



MORE NEW HOMES FOR BRUNSWICK...

Building work continues with lots of families choosing to buy their new home in Brunswick

Divya, Sineesh and their family, moved into their new home in August and said: "The house is beautiful and the area is perfect, full of history and right on the doorstep of the city centre with lots of wonderful things to do.

"It's just perfect in every way especially bringing up a young family - we could not be happier".

The house on Buttercup Street stands proudly next to the new allotments and orchard, overlooking the prestigiously named Sylvia Pankhurst Way.



The name for the new boulevard running through the heart of Brunswick was chosen in recognition of the daughter of the famous suffragette Emmeline Pankhurst.

The new boulevard, Sylvia Pankhurst Way will be completed by summer 2021.



Equality and Diversity in S4B

We have a range of ways to communicate and keep in touch with everyone. During the current pandemic, it's more important than ever for us to connect with and reach out to all our customers.

From interpreters aiding conversations over the telephone or in person, website functionality translating text to speech option for the visually impaired, there is always a way we can connect with you.

Marta, originally from Latvia, lives at Elizabeth Yarwood Court and does not speak English.

With the aid of the Big Word we met with Marta to find out a little more about her and the beautiful garden she has created at her home during lockdown.

Elizabeth Yarwood Court scheme manager, Donna Shaw said: "The Big Word service is invaluable to us when one of our customers does not speak English and we do not speak theirs.

"And it is so easy to use, I just dial the number and select the language from a list of codes and you're connected with an interpreter who speaks to the customer in their mother tongue.

"The interpreter then explains what they have said - they pretty much just act as a go-between in a three-way conversation.

"It must be very reassuring for the customer as they can just talk freely with confidence. I found out so much about Marta in one short conversation that I did not know from all the time she has lived here. It was wonderful to hear".

The Big Word is also used for customers who telephone in to the contact team. The system can be used in the same way for the interpreter to converse on behalf of the caller.



Marta and her 'lockdown' garden.

The S4B community is diverse and from a range of backgrounds and cultures.

The S4B housing team also has a diverse mix of officers and operatives, with six members of the team from BAME background, three from the LGBT community and 10 languages spoken.

S4B has championed gender equality and highlighted the important role Manchester played in securing women's suffrage with the new main boulevard being named after the Pankhurst movement.

The S4B housing office is a registered hate crime reporting centre, tackling prejudice in the community and showing S4B as an open organisation.

Since the impact of the COVID19 virus hit the community we have worked to ensure clear key messages reached all of our customers.

The S4B website can be translated into 110 different languages by clicking the button in the top right hand corner and selecting the language of your choice. S4B also promoted Doctors of the World website <https://www.doctorsoftheworld.org.uk/coronavirus-information/> to ensure everyone can understand key COVID-19 related messages.

In Brunswick S4B are active members in local groups:

- Age Friendly: Health & Well-being for Older Residents Focus Group
- Ardwick and Longsight Covid Mutual Aid Group
- Caribbean And African Health Network - Community response to COVID-19

We are also part of House Proud Manchester. HouseProud is a network group for LGBT people working in social housing who aim to raise awareness of LGBT issues across the industry and Influence policy and boards' decision makers.

Onward (part of S4B) are also very proud to support the mental health charity CALM (Campaign Against Living Miserably) as our charity partner.

For more information on the diverse work S4B is involved in please get in touch. Telephone **0300 555 0128** or email info@s4bmanchester.co.uk.

IMPORTANT!



Resident property alterations

If you want to make any alterations to your property, you can only do so with prior permission of S4B.

Please get in touch if you would like to make any alterations to your home, such as:

- Laminate flooring
- Wi-fi controlled heating such as Nest or Hive
- External decorations or structures in garden

Email your request to:

info@s4bmanchester.co.uk.

Any consent to will be provided in writing to residents.

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



S4B HOUSING OFFICE UPDATE

The S4B housing office remains closed except for pre-booked appointments.

It's still better to try to resolve things over the phone or online if possible.

If you need to make an appointment to visit the office, the following guidelines apply:

- a one-in-one-out system is in place - please wait outside until asked to enter
- use the available sanitiser stations when entering and leaving the building
- a one-way system is in operation with signs to guide you
- keep a two-metre distance from others at all times
- wear a facemask or face covering (unless you have been told you are exempt)
- come to the office at your appointment time or call to let us know if you're unable to attend

Please do not visit the office if you do not have an appointment.

S4B continues to deliver services to the Brunswick community, carrying out inspections, managing issues and making arranged visits.

The estate services team continues to work to keep communal areas clean and safe and repairs continue to be completed.

Getting in touch with S4B

S4B is here to help. For more information, or if you need advice, support or just someone to talk to, please get in touch - please don't suffer in silence.

Telephone: **0300 555 0128** or send us an email: **info@s4bmanchester.co.uk**.

BOOK AN
APPOINTMENT
BEFORE
YOU VISIT.



The service has been amended to ensure the safety of all residents and S4B colleagues. We will continue to review the service every two weeks in line with Government instruction and advice.

In an emergency, for more information, or to book an appointment, telephone **S4B** on **0300 555 0128** or email **info@s4bmanchester.co.uk**.

Paying your rent

Remember, even in these difficult times, your rent is your responsibility.

There is a range of ways to pay your rent:

- Direct Debit or Standing Order
- Recurring card payment
- BAC's transfer
- Allpay online using a debit or credit card
- Cash or card at any PayPoint outlet
- Pay over the telephone by calling **0300 555 0128**

Your nearest PayPoint outlet is **Go Local, 4 Polygon Street, Manchester M13 9SG**.

If you are struggling to pay your rent or need help, please advise S4B as soon as possible.

You can pay and view your account online at **<https://my.onward.co.uk/s4b/www/login>**

Rechargeable repairs

S4B carry out repairs as standard on the structure of your home along with gas, electricity, plumbing, and heating installations etc. These repairs are free and fall under the terms of your tenancy agreement.

Most people take a real pride in where they live, but there are a few who deliberately cause damage to their home.

Any damage caused deliberately or by neglect will have to be paid for by the resident.

These are known as rechargeable repairs e.g. damage to locks, broken doors and frames, gates forced open

or where a resident appears to have broken a fixture or fittings.

You don't have to pay for things such as fair wear and tear, or for any damage caused by a crime that has been reported to the police.

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



Meter cheating is dangerous and could cost you your life!

Energy theft is when a person is not paying for their gas or electricity or they are paying less than they should because their meter has been tampered with or bypassed.

Tampering with energy meters to save money is extremely dangerous.

The first signs can be shocks from switches and burns from appliances, but sudden fires and even explosions are possible too, putting you and your family in real danger.

For more information on what to look out for, or to report a meter cheat anonymously, visit the **Stay Energy Safe** website **www.stayenergysafe.co.uk** or call the helpline **0800 023 277**.





BRUNSWICK

LEADING THE WAY IN REGENERATION

Since 2014 S4B has been delivering regeneration and improvement to Brunswick. Managing the rehousing of 250 residents whose homes were demolished as they were not in good condition, with over 85% choosing to stay in the neighbourhood.

The regeneration project has meant major investment to transform Brunswick, including:

- Improvements to more than 650 council homes - including new modern kitchens and bathrooms, external works and improved energy efficiency.
- Creating 300 new high-quality family homes for sale and 200 for council rent with a variety of desirable designs and property types.
- Improving the layout of the neighbourhood through removing or gating existing alleyways, with new and existing houses facing onto open streets with natural surveillance, and introducing a new green boulevard diagonally through the estate, well-kept streets and safe open spaces.



- Improving green and recreational areas in the neighbourhood, with landscaping, planting more trees and installing new play areas and sports pitches.
- Introducing new city allotments and an orchard. Regeneration has seen improvements to many green space areas in Brunswick.

- Providing a new hub with new shopping and community facilities including a new neighbourhood office.
- Significantly increasing the number of car parking spaces within individual properties from 67% to 95%.
- A new 60-apartment extra care scheme for people aged 55 and over with day care centre with community facilities which is due to be completed in early 2021.



THE RESULTS ARE IN!

Earlier this year, we asked residents of the Brunswick community including current residents of Elizabeth Yarwood Court (EYC) to suggest a name for the Extra Care Scheme.

The names were shortlisted and put to a public vote at the start of July - **136 responses were received.**

The results show a clear preferred name of

Brunswick Village.

With **44.12% of votes** for the name to be - **Brunswick.**

And **30% of votes** for the suffix to be - **Village.**



Here's an update...

The old shops on Brunswick Street were demolished in 2018 and work started on the new Extra Care development. Building stalled in March when the country went in to lockdown.

Limited construction work was allowed to restart at the end of June and has been progressing well since.

We have been talking to residents of EYC to understand their preferences for when they move in to the extra care scheme - Brunswick Village.

To register your interest in renting one of the all-new apartments, you can do so via the **S4B website** or telephone **0300 555 0128** for an application pack to be sent in the post.

‘LET’S KEEP GROWING!’

S4B has been working in partnership with Let’s Keep Growing and Comas by funding a growing at home project delivered to Brunswick residents during the summer. Almost 100 ‘Let’s Keep Growing’ bags were distributed to customers to plant and grow at home.

The project helped people connect with each other during a difficult time of lockdown and helped reduce isolation while working to social distance rules.

The project encouraged participants to grow their own vegetables to eat at home and developed a WhatsApp group for participants to share photo’s, gardening tips and swap plants.



It is hoped, depending on lockdown restrictions, a future event will be held for residents to bring along what they’ve grown to cook and share with each other.

If you’re interested in getting involved in any future projects, contact Sharon Thomas on **0300 555 0128**.

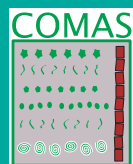
Visit www.letskeepgrowing.co.uk for more information.

Have you checked your heating?



With the colder months around the corner, now would be a good time to turn on your heating and check everything is working properly, if you haven’t checked it already.

If you experience any problems, please let us know - **0300 555 0128**.



Chorlton-on-Medlock Allotment Society (COMAS) hold an open hour, every Saturday at 2:00pm at Hartfield Close Allotments in Brunswick (weather permitting).

Everyone welcome, just come along to see the variety of plants growing in the heart of the community. Visitors will also be able to collect any surplus produce for FREE from a selection on display.

For more information email info@comallsoc.co.uk or text **07587 672 937**.



UNEMPLOYED, AT RISK OF REDUNDANCY OR LOOKING FOR A FRESH START?

Refresh Restart is here to help.

Courses are made to measure and free to Greater Manchester residents aged 19 and over. Learn at your own pace, in your own time, with expert tuition and support.

For more information, or to book an assessment telephone the friendly referral team on **0161 881 4826** or visit the Standguide website - www.standguide.co.uk.

Course details are also listed on the S4B website www.s4bmanchester.co.uk.



With hundreds of thousands of young people now returning to the classroom, and many people returning to work as the summer holidays end, roads and public transport are likely to be far busier than they have been for many months.

TFGM have been working with councils and public transport operators to make travelling in Greater Manchester as safe and reliable as possible, and everyone needs to ‘do their bit’ to help.

If you must use public transport, then please plan ahead and allow extra time for your journey.

Try to avoid the busiest times of the day, as capacity on transport services will be limited due to social distancing measures. This will help reduce congestion on the roads and transport networks.

Wear a face covering (unless you’re exempt); keep your distance from other people where possible; clean your hands frequently and carry hand sanitiser; and try and avoid using cash to pay for tickets.

This guidance applies to everyone. If you are 11 years old or over, you must wear a face covering if you want to use public transport, unless you have an exemption.

You should also get a test, stay at home and not use public transport if you’re displaying any symptoms of the virus.

For more information visit the the TFGM website <https://tfgm.com/coronavirus>.



Fix your bike scheme

The Fix Your Bike Voucher Scheme aims to encourage more people in England to embrace cycling as an alternative to private cars, particularly while social distancing measures are in place.

The scheme is for anyone who has an unused cycle in need of a repair and will help get it back on the road by providing £50 towards the cost of a service and repair for up to two cycles per household.

To apply, visit - www.fixyourbikevoucherscheme.est.org.uk/

STAYING SAFE COVID-19 update



TEST AND TRACE

Have you got a socialising journal?

Can you retrace your steps?

It takes seconds to keep a record of who you've socialised with and where you've been.

It could be crucial to the NHS test and trace service and it could save lives.

Not only do we need to take every precaution and follow the rules, we also need to play our part in NHS Test and Trace.

We can all help control the virus if we all stay alert and adhere to the guidelines:

- Stay at home as much as possible
- Work from home if you can
- Limit contact with other people
- Keep your distance if you go out (2 metres apart where possible)
- Wash your hands regularly
- Self-isolate if you or anyone in your household has symptoms
- Wear a face covering when using public transport (unless exempt)
- Wear a face covering in shops and supermarkets (unless exempt)

New rules for the region mean:

- People who do not live with you must not visit you in your home or garden*
- You must not visit someone else's home or garden, even if they live outside of Manchester
- You should only socialise and go out with people you live with*
- Two households (or six people from a number of households) can meet outdoors in areas like parks with social distancing
- Places of worship with strict COVID secure arrangements remain open
- Try not to share a car with someone you don't live with - unless it is part of a school or work bubble arrangement

*Support bubbles are exempt from this rule.

Download the App to help protect you and your loved ones.

A support bubble is when a single adult, with or without children, who lives alone can join up with another household.

Please keep up to date on the very latest Government advice by visiting gov.uk/coronavirus.



OCTOBER IS BLACK HISTORY MONTH

This month's theme is Windrush Generations, Manchester Voices.

Brunswick Parish Church (Positive Steps), Archives (+), S4B and Arawak Walton have joined forces to bring you a Caribbean Jamboree.

Due to COVID-19 restrictions all celebrations will currently be virtual.

FOLLOW AND JOIN IN THE SERIES OF EVENTS ONLINE HERE:

W: www.windrush-generations.com or <https://manclibraries.blog/2020/09/25/black-history-month/>

F: www.facebook.com/MancWindrushGen

T: www.twitter.com/GenWindrush



For more information or to tell us your story, please contact S4B Community Specialist Sharon Thomas on 0300 555 0128.

Are you from the Windrush Community (1st or 2nd Generation) and have a story to share? If so we would love to hear from you.

COVID-19 Support Helpline

for the Caribbean & African Community

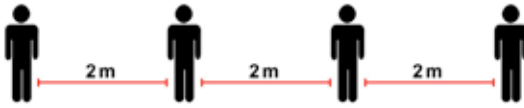
Information & Advice | Food | Single Mothers Peer Support



07710 022382

Open 0600-midnight | Email: COVID-19@cahn.org.uk

[f cahn](https://www.facebook.com/cahn) [@cahn_gm](https://twitter.com/cahn_gm) [@cahngm](https://www.instagram.com/cahngm)



English: To support your health and the health of your community please keep 2 metres apart from other people

Arabic: لسلامتك وسلامتك مجتمعك.. يُرجى الحفاظ على مسافة مترين بينك وبين الآخرين

Chinese: 支持个人健康和社区的健康，请与他人保持2米的距离

French: Pour votre santé et celle de votre communauté, merci de garder une distance de sécurité de 2 mètres entre vous et les autres personnes.

Bengali: আপনি এবং আপনার কমিউনিটির সুস্থাস্থ্যের নিশ্চয়তার জন্য অনুগ্রহ করে দুই মিটার দূরত্ব বজায় রাখুন।

Farsi: ای اطمینان از سلامت خود و جامعه تان، لطفاً دو متر فاصله از اشخاص دیگر را رعایت کنید.

Lithuanian: Dėl jūsų ir bendruomenės saugumo, prašome laikytis 2 metrų atstumo vienas nuo kito

Italian: Per il rispetto della tua salute e di quella degli altri per favore mantieni la distanza di 2 metri dagli altri

Urdu: کے لیے برائے گرم دوسرے لوگوں سے 2 میٹر دور رہیں
اپنی صحت اور اپنی کمیونٹی کی صحت



Produced on 10/07/2020



KEEP YOUR DISTANCE



KEEP WASHING YOUR HANDS



STAY ALERT



KEEP A LOG



STAY SAFE



For COVID-19 health and wellbeing information translated to 61 different languages, including how migrants can access NHS Health Services visit:

Doctorsoftheworld.org.uk

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 کیجیے۔

S4B Housing Office (by appointment only)
15 Brunswick Street Manchester M13 9SU
T: 0300 555 0128 E: Info@s4bmanchester.co.uk
W: s4bmanchester.co.uk

FOLLOW US ON

