

SUMMER 2026

Tamworth
Borough Council

OPENHOUSE

FOR TENANTS OF TAMWORTH BOROUGH COUNCIL

HIGHLIGHTS IN THIS EDITION



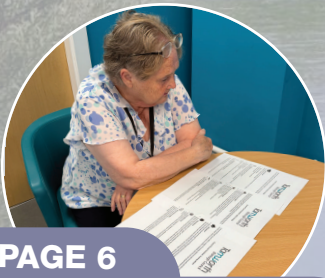
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www.tamworth.gov.uk

Community estate days – bringing services closer to you

Our recent community estate days across the town centre, Belgrave and Stonydelph were a great success, bringing together council teams and partner organisations to support local residents.

Working alongside colleagues and partners including the police, Supporting Staffordshire and Everyman Health, we spoke to residents and helped with a wide range of issues. These included antisocial behaviour concerns, rent and council tax queries, parking issues, housing applications, and neighbour disputes.

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Despite some typically British weather at times, the events were a fantastic opportunity to connect with the community, offer advice and support, and make a real difference.

Thank you to everyone who came along and to all the teams who helped make these events a success.



■ Staff, partners and members of the public attending.



Shout out to our supported housing team

WELL
DONE!

We want to recognise the incredible work of our Supported Housing team and the life-changing difference they make every day. Behind the scenes, they are helping people build confidence, gain independence, and create brighter futures. Here are just a few examples of the impact they've had.

A journey to independence and success

One young parent came into Supported Housing with little experience of managing a tenancy and concerns about relying on benefits. With the team's support, they successfully managed their home, built confidence, and began thinking about their future goals. After moving on, they went on to start their own small business, which has grown into a real success. Over time, they were able

to move into private renting and have since achieved the milestone of becoming a homeowner.

Building skills and confidence for independent living

Another young person joined the service with very little support network and limited experience of managing money or running a home. Over time, with consistent guidance, they developed essential life skills such as budgeting, paying bills, and managing their tenancy. They also grew in confidence and independence, building a stable and positive future for themselves and their family.

Overcoming anxiety and thriving independently

We have also supported individuals facing significant anxiety and low confidence, who found it difficult to engage with others or leave their home. Through patient, ongoing support



and opportunities to take part in activities, they gradually built their confidence and social skills. With time, they were able to move on successfully to their own home, where they now manage their tenancy independently.

These stories are just a snapshot of the dedication, care, and commitment shown by our people. Their work helps people not only find a place to live but also develop the skills and confidence to thrive.

A huge thank you to everyone involved for the positive difference you continue to make.

Gardening club at Thomas Hardy Court

It was great to see tenants come together for a gardening club afternoon at THC earlier in the year.

With support from Sharon, the scheme manager, everyone got involved in brightening up the gardens,

creating a welcoming and enjoyable outdoor space.

The photos show the fantastic results and the positive impact of working together as a community. Well done to everyone who took part!



Estate inspections underway

We've started checking our estates, working with trained tenants and staff. These checks help make sure the area stays clean, safe, and looked after.

You can find the schedule at www.tamworth.gov.uk/estate-inspections so you can see when we'll be in your area. If you notice any problems while we're there, please let us know by calling 01827 709 709, emailing enquiries@tamworth.gov.uk, or just come and speak to us if you see us around.

By working together, we can keep our communities looking their best.



Looking for free activities to keep the kids busy this summer?

The Staffordshire Space programme is here with a range of FREE activities for children and young people aged 8–17 across Tamworth, funded by the Staffordshire Police, Fire & Crime Commissioner.

From sports, creative sessions and youth clubs to outdoor adventures and exciting day trips, there's something for everyone to enjoy this summer holidays.

Find activities and book your places at: <https://staffordshirespace.uk/locations/tamworth/>

Spaces are limited, so don't miss out!





Funded by Staffordshire Commissioner for Police, Fire & Rescue and Crime and supported by partners



Scan me 

Free activities for 8-17 year-olds during the school holidays

www.staffordshirespace.co.uk

 @StaffsSpace
 StaffsSpace
 StaffsSpace



Health, safety and security: staying safe from Legionella

Legionella is a type of bacteria that can sometimes be found in water systems. It's very rare, but in certain conditions it can cause illness if tiny water droplets containing the bacteria are breathed in. While the risk at home is low, there are a few simple steps you can take to help keep your water system fresh and your home safe.

Easy ways to reduce risk at home

Shower heads: Give your shower head a clean now and then. If you haven't used your shower for a week or more, let it run for a minute or two before hopping in.

Water tanks: After being away from home for a while, especially during warmer weather, run your

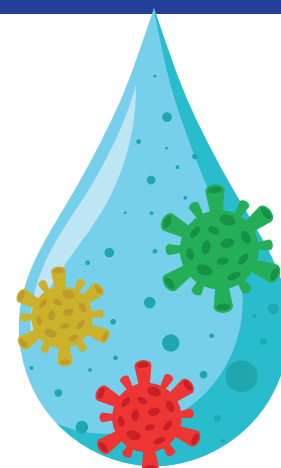
hot and cold taps on low pressure for a few minutes to flush the system.

Water filter jugs (e.g., Brita): Keep them clean, store them in the fridge, and avoid leaving water sitting in them for long periods.

Taps: Try to keep taps clean and free from limescale. If your taps haven't been used for a week or more, let them run slowly for five minutes when you return.

Toilets: If you've been away for a week or longer, it's a good idea to put the toilet seat down and flush once when you get back.

If you ever have concerns about water quality or safety in your home, please get in touch with your housing team, who will be happy to help.



Tenant celebration lunch

We recently held a fantastic celebration lunch for over 30 tenants who regularly give up their time to help shape and improve services for all tenants.

The celebration was a thank you in recognition of their ongoing support and commitment to working with us.

Guests were presented with certificates in appreciation of their contributions, followed by a lovely lunch where everyone had the chance to relax and enjoy the occasion together.

It was a great event, with a wonderful atmosphere, and a chance to say thank you to those who help shape and improve our services.



Supporting you to better understand your tenancy

New tenant-friendly factsheets

We're pleased to introduce a new set of easy-to-read factsheets to help you understand your tenancy, including your rights and responsibilities as a council tenant.

These factsheets give clear and simple information about what you can expect from us, and what we expect from you. They are designed to support you at every stage of your tenancy, from moving in to making changes or ending your tenancy.

What's included?

The factsheets cover key topics, including:

- Moving into your home and starting your tenancy
- Ending your tenancy and moving out
- Making changes to your tenancy
- Keeping pets

- What happens to a tenancy after a bereavement

- Other helpful tenancy guidance

Each factsheet is written in a simple and easy-to-follow format, so you can quickly find the information you need.

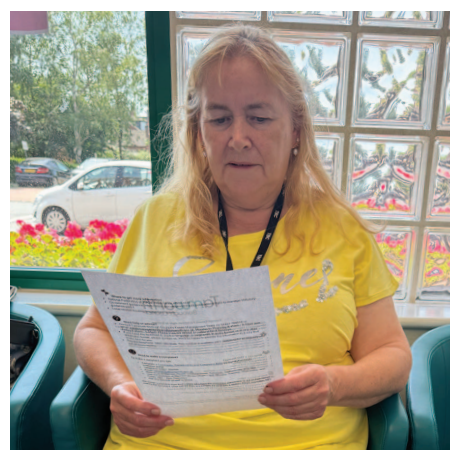
Designed with tenants, for tenants

These factsheets have been developed with the help of the Tenant Consultative Group (TCG). This means they reflect what matters most to tenants and help answer common questions. It's a great example of how your feedback is helping us improve our services.

Access and next steps

You can view the factsheets online at:
www.tamworth.gov.uk/tenant-friendly-factsheets

Printed copies are also available from Tamworth Borough Council reception on request.



- Tenants with Tenant Friendly Factsheets.

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 January 2026 to the 31 March 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.

Housing services performance - Quarter 4 - 2025/2026

	Results	Results	Results
	Jan 2026	Feb 2026	March 2026
Asset Management			
Percentage of homes with a valid gas safety certificate (%)	99.9%	99.86%	99.91%
Percentage of homes with a valid electrical safety certificate (EICR) up to five years old (%)	93.8%	94.70%	93.90%
Responsive repairs completed per 1,000 homes	409	387	441
Percentage of responsive repairs completed within target timescale (%)	94.77%	96.57%	94.94%
Housing Management	Jan 2026	Feb 2026	March 2026
Percentage of current tenant rent arrears (%)	3.56%	3.91%	2.04%
Percentage of homes vacant but available to let (%)	0.09%	0.07%	0.09%
Average re-let time in days for empty council homes	60	95	74.14
New anti-social behaviour cases reported per 1,000 homes	14.13	10	12.47
Customer Experience	Jan 2026	Feb 2026	March 2026
Formal stage 1 and stage 2 complaints received per 1,000 homes	9.82	5.65	7.76
Percentage of stage 1 and stage 2 complaints resolved within timescale (%)	43.59%	16.67%	15.15%
Percentage of customer contact received via digital channels (%)	65.77%	68.71%	N/A
Staffing	Jan 2026	Feb 2026	March 2026
Percentage of working days lost to staff sickness absence (%)	2.62%	3.49%	4.87%
Awaab's Law	Jan 2026	Feb 2026	March 2026
New emergency hazards reported per 1,000 properties	N/A	N/A	N/A
New significant damp and mould hazards reported per 1,000 properties	32.00	46.00	N/A
Percentage of emergency hazards resolved within 24 hours	91.40%	94.60%	91.50%
Percentage of significant damp and mould hazards investigated within 10 working days	100%	100%	N/A
Percentage of significant damp and mould repairs initiated within 5 working days	N/A	N/A	N/A

A new resident e-newsletter is here

Did you know that we now send a monthly e-newsletter packed with the latest council news, updates and information from across the borough?

Delivered straight to your inbox on the second Tuesday of every month, the newsletter includes:

- Council news and updates
- Information about local services and projects
- Community stories and events

- Important updates for residents

It's a free, quick and easy way to stay connected with what's happening in Tamworth and hear directly from us.

Whether it's local projects, community initiatives, service updates or upcoming events, the newsletter brings together key council information all in one place.

Sign up is free, it only takes a minute to subscribe, and you can unsubscribe at any time.

Sign up today:

<https://bit.ly/e-newsletter-signup>

Protecting the future of Tamworth Castle

This summer, the biggest conservation project in the modern history of Tamworth Castle gets underway.

Thanks to £1.7 million from Arts Council England's MEND fund and £190k from Tamworth Borough Council, vital work will take place to protect the castle and everything it holds.

Tamworth Castle has been cared for by generations of Tamworthians for almost 1,000 years. In that time, it's been built, rebuilt, adapted and repaired.

It's a living, changing building that responds to weather, water and people! Caring for it is an ongoing responsibility which now belongs to us.

In recent years, serious issues have emerged including water damage, structural movement and deteriorating masonry.

We need to address this now to protect the castle and the stories it keeps for future generations.

The restoration work will be carried out by Messenger BCR, specialists in heritage conservation and restoration.

It includes:

- Repairing historic drainage systems
- Stabilising areas of structural movement
- Addressing eroded masonry

- Significant roof repairs
- Protecting important museum collections

Be part of the story

This isn't just a construction project; it's a community journey.

Over the coming months, there will be opportunities to follow the restoration as it happens, learn more about how historic buildings are cared for, take part in activities and events and get closer to the castle than ever before.

There may be some disruption at times, but we're keeping castle open (if we can!), so you can see history being protected in real time.

To find out more, visit: www.tamworthcastle.co.uk.



Home condition survey

Home Condition Survey 2026

– Why access is important

Tamworth Borough Council will carry out home condition surveys during 2026. These surveys help make sure homes are safe and well maintained.

Not all council homes will be included. If your home is selected, you will receive a letter with full details and how to arrange access.

Why access is important

We have appointed specialist surveyors from Rapleys LLP to carry out the surveys. These visits help us to:

- Check the condition of homes
- Plan future improvements (such as kitchens, bathrooms, roofs, windows and heating)
- Meet our legal responsibilities as your landlord

Allowing access helps us invest money where it is most needed and improve homes across Tamworth.

Regular inspections also help find problems early before they become more serious and expensive to fix.

What to expect

The survey is simple and designed to keep disruption to a minimum:

- Visits usually take about 45 minutes
- The surveyor will carry out a visual check inside and outside your home
- They may check the loft if it is safe
- You do not need to move furniture or carpets

All surveyors will carry ID. Please check this before letting anyone into your home.

Arranging access

Surveyors may call at your home during the survey period. If you are available, please allow access.

If you would prefer to book an appointment, contact Rapleys:

- Freephone: 01480 371 460
- Email: surveys@rapleys.com

If access is not provided

Your tenancy agreement and the law require you to allow reasonable access for inspections and maintenance.

If access is repeatedly refused, we may need to take further action. However, we'll always try to work with you first to resolve any issues.

Reporting repairs

Surveyors cannot raise or carry out repairs during the visit.

To report a repair, please contact the council separately:

- Online: www.tamworth.gov.uk/council/do-it-online
- Phone: 0800 183 0044

Stay safe

- Do not let anyone into your home without checking their ID
- If you are unsure, call Rapleys on 0117 910 0505 to confirm the surveyor's identity

Working together

These surveys help keep homes safe and improve housing across Tamworth.

By allowing access, you are helping the Council plan and maintain good-quality homes for everyone.

If you need support or adjustments to access this service, please contact the Council so arrangements can be made.



Work begins on the 2025–26 annual report

Work on our 2025–26 housing annual report has officially begun.

Every year we create a housing annual report which summarises how we're performing and what has been achieved.

Tenants are involved in creating this report, and this year work started with a tenant workshop, where tenants began planning what it should include. Tenants gave honest and constructive feedback on last year's report, sharing what they liked, what they didn't like, and what information mattered most to them.

Tenants also looked at reports from other councils to see how others presented the same information, to help shape the new report.

Tenants talked about how information could be presented in a clearer, more accessible, and easy to understand way. Their views and ideas have helped shape how the new report should look and feel.

This workshop sees tenants involved at the very start in shaping this important document. The report will now be drafted using tenants' feedback to guide its structure and content.

The same group of tenants will continue to be involved throughout the process, reviewing the report as it develops to make sure tenants remain at the centre of this report from start to finish. If you're interested in helping with this, contact us at:

tenantvoice@tamworth.gov.uk or
Call 01827 709 709 and ask for
Grace Valente.



■ Tenants working on the Housing Annual Report.

House Project – supporting care leavers

We are pleased to be working in partnership with Staffordshire County Council on a pilot project to support young people leaving care into independent living.

The 'House Project' provides structured, step-by-step help for young people, supporting them every step of the way to gain the skills they need to manage and maintain their own home.

So far, we've successfully homed two groups of care leavers through this programme and are now supporting a third group. This initiative is part of the national House Project, which offers tailored support to help young

people build essential life skills, confidence, and resilience.

By providing safe and suitable housing alongside personalised support, that many people would get from a parent, we aim to support a vulnerable young person to live independently.

Working closely with Staffordshire County Council makes sure that care leavers are not only given a home, but also the support they need to settle in and thrive in their communities.

We look forward to continuing this work and supporting more young people on their journey to independence.



Reducing use of temporary accommodation and B&B

Our teams have worked hard to reduce the number of homeless households placed in bed and breakfast (B&B) accommodation.

Sometimes we have to offer B&B accommodation as a temporary solution, but we work to keep stays as short as possible.

We are pleased to report a significant improvement, with numbers falling from a peak of sixteen households to just four and expected to drop to two shortly.

Usually, we see around ten households in B&B at any one time, but we recently saw a temporary increase. Through strong partnership working, active case management, and a

committed team effort, numbers have now been reduced.

Our use of temporary accommodation is now well below both national and county averages.

This achievement highlights the dedication, resilience, and teamwork of our officers, especially in responding to increased demand while keeping a clear focus on achieving the best outcomes for residents.

The service remains fully committed to reducing the need for temporary accommodation and preventing homelessness wherever possible.

A big well done to everyone involved for their continued hard work and positive impact.

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/4tO46NI>

Moving home: time for a clear out

We know that moving can be stressful especially if you're moving to a smaller home and can't take everything with you.

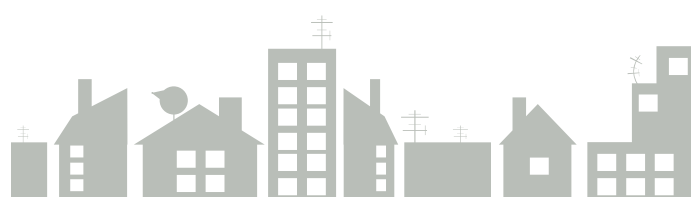
When you tell us you are leaving your council home, as long as you apply before your tenancy ends, we can pick up and dispose of flooring, furniture and any other items (except for white goods).

If the tenant has gone into residential care or sadly passed away, the family can utilise this service also while the tenancy is still active.

The process is simple, fill in a form, list everything to be removed, get it to us by Friday and we will collect it the following Tuesday (if your tenancy hasn't ended).

There are some rules:

- We will only take items that have been listed
 - Items left after the tenancy has ended will be subject to a recharge
- How do I apply?**
- It's easy, contact us on 01827 709514 or email estatemanagementteam@tamworth.gov.uk and ask for the form.
- There must be an adult present in the home when we visit
 - We do not currently offer time slots so you would need to be available on that day
 - We can only offer Tuesdays

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.

Why not pay your rent by Direct Debit

To save you time and ease of payment, why not pay your rent by Direct Debit.

You can set up a Direct Debit to collect either: weekly on a Friday or monthly on the 1st or 16th of every month.

Direct Debits do have a guarantee to protect against incorrect payments taken from your account.

You can set up a Direct Debit through <https://myhousing.tamworth.gov.uk> or by contacting the income team 01827 709709.



Struggling with the cost of living?

If you're finding it hard to keep up with essential costs, we may be able to help.

The Hardship Fund is for Tamworth Borough Council tenants who are finding it hard to pay for essentials like food, bills, or rent because of the cost of living going up. You can apply for up to £500 per household.

Who can apply?

- Any Tamworth Borough Council tenant
- A partner who lives with the tenant at the same address
- You do not need to be on Universal Credit or Housing Benefit to apply.

What can the fund help with?

- Support towards essential housing costs where a household is experiencing hardship due to the cost of living and needs help to sustain their tenancy. This may include help if you are behind with your rent if this is caused by the need to pay for other essentials.
- Repair, renewing and fitting essential items (for example an essential kitchen appliance). Other household items may be considered case by case.
- Vehicle repair costs where the vehicle is needed to get to and from work or a vehicle used for self-employed work such as a builder's van.

How much can I get?

- Up to £500 per household
- In exceptional cases, an award above £500 may be considered

Terms

- Normally one payment per household each year (the council can use discretion in exceptional cases)
- We cannot pay for the same cost/need if it's already been covered (or is awaiting a decision) through the Crisis and Resilience Fund or another scheme.

- Awards may be prioritised if there is an immediate risk to your tenancy, essential services, or household wellbeing

How to apply

Speak to the Housing Income Team or request an application form:

- Phone: 01827 709709
- Email: incometeam@tamworth.gov.uk
- Post: Housing Income Team, Tamworth Borough Council, Marmion House, Lichfield Street, Tamworth, Staffs B79 7BZ

Don't wait until it gets worse – if you're struggling, please get in touch.

Action taken to address antisocial behaviour

On 1 May 2026, we took action at Nuneaton County Court to deal with ongoing antisocial behaviour. An emergency court order (injunction) with the power of arrest was granted.

This followed repeated reports from neighbours about verbal abuse and threats over a period of time. The order is in place to help protect residents and prevent further problems.

The individual must not:

- Use or threaten violence in the street where they live
- Go into neighbours' gardens or homes
- Throw items into neighbouring gardens
- Shout, swear, or use abusive language in the area

The order is currently in place, and there will be another court hearing in June where we will ask for it to be extended.

This shows our commitment to taking action to keep our communities safe.

Damp and mould advice leaflet – coming soon!

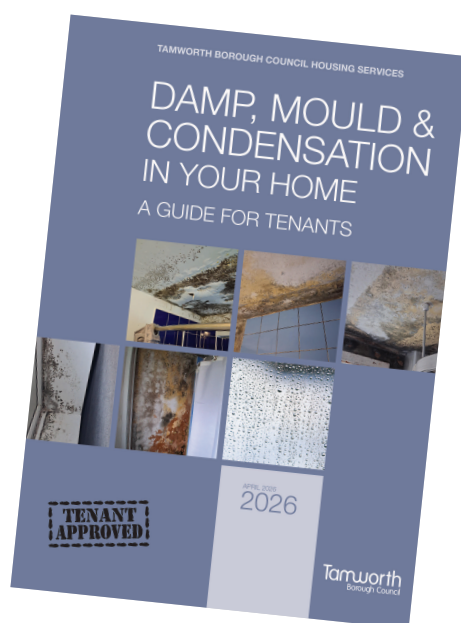
We're working with tenants to create a new damp and mould advice leaflet to help tenants understand how to identify, prevent, tackle, and report damp and mould in their homes.

The information will include clear, practical advice to support tenants in dealing with damp and mould issues and knowing when and how to report any concerns.

Once published, the information will be available on our website.

If you would like a paper copy, contact us on 01827 709 436 or email tenantvoice@tamworth.gov.uk and it will be posted to you when available.

Your safety and wellbeing are important to us, and we hope this information will be a helpful resource for tenants.



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.



Would you like a printed 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.

Whats on

The Phantoms

Tamworth Assembly Rooms



Not The Rolling Stones

Tamworth Assembly Rooms



Lionel

Tamworth Assembly Rooms



Country Superstars

Tamworth Assembly Rooms



Opera Boys

Tamworth Assembly Rooms



Have your say on a parish council for Tamworth

Tamworth Borough Council is currently running asking local people whether we should create a parish council, known as a town council, for the whole of Tamworth borough.

Stage one of the consultation closes on Sunday 9 August 2026, so there is still time to share your views.

As one of our tenants, you are part of this community and your opinion matters. This consultation is open to anyone who lives, works, or has an interest in Tamworth.

The survey asks for your views on:

- Whether Tamworth should have a new parish council
- What you see as the benefits or drawbacks
- How you feel about local decision-making and governance
- Awareness that a parish council would be funded through a council tax precept

We want to be clear that you're housing, and tenant services will not be affected by this review or its outcome, housing services will not be part of any parish council responsibilities.

If responses to stage one show enough support, a second consultation will follow later in the year, looking in more detail at how a parish council would work in practice.

SHOULD TAMWORTH HAVE ITS OWN PARISH COUNCIL?

We want to know what you think.
Tamworth Borough Council has started a formal review to find out whether local people want to create a parish council covering the whole of the Tamworth Borough, and we need to know what you think.
This is your chance to have your say.

What is a parish council?
A parish council is a local, community-led tier of local government. It sits below the main council and focuses on things like parks, allotments, and local events. It is funded through an extra charge added to your council tax, known as a precept.

Prize draw! Complete the survey to be in the prize draw to win a £50 supermarket voucher.

When can I have my say?
The consultation runs from Monday 29 June to Sunday 9 August 2026.
You can take part online or come and talk to us at one of our local events.

Scan to complete the survey or find out more.

For more information, or to ask a question, email: CGREENquiries@tamworth.gov.uk

www.tamworth.gov.uk/cgr

Tamworth
Borough Council

Complete the stage one survey before 9 August at www.tamworth.gov.uk or scan the QR on poster above.

For more information or to ask a question, email: CGREENquiries@tamworth.gov.uk.

Register for MyHousing



Council tenants - Have you created your **MyHousing** account yet?

Manage your tenancy online now at:
<https://myhousing.tamworth.gov.uk>

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.

YOU SAID

WE DID

OUTCOME

– what this means for tenants

Tenant group members told us they wanted clearer details and plain English information within the suite of tenant friendly fact sheets, so they could better understand their tenancy rights and responsibilities.

We reviewed tenant group member feedback and spent time rewriting and redesigning the fact sheets, focusing on clearer language, improved layout and the information tenants told us was most important to them.

The fact sheets which are published on the council's website, newsletter and available in the council's reception area, are now easier to understand, more accessible and give tenants a clearer understanding of their tenancy rights and key housing services.

The Responsive Repairs and Voids working group, established in July 2025, have requested to inspect void properties to ensure the void lettable standard is being met.

The void inspection approach is being changed to using video and photographic evidence, with tenant site visits taking place once works are complete, in line with health and safety requirements.

This new approach has been agreed, with tenant members, and is scheduled to be implemented from the summer 2026.

Tenants, at one of the councils sheltered housing schemes, requested senior management to attend a resident meeting to talk about water at the scheme.

Senior managers attend a residents meeting, alongside the water testing contractor. The first session took place on 25/02/26, with the next scheduled for 27/05/26.

Attendance and actions were recorded in the meeting minutes. A tenant friendly FAQ and water hygiene information was given to all scheme residents.

That Tenant Voice members requested to write a foreword for the Open House tenant newsletter to introduce the group and encourage new membership and contribute articles going forward.

Tenant Voice members co wrote a foreword and article with support from the Tenants Voice Team, which was published in the summer edition of Open House 2025.

Articles published in Open House and can be viewed on the website or via a hard copy on request.

The Tenants Voice working group requested access to the "How safe do you feel..." survey and improve how tenants find out about housing teams and contact routes.

Paper copies of the survey were made available at Marimon House reception and hard copies distributed to sheltered housing schemes.

Surveys were placed in reception and issued to scheme managers for tenant access.

The Tenant Consultative Group (TCG) have requested to be involved in the Neighbourhood Investment programme with looking at proposed projects and associated costs.

The Estate and Tenancy Manger attended a TCG meeting to present the proposed neighbourhood improvement projects to the group. TCG members reviewed all key projects and prioritised forthcoming works.

Some of the neighbourhood improvements projects that have been included include the installation of the Gresley planters at Glascote Heath, car parking improvements with new bay markings and signage.