



Brunswick



ISSUE 25 - Spring 2020

NEIGHBOURHOOD
NEWS



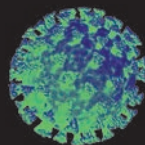
HM Government



CORONAVIRUS

STAY AT HOME

SAVE LIVES



Anyone can spread Coronavirus.

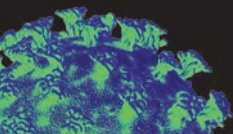
The only reasons to leave home are:

- ✓ To shop for basic necessities or pick up medicine
- ✓ To travel to work when you absolutely cannot work from home
- ✓ To exercise once a day, alone or with members of your household
- ✗ Do not meet others, even friends or family

CORONAVIRUS

**STAY HOME
PROTECT
THE NHS
SAVE LIVES**

FROM ALL AT S4B - BEST WISHES AND STAY SAFE.





S4B AND CORONAVIRUS:

CORONAVIRUS
STAY HOME
PROTECT
THE NHS
SAVE LIVES

These are challenging times for our local households and communities.

In response, S4B is taking positive action to make sure that you, our customers, are able to contact us so we can provide additional support where it is most needed.

Alongside our email address info@s4bmanchester.co.uk for all non emergency contact, website, our contact centre is open and our support team can be reached on 0300 555 0128.

Three positive steps we are taking to support you:

- S4B will continue with an emergency repairs service, making use of the very best safe-working practices to protect you in your own home.
- S4B will continue to provide an emergency 24/7 contact centre service and we will continue to offer contact centre hours from 9am to 5pm Monday to Friday. Our contact centre colleagues will hold the most up to date information regarding the availability of our services.
- S4B will continue to provide services as much as possible. Some services usually provided face to face will increasingly happen online or by phone. Our office staff are working from home using new technologies so you can still contact us.

Supporting you, our customers.

S4B is doing everything possible to keep our customers and communities connected and to make sure that they have what they need. We are aware that isolation will have a particular impact on our older or more vulnerable customers, and we will be contacting them regularly in the coming days and weeks.

If you have concerns about isolated residents, please let us know and we'll add them to the list of people we will contact.

We are sure that many of you will be joining in and volunteering to support your local communities too.

Talk to us about your rent

S4B understands that the current situation will impact household finances and we are doing everything we can to support you during this difficult time. Financial circumstances are very personal and different for everyone.

Help available is changing daily, so please do advise us of any changes on info@s4bmanchester.co.uk or speak to us on **0300 555 0128** to discuss your circumstances with our financial inclusion officer.

We hope that you and your loved ones stay safe and well at this most difficult time.

Stay home and stay safe.

Questions and Answers- managing the Coronavirus

We appreciate what an uncertain and worrying time this is for our customers. We are continually monitoring Government advice and as a result have introduced a number of changes to our services. This is to ensure we minimise risks to the health and safety of our customers and staff whilst also trying to continue to deliver our services to you.

Information for customers

Q - I am ill / self-isolating. What should I do?

A - If you have contracted Coronavirus or are self-isolating, please let us know when we speak to you. To protect our staff and other customers, unless it is an emergency, we will not visit you in your home during a period of self-isolation. In an emergency, we'll ask for your co-operation in taking sensible precautions.

Please follow the latest government advice if you or a member of your household displays any potential symptoms of Coronavirus.

Q - I am over 70 / have a pre-existing health condition. How does this affect me?

A - If you are 70 or over or with an existing health condition, the Government is recommending avoiding unnecessary social interaction for the time being. Our staff will be contacting you to identify what help you may have available and how we might be able to help you.

Q - How can I be sure that a member of staff or a contractor is not infected with Coronavirus if they visit my home?

A - We are ensuring that our staff and contractors have all of the latest information and guidance. Our employees and our contractors are following this guidance in the same way that everyone has been asked to and will take action to protect you as customers and themselves. We have stopped all face to face appointments to keep everyone safe.

Q - I have reduced income as a result of the pandemic (e.g. if you are not being paid) and I may struggle to pay rent. What should I do?

A - We're here to help. Please get in touch as soon as you can and before things get on top of you.

Q - How will it affect the customer telephone number and will I still be able to contact S4B?

A - We anticipate a high volume of calls during this period and that, coupled with potential sickness amongst staff, may lead to longer than usual waiting times. So, please contact us using info@s4bmanchester.co.uk for all non urgent issues.

Q - Are there any effects on housing services?

A - We have not stopped all face to face contact including home visits or new tenancy visit or if you are experiencing ASB or other neighbourhood problems or if you're scheduled to move, we may deliver services in a different way in order to minimise risk. Please contact us to discuss and a member of the housing team will call you back.

As S4B is not undertaking any home visits, if anyone calls to your home saying they are from S4B, this could be fraudulent.

Q - What about the construction sites?

The new build sites have shut down and sites are left safe and secure with regular checks and security presence.

Q - How can I help my community?

A - Here are a few top tips:

- Think of others, consider your actions and be kind: People in every community will face the challenges of Coronavirus in some way - from needing basic provisions to help whilst they are unwell.
- Connect and reach out to your neighbours: As self-isolation increases, we need to find new ways to stay connected and check in on one another for our physical and mental wellbeing. Share phone numbers and other contact methods and stay in touch.
- Make the most of local online groups: Keep up-to-date, share information and be a positive part of your local community.
- Support vulnerable or isolated people: Different groups in our communities are at increased risk and social isolation and loneliness are key concerns for all ages. There are things you can do like volunteering for local support services or donating to food banks to help.
- Share accurate information and advice: Support anyone who may be anxious about Coronavirus. Signpost them to the correct advice from Public Health England and encourage people to follow the correct hygiene practices.



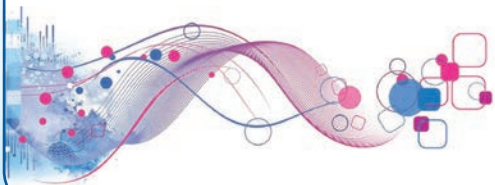
The Experian rental exchange consultation ran for two months in December and January.

The rental exchange meant those who pay rent on time could build their credit score but is set up as opt-out system.

During this consultation it was highlighted by the Tenants and Residents Association that an opt-in process would be preferred and therefore the decision has been made to not progress with this project.

Residents can still opt-in by applying direct to Experian rental exchange - www.experian.co.uk/rental-exchange

If you need help contact S4B -
T: 0300 555 0128 or
E: info@s4bmanchester.co.uk



Know your Councillors



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



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



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

Brunswick Church Refurb Update



First, the good news. Since the last update the giving has increased from £140k to £211k. This is a hugely encouraging increase of 50%!

It is a mix of personal donations, big and small and many anonymous donations coming from current and past members of the Brunswick family. A big thank you to all of you who have been a part of that.

Not so good news was discovering in October that our cost estimate for Phase One had gone up by 44%.

As you can imagine, this was not what we were expecting and came as quite a shock. We are still getting further details and seeing if there are ways it can be revised down.

Brunswick Church are currently in the middle of a number of grant applications. Most so far have been very supportive but a bit of a theme is emerging in that they seem to have less funds available than we hoped and asked for.

Bids are in process right now with grant applications to Sport England, All Churches and Bernard Sunley with more to go in soon.

The Congregation of Christchurch Brunswick



New homes update

Properties on Mawson Road and Skerry Close for both sale and rent are now complete and residents have moved in.

Some moved in just before Christmas whilst those on the new boulevard of Mawson Road took ownership in January 2020.

The area at the heart of the neighbourhood is really taking shape and we can now see the regeneration plans coming to life.

Visit the Linden Homes website for information on the next phase of new homes for sale www.lindenhomes.co.uk/developments/manchester/new-brunswick-manchester.

There is also a show home on Upper Brook Street, Manchester M13 9SZ.



Condensation and mould growth

Air can only hold a certain amount of water vapour - the warmer it is the more it can hold.

If it is cooled by contact with a cold surface such as a mirror, a window or even a wall, the water vapour will turn into droplets of water - condensation, so try to open a window.

Keeping your home well ventilated will help to refresh the air and remove moisture.

If you live in a new or recently modernised house or flat, don't forget that it may not have dried out after building work.

If you have mould growth the chances are that it is a result of condensation. You can buy special paints which may help to prevent it, but the only permanent cure is to reduce the amount of condensation.

For more information please get in touch,
T: 0300 555 0128,
E: info@s4bmanchester.co.uk



S4B reception is now CLOSED due to COVID19 control measures.

Please email info@s4bmanchester.co.uk for non emergencies or call 0300 555 0128 if urgent.



The UK has left the EU. Here's what you need to do if you're an EU, EEA or Swiss citizen.

You and your family usually need to apply to continue living in the UK after 31 December 2020 if you're from any of the following:

- the EU (except Ireland)
- Iceland
- Liechtenstein
- Norway
- Switzerland

There's a handy online tool to help you. Visit <https://www.gov.uk/staying-uk-eu-citizen> or search [gov.uk](https://www.gov.uk) staying in the UK.



S4B offers a range of support to customers with English as a second language including:

- BIG Word live translation over the phone or in person in the S4B office
- Google translate on the phones of staff to use when out in the community
- Letters, publications and newsletters translated on request
- Translation function on the S4B website into over 100 languages
- Our staff who speak other languages
- Funded Talk English and ESOL lessons held locally

If you, or anyone you know would like help with any of the above please get in touch - T: **0300 555 0128**, E: info@s4bmanchester.co.uk.

Wash Your Hands!



In 1850, Hungarian obstetrician Ignaz Semmelweis saved lives with just three words, WASH YOUR HANDS one of medicine's greatest discoveries.

Wash your hands regularly especially after using the toilet or changing a nappy, before and after handling food, after blowing your nose, sneezing or coughing, after touching animals, their food and cages.

You should wash your hands for the amount of time it takes to sing "Happy Birthday" twice (around 20 seconds).

Washing your hands properly removes dirt, viruses and bacteria to **HELP** stop the spread of illnesses such as food poisoning, flu or diarrhoea and the more recent **outbreak of coronavirus**.

If you do not have immediate access to soap and water then use alcohol-based handrub.

Top tip - carry a pocket size bottle with you at all times.

For more information visit the NHS live well website: <https://www.nhs.uk/live-well>.

There are various free schemes running across Manchester to help people reduce their energy bills and stay warm and well during the colder months.

LEAP:

A fuel poverty outreach service.

HEART:

A white goods replacement service accessed through the LEAP scheme.

ECHO:

An emergency boiler repair and replacement scheme.

Warm Homes Fund:

A scheme that can provide a fully-funded gas central heating system for owner-occupiers that do not currently have one.



For further information or to check your eligibility for any of the schemes please contact the **Energyworks team** on **0161 785 7416** or **S4B** on **0300 555 0128**.

NHS

Thanks to all NHS, carers and front line workers at this difficult time.



Air Quality Project Update



UK citizens are set to contribute to world-leading research on air quality and many other issues that directly affect their lives.

It includes a cross disciplinary team of researchers from The University of Manchester, working with residents in the Brunswick neighbourhood of Ardwick in Manchester and S4B, to investigate residents' concerns about air quality and health.

Lead researcher Professor Sheena Cruickshank said: "I am very excited at this opportunity to work together with the community in this way.

The residents are really concerned about how rising air pollution is impacting their health and that of their families. It's so important we listen and act on these concerns and involve them in this process"

Read the full news article on the Manchester University website published on 7 February: www.manchester.ac.uk/discover/news

For more information, please get in touch.

T: **0300 555 0128**,

E: info@s4bmanchester.co.uk,

The project will run throughout spring 2020.

Ardwick Good Neighbours

Would you like to be involved, or learn more about this exciting new venture?

Do you have some time to spare and want to help people in your community?

If you're interested please contact: **S4B community development officer, Sharon Thomas** - T: **0300 555 0128**,
E: info@s4bmanchester.co.uk.

**EMERGENCY
REPAIRS ONLY
DURING COVID19
outbreak.**

It is important to us that your home is kept in good repair and condition to ensure that it is well maintained, warm and safe.

How to report a repair:

T: **0300 555 0128** (24-hours including emergencies)

E: repairs@s4bmanchester.co.uk

Online via the S4B website -
<https://s4bmanchester.co.uk/your-home-tenant-services/repairs/>

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

Repairs satisfaction survey

On completion of your repair you will be given the opportunity to complete a satisfaction survey.

Your feedback is important to us so we would appreciate you taking the time to complete one. They are available direct from the operative or can be found online in the repairs section of the S4B website.

Vehicle security



Don't leave anything on display in your vehicle.

Most vehicle crime is opportunistic. If thieves think there is something valuable in your car, they will break in.

Even something like an old coat or carrier bag can tempt a thief - they won't know that the coat is old or there is nothing in the pockets or in the carrier bag.

Wherever possible, take everything out of the vehicle when you park it. Leave the glove compartment door open so that thieves can see that there is nothing in there.

Try to remove everything from the boot too - thieves are increasingly targeting car boots to see if there is anything worth stealing.

For more information visit:

www.makingmanchestersafer.com

Report Car crime to Greater Manchester Police on 101 or 999 if an emergency.



Christmas At Elizabeth Yarwood Court 2019

S4B scheme manager, Donna Shaw, along with her husband and daughter, teamed up to make the occasion extra special, inviting and transporting residents from Brunswick and surrounding local areas.

They area celebrated in true festive style with a three course meal, followed by music and a sing-a-long.

A resident of EYC said: "It was a truly lovely thing to do to bring people out for dinner when they would be on their own over the Christmas holidays. I have really enjoyed the day especially having a sing song with the other guests".

Everyone left with a winter warmer pack and chocolates.

Special thanks to Forever Manchester, Greater Manchester Health NHS foundation Trust and the Manchester Wellbeing Fund who helped make the occasion possible.



The new development is progressing nicely! On the move...

Residents will be relocating from Elizabeth Yarwood Court (EYC) to the new development, leaving 31 properties still available for rent.

If you or anyone you know (aged 55+) would like one of the all-new apartments please get in touch.

Register your interest online via the **S4B website** or call **0300 555 0128**.



Development work progressing well.

Name Me to Win!



The all-new 60-apartment development for people aged 55+ in Brunswick needs a name.

We're asking customers to get involved and we'd love to hear from you.

Send your suggestion to - **info@s4bmanchester.co.uk** for the chance to win **£50** in **shopping vouchers** (see t's and c's online) or return the entry slip below to the S4B housing office.

Closing date for competition entries - 30 April 2020.

Tear off and return to **S4B housing office, 15 Brunswick Street, Manchester M13 9SU**.

Name and win!

My suggestion is:

.....

Name:

Address:

.....

Email:

Telephone:

Coronavirus: What you can do.



Wash your hands frequently.

Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water. This will kill viruses that may be on your hands.



Maintain social distancing.

When someone coughs or sneezes they spray small liquid droplets from their nose or mouth which may contain virus. Maintain at least two meters (six feet) distance between yourself and anyone who is coughing or sneezing.



Avoid touching eyes, nose and mouth.

Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick.



Practise respiratory hygiene.

Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately.



If you have fever, cough and difficulty breathing, seek medical attention early.

Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention and call NHS 111



**DON'T FORGET! -
KEEP UP TO DATE WITH THE
LATEST INFORMATION BY
FOLLOWING US ON SOCIAL MEDIA**

**The S4B reception
is now closed due
to Coronavirus
prevention
measures.**

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

FOLLOW US ON

