boot sale.

For more pictures of the day Log into Facebook and search S4B Manchester. Click like to receive notifications.

of Martin from the Chorlton and Medlock Allotment Society, based at the S4B housing office.

It was a great way for neighbours to engage with each other through food.

Choel Cartwright, Chair of the Tenants and Residents Association said: "We would like to thank the wonderful community and TARA volunteers who came together to make this possible. Brunswick Church and staff were a great help and provided an excellent venue.

## Brunswick first annual food festival

On Saturday 13th June, organised by the Tenants and Residents Association (TARA), the first annual Brunswick Food Festival was born.

Residents came along bringing a dish or two to share, and there were flavours from all around the world. Dishes included salad from the Ukraine, herb infused dumplings from Africa, home baked cakes, Spanish tapas, Italian pizza & pastas, and Indian curries with flatbreads.

And not forgetting the home grown onions and salad courtesy



## The Shrine of Everyday Things

Throughout June and July, local young actors from Contact Theatre (Oxford Road) will be in Brunswick to develop a show which can be seen at Allerton Walk and Glenbarry Close.

The Shrine of Everyday Things will be an immersive, will take you on an interactive journey of who people are and how people live in Brunswick. The artistic team from Sao Paulo and Manchester, are responsible for one of Contact's most unforgettable site-specific experiences, Memoria da Chuva, 1830s Warehouse and MOSI.

The Shrine of Everyday Things will peel back the wallpaper, pull



The Contact Theatre actors

the rug from under your feet and put the kettle on. Think Coronation Street meets David Lynch.

The shows will take place 22nd - 25th July. Please keep checking our facebook page for when details of tickets become available.

## Are we getting it right?

**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 as an opportunity to put things right allowing us to make service improvements to ensure we don't make the same mistake again.

### Compliments, complaints and comments

#### 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.

This could be about the way a person was treated, or the standard of service they have received.

Get in touch tel: 0300 555 0128 or email [info@s4bmanchester.co.uk](mailto:info@s4bmanchester.co.uk)

## Work Choice

Do you have a health condition but want to get back into work?

S4B is working in partnership with Shaw Trust to help residents who have health conditions but want to return to work.



The initiative, Work Choice, funded by DWP and Contour Homes, offers personalised support to help people back to work.

In May the first group of people were referred into the Work Choice voluntary programme, to receive intensive support to be matched to job opportunities, alongside other support.

If you think this programme is for you, please contact Yvette Brown on 0300 555 0128



## Job opportunity with the S4B team:

### Apprentice Caretaker (S4B)

#### Level 2 Apprenticeship

35 Hours per week for initial 1 year contract (with scope for extension)

- Based in Brunswick, Manchester No experience needed just enthusiasm and good team working skills.

Apply by CV to the S4B Housing office or email [info@s4bmanchester.co.uk](mailto:info@s4bmanchester.co.uk)

## Free skills sessions for residents



As part of the Brunswick development, S4B has teamed up with a local provider to offer Brunswick residents training opportunities.

The courses will give people the opportunity to learn new skills, gain recognised qualifications and increase their chances of securing a job.

The training will take place at the heart of the Brunswick

community, using local facilities to train local people.

S4B will be running three courses available for specific groups and people must be unemployed to qualify for a place on the course.

- Young people aged 16 to 18 years
- Anyone aged 19 years or over
- Women aged 16 years or over

### Here are three courses on offer:

#### Basic construction

This course will help learners obtain a BTEC Level 1 in Basic Construction Skills which will cover plumbing, joinery and brickwork or tiling.

#### Trade taster

Want to learn some basic plumbing, tiling or joinery skills?

Then the trade taster course could be just for you. The courses consist of four two-hour sessions or one full day.

#### 'Men in Sheds'

'Men in Sheds' aims to bring together men around retirement age who would like to work together on a range of useful practical activities. The course will cover:

- ✓ Essential health and safety
- ✓ Basic tool skills
- ✓ Basic woodworking joints and techniques

#### All courses are FREE.

Spaces are limited so please get in touch early to increase your chances of securing a place.

Courses run until November 2015, to find out more and book your place contact 0300 555 0128

## 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 Manchester City Council to get dis-used refuse and recycling bins removed from the streets
- ✓ We work with Manchester City Council to get contaminated recycling bins emptied

- ✓ We work with Manchester City Council cleansing services to ensure streets are swept regularly
- ✓ We carry out walkabouts and inspections to identify 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)



## Winning the battle on Fly-Tipping

The incidents of fly tipping is consistently lower, with a 57% reduction in the last 6 months.

Apr -14.....	79
May -14.....	92
Jun -14.....	144
Jul -14.....	101
Aug -14.....	38
Sep -14.....	89

**6 month total ..... 543**

**Average..... 91**

Oct -14..... 39

Nov -14..... 43

Dec -14..... 49

Jan -15..... 30

Feb -15..... 34

Mar -15..... 38

**6 month total ..... 233**

**Average..... 39**

Fly-tipping has seen a massive reduction thanks to the efforts of residents and the Tenants and Residents Association. Since S4B launched a campaign in September there has been a vast decrease in the amount of fly-tipping in the neighbourhood.

We would like to thank residents for their support in helping S4B to tackle this problem

The situation has also been helped due to the intensive work undertaken by the community wardens to take action against offenders and promote this issue within the community.

S4B Neighbourhood Management Team now has compliance powers devolved by Manchester City Council which mean we have the ability to issue fixed penalty fines for littering and dog fouling

## Join Neighbourhood Watch in Brunswick

Brunswick Neighbourhood Watch Association is now up and running, so why not join us.

Neighbourhood/Home Watch schemes are a voluntary, independent, community-based network of residents and the fact that these schemes are independent is a vital aspect of their success.

The Neighbourhood Watch will work very closely with Greater Manchester Police and we have the full support of the local police.

The main aims of a

Neighbourhood Watch Scheme is to:

- Reduce crime, anti-social behaviour and fear of crime
- Provide reassurance to local communities
- Improve residents' quality of life

If you would like to get involved please contact 0300 555 0128 or email [info@s4bmanchester.co.uk](mailto:info@s4bmanchester.co.uk) and we'll put you in touch with the local co-ordinator.

Visit <http://www.ourwatch.org.uk/> for more information.



## S4B Tool Hire Scheme

If you are interested in joining the S4B Tool Hire Scheme then please contact 0300 555 0128 and ask for a Community Warden.

This scheme runs April-November 2015.

We offer a free Tool Hire service across the area and also garden tools such as lawn mower, rakes, shears and spades.

The tools are delivered and picked up from your home free of charge (a refundable deposit of £5 is required)

For full terms and conditions, please visit the website or contact the S4B office 0300 555 0128.

**ALL RESIDENTS ARE REQUIRED TO KEEP THEIR GARDENS TIDY.**

# Cleaner and greener

On Saturday 2nd May there were lots of things going on in Brunswick with a series of activities and something for all.

COMAS (Chorlton on Medlock Allotment Society) held an Open Event in the growing space in front of the office which included a visit from the Lord Mayor.

The Lord Mayor opened the new greenhouse and presented COMAS with a cheque for £3,264.00 provided by funds from her charity.

In the morning there were skips available for tenants to have a spring clean and get rid of their unwanted items and rubbish.

A car boot and table top sale took place at Brunswick Parish Church which raised £95.

Even though it was raining, staff from S4B got together with residents at 1.00pm for a community clean-up around the estate.

And a community planting session took place at 2.00pm where residents could plant a shrub or tree for their gardens.



More pics on our Facebook page



## M13 Youth group designs hoarding project

M13 Youth Project, a local group, worked with Spearfish Arts company to produce a mural for S4B.

The design is bold and positive and based on four words and illustrates the aims and aspirations of the group – love, think, create, enjoy!

The mural is situated at Staverton close, and was developed using the site compound perimeter boards as the canvas.

Helen Gatenby, M13 Youth Group coordinator, said "The girls loved the project and it's been great to work in partnership with S4B to have local young people's creativity recognised and celebrated through the mural.

"It's gained a lot of positive attention and feedback, which is great for the girls and the community."

Ross Hemmings S4B, Georgina Bull and Helen Gatenby, M13 Youth Group

Free Wi-Fi is now available in the S4B housing office and in our sheltered accommodation building Elizabeth Yarwood Court. This is available to all our visitors thanks to a deal between Manchester City Council and Transport for Greater Manchester.

The move comes as an increasing number of people are using mobile devices to access the internet. Wi-Fi will allow you to access services, search for local businesses, social networks and destinations.



So, when you next visit, here's what you need to do to get started.

- ✓ On your iPhone, iPad or iPod, click the Settings icon. On Android click Wi-Fi Settings
- ✓ Click the WiFi Icon
- ✓ After a few seconds, your phone will find the WiFi network "\_BusybeeMcr". Click on it
- ✓ The "busybee" Screen should pop up on your phone a few seconds later
- ✓ Fill in your details, tick the box and Click Let's Go!
- ✓ The box should disappear and you're ready!



busybee

After an initial registration users will automatically be connected where

available.

And don't worry if you don't have a mobile device but want to take advantage of this fantastic opportunity, we have three laptops available to use for free in the S4B housing office using Wi-Fi to access the internet.

Please call us on 0300 555 0128 to book an appointment or ask at reception.

Donna Shaw, S4B Sheltered Scheme Manager at Elizabeth Yarwood Court said: "This has also been a wonderful opportunity for tenants some of whom did not have any access at all to the internet before.

"One tenant in particular, a historian for Ardwick and other local areas in Manchester, has benefitted the most from the free WiFi in the communal lounge as it has given him access to the internet enabling him to do more research and he loves nothing more than chatting to others about his work.

"Free Wifi has also opened up many opportunities for the other tenants at the scheme, who are now happy to use the WiFi in the communal lounge during the evenings, where before the lounge was very under used, and is now a great meeting place."

## Galliford Try welcomes new Regeneration Manager to Brunswick

Galliford Try has strengthened its North West team with the appointment of Craig Nemeth as regeneration manager. You may have already seen Craig on site as he is working with S4B to oversee the transformation of the entire Brunswick area.

Craig is responsible for all of the infrastructure works taking place on site as well as the development of the commercial buildings, extra care centre and the 500

new homes which, as you will have noticed, are currently under construction by Galliford Try's residential division, Linden Homes.

He has over 20 years' experience in the housing and construction industry and his experience is invaluable to the renovation and improvements of the area.

Craig said of his new role: "Galliford Try has an excellent reputation in the construction sector. This was a great opportunity for me to work with forward thinking company.

"I am delighted to take on the regeneration manager role.

"The Brunswick regeneration programme will leave an important legacy on the area for years to come, so I am very proud to have joined the team."

Craig Nemeth - Regeneration Manager, Galliford Try



## Replacement Door Entry Key Fob or Extra Key Fob

If you lose or require an extra key fob for the controlled entry door to your block, you will be required to pay £10. This has to be paid prior to us providing a replacement or extra one. A receipt will be given for your payment.

This can be done at the S4B Housing Office during opening times- Monday to Friday 9am to 5pm

Payment can be made in cash to the S4B housing office.

If you are unable to provide cash this can be charged to your rent account to be recharged in the following month.

## Paving Pathways

### Medlock Primary School Flagging Project

S4B and project partners Mears, paved the pathways for Medlock Primary School in March. The team put up a new greenhouse and laid flagstones to create pathways around the raised beds and underneath the greenhouse.

Students from the school were selected to participate in the community project.

The children enjoyed working on the site and they were especially excited to wear the hard hats and hi- vis jackets while planting the plants provided by S4B.

Zoe Hopkins, from Medlock School said: "The team that carried the work out were great. Always polite and tidy. I was given an update with what was going on that



Pupils of Medlock Primary School help out

day and if there were any problems."

"It will make so much difference having the greenhouse up, it would have taken me forever to put up, and as well as having the paving done around the raised beds. We will now be able to work round the beds when the ground is damp."

"Thank you so much for all your hard work."

## The Regeneration of Brunswick continues...

There is a lot of work going on across a number of sites in Brunswick. At times these areas can get busy and noisy. S4B are however committed to minimising disruption for residents during the construction and refurbishment works.

Our hours of work are 8 till 6pm Monday to Friday. We don't work weekends unless agreed with Manchester City Council. If this was ever to happen we would consult with you first. Before we start work in any area we will always make contact with you.

S4B also have a site wide Traffic Management Plan in place – this plan makes sure that any vehicles attending sites across the neighbourhood use designated routes and follow the rules we have in place. These rules include avoiding Wadeson Road during school drop off times, using where possible the S4B Site Compound or other designated S4B sites for car parking as well as following the highways rules and safety requirements for deliveries on site.

Before starting work on site all staff are required to have an induction and must sign up to method statements which explain these rules. Both the construction and refurbishment teams also carry out regular 'tool-box' talks and health and safety is always a top priority which is continually monitored by Site Managers.

### JUNE 2015

- Demolition of the Health Centre starts the next phase of the regeneration programme.

### JULY 2015

- First phase of infrastructure works completed.
- Completion of roads to Hartfield Close and Statham Walk, Glenbarry Close play area as well as parking works to Tower Square.
- Demolition of the old Medlock Health Centre will be underway.
- Refurbishment to the final high rise will begin with scaffolding and preparation for refurbishment works at Artillery Court.

### AUGUST 2015

- First tenants start move into new homes off Addison Close

- Lockton Court and Lamport Court completed

- Internal refurbishment work will be completed for the first residents in Artillery Court. External refurbishment works will be well underway.

- Refurbishment works will be completed to properties in Cherryton Walk.

### SEPTEMBER 2015

- Refurbishment works will be completed to properties in Ardeen Walk.

- Gartside Gardens will re-open

### OCTOBER 2015

- Some further tenants will move to new homes off Addison Close

- First tenants to move into properties located on/near Grosvenor Street.

- The last internal refurbishment works will be completed in Silkin Court.

## Community Noticeboard

Did you know that 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 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

## Thinking of fostering?

Manchester City Council need to recruit 50 new foster carers over the next few months.

If you've considered fostering then why not contact one of the current foster carers to have a chat about it.

Call 0800 988 8931

anytime between 10:00am-12:00pm.

### The history of Ardwick

From the next edition we will be featuring a brand new article "Ardwick - the early years", so if you have a story to tell please get in touch, we would love to hear from you - 0300 555 0128.

## UNIVERSITY OF MANCHESTER CAMPUS Development works update

The University of Manchester campus, site works have now started on one of their major capital projects: the Manchester Engineering Campus Development (MECD).

This is the largest capital project ever undertaken by the University, providing a state-of-the-art facility and a landmark gateway to the city - and the rest of the world.

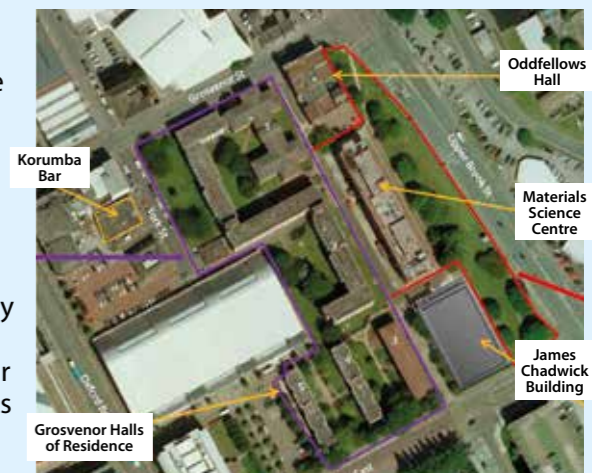
Once complete it will provide a new home for the University's four engineering schools: Chemical Engineering and Analytical Science, Electrical and Electronic Engineering, Materials and Mechanical, Aerospace and Civil Engineering and Foundation Studies. In addition: the Faculty Office,

a Central Teaching block and additional capacity for future expansion.

Set-up of the demolition contractor's compound has begun off Grosvenor Street, with the demolition works due to be carried out until around March 2016, generally working east to west in two separate phases. A contractor for the main building works is being appointed with works likely to start early in 2016.

Further updates will be provided as work progresses.

If you have any general queries or issues related to the site works,



please email: askMECD@manchester.ac.uk or call Paddy Hackett on 0161 306 4934

# South Manchester Credit Union is coming to Brunswick!



We now have our own credit union office at Brunswick Church every Tuesday from 10am – 12pm

You can join and make regular payments into your account

Credit unions are financial co-operatives owned and controlled by

their members. They offer savings and great value loans plus they are local, ethical and know what their members want.

For more information please visit <http://smcreditunion.co.uk/>

If you have any ideas or suggestions for content for future editions, please get in touch, we'd like to hear from you.  
**0300 555 0128**



**COMING SOON!**

## View your rent statement online

All you need is a current email address. To register for this service please email [info@S4Bmanchester.co.uk](mailto:info@S4Bmanchester.co.uk) or send a text to 07947 488 088.

For more information please give us a call  
**0300 555 0128**

Arabic **0300 555 0128** للحصول على هذه المعلومات بلغتك الرجاء الاتصال برقم الهاتف

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۔