



Brunswick

NEIGHBOURHOOD NEWS

ISSUE 22 - Summer 2019



New family, new home at Brunswick!

More new homes built for rent have now been completed in Brunswick.

Mr and Mrs Omar now have a beautiful new addition to the family and recently moved from a one-bedroom flat into a two-bedroom home at Ardeen Walk.

Mr Omar said: "We loved our home at Lockton Court but it was going to be too small now we have started a family. We cannot thank S4B enough for their help and understanding and for making the move possible.

And we're so pleased we have chosen to stay living in Brunswick - it has

everything to offer and more. We love our new family home and know we will be so happy here for many many more years to come".

The remaining new houses for rent will be completed this summer, these new homes in the heart of the neighbourhood will all be family homes.

If you are currently overcrowded or your circumstances have changed please contact S4B on **0300 555 0128** so we can support you with reviewing your housing options.

Find out more about the New Extra Care Scheme for older residents is inside...



TENANT SATISFACTION SURVEY

We have received lots of feedback in the satisfaction survey about what residents would like to see in the newsletter. Some have been included in already and will help to shape future editions.

Satisfaction for Services provided by S4B.



88.98%

Target 83%

Satisfaction for Quality of home.



81.86%

Last Year 80.38%

Satisfaction for Opportunities available for resident involvement in Brunswick.



94.5%

Target 70%

Satisfaction for Call handling at S4B office.



80.64%

Last Year 76.82%

Tenants very or fairly satisfied with their 'Neighbourhood as a place to live'.



83.57%

Last Year 80.93%

Residents are satisfied that their rent provides value for money.



73.17%

Last Year 71.43%

S4B Satisfaction Survey winners 2019

1. Mr M Statham, of Merrow Walk.
2. Ms A Rafter, of Artillery Court
3. Mr M Foster, of Cunard Close

We are delighted that residents have again provided increasingly positive feedback regarding the services provided by S4B



**WHERE YOU
LIVE**

Help keep Brunswick tidy

Bin collection day in Brunswick is every Friday.

Take your wheelie bin out for collection when it's due and bring it in again afterwards to avoid being a hazard and to prevent it from being taken.

It costs £25 to replace your bin if it is taken so please store it safely.



Say NO to fly-tipping

Don't overfill your wheelie bins or leave loose rubbish around them.

If you have a communal bin chute:

Make sure everything goes down the bin chute and don't leave any items on the floor.

S4B caretakers work to keep all the communal spaces clean and tidy so please show you care by placing all items in bin chute or recycling.

Don't place hot items in the bin chute, e.g. smoking materials, hot embers or hot oil - Wait until it has cooled.

#loveyourcaretaker #proudoofbrunswick

Recycle, recycle, recycle what you can...!

Details of what can and cannot be recycled can be found on the website www.s4bmanchester.co.uk or please get in touch for a copy of our leaflet.

Universal Credit Scam Awareness

citizens
advice

Scammers have been offering people 'interest-free loans' or 'government grants' in return for proof of identity, bank account details and a fixed fee.

These details are used to set up a Universal Credit claim in your name, verify your identity with the DWP and apply for an advance payment of Universal Credit in your name. The scammers take their 'fee' from this advance payment.

They don't tell you this is a benefit claim and that it stops any existing benefits and tax credits claims that you may have. You also can't go back to these legacy benefits once you have claimed Universal Credit and you may receive less money per month than you did before.

You may have to pay back all of the loan from your benefits, including the 'fee' the scammer takes from you.

If someone tries to scam you, call the police. If it's an emergency dial **999**.

If you have been scammed, contact **Action Fraud** on **0300 123 2040** to report it and seek advice from your local Citizens Advice.

If you need help to claim Universal Credit, contact the free Citizens Advice **Help to Claim** service on **0800 144 8444**.



Be scam aware

- Be suspicious - if it sounds too good to be true - it probably is.
- Never give personal or financial information to somebody you do not know.
- Remember, Citizens Advice and the DWP will NEVER cold call you to make benefit claims.



**LOCAL ENERGY ADVICE
PARTNERSHIP**

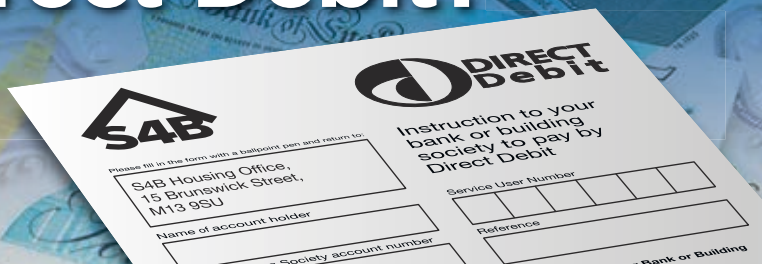
The money saving service for Greater Manchester.

LEAP is a free service that is helping people keep warm and reduce their energy bills without costing them any money.

It is open to all types of householders - homeowners, private renters and social housing tenants.

Find out more on their website - <https://applyforleap.org.uk/>

Do you pay your rent by Direct Debit?



If not, set up a Direct Debit today!

For a Direct Debit form, pop into the S4B housing office
or give us a call T: 0300 555 0128

With the holiday season fast approaching don't forget to pay your rent!

Your rent must be your number one priority. If you would like help with budgeting to make sure you have some spare cash to have a great time this summer, please get in touch. Our financial inclusion officer, Yvette Brown, is on hand with lots of handy hints and tips to get you there.

T: **0300 555 0128** or E: info@s4bmanchester.co.uk to make an appointment.



Out with the old...

The former shops on Brunswick Street have now been demolished making way for more new development, breathing new life into the Brunswick area.

The foundations have been laid and work is now well underway to build the new 60-bedroom extra care scheme for the over 55's.

Work is due for completion in 2020 - we'll keep you posted on progress.

Interested, or know someone who may be interested, in renting a property at the new development?

We need a name for our shiny new building...

This is where you come in!
Please give us your ideas for a new name.

Send your suggestions via email to **info@s4bmanchester.co.uk**

or drop them into
**S4B housing office -
15 Brunswick Street M13 9SU.**



**...In with
the New!**



Time for a facelift!

For 45 years, Brunswick Church has been a focus of local community life, providing a versatile space for all sorts of local activities - everything from English language lessons, a community café, toddler group, an over-50s group, women's group, advice and guidance drop in, fitness classes, youth work and in winter a night shelter for rough sleepers.

We all get a bit tired and worn and the church is no exception. After 45 years, it's no surprise all this activity has taken its toll and the church is in need of some TLC. So they have launched their 'Refurb' project.

It's a big task and a big ask, but the church congregation are committed to making it happen, but will need lots of help.

Find out more at: www.brunswickchurch.org.uk/refurb, or pop in anytime and ask.



Farewell Mavis...

Councillor update

Councillor Mavis Smitheman has retired from her position in the Ardwick ward after 17 years. S4B presented the Councillor with a few small gifts to thank her for all her work - it's been a pleasure to work with you.



Parking and new driveways

Thankyou for your patience and cooperation whilst the regeneration and improvements have been made to your home.

Now that your new off road parking space is near completion we would like to remind residents to park considerately and to use the new drive for their cars but not to block the pavement with cars or take up other spaces, so the pedestrians can easily pass without the need to go into the road.

All residents of Brunswick are entitled to a FREE e permit for street parking as well as having the parking on the drive. As part of the Brunswick neighbourhood improvement programme, there has been alterations to the layout of the estate and new Traffic Regulation Orders (TROs) in the area. These include the parking restrictions, speed limits, traffic calming features and one-way streets.

E-permits for parking in Brunswick replace all paper ones. This change applies to the whole neighbourhood and applications for a new e-permit can only be made online. To apply for an e-permit online, or for more information, please visit www.manchester.gov.uk/ardwickparking.

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



Funding is still available for community organisations collect your application form from the S4B office for summer activities.

Talk English at Brunswick

Wednesdays at 12.30 - 2.30pm

Join a **Talk English Course** to make new friends and improve your speaking, listening, reading and writing skill.

- For beginners (Pre entry - Entry 1)
- Everyday English
- Taught by volunteers

Brunswick Church,
Brunswick Street M13 9TQ.

Call Mo Blue to find out about enrollment: 0161 273 6608



Whirlpool Tumble Dryer Recall

The government is to issue an “unprecedented” recall notice of up to 500,000 Whirlpool tumble dryers which pose a fire safety risk.

It comes four years after Whirlpool issued a warning after it found its Hotpoint, Creda and Indesit dryers had a fault which needed fixing.

The fault was blamed for at least 750 fires over an 11-year period, according to the government.

Whirlpool said safety was its “number one priority”.

It urged anyone still owning an affected dryer to contact the company immediately on **0800 151 0905**.

A spokeswoman added: “In the meantime, anyone with an affected dryer that has not been modified should unplug it and not use it until the modification has been completed.”

An estimated 5.3 million dryers were sold in the UK, but it is thought up to 500,000 could still be in use.

Claim your decoration allowance by Friday 19th July. After this date the decoration allowance will close.



Decorating Materials Allowance

If you lived in your property whilst it was being refurbished, you are entitled to decorating materials.

All kitchens and bathrooms will be decorated as part of the works and in addition, materials (paint, paper etc) can be provided up to the following equivalent values:

1, 2 and 3 bedroom properties - £230

4+ bedroom properties - £280

If you have not yet claimed your decorating allowance, please get in touch.

Tel: **0300 555 0128**,

email: **info@s4bmanchester.co.uk**

or call into the housing office to speak to one of the team.



Need a repair? Contact the Team...

You can report a repair 24 hours a day, 7 days a week, 365 days a year.

T: 0300 555 0128

E: repairs@s4bmanchester.co.uk

or report your repair online via the S4B website -

www.s4bmanchester.co.uk

or in person at the -

**S4B Housing Office,
15 Brunswick Street,
Manchester M13 9SU**
(open Monday - Friday 9-5pm).

Repair timescales are detailed on the S4B website or please get in touch for more information..

We will remind you of the appointment the day before we are due to visit and again when the S4B Operative is on their way (by text or phone).

When you report a repair, please describe the problem in as much detail as possible to ensure we can quickly identify what repair is needed.

If you are unable to keep your repair appointment, please contact us 24 hours before we are due to visit on - **0300 555 0128** and we'll arrange another appointment time for you.

If an S4B Operative cannot gain access to your home to carry out a repair, they will call you or leave a card asking you to contact us.

If you smell Gas call - National Grid **0800 111 999** immediately.



Caretakers

Our team of caretakers work hard to keep the Neighbourhood clean.

Please place all rubbish in bins or in the bin chute. Please Don't DUMP RUBBISH and remember to recycle.

The caretaking team work hard to keep the blocks & neighbourhood clean providing cleaning, caretaking and pressure washing in the high rise, litter picks in the neighbourhood.

Tip us off: Please report fly tipping as soon as possible to our "Tip-Off" line 0300 555 0128 or complete our online form <http://s4bmanchester.co.uk/contact-us/general-contact-form/>





**FREE
EVENT**

Gartside Gardens **FUN DAY**

Kincardine Road

Saturday 17th August 2019

12-4pm



Contact: FOGGGS@outlook.com
for more info or Tel **0300 555 0128**



**MANCHESTER
CITY COUNCIL**



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
15 Brunswick Street Manchester M13 9SU
T: 0300 555 0128 E: Info@s4bmanchester.co.uk
W: s4bmanchester.co.uk

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