



Ivor talks Site Safety

In January, Ivor Goodsite, the mascot for the Considerate Constructors Scheme, paid a visit to Brunswick to talk to pupils from Medlock Primary School about building site safety.

Head teacher Miss Herbert said: "Many of the children who attend Medlock live in the area, so this was a great opportunity for them to hear first-hand about the dangers of

playing around building sites.

"This is the second year Ivor has visited the school and everyone really enjoyed the informative but fun session."

The pupils visited the Polygon site which is due for completion later this year, where there will be 18 much-needed flats for rent, a new S4B neighbourhood office and shops also available for rent.

Metal floor and roof structures will have been installed by the end of March, along with ducting for utility services.

Groundworks to create car parking and landscaping to the side of the apartments will also be taking place.

To find out more please contact S4B on **0300 555 0128** or visit the website.

Inside this edition...

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P. 11 - Grow your own.

Welfare Reform changes - are you affected?

There are many changes to benefits taking place in 2017 and below we have listed a brief summary.

- There will no longer be automatic entitlement to Housing Benefit (or the housing element of Universal Credit) for under 21 year olds who are unemployed.

The benefit changes, which start in April 2017, also affects:

- Support provided through Child Tax Credits will be limited to 2 children. Any subsequent children born after April 2017 will not be eligible for further support.
- Customers who claim Employment Support Allowance 'work related' will no longer get the weekly £29.05 'top



up' payment, instead they will just get the basic ESA payment amount.

- 18-21 year olds claiming Universal Credit will receive intensive support to find work or training opportunities for the first 6 months of their claim. If they are not working after six months, they will be expected to apply to an apprenticeship, training or skills placement, to continue to receive the benefit.

If you are concerned about any of the changes, please get in touch to make an appointment with your S4B Financial Inclusion Officer, Yvette Brown, for advice and support.

Spring rent free week 3rd April.

For all S4B customers with a clear rent account balance.



One, Two, View! Your rent statement online

You can check your rent account balance online -

<http://s4bmanchester.co.uk/your-home-tenant-services/making-payments/>

All you need is a current email address.

Great work Yvette!

S4B's Financial Inclusion Officer Yvette Brown has generated almost £500,000 worth of extra income and debt relief for Brunswick residents in the last three years.

This is an amazing achievement, well done Yvette!

If you would like any help or support with your finances and bills, Yvette is here to help. Just call to make an appointment.

Tel: 0300 555 0128.



Rent Increase

All households in Brunswick should now have received written notification advising of the new 2017/18 rent amount.

If you have any questions or concerns about your rent, please contact S4B to make an appointment with a member of the team -

0300 555 0128.



If you received Concessionary Gardening last year, you won't automatically get it this year.

To apply, please contact S4B by 31st March 2017.

Artillery Court

is now complete. The last of the four high rise blocks refurbished as part of the Brunswick regeneration programme.

Most of the flats have been re-fitted with new kitchens, bathrooms, windows and balconies.

The block also benefits from new lifts and communal areas such as the laundry room with brand new machines.

A celebration lunch for residents was held at the Brunswick Well-being café based in the Church to mark the occasion.

For more information please get in touch:

0300 555 0128 or email **info@s4bmanchester.co.uk**



Top tips

Please help to take care of your property

- Use a shower curtain to stop water splashing on the floor
- Check the shower curtain is long enough. It needs to go inside the bath
- Regularly check bath seals and tiling. If the seals are broken or tiles loose, contact us
- Open windows to reduce condensation
- When bathing, make sure the water doesn't splash onto bare walls and the floor

For more information, please download a copy of our leaflet from the S4B website -

www.s4bmanchester.co.uk/your-home/looking-after-your-home/



Want to be a Tenant Inspector for S4B?

Here's what they do...

Tenant Inspectors investigate how to deliver good customer service. They do this by carrying out at least two reviews per year, on service areas identified as being in need of improvement.

They look at how services are delivered and gather customer feedback, using a range of methods, such as:

- customer surveys
- mystery shopping
- desktop research
- questionnaires
- staff interviews
- shadowing jobs
- void Inspections



How will it benefit me?

You'll have access to a range of free (optional) training, which can boost your CV and give you transferable job skills.

Training includes:

- presentation skills
- I.T. skills
- performance monitoring
- report writing
- data protection training
- project planning
- minute taking
- void inspections

To become an Inspector or to find out more please get in touch: **info@s4bmanchester.co.uk** or tel: **0300 555 0128**

Other Resident Community Groups:

Chorlton-on-Medlock Allotment Society (COMAS)

Chair: Martin Toal

E comas.group@outlook.com

T @COMallotmentsoc

Friends of Gartside Gardens (FOGGGS)

Chair: Craig Eastham

E Fogggs@outlook.com

T @FOGGGS

Brunswick Wellbeing Cafe

Chair: Craig Eastham

E brunswickwellbeing@outlook.com

f Brunswick Wellbeing Cafe

Brunswick Tenants and Residents Association (TARA)

Chair: Ray Nelson

E Brunswicktara@gmail.com





S4B

Our THIRD Year!



£45,000
grant funding
secured



92% of customers
who responded to the
survey, rated service as
excellent or **good**



Over **3000**
reception visits
logged during
2016



16 local
organisations
supported



475 people attended
**Gartside Gardens
Funday** in August in the
newly refurbished park



**Financial Inclusion
intervention** has
meant that over
£494,112
has been generated
in **income** for
S4B residents
since 2014



281 households
affected by demolition
now have a
rehousing solution



320
Children involved
in local projects



Phone Calls to
0300 555 0128
Customers waited
an average of
just **11 seconds**
to speak to a
member of
the team.



Employed **139**
local people by the
end of Dec 2016



7 trainees or
apprenticeships



820
emergency
repairs
completed



41 new
homes built



Homes
refurbished
489



590
gas services
completed



2
new playgrounds
installed for local
children

Winner of Regeneration Scheme of the year 2016



**S4B
1ST
PLACE**

Want to start making regular savings at an amount to suit your budget?

Why not join your **Credit Union**, the safer way to save and borrow money.

You can save set weekly or monthly amounts, or just a pound or two every now and then, whatever you can afford, whenever you can afford it.

South Manchester Credit Union visits Brunswick Parish Church, every Tuesday, between 10:00am and 12noon, and is available for everyone who lives or works in Brunswick.

It's easy to apply. You can do so in person or online - the choice is yours.

Visit www.smcreditunion.co.uk to join online or find out more.



Mo and Malaki - Credit Union Volunteers



Brunswick Workclub Plus

Brunswick Workclub Plus is the service available to all local residents looking to find work, training and apprenticeship opportunities.

Sessions are every Wednesday at Brunswick Church, between 9:30am and 12 noon.

Zoe Dwyer, 26, has now secured a permanent job with help from the Workclub and said: "Since being made redundant, I'd been in and out of temporary short-term employment and needed something more stable, so I went to Brunswick Workclub to see how they could help me.

"They helped me build my confidence, and set up mock interviews for me to practice and gain experience.

"I would recommend the workclub to anyone and can't thank them enough for how they helped me".

Read Zoe's full story and find out more on the S4B website or Facebook page.



Development... what's the latest...?



To keep you informed on the latest in development, we have introduced our new fortnightly e-bulletin, **In Brunswick**, delivered direct to your inbox.

Please make sure we have your current email address so we can keep you updated.

So far this year we have...



Grosvenor Street

New homes now built at Grosvenor Street and Penfield Close with refurbished Silkin Court in the background.



Polygon site

The steel framework has now been installed to form the base for building work at the Polygon site.



Ardeen Walk

New front gardens, fencing and gates now installed at Ardeen Walk.

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

Have you got your parking e-permit?

To apply for an e-permit online, or for more information, visit www.manchester.gov.uk/ardwickparking.

If you need help applying for your permit, please contact S4B on **0300 555 0128** or email info@s4bmanchester.co.uk



Home Improvements

If you are thinking of making any home improvements, you must tell us what you are planning and get written permission from S4B before you start any work.

As part of your tenancy agreement you have the right to make improvements and minor alterations to your home and most will be allowed. Introductory Tenants don't have this right until they become Secure Tenants.

S4B would only refuse permissions if the improvements would:

- Reduce the value of the property
- Make it difficult to let the property in the future
- Make the property less safe

You should also be aware that any damage to the property caused by the improvement will be your responsibility to repair, or if the improvement has to be removed to carry out a repair you will be responsible for reinstalling it.

You will require written permission for:

External taps; additional outdoor paving, tarmacking or decking; painting the exterior of your property or boundary; installing water meters; taking down internal walls; changing interior doors; installing sheds, garages, workshops, pigeon lofts, conservatories or house extensions; removing fixtures and fittings e.g. Kitchen cupboards; changes to electrical or gas fittings; laying laminate flooring; removing garden trees.

If you are unsure whether an improvement needs permission, **please contact us on 0300 555 0128 to discuss BEFORE you do the work.** If you carry out work without permission you may need to remove it at your own expense.

Information on how to prevent condensation and mould growth in the home, is now available on the S4B website.

Everyday things like cooking, washing, bathing and even breathing cause moisture, which is released into the air.

Three key ways to reduce condensation are:

- Produce less moisture
- Ventilate your home well
- Insulate and heat your home

Visit S4Bmanchester.co.uk/your-home for full details.



Chorlton on-Medlock Allotment Society (COMAS)

are ready to spring into action and will be announcing the dates for planting and training sessions, and other special events such as Vegetarian Week soon.

With the Meanwhile Allotment site based at the S4B housing office on Brunswick St, raised planting beds at Elizabeth Yarwood Court and 25 new plots on the allotment site on Hartfield Close, with the new orchard standing nearby on Redcroft Close, coming soon.

COMAS are on the lookout for volunteers. So, if you think you'd like to start growing your own fruit and veg please get in touch with the Chair of COMAS.

Martin Toal -
E: medlock@martinfoal.plus.com



Brunswick Church

Open Day, Monday 24th April, to launch their new community project, Positive Steps.

Everyone is welcome to come along, enjoy some food and find out more about the project, and what it has to offer residents. From toddler groups and craft classes, to computer skills and healthy cooking courses, there really will be something for everyone.

Details will be displayed at the Church, or pop in and see Mo to find out more.

Regular updates will also be posted on twitter and Facebook.





Fly-tipping is ILLEGAL.
Report it for the chance to WIN £75 - T: 0300 555 0128

**Spring clean-up
 dates coming
 soon...**



**Ask about our
 Tool Hire Scheme
 for a £5 refundable
 deposit...**



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, Bramwell Drive
 Brunswick M13 9SU.
 T: 0300 555 0128 E: Info@s4bmanchester.co.uk
 W: s4bmanchester.co.uk**

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