

SPRING 2026

**Tamworth**  
Borough Council

# OPENHOUSE

FOR TENANTS OF TAMWORTH BOROUGH COUNCIL

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[www.tamworth.gov.uk](http://www.tamworth.gov.uk)

## Tenant voice team joins the Great Spring Clean

In March, our tenant voice team and a group of dedicated tenant volunteers proudly took part in the Great Spring Clean, part of the national Keep Britain Tidy campaign.

Over two days, we headed out into two local communities to help make a visible difference.

*Continued on page 2...*



...continued from page 1.

Our first day was spent in Leyfields, where we worked together to clear litter from green spaces, walkways, and around community areas. The next area was the high-rise flats in town, focusing on the paths and open spaces surrounding the buildings.

Armed with litter pickers, bags, and plenty of enthusiasm, the team collected over 20 bags of rubbish across the two days. It was hard work at times, but everyone involved said how good it felt to

give something back and help keep our neighbourhoods looking clean and welcoming.

The volunteers were fantastic, and their teamwork and positive energy made a real impact. We're excited to share lots of photos alongside this article—showing the cleanup in action and the impressive results at the end.

A huge thank you to everyone who joined us. Together, we've helped make our communities brighter, cleaner places to live.



■ Volunteer pickers in action.

## Help is available if you are affected by loan sharks

**We offer support for anyone affected by illegal money lending at our Marmion reception.**

If you are worried about loan sharks visit us in person at Marmion House front desk, to get help and support contacting the England Illegal Money Lending Team. This service is especially helpful for those who may not have access to a phone, computer, or a safe and private place to ask for support.

Our staff are trained to provide calm, confidential, and non-judgemental help. We can support you to make contact with Stop Loan Sharks by phone, email, or

online chat, and can offer a safe and private space to do so.

Loan sharks are illegal lenders who often lend money without paperwork, charge extremely high interest, and may use threats or intimidation when repayments become difficult. Borrowers have no legal protection, which can lead to serious stress and financial difficulties, including problems paying rent or household bills.

Stop Loan Sharks has been supporting people for over 20 years, helping tens of thousands of borrowers, securing

hundreds of convictions, and writing off millions of pounds in illegal debt.

*We Will Help You Make The Call*

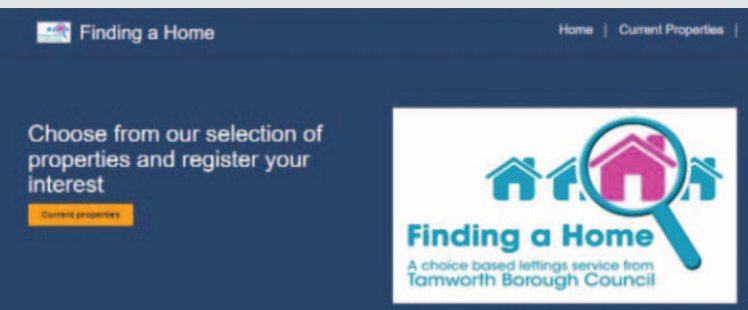
We are an **official Stop Loan Sharks access point**

**STOPLOANSHARKS**  
Intervention . Support . Education

## Find a home website

We are pleased to share our new finding a home website. This website is for anyone with an active housing register application to place bids on properties every week.

You can make a new 'bid' every week, any new properties are available from midnight every Wednesday. Bidding for the week closes at midnight on a Monday.



See the weekly homes available and place bids at: <https://www.findingahometamworth.co.uk/>

The site is new, and we've developed it in-house with our expert technical team. Do share any feedback to help us improve.

Take a look at our frequently asked questions at: <https://www.tamworth.gov.uk/finding-home-temporary-allocation-arrangements> for more information.

## Out of hours homelessness service

Did you know, our housing solutions team are on 24-hour call for anyone approaching the council as homeless.

While we receive low numbers for this, we have an ongoing arrangement with the West Midlands Combined Authority who agreed to run a pilot project for 12 months. Their operatives now take all out of hours calls on our behalf and filter only homeless calls through to our officers so we can provide a emergency support.



In addition to taking the calls, we now offer a survey to all out of hours homeless customers to measure their satisfaction. This information will be used to further improve our service offer. To call the out of hours homelessness service dial 01827709709 and follow the options.

## 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 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](mailto:Tenantparticipation@tamworth.gov.uk) and we will add your name to the list.

# Tamworth Borough Council invites residents to help create a stunning flower display at Tamworth Castle

**We're calling on all local residents, families, and community groups to get involved in an exciting and creative project this summer.**

As part of St Editha's Church Tamworth Flower Festival, from 23 to 26 July, the exterior of Tamworth Castle will be transformed into a breathtaking flower castle, featuring hundreds of handmade fabric and knitted flowers.

The Flower Festival is set to be a celebration of creativity during Athelstan 1100 week, led by St Editha's Church. The week will include family activities, live music, the cherry fair and procession on 25 July.

The castle is delighted to be supporting this event with handmade flowers contributed by the local community. This vibrant display is a collaboration between residents, community groups, and the Castle Craft Group, who have already started crafting beautiful rag-can flowers for the installation.

For more information please contact: [emma-carter@tamworth.gov.uk](mailto:emma-carter@tamworth.gov.uk).



## A happy Easter get-together

**In March, our supported housing team — Fiona, Louise and Natasza — hosted a small but joyful Easter activity, bringing families together for a fun and friendly session. The staff created a warm and welcoming space where everyone felt comfortable and included.**

It was lovely to see the children joining in with so much enthusiasm. There was plenty of laughter and smiling faces as the children enjoyed the activities and were treated to Easter chocolate eggs.

The event was a real success,

giving families the chance to spend quality time together, have fun, and make happy memories. Thank you to everyone who came along and helped make the day so special.



## Supporting Staffordshire fire service memorial climb

This September, members of Staffordshire Fire Service will be going to America to complete a memorial climb. They will climb 110 flights of stairs in full fire kit in honour of fire fighters who perished in the 9-11 attacks.

We're pleased to be able to support this by providing access to one of our high-rise blocks of flats for the fire fighters to train in.

On 12 March, several members of Staffordshire fire service spent an hour at Peel House climbing the stairs in full kit as part of their preparations for September. More training sessions will be arranged in the coming months and we wish them the very best of luck in their charity climb.



■ Firefighters from Staffordshire Fire Service.

## Sprinklers in high-rise flats

**Sprinklers are fitted throughout each flat in the Riverside and Eringden high-rise blocks and in the communal areas of each high-rise block.**

These sprinklers are activated by heat, usually around 60 degrees. A small glass bulb in the sprinkler head contains liquid that expands to gas as it heats and eventually shatters the bulb, releasing up to 100 litres of water per minute. The water will come out with extreme speed and force, designed to suffocate a fire as quickly as possible.

High-rise residents should be careful when working near sprinkler heads such as decorating

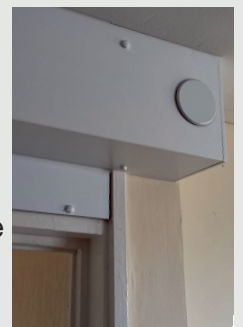
or doing DIY. A wallpaper steamer for example could cause a sprinkler to activate or if the sprinkler head is knocked with something like a paper scraper it could break the bulb.

If there is a fire in your property, leave it straight away and close all the doors behind you as you go if you can.

If you set your sprinkler off accidentally, remain calm. Close all internal doors and do not open your front door. If you have a wet room, try to direct water to your wet room so it can drain away. If the sprinkler is activated in your lounge or kitchen, open your balcony door and direct water outside.



As soon as a sprinkler is activated the emergency services will be alerted and fire service will come over as quickly as possible.



For more information on your sprinklers please refer to your high-rise health and safety guide. Or contact the high-rise co-ordinator on 01827 709436.

# Successful health and wellbeing event at the high-rise social club

We recently held a highly successful community health event at the high-rise social club, delivered in partnership with the tenant voice team and Everyone Health.

The session offered free **NHS Health Checks** for eligible residents aged 40–74, helping people understand their risks around heart disease, stroke, kidney disease, diabetes and dementia. These checks are designed to pick up potential issues early and support residents in making positive lifestyle changes where needed.

The event was extremely well attended, with many residents taking the opportunity to speak directly with health professionals, ask questions, and receive personalised health advice. Attendees were also able to access information on local support services, including healthy



■ Everyman health colleagues at the high-rise social club.

eating guidance, ways to become more active, and help to reduce drinking or stop smoking.

Alongside the health checks, the tenant voice team were on site throughout the day to talk with residents about any council related concerns. This gave tenants a valuable opportunity to raise issues, seek advice, and learn more about available support in a

relaxed and welcoming environment.

Overall, the event was a great success, bringing together health and housing support in one place and giving residents a convenient and friendly space to focus on their wellbeing. We look forward to hosting more sessions like this in the future.

## Food waste recycling

A new weekly food waste recycling service will be coming to your home later this year as part of the government's 'simpler recycling' initiative.

This is a UK-wide change, and all councils are required to introduce this service.

### What you'll receive

There's no need to sign up. Everything will be delivered to your home, including:

- A small kitchen food waste caddy

- A larger outdoor food waste caddy
- A starter pack of caddy liners

We'll let you know when your caddy pack will be delivered. If you live in a flat or apartment block with a communal bin store, you'll receive separate information.

### Why is this happening?

Food waste makes up around half of the average black bin. At the moment, most of it is sent for incineration.

Separating food waste allows it to

be recycled more sustainably, helping to:

- Create renewable energy
- Produce fertiliser for farming
- Reduce environmental impact

You don't need to do anything now, you'll receive all the information about when the service is starting delivered to your home.

Find out more:  
[www.lichfielddc.gov.uk/food-waste-3/food-waste/10](http://www.lichfielddc.gov.uk/food-waste-3/food-waste/10)





# HomeSwapper®

The UK's biggest mutual exchange service,  
with over 400,000 registered users

Over  
**200,000**  
live adverts

Over  
**10,000**  
swaps

successfully completed in the last six months



**Free**  
HomeSwapper App

HomeSwapper is free for our tenants to use and is available 24 hours a day, every day of the year. With easy registration and search tools, instant messaging and the unique Multiswap tool, it will help you find the swap that's right for you.

Find out more at  
[www.homeswapper.co.uk](http://www.homeswapper.co.uk)

## RPEEPs for high-rise residents

We have now introduced **Residential Personal Emergency Evacuation Plans, known as RPEEPs**, for residents living in high-rise homes. RPEEPs help us understand the support a resident may need if a fire or other emergency occurs, so that we can make sure everyone can leave their home safely.

To help introduce this new process, we held a week-long drop in event at the high-rise social club. Residents were invited to come along and complete their RPEEPs with the help of staff. The sessions gave residents a chance to ask questions about RPEEPs and receive one-to-one support.

Before rolling this out, staff completed specialist training to make sure they understood what a RPEEP is, how to assess individual fire safety needs, and how to record information accurately. This training means staff can now support residents effectively and make sure each plan reflects the person's specific requirements.

The introduction of RPEEPs is an important step in improving safety for all high-rise residents. Thank you to everyone who attended the sessions and worked with us to complete their plans.

If you would like to request an RPEEP or review/amend an existing one, please contact the tenant voice team on 01827 709436 or email [tenantvoice@tamworth.gov.uk](mailto:tenantvoice@tamworth.gov.uk).



■ Tenant voice team at the drop in.



## 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](http://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.



# 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 October 2025 to the 31 December 2025.

The performance information set out below 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 3 - 2025/2026

	Results	Results	Results
	Oct 2025	Nov 2025	Dec 2025
<b>Asset Management</b>			
Percentage of homes with a valid gas safety certificate (%)	100%	100%	99.94%
Percentage of homes with a valid electrical safety certificate (EICR) up to five years old (%)	95%	98.54%	92.04%
Responsive repairs completed per 1,000 homes	403	347	394
Percentage of responsive repairs completed within target timescale (%)	95.21%	96.56%	91.29%
<b>Housing Management</b>	<b>Oct 2025</b>	<b>Nov 2025</b>	<b>Dec 2025</b>
Percentage of current tenant rent arrears (%)	3.59%	3.75%	3.16%
Percentage of homes vacant but available to let (%)	0.07%	0.07%	0.12%
Average re-let time in days for empty council homes	107	47	92
New anti-social behaviour cases reported per 1,000 homes	9.41	7.52	9.42
<b>Customer Experience</b>	<b>Oct 2025</b>	<b>Nov 2025</b>	<b>Dec 2025</b>
Formal stage 1 and stage 2 complaints received per 1,000 homes	5.40	8.76	9.82
Percentage of stage 1 and stage 2 complaints resolved within timescale (%)	82.61%	72.22%	68.97%
Percentage of customer contact received via digital channels (%)	59.20%	61.07%	56.10%
<b>Staffing</b>	<b>Oct 2025</b>	<b>Nov 2025</b>	<b>Dec 2025</b>
Percentage of working days lost to staff sickness absence (%)	4.62%	2.37%	3.82%
<b>Awaab's Law</b>	<b>Oct 2025</b>	<b>Nov 2025</b>	<b>Dec 2025</b>
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	14.00	46.00	40.00
Percentage of emergency hazards resolved within 24hours	N/A	N/A	N/A
Percentage of significant damp and mould hazards investigated within 10 working days	7.14%	43.48%	100%

# Universal Credit

## Reporting a change of circumstances

You must always remember to report a change of circumstances to DWP-Universal Credit, so you don't lose out on extra benefit or to stop being paid too much. If you are paid too much, Universal Credit will make deductions from your benefits to claim the money back so you will have less money to live on.

A change of circumstance is anything that affects your personal or financial situation.

### Here are just a few examples of a change of circumstance:

- A change to your rent or service charge, either an increase or decrease
- New tenancy reference numbers

- Change of name or address
- An increase or decrease in your savings or investments
- Change in your earnings and other benefits
- Change in job
- A change to the number of people living in your household. You must tell them of anyone moving in or out of your home, including partners.
- Anyone in your home who starts or finishes a course or further education

You can report a change in your Universal Credit account, in the change of circumstances section, or by calling Universal Credit helpline telephone: 0800 328 5644, Relay UK (if you cannot hear or speak on the phone): 18001 then 0800 328 5644.

## Have your details changed?

We want to make sure we can get in touch with you quickly and easily when we need to. That's why it's important that we have your up-to-date contact details and the right information about who is living in your home.

### Why it's important

Having the correct details helps us to:

- Contact you about repairs or appointments
- Let you know about important updates
- Make sure your tenancy record is correct
- Provide the right services for your household

### What should you tell us about?

Please get in touch if you've changed:

- Your phone number
- Your email address
- Your emergency contact
- The people living in your home

If someone has moved in or out, you need to let us know as soon as possible. This makes sure your tenancy records stay accurate.

### How to update your details

It's quick and easy. You can:

- Call us
- Email us
- Update your details through the tenant portal
- Speak to your housing officer

Thank you for helping us keep everything up to date!

## 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>

# Recent satisfaction for supported housing service and temporary accommodation

The latest customer satisfaction surveys for supported housing and temporary accommodation (TA) have demonstrated a very positive picture of service delivery across both areas.

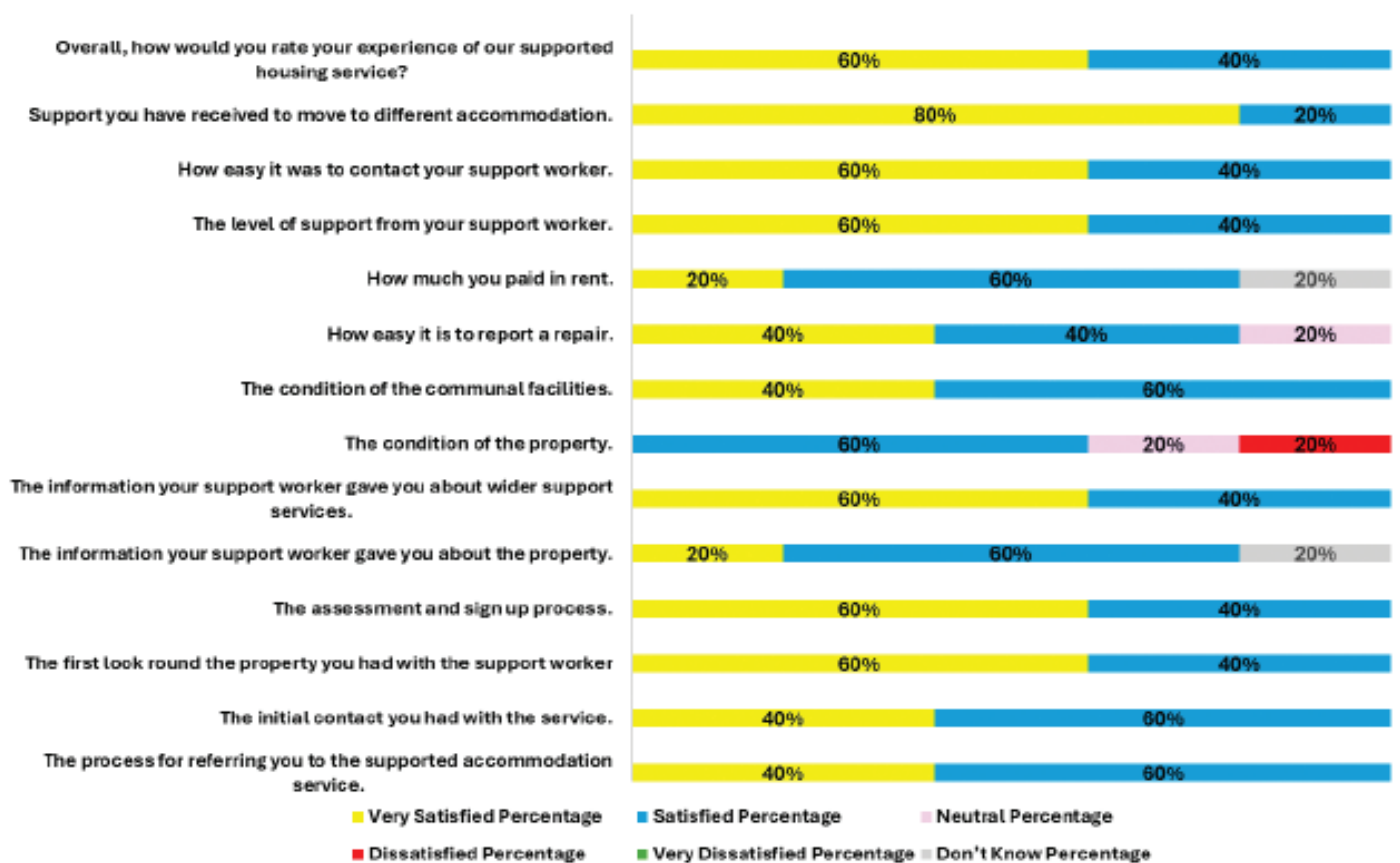
The feedback we have received, is very positive and provides strong reassurance that the services we deliver are making a real difference to the people who need them most.

The majority of respondents reported being very satisfied or satisfied with the support they received, the quality of accommodation, and the professionalism and accessibility of staff.

Tenants have highlighted a strong level of support from support workers and accommodation coordinators and ease of contact with staff.

The results reflect that our tenants receive a clear information and guidance during what can often be a challenging period in their lives.

**Supported Housing Survey - Outcome based on 5 responses (2026)**



# Community Estate Days 2026

Upcoming dates and locations:

**12 May**  
– town centre

St Editha's Square,  
10:00am – 3:30pm

**17 June**  
– Belgrave

Exley Centre/shops,  
9:30am – 4:00pm

**8 July**  
– Stonydelph

Outside  
St Martin's Church,  
9:30am – 4:00pm

**19 August**  
– Glascote

Glascote Heath/  
Caledonian shops,  
9:30am – 4:00pm

**Community Estate Day**

Tamworth Borough Council

Anti-social behaviour concerns

Getting involved in your community

Rent and tenancy enquiries

General community concerns

Housing issues

**Come along and chat**  
to your Housing Service teams and local partners, including Support Staffordshire, Staffordshire Police, and the Illegal Money Lending Team.

[www.tamworth.gov.uk](http://www.tamworth.gov.uk)



# Tenants help shape new tenancy management factsheets in codesign workshop

Tenants played a central role in shaping the future of tenancy communications during a dedicated co design workshop held on Thursday 12 February 2026, bringing together members of the tenant consultative group, communication team, tenant voice team, and the housing management team.

The session formed part of the council's commitment to strengthening tenant voice and making sure that all written information is clear, accessible, and genuinely useful for tenants.

The workshop opened with an engaging session led by Tania Phillips, head of communications, who introduced the group to the principles of plain English. Tenants explored the common barriers faced when reading official documents and shared ideas for making written information more relatable and easier to understand.

The second part of the workshop was hosted by Lee Birch, head of housing management & Whonikqua Donaldson, tenancy & estates manager who worked with tenants to co design a brand new suite of tenancy management factsheets. This hands-on session enabled tenants to shape both the content

and structure of the factsheets, ensuring they are easy to follow.

Tenant feedback gathered throughout the workshop was invaluable and will be used across the entire suite of factsheets. The final versions will be designed to be:

- Tenant friendly
- Clear and accessible
- Available in both digital and hard copy formats

Over the coming months, officers will finalise the factsheets using the insights shared during the workshop. Once completed, they will be launched in collaboration with the tenant consultative group and made available in the council's reception area, as well as online.

The workshop marks another important step in strengthening tenant involvement and ensuring that all tenancy information meets the needs of the people who use it most.

## Register for MyHousing

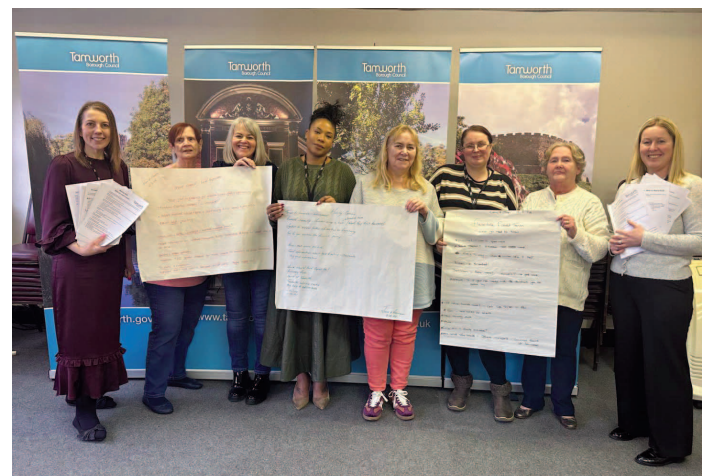
Council tenants - Have you created your MyHousing account yet?

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.



- Tenant voice group.

## Tamworth void housing service

We're pleased to announce our collaboration with Laker Building Management Solutions to support the housing void repair service. With 12,000 repairs and around 300 properties becoming empty every year, we now have arrangements with Laker to support the number of voids coming back and the increasing amount of works needed.



This arrangement is initially in place for six months with an option to extend for a further six months and we are looking forward to working with the Lakers' team.

This has also been a great opportunity to review and update our void lettable document to ensure that every empty property meets the Decent Homes standard making sure our homes are safe and compliant for our customers to move in to.

We will shortly be consulting residents on the lettable standard we offer with a view to publishing it on our website.

If you are interested and would like to get involved in the consultation process, please contact us at: [Tenantparticipation@tamworth.gov.uk](mailto:Tenantparticipation@tamworth.gov.uk).



■ Lakers team.

## Useful numbers

- **Repairs:**  
0800 183 0044
- **Tamworth Borough Council:**  
01827 709709
- **Tenancy sustainment team:**  
01827 709709
- **Bulky waste collection:**  
0345 002 0022
- **High-rise co-ordinator:**  
01827 709436
- **Non emergency fire:**  
0800 0241 999
- **Non emergency police:**  
Police 101
- **Non emergency medical:**  
111

## Tenants' annual report 2024-25 is now available

Our tenants' annual report for 2024-25 is now available to read.

The report highlights what we've achieved over the past year, how we've performed, and the ways tenant feedback has helped shape our services.

We've included key facts, figures, and updates so you can easily see what's working well and where we're making improvements.

You can view the full report on our website or request a printed copy if you prefer.

To request a printed copy please contact the tenant voice team on 01827 709436 or email [tenantvoice@tamworth.gov.uk](mailto:tenantvoice@tamworth.gov.uk)

The annual report is available on our website: <https://www.tamworth.gov.uk/council-tenants-hub/newsletters-and-reports>



# Checking information online and offline

Information can spread quickly, both online and offline, especially in local Facebook groups, WhatsApp chats, or even face-to-face conversations. Sometimes posts or stories shared in these spaces may seem convincing, but they can turn out to be misleading or taken out of context.

Here are a few simple tips to help protect yourself and others:

- Pause before sharing posts or stories that feel worrying or urgent
- Check where the information comes from
- Look for trusted sources or official updates
- Be careful with screenshots or cropped images
- In real-life conversations, take a moment to ask for clarification if something seems unclear
- Don't hesitate to fact-check before passing on information you hear in person

Taking a moment to check information, whether online or offline, can help prevent rumours from spreading and keep local spaces calmer and more helpful for everyone.

**What each term means...**

**MISINFORMATION**  
Is false or misleading information shared by someone who believes it is true. There is no intent to cause harm.

**DISINFORMATION**  
Is false information created or shared on purpose to mislead, influence or confuse people.

**MALINFORMATION**  
Is information based on truth but used to cause harm. This includes facts taken out of context, private information shared without consent or selective details used to mislead.

WWW.TAMWORTH.GOV.UK Tamworth Borough Council

## Whats on

### Matilda the Musical

Tamworth Assembly Rooms



### Tamworth Tribute Festival

Tamworth Assembly Rooms



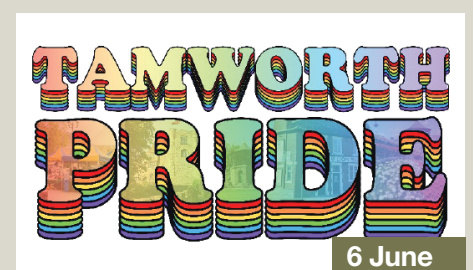
### Summer cinema – Encanto

Tamworth Assembly Rooms



### Tamworth Pride

Tamworth Castle Grounds



### Armed Forces Day

Tamworth Castle Grounds





HM Government

# Social housing issue? Have your complaint heard.

If you're not satisfied with your landlord's final response to a complaint, escalate it to the Housing Ombudsman.

They're impartial and will investigate fairly.

Everyone deserves a safe and secure home.

**Know your rights.**

Visit [gov.uk/social-housing](https://gov.uk/social-housing)

1

Report

2

Complain

3

Escalate



Make  
things right

