AUTUMN 2026

Tamworth Borough Council

OPEN HOUSE

FOR TENANTS OF TAMWORTH BOROUGH COUNCIL

HIGHLIGHTS IN THIS EDITION



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www.tamworth.gov.uk

Residents get planting at sheltered schemes

Residents at Thomas Hardy Court and Glenfield enjoyed getting their hands dirty at our recent Plant a Pot events held in September, organised by the tenant voice team.

Thankfully, the rain stayed away, allowing everyone to make the most of the day. Residents created beautiful pots filled with colourful flowers, adding a splash of colour to their homes and communal areas.

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Our housing services: what the regulator found and what happens next

In July, the Regulator of Social Housing inspected our services to see how well we're meeting the standards expected of us as your landlord.



We've received a C3 grading. This means the regulator has found serious failings and says significant improvement is needed, including in how we oversee some safety work.

We're not aware of any immediate danger to tenants as a result of these findings.

Work is already underway and keeping you safe in your home is our priority.

Councillor Ben Clarke, portfolio holder for housing, homelessness and planning, said:

"You deserve to feel safe in your home and to have a housing service that listens to you, responds to your concerns and delivers the standards you rightly expect.

"The regulator's judgement is a serious one, and I recognise that many of you will be disappointed by these findings.

"We've already begun addressing challenges within our service, and this judgement makes clear that we need to go further. I want to reassure you that improving services remains my priority as portfolio holder.

"Your experiences and views must be at the heart of the improvements we make. We'll continue working with you, our staff and the regulator, and we will be open about our progress, including where further work is needed.

"I know that trust cannot be built through words alone. I want you to see the difference in how your home is maintained, how your concerns are handled and how the council listens and responds. That is the standard I am determined we will work towards."

We'll keep you updated on our progress and how you can get involved. Find out more and how to get involved on shaping your housing services at https://community.tamworth.gov.uk/council-tenants-hub/getting-involved/tenant-involvement.

What the grades mean

There are four grades:

C1	Landlord meets requirements.
C2	Landlord meets requirements, but needs to improve some aspects.
C3	Landlord does not meet requirements, with issues of serious concern. An action plan must be in place and improvement is needed.
C4	Landlord does not meet requirements. There are issues of serious regulatory concern, and the landlord is subject to regulatory intervention or enforcement action.

Read the regulator's judgement: www.gov.uk/government/publications/tamworth-borough-council

...continued from page 1.

The events were a great opportunity for residents to come together, enjoy some gardening, have a chat and, of course, tuck into some delicious cake afterwards.

A special thank you goes to our StreetScene Team, who helped make the events such a success. They worked hard setting up and clearing away, as well as assisting residents with their planting to make sure everyone could take part and enjoy the activity.

It was wonderful to see so many smiles and such lovely creations, and we look forward to hosting more community activities in the future.



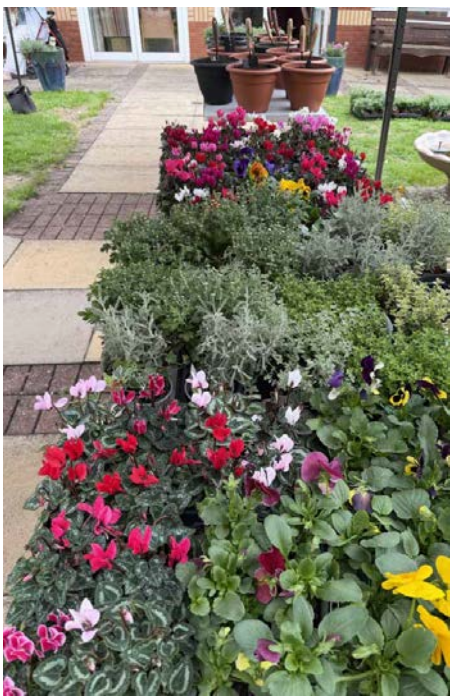






■ Residents planting a pot.







Estate days bring communities together across Tamworth

We were delighted to be joined by a wide range of partners and organisations, including Staffordshire Police, the Family Hub, Support Staffordshire, Everyman Health, Citizens' Advice, Sacred Heart, Dementia Carers, along with council teams and contractors. Their support helped provide information, advice and guidance on a range of services available.





Partners at our estate day in Glascote.



Michelle from Supporting Staffordshire in Belgrave.

Despite some changeable weather, both events were well attended and provided a valuable opportunity to speak with tenants and residents, listen to local feedback and signpost people to the support and services available to them.

These events are a great way for tenants and residents to meet local organisations, share their views and discuss issues that matter to them, helping us better understand the needs of our communities.

This year, we successfully delivered five estate days across Tamworth, all of which received positive feedback from tenants, residents and partner organisations. We'd like to thank everyone who attended and supported the events throughout the year.

We can't wait to be back out in our communities again next summer!

If you have a suggestion for an estate or location that you would like us to visit as part of next year's programme, please get in touch with the tenant voice team at Tenantvoice@tamworth.gov.uk

We'd love to hear your ideas.

Estate days 2026

271	resident conversations
25	enquiries raised
15	enquiries resolved
54	partner organisation attendances
8	referrals made for extra support
60%	enquiry resolution rate

Garden refresh at Ellerbeck supported housing scheme

In August, Wates completed a garden improvement project at our Ellerbeck supported housing scheme, helping to enhance the outdoor space for residents.

The team jet washed the decking, pergola and benches, giving the area a refresh. They also applied two coats of paint to the pergola, helping to brighten the garden and improve its overall appearance.

A huge thank you to everyone at Wates for their hard work and support. The improvements have made a real difference to the scheme, and the refreshed pergola, decking and seating area look fantastic.

This work was delivered as part of a social value commitment. As part of the contracts we award, contractors are encouraged to provide additional benefits to local communities and residents. In this case, Wates carried out the garden refresh at Ellerbeck supported housing scheme. Other contractors have supported communities in different ways, including providing training opportunities, organising litter picks and delivering other community projects.









Outdoor space for residents.

We hope residents at Ellerbeck supported housing scheme enjoy spending time in the improved outdoor space for many months to come.

Discover Santa's Christmas Castle



Step into a magical Christmas experience at Tamworth Castle. Children can meet Santa and enjoy a festive adventure in a historic setting, creating special family memories along the way.

Advance booking is essential. Tickets: Adults £12.50, Children £17, Under 2s £6. Find out more and book tickets: www.tamworthcastle.co.uk/bookings/webevent/xmassantacastle

Would you like a paper copy of OpenHouse newsletter?

If you would prefer a paper copy of the newsletter to read, then please contact tenant participation on 01827 709709 or email: Tenantparticipation@tamworth.gov.uk and we will add your name to the list.

Community spirit shines at Glenfield fundraising event

Tenants along with the local community came together for a successful fundraising afternoon at Glenfield Sheltered Housing Scheme earlier this year.

The event, in support of St Giles Hospice, was held to give something back to the hospice that provided care and support to a tenant's daughter during a very difficult time.

The afternoon was filled with warmth, generosity and community spirit, with tenants, family members and local people coming together to support a worthy cause.

Thanks to everyone's kindness and support, the tenants raised an incredible £1,050, with further donations still being counted.

The event was managed and organised entirely by tenants, demonstrating the positive impact residents can make when they come together for a shared cause.

A huge thank you to everyone who donated, attended and helped organise the event. Your efforts have not only raised valuable funds for St Giles Hospice but also highlighted the strength, compassion and community spirit that make our sheltered housing communities so special.

Please note: This fundraising event was organised and managed entirely by tenants. Tamworth Borough Council and the scheme manager were not involved in handling or managing any funds raised.



Glenfield residents with their cheque.

Happy 100th birthday, Dolly

A special celebration took place at Ankermoor Court on 9 July as tenants, residents, family and friends came together to mark Dolly's 100th birthday.

Dolly, the scheme's longest-standing tenant, has lived at Ankermoor Court for more than 24 years and is a much-loved member of the community.

Residents and guests gathered to celebrate this remarkable milestone with laughter, friendship and happy memories. As part of the celebrations, Rishi Spolia, Executive Director Housing & Communities, presented Dolly with a personalised birthday cake and flowers, and paid tribute to her life, including her time in the Armed Forces, love of dancing and dedication to the scheme's gardens.

Special guests included Mayor Ken Norchi and Sarah Edwards MP. Dolly also received a birthday card from Their Majesties The King and Queen, and a letter from the Prime Minister.



Everyone at Tamworth Borough Council wishes Dolly a very happy 100th birthday and congratulations on this wonderful achievement.

Celebrating Dolly's 100th birthday.



Gas and electrical safety checks: help us keep your home safe this winter

Regular gas and electrical safety checks help make sure your home is safe and that everything is working properly, especially during the colder months when heating systems and electrical appliances are used more frequently.

We are pleased to be partnering once again with Goom Electrical to carry out electrical safety checks in our properties. Our qualified contractors will be visiting homes to inspect electrical installations and make sure they continue to meet safety standards. You may see Goom Electrical employees in their branded uniforms while they are carrying out these important checks.

Gas safety checks are a legal requirement and can identify risks such as gas leaks, carbon monoxide poisoning and faulty appliances. Electrical safety checks are just as important, helping to prevent faults that could lead to electric shocks or fires.

Why access matters

Keeping tenants safe is one of the council's most important responsibilities. Under your tenancy agreement, you must allow access for gas and electrical safety inspections.

When we contact you to arrange an appointment, please do your best to provide access to your home. These important checks help keep you, your family and your neighbours safe.

If you are unable to make your appointment, please let us know as soon as possible so we can arrange another convenient time.

If we cannot gain access

We will always try to arrange a time that works for you and make repeated attempts to contact you before taking any formal action.

However, if access is repeatedly refused and a safety check cannot be completed, we may need to apply to the court for a warrant to enter the property and carry out the inspection. Before a warrant is granted, we must demonstrate that reasonable efforts have been made to arrange access.

Legal action is always a last resort, but it can lead to additional costs. The current court application fee is at least £387, and we may seek to recover this and any other associated costs where appropriate.

Working together to keep homes safe

We want to work with you to arrange appointments and address any concerns you may have. By providing access for gas and electrical safety checks, you are helping to keep your home safe, compliant and free from avoidable risks.

If you receive a request for access, please get in touch as soon as possible so we can find a time that suits you. Together, we can keep our homes and communities safe.



How is the council performing as your landlord?

You can view our housing quarterly performance information in the table below for the period of 1 April 2026 to the 30 June 2026.

The performance information allows us to:

- Make sure our tenants can hold us to account for the quality of service they receive.
- Promote greater transparency by providing our tenants with clear, accessible information about our housing service performance.
- Measure how well we deliver different elements of your housing services.
- Compare how we're doing with other landlords showing, areas of strength and areas for improvement.
- Look for ways we can continuously improve the housing services we provide.
- Take action to tackle areas where we have underperformed.

*some results were unavailable at time of print.

Housing services performance - Quarter 1 - 2026/2027	Results	Results	Results
Asset management	**April 2026**	**May 2026**	**June 2026**
Percentage of homes with a valid gas safety certificate (%)	99.91%	99.91%	99.80%
Percentage of homes with a valid electrical safety certificate (EICR) up to five years old (%)	94.70%	94.70%	94.70%
Responsive repairs completed per 1,000 homes	415	323	301
Percentage of non-emergency responsive repairs completed within target timescale (%)		95.83%	94.05%
Responsive repairs outstanding ('work in progress') at month-end (%)			
Housing management	**April 2026**	**May 2026**	**June 2026**
Percentage of current tenant rent arrears (%)	22.22%	2.64%	2.88%
Percentage of homes vacant but available to let (%)	0.28%	0.38%	0.21%
Average re-let time in days for empty council homes	72.67	73.50	73.35
New anti-social behaviour cases reported per 1,000 homes	16.72	13.91	17.44
Customer experience	**April 2026**	**May 2026**	**June 2026**
Formal stage 1 and stage 2 complaints received per 1,000 homes			
Percentage of stage 1 and stage 2 complaints resolved within timescale (%)			
Percentage of customer contact received via digital channels (%)	63.44%	58.54%	64.32%
Average time taken to answer inbound telephone calls (in seconds)	180.6	147.6	76.8
Staffing	**April 2026**	**May 2026**	**June 2026**
Percentage of working days lost to staff sickness absence (%)	4.15%	3.25%	3.30%
Awaab's Law	**April 2026**	**May 2026**	**June 2026**
New emergency hazards reported per 1,000 properties	0.23	0.00	
New significant damp and mould hazards reported per 1,000 properties	3.72	5.12	3.26
Percentage of emergency hazards resolved within 24 hours	100.00%		
Percentage of significant damp and mould hazards investigated within 10 working days	79.00%	89.00%	0.00%
Percentage of significant damp and mould repairs initiated within 5 working days	0.00%	5.00%	0.00%

Keeping tenants safe is our top priority

The "Big 6" compliance checks help us make sure our homes and communal areas continue to meet important safety standards.

These checks cover fire safety, gas and electrical inspections, asbestos management, lift safety and water hygiene. The figures below show how many properties or blocks are covered, how often inspections are carried out and our current level of compliance.

The traffic light system highlights our performance, helping tenants see at a glance where we are meeting our targets and where improvement work may be needed.

Fire risk assessments (communal)	Gas safety (LGSR) – domestic	Electrical (EICR) – domestic	Asbestos re-inspections (communal)	Passenger lift inspections	Water hygiene (L8) risk assessments
FREQUENCY Annual	FREQUENCY Annual	FREQUENCY 5-yearly	FREQUENCY Variable	FREQUENCY Annual	FREQUENCY Bi-Annual
PORTFOLIO 130 residential blocks	PORTFOLIO 3,581 properties	PORTFOLIO 4,266 properties	PORTFOLIO 136 residential blocks	PORTFOLIO 13 blocks 21 lifts	PORTFOLIO 29 residential blocks
TRAFFIC LIGHT	TRAFFIC LIGHT	TRAFFIC LIGHT	TRAFFIC LIGHT	TRAFFIC LIGHT	TRAFFIC LIGHT
100.0%	99.4%	94.7%	100.0%	100.0%	100.0%
TREND DIRECTION ONLY	TREND DIRECTION ONLY	TREND DIRECTION ONLY	TREND DIRECTION ONLY	TREND DIRECTION ONLY	TREND DIRECTION ONLY
Stable	Stable	Stable	Stable	Stable	Stable

Hello from your Tenant Voice panel

Welcome to Open House, a free magazine for Tamworth Borough Council tenants and leaseholders. It shares housing updates, useful information, community news, and positive stories from across Tamworth.

We are a group of tenants who review and approve the content for Open House, and we would love your help. We want to hear about the issues that matter to you, as well as your ideas, good news stories, and articles.



Tenant Voice group.

We review everything we receive, and suitable submissions may be featured in a future edition. Please email your ideas or articles to Laura-Waldron@tamworth.gov.uk.

We look forward to hearing from you.

Do you need extra support to access our services?

We want to make sure everyone can use and access the housing and council services they need.

If you have a disability, health condition, communication need, or anything else that makes it harder to access our services, please let us know.

We can make adjustments to help you get information and support in a way that works for you. This might include providing information in a different format, offering extra support, or changing how we communicate with you.

By telling us what support you need, we can help make sure you can access our services safely and fairly. If your needs change, please let us know so we can continue to support you.

To discuss any support needs or reasonable adjustments, please contact your housing officer on 01827 709709. They will be happy to help and make sure the right support is in place.



Contents insurance

Tamworth Borough Council has negotiated a home contents insurance scheme for its tenants and leaseholders.

The prices are competitive, and it is important to protect your own personal contents in your property against loss or damage caused by fire, flood, and burglary.

The council's insurance policy only covers the building not your personal contents. Full details are available at: www.tamworth.gov.uk/contents-insurance.

Stop Loan Sharks

Support if you're affected by loan sharks

Fantastic news! We've received national recognition from the England Illegal Money Lending Team (Stop Loan Sharks) for our work to help protect residents from illegal money lending.

We're now an official accredited partner of Stop Loan Sharks and one of the first organisations in the country to become an official Stop Loan Sharks official access point with our service at Marmion House.

Our Marmion House reception service offers local people a safe place to access specialist support and report illegal lenders.

Loan sharks are illegal lenders who may charge high interest and use threats, intimidation or violence to make people repay. They can leave people trapped in debt and struggling to pay essential household bills, including rent.

If you or someone you know is affected by a loan shark, please don't suffer alone. Help is available and you will not be judged.

You can contact Stop Loan Sharks 24 hours a day, 7 days a week:

Helpline: 0300 555 2222

WhatsApp: 07700 102773 (9am–8pm, Monday to Friday)

Live chat and information: www.stoploansharks.co.uk

Visit us: Marmion House reception, Monday, Tuesday, Wednesday, Friday: 10am - 2pm. Thursday: 2pm - 6pm.

As a council we're committed to supporting residents and helping people access the advice they need. If you are worried about illegal lending, please reach out – taking the first step towards getting help can make a real difference. Ask to speak to one of our trained officers at the front desk at Marmion House.



Helpful housing information at your fingertips

Did you know there's a wide range of helpful housing information available on our website?

Our tenant-friendly factsheets cover topics including:

- Paying your rent
- Understanding your tenancy
- Moving in and out of your home
- Support services
- Keeping pets
- Estate management
- Gas safety
- And many more

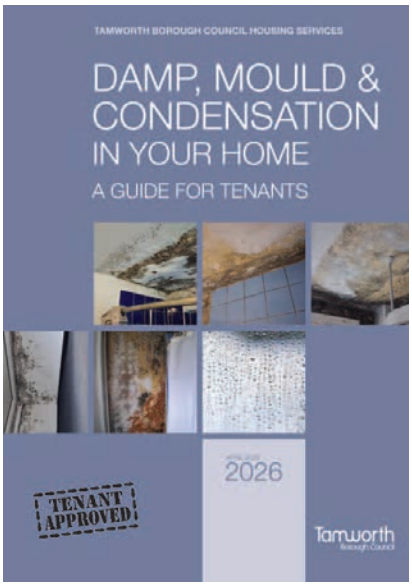
The factsheets have been co-written with tenants to make sure the information is clear, relevant and easy to understand.

You can also read our housing service standards, which explain the level of service you can expect from us and our commitment to providing high-quality housing services.

To find out more, visit:

www.tamworth.gov.uk/housing-service-standards-our-commitment-you
tenantvoice@tamworth.gov.uk
or call 01827 709 709
and ask for Grace Valente.

New damp and mould guide available



We have produced a new damp and mould guide to help tenants identify, prevent and report damp and mould in their homes.

The guide includes:

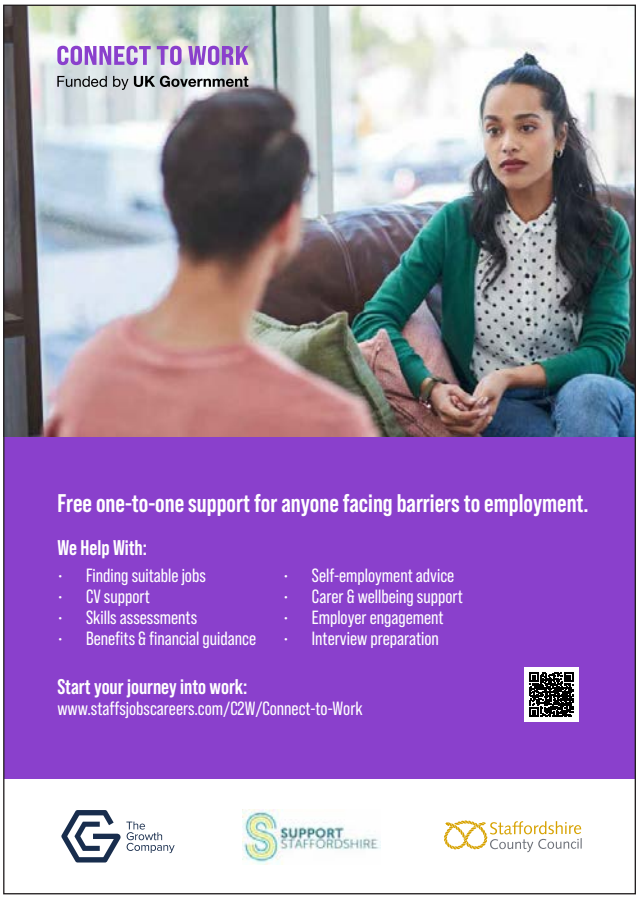
- Information on how to recognise signs of damp and mould
- Practical tips to help prevent mould from developing
- Advice on what to do if you discover damp or mould in your home
- Photographs showing examples of what damp and mould can look like

We know that damp and mould can be a concern for tenants, so we've created this guide to provide clear information and help you act as early as possible.

The guide is available to view and download from the council's website at: www.tamworth.gov.uk/council-tenants-hub/repairs/looking-after-your-home-advice.

If you would prefer a printed copy, let us know, or pop into Marmion House reception to pick up a copy.

If you are experiencing damp or mould in your home, please report it to us as soon as possible so we can investigate and provide the right support.



Oakendale gardening club blooms

Tenants at Oakendale Sheltered Housing Scheme have been busy brightening up their communal garden thanks to a generous donation of plants from the council's StreetScene team.

The plants were kindly provided by Olly from StreetScene, to support the gardening club and help tenants continue developing and enjoying their shared outdoor space.

The gardening club remains a popular activity, bringing tenants together, encouraging wellbeing and helping create a welcoming environment for everyone to enjoy. The new plants have added colour to the garden and will have supported tenants' gardening efforts throughout the summer.

A huge thank you to Olly, and the wider StreetScene team for their generosity and support. Their contribution has made a real difference and will help make sure Oakendale's garden continues to thrive as a place where residents can relax, socialise and enjoy spending time together.







Residents planting up at Oakendale.

Keep your garden clean, safe and fire-free

A tidy garden not only looks good, but it also helps keep you, your family and your neighbours safe.

Overgrown grass, piles of rubbish, unwanted furniture and dry vegetation can all increase the risk of fire. As we saw in the summer, fires can spread quickly between gardens, sheds, fences and even nearby homes.

Help keep your garden safe by:

- Regularly cutting grass and trimming hedges
- Removing rubbish and unwanted items
- Keeping pathways and exits clear
- Storing flammable items safely, including barbecues and fire pits
- Disposing of cigarettes carefully and never throwing them into dry grass or vegetation
- Avoiding a build-up of waste that could attract pests or become a fire hazard

By taking a few simple steps to keep your garden clean and well maintained, you can help reduce fire risks, improve the appearance of your neighbourhood and create a safer environment for everyone.

For more information about maintaining your garden and your tenancy responsibilities, please see: www.tamworth.gov.uk/council-tenants-hub/repairs/looking-after-your-home-advice

Getting to know you better survey

Help us get to know you better – please complete your tenant survey

The following questions are about you. The information you share will help Tamworth Borough Council improve its housing services, communicate more effectively with tenants, and make sure our services are fair, accessible, and meet everyone's needs.

or visit: https://bit.ly/4tO46Nl

Tenant news: helping to spot and stop bed bugs early

Bed bugs can affect any home and are not a sign of poor cleanliness. These small insects often hide in mattresses, bed frames, furniture, clothing and luggage. They are most active at night and can spread quickly if not dealt with early.

Although the number of cases reported in Tamworth Borough Council homes remains extremely low, we have received a small number of reports for the first time this year. We are therefore sharing this information to help tenants recognise the signs and take action early. Treatment can be costly and disruptive, and tenants may be charged for the cost of treatment.

What should you look for?

Signs of bed bugs can include:

- Bites in lines or clusters
- Small blood spots on bedding
- Dark spots on mattresses or furniture
- Shed skins or eggs



- Live insects

Not everyone reacts to bed bug bites, so it's important to look for other signs too.

Check sleeping areas regularly, especially:

- Mattress seams
- Headboards
- Sofas and chairs
- Skirting boards

How can you reduce the risk?

You can help prevent bed bugs by:

- Keeping rooms as clutter-free as possible
- Vacuuming regularly
- Checking second-hand furniture carefully before bringing it into your home
- Inspecting luggage and clothing after travelling
- Washing affected bedding and clothing on a hot wash (where suitable) and drying thoroughly

Think you have bed bugs?

If you think you may have bed bugs, contact your housing officer straight away.

Do not:

- Move furniture or bedding to another room
- Throw items away without advice
- Use shop-bought pesticides before speaking to us

Reporting the problem early helps us provide the right advice and arrange treatment as quickly as possible. Please call 01827 709 709 and speak to your housing team.

Register for MyHousing



Sign up to this new helpful website

https://myhousing.tamworth.gov.uk

Our MyHousing service allows you to access, at any time, your current rent account balance, report repairs and antisocial behaviour, pay your rent and make a housing application for another property all online. To sign up you will be asked to create your own password to see your personal details and to prevent anyone else having access to it.

Over £118k available to support community-led projects in Tamworth

Do you have an idea to improve your local area?



We have more than £118,000 available for charity, voluntary and community groups looking to make a difference in their neighbourhood.

The latest funding round for We Are Tamworth is now open to applications, for projects that help build better communities and bring people together in Tamworth.

It gives voluntary sector groups the chance to turn ideas into action through a combination of donations from local people and council grants.

Some fantastic projects have already been supported and delivered, including free football sessions for children, hygiene products for those living in poverty, a new sensory area at Glascote community farm and a town arts festival.

The council is keen to help many more get off the ground.

How it works

- Visit www.spacehive.com/programme/tamworth/about to see what it's all about
- Eligible, approved projects and fundraising targets uploaded to Spacehive
- Start receiving donations from local people and partners
- Once support is received from 20 backers, projects becomes eligible for council pledges
- Council funds are only transferred if campaign targets are reached
- Groups can choose to receive community pledges even if targets are not met, or go 'all or nothing'

All the relevant information about how it works and who can apply can be found on the Spacehive Tamworth website.

Identity badges

Please be assured that all Tamworth Borough Council staff and repairs contractors should be wearing an identity badge when they visit your home and if this is not displayed, then you should ask to see this before allowing entry to your property.



Tenant Knowledge Hub:

free training for council tenants

Did you know you can access a range of free training and learning opportunities through our Tenant Knowledge Hub?

The Knowledge Hub offers sessions throughout the year to help you build your knowledge, confidence and skills.

Topics include:

- Understanding your tenancy
- Tenant scrutiny and getting involved
- Digital skills
- Using Microsoft Teams
- Reporting repairs
- Accessing housing services online

Training is delivered by trusted organisations, including TPAS and Four Million Homes, and includes both face-to-face sessions and online webinars, making it easier for tenants to take part.

The Knowledge Hub can help you better understand housing services, have your say, ask questions and play an active role in shaping future services.

To find out more and see the latest training opportunities, visit www.tamworth.gov.uk/tenant-knowledge-hub

You can also find information about getting involved by visiting the council's tenant involvement page.

Manage your email preferences through the tenant portal

We're making it easier for you to choose how we keep in touch.

You can now update your email communication preferences directly through the Tenant Portal. This means you'll have more control over the information you receive from Tamworth Borough Council about housing services, consultations, events, service updates and opportunities to get involved.

Once the new feature is available, you can review and update your preferences online quickly and easily, whenever it suits you.

Keep an eye out for further updates as we prepare to launch this new service.

Kiddibops session helps connect families with local support

In August, the supported housing team held a Kiddibops session at St Martin's Church, led by Rachel from Kiddibops. The session used music and sensory activities to support young children's learning and development.

Two residents attended with their three babies, and everyone enjoyed taking part. Kiddibops is designed for children from birth to five years old and helps them develop through fun, interactive activities.

The residents were also provided with free Family Hub passes, allowing them to continue attending future sessions and access a range of activities for young children and families.



Caption families enjoying Kiddiebops.

Did you know?

Families on low incomes or receiving certain benefits may be entitled to a free pass, through Tamworth Family Hub, giving access to Kiddibops sessions and a variety of other activities for children and families. More information is available through Tamworth Family Hub and on their social media channels.

Whats on

Cown Ballet - The Nutcracker

Tamworth Assembly Rooms



The Rat Pack

Tamworth Assembly Rooms



Buddy Holly & the Cricketers - Holly at Christmas

Tamworth Assembly Rooms



Foo Fighters GB

Tamworth Assembly Rooms



Bandeoke and DJ Party

Tamworth Assembly Rooms



YOU SAID	WE DID	OUTCOME – what this means for tenants
High-rise residents asked for the High-Rise Social Club to be used as a warm space in the winter.	The club will open as a warm space one day a week during the winter. We worked with residents to arrange this. The council will help with access, storage and letting people know about it.	Residents will have a free, local warm space where they can stay warm, meet neighbours and access support during colder months.
During a Tenant Knowledge Hub digital skills session, tenants told us they would like a dedicated session on Microsoft Teams.	We held a Tenant Knowledge Hub session on 27 October 2026 that focused only on Microsoft Teams. We will also plan another session for February 2027.	Tenants had the opportunity to build their confidence using Microsoft Teams, helping them take part in online meetings, training sessions and other digital activities.
During a community estate day, residents reported an uneven area of paving in St Editha's Square that was causing a trip hazard.	The contractor has agreed to repair the sunken paving. We reported the problem and asked them to return to carry out the repair.	The paving will be repaired, making the area safer and reducing the risk of trips and falls for residents and visitors.
During Community Estate Days, residents asked us to hold community events in both Amington and Bolehall.	We have scheduled a Community Estate Day in Amington on 8 July 2027 and in Bolehall on 24 August 2027.	Residents will have more opportunities to meet with Council staff, raise local issues, get advice and help shape services in their community.
The anti-social behaviour (ASB) group reviewed the survey sent out after an ASB case is closed. They told us it was too long, repeated questions and offered too many answer choices.	The Impact Team reviewed the survey and reduced the number of questions. The wording was rewritten in plain English, and the number of answer options was reduced. This will be in place for Jan 2027.	The survey is now quicker and easier to complete, helping more tenants share their views and feedback after an ASB case is closed.
The high-rise residents group told us that the benefits review letter did not make it clear that mini statements would not be accepted. Several residents reported that their benefit payments had been paused as a result.	The benefits team reviewed the letter and updated the wording to make it clear that mini statements will not be accepted.	The updated letter will tell tenants clearly that mini statements are not accepted for their benefits review. This should help tenants send the right evidence and reduce the risk of their benefit payments being paused.