



ISSUE 36 - Winter 2022

Brunswick

# NEIGHBOURHOOD NEWS



Merry Christmas from all at S4B

## Tis' the Season to be Jolly!

**This year's Brunswick Tree Light Switch-On took place on Tuesday 6th December, on the Feast of St Nicholas and marking the start of Advent.**

Residents came along to enjoy a warming drink and a Christmas singsong. There were selection boxes and treats for the children handed out by Father

Christmas, we even discovered Santa had quite a voice when he treated the crowd to a song or two.

And after a slightly rocky start, the lights were switched on. Special thanks to Cory the electrician for saving the day!

BTARA Treasurer, Nick Weise said: "Even though we had a shaky start with the lights, it was still a fabulous event. The smiles on the children's faces were priceless, especially when our singing Santa arrived with selection boxes. Thank you to everyone involved for helping to make it such a success."

The event was organised by Brunswick Tenants and Residents Association (BTARA), Friends of Gartside Gardens, Aspire Recruitment, MCC Ardwick and S4B all working together in partnership.



# Chinese Lantern Art and Halloween Gala

**Residents flocked to Gartside Gardens Park on Saturday, 29th October, to join in the fun at the Halloween Gala and Lantern Display Finale.**

There were games, a bouncy castle, arts and crafts, music and refreshments all on offer for a special spooktacular treat complete with fancy dress competition.

Organiser and local resident, Dymo Leung, founded Lighttime CIC in November 2021 leading to this art exhibition, and he has been working with Brunswick Tenants and Residents Association to bring you the Halloween Extravaganza.

Dymo said: "It was great to see everyone get into the spirit of things and there were some amazing costumes. Everyone had such a good time, and it was lovely to see so many happy faces.

"Thank you to the people of Brunswick who came to join us to make this a very special day".

The Mid-Autumn Festival, also known as the Moon festival, is a traditional festival celebrated in Chinese culture. Ceremonies are held to give thanks for the harvest and to encourage the harvest-giving light to return again in the coming year. It is also a reunion time for families, a little like Thanksgiving.

As dusk descended the lanterns were lit to create a truly magical sight and a chance to see the handywork in all its glory. Lanterns are just one of the traditions used to celebrate the mid-Autumn Festival.

Following a month of community workshops, the celebrations were brought to a close with this Halloween Gala and Lantern Finale in the park.

**Visit @s4bmanchester Facebook page for lots more images of the day.**



## Celebrating Brunswick

...THEN AND NOW!

**Want to join our group and be part of this exciting project?**

We're looking for enthusiastic residents with a love of Brunswick to join us in building our Celebrating Brunswick Campaign.

We want you to come and share any ideas you may have for showcasing the S4B journey and highlight how far we have come. There will be lots of opportunities for you to have your say and put any ideas forward.

Think this is for you then please get in touch with Social Investment Specialist, Sharon Thomas, email [info@s4bmanchester.co.uk](mailto:info@s4bmanchester.co.uk), give us a call on **0300 555 0128** or call into the S4B housing office.

And if you do have a story or pictures to share that we can use as part of the campaign, send us an email [info@s4bmanchester.co.uk](mailto:info@s4bmanchester.co.uk) or call into the S4B housing office where a member of the team can take copies of any photos you may have and give the original straight back to you.



# Winter health and Cost of Living

On Thursday, 3 November, S4B teamed up with partners to bring a winter health and cost of living support event to the people of Brunswick and the surrounding areas.

As well as health and wellbeing advice, there was lots of other information on offer to help customers through what is going to be a tough time for many, such as utility bills advice, help with the Government energy vouchers scheme, services available and other benefit queries.

If you were unable to attend but feel you need some help and support to get you through this winter, be it money or health advice, please get in touch and we can sign-post you to the correct team to support you.

Email: [info@s4bmanchester.co.uk](mailto:info@s4bmanchester.co.uk), telephone **0300 555 0128** or call into the **S4B housing office, 15 Brunswick Street, Manchester. M13 9SU.**

Visit [quidsinmagazine.com](http://quidsinmagazine.com) for expert advice on your spending, saving, borrowing and income.



Visit the S4B website Cost of Living Support and Money Matters pages for lots of help and advice to get you through the winter.

## Cost of Living Support

Visit the S4B website for lots of information and sign-posting to get you the right advice to help you with the cost-of-living situation, such as Managing energy costs, Living costs support, Help with Transport costs, Health matters and other Money Matters.

There's also the Manchester City Council's Helping Hands website and their Cost of Living Support Line - just complete the short form and someone will be in touch.

If you do need to talk to someone here at S4B please give us a call, **0300 555 0128**, send us an email [info@s4bmanchester.co.uk](mailto:info@s4bmanchester.co.uk) or call into the **S4B housing office** to speak to a member of the team.

If you're concerned that you won't be able to make your payments, contact us to find out about the various ways we can help you. If you're having trouble paying your rent, don't ignore the issue.

If you need to speak to us about rent payments, or any other financial worries, please contact our Financial Inclusion Team. Send an email [info@s4bmanchester.co.uk](mailto:info@s4bmanchester.co.uk) or call us on **0300 555 0128**.

**We are here to help, so please get in touch.**

# STAYING WARM AND WELL THIS WINTER

## Wrap up warm

Dress in layers, clothes made from wool, cotton or fleecy fabrics are warmest.

## Keep the cold out

Close doors and block draughts and consider buying thermal linings for curtains to keep the heat in.

## Don't use alcohol to keep warm

It makes you feel warm because blood vessels in the skin expand, but this draws heat away from your vital organs.

## Check your heating

Have your heating system serviced regularly to make sure it works well.

## Maintain the temperature

If you can't heat all the rooms you use, heat the living room during the day and the bedroom just before you go to sleep. In bed, use either a hot water bottle or an electric blanket.

## Having warming food and drinks

Have regular hot drinks and food such as porridge, soups and stews. Try to batch cook

and consider investing in a slow cooker and air fryer to keep running costs down.

## Stay active

Keep as active as possible to boost your circulation. Move around at least once an hour and avoid sitting still for long periods. When you do sit down, put your feet up as it's coldest nearest the ground.

## Check what support you can get

Depending on your circumstances you may get the Winter Fuel or Cold Weather Payments automatically. If you don't, visit [gov.uk/winter-fuel-payment](http://gov.uk/winter-fuel-payment) or call **0800 731 0160** to see if you're eligible.

You may also be entitled to claim an Affordable Warmth Grant, which could help with heating and insulation improvements.

For more information, call the Energy Saving Advice Service or visit [gov.uk/energy-company-obligation](http://gov.uk/energy-company-obligation).

## The government is giving every household £400 off their electricity bill, called the Energy Bills Support Scheme.

**You don't need to do anything to get the money and you won't have to pay it back. You'll get the £400 in six instalments starting from October 2022.**

### You'll get:

- **£66 in October and November 2022**
- **£67 in December, January, February and March 2023**

You'll get the discount monthly, even if you pay for your energy quarterly or use a payment card. How you get the discount will depend on how you pay for energy. If you have not yet started to receive your payments, please contact your energy provider.



## MERRY CHRISTMAS AND BEST WISHES FOR 2023.

**S4B continues to provide neighbourhood services and repairs over the festive period.**

**Open - 9:00am-5:00pm**

Friday 23rd December



**Closed**

Saturday 24th December - Christmas Eve

Sunday 25th December - Christmas Day

Monday 26th December - Boxing Day

Tuesday 27th December - Bank Holiday

**Open - 9:00am-5:00pm**

Wednesday 28th December

Thursday 29th December

Friday 30th December



**Closed**

Saturday 31st December - New Year's Eve

Sunday 1st January - New Year's Day

Monday 2nd January - Bank Holiday



**Business as usual from Tuesday 3rd January 2023 – open 9.00am-5.00pm**



## Repairs

For any emergency repairs during this time, please call **0300 555 0128** (24-hours) Choose option 2.

## Emergencies

For any ASB or Domestic Violence Emergencies, please call **999/101** in the first instance or you can call us at S4B on **0300 555 0128** (24-hours).

## Recycle, Recycle, Recycle!

Don't forget to recycle! All paper, cardboard and gift wrap can go into your blue bin.

And your **real Christmas trees can be recycled too.**

Manchester City Council will collect your old tree along with your green bin, so please leave them together outside on any collection date in January 2023.

It **cost** the council **£1.3m to clear up 14,000 fly-tipping incidents in Manchester last year.**

This money could have been spent on vital services.

**Get rid of items correctly**

**dumping rubbish is a crime**

## Stay Safe!

**Here are some tips to help keep you safe this Christmas:**

- Bogus callers - Always check details of anyone calling at your home, ask for ID and if you have any concerns don't let them in to your home.
- Shut alleygates and ensure your own gates have a lock
- Keep all your doors and windows closed and locked.
- Don't leave presents under the Christmas tree before the big day.
- Don't leave any valuables or presents in your car.
- Don't carry large amounts of cash or valuables.
- Make sure you dispose of packaging from presents - don't advertise your presents by leaving big boxes outside.



## Useful numbers:

To report any issues on any construction areas during the Christmas period, please tel: **0300 555 0128** 24-hour line (select option 1).

Issues at high-rise or maisonettes - 24-hour emergency service. Bridgewater Security: **07921 215361**.

Emergency repairs Please continue to use the 24-hour contact number: Tel: **0300 555 0128** (select option 2).

If you smell gas or think there may be a gas leak (anytime). Contact Cadent immediately on **0800 111 999**.

If you see anyone fly-tipping, report it and help to put a STOP to it.

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



## CHRISTMAS BIN COLLECTION DATES

**Blue Bin**

Friday 23 Dec 2022

Friday 6 Jan 2023

**Brown Bin**

Saturday 31 Dec 2022

**Green Bin**

Saturday 31 Dec 2022

**Black / Grey Bin**

Saturday 31st Dec 2022



**No fly Tipping.**

**Recycle when possible.**

**Make sure all litter goes in your bins.**

Arrange for up to three bulky items to be collected for free by Manchester City Council. Visit their website for more info.

**Having a Power Cut?**

**CALL 105**



# FIRE SAFETY AT CHRISTMAS.

Let's remember the festive period for the right reasons.



## Heating your home safely

- Don't heat your home with any portable device that uses a gas canister or has an open flame, as these pose a serious fire risk.
- If using oil-filled or electric radiators, always make space around them and never use them to dry clothing or other items.
- Never tamper with any gas or electrical meters in your home.
- Never leave any heat sources unattended and turn them off before bed.



## Kitchen safety

- Never leave pans cooking unattended.
- Keep the area around your cooker clear of fabric.
- Turn all appliances off before you go to bed.



## Rubbish and recycling

- There may be fewer rubbish collections over the Christmas bank holiday.
- Take wrapping paper and packaging to bin stores and never leave any rubbish in the communal areas.



## Fairy lights and electrics

- Check cables and power sockets for damage.
- Never overload electrical sockets or extension cables.
- Don't overcharge battery-powered devices, such as e-cigarettes or e-scooters, and never leave items charging unattended.



## General safety advice

- Shut all internal doors in your home at night to prevent any fire or smoke from spreading.
- Make sure everyone in your home knows your escape plan and that window and door keys are left on your escape route when you go to bed.
- Test your fire alarm at least once a week.
- Keep candles away from decorations, children and pets. Don't leave them unattended and extinguish them before you go to bed.

If you are concerned about fire safety in your home, contact us on 0300 555 0128.

## Are you looking for Work Experience - June 2023?

### Most students complete a two-week work experience course in Year 10 of high school.

There will be opportunities for work experience such as:

- Customer Services/Reception
- Environmental Service
- Health and Social Care

S4B can support you to:

- Prepare your CV
- Write a cover letter
- Prepare you for interview including tips for staying calm
- Practice mock Interviews

Sessions will be held in the Community Room at Brunswick Village.

Contact S4B on [info@s4bmanchester.co.uk](mailto:info@s4bmanchester.co.uk) for more information or to register your interest.

## THE WOW! AWARDS

Have you received exceptional customer service from us? Has a member of our team gone above and beyond, and you believe this should be recognised?

The WOW! Awards is an independent employee recognition programme, which aims to shine a light on how we're making **#TheOnwardDifference**, in providing an excellent customer service.

### Well done Tracy!

In September, Neighbourhood and lettings specialist, Tracy Gough, received a WOW award from resident Olga Asma. Olga



said: "I am nominating Tracy because of her caring and empathic attitude in her work".

To nominate, click on the WOW link at the bottom of a colleague email and complete a short nomination form. Your feedback is really important to us, as it helps us shape the services we provide to you.

For more information, please get in touch. Email [info@s4bmanchester.co.uk](mailto:info@s4bmanchester.co.uk) or give us a call on **0300 555 0128**.

**It has been decided there will be no Annual Customer Satisfaction Survey issued in January as it is under review, a revised version is due to be issued in Autumn 2023.**

In the meantime, there are other ways you can share your views with us, to make a comment, compliment or complaint, please get in touch.

[info@s4bmanchester.co.uk](mailto:info@s4bmanchester.co.uk)





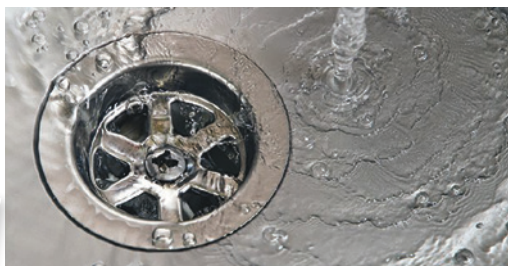
**2022 saw the start of the LIFECYCLE IMPROVEMENT WORKS PROGRAMME in Brunswick and to date we have completed the following on some properties:**

- Boundary fence painting for tenants
- Rewiring communal area electrics
- Renewing of loft hatches to low rise blocks
- Re-roofing of some properties
- Internal painting in communal areas
- Floor covering renewal and DDA compliance
- Renewal of communal boilers in the high rise

Look out for further updates on the next phase of improvement works for 2023, which will include boundary fence painting to maisonettes.

2023 will be a busy year for the next phase of improvement works. Look out for further updates in our regular e-bulletins, the newsletter and letters and texts to customers whose property will be directly involved in the programme.

For more information or details of any works that may be taking place at your property, please email [info@s4bmanchester.co.uk](mailto:info@s4bmanchester.co.uk)



## **BLOCKED DRAINS ARE BECOMING AN INCREASING PROBLEM IN BRUNSWICK AND WE NEED TO PUT A STOP TO IT.**

Here's what you can do to help Stop the Block!

### **ONLY FLUSH THE 3 P'S... PEES, POOS AND (TOILET) PAPER ONLY!**

- ✗ Don't flush wet wipes - put them in the bin instead
- ✗ Don't flush cotton buds - put them in the bin as well
- ✗ Don't pour cooking oils and fats down the sink and drains
- ✓ Scrape oils into the bin. Wait for oils to cool, pour them into a lidded container or bottle and throw them away
- ✓ Use a strainer. Use a sink strainer to catch any leftover food bits going down the plughole

If you are unsure of what to do or how to dispose of anything, please get in touch.

Here's an example of a serious blockage caused by not following the simple steps above.

These pictures were taken by one of our contractors here in Brunswick.



## *Brunswick Village Bistro*

Monday-Friday

9:00am-4:00pm

Dine-in or takeaway

Menu includes cooked breakfast, daily hot specials, sandwiches, cakes & our 'British Pie Awards' winning cheese & onion pie!

**Located inside Brunswick Village,  
0161 676 8707**



## **Brunswick Village Lunch Club**

**Tuesdays, 1:00-3:00pm**

Join us for lunch and a cuppa for £3.50, followed by activities, games, quizzes and more.

Book your place by ringing 0161 676 8706.

Come along and enjoy a delicious lunch in friendly company!



# S4B

# Winter

## WORD SEARCH

S F R S E Q E Y V M S P G T R  
W A E G T X X L X A B R U R E  
I U N S G H J P M E N E N N I  
P G Q T T A G T I K H S S D N  
R B I X A I S I L V S E Q Q D  
N Z L Y G I V R L U N N G F E  
C M T B R M N E K V F T X T E  
G I T H L X I Q J J K S A V R  
I L C T L E S N I T L L T O S  
A U R K B A D L I E O W O C V  
H E S A P F Y F I C R L B E G  
E O D M W R B G O V L V N U Z  
Y W A I L N H H A B R X L O S  
S N O W G O C N A T I V I T Y  
P W F Y S I I H X I J V R E W

Chocolate  
Lights  
Reindeers  
Snow  
Tree  
Christmas  
Nativity  
Santa  
Snug  
Festive  
Presents  
Sleigh  
Tinsel

Answer for a  
chance to win -  
£25 in shopping  
vouchers.

Winner of the  
Autumn word  
search is Mr Horne,  
Haymans Walk.

Return completed entries to S4B housing office, 15 Brunswick Street, Manchester M13 9SU.

Name: .....

Address: .....

Email: ..... Phone number: .....

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**  
15 Brunswick Street Manchester M13 9SU  
T: 0300 555 0128 E: [Info@s4bmanchester.co.uk](mailto:Info@s4bmanchester.co.uk)  
W: [s4bmanchester.co.uk](http://s4bmanchester.co.uk)

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