

SUMMER 2025

Tamworth  
Borough Council

# OPENHOUSE

FOR TENANTS OF TAMWORTH BOROUGH COUNCIL

## THIS MONTH'S HIGHLIGHTS



PAGE 3

Estate day success



PAGE 4

Health & Safety guide update



PAGE 5

Tenant appreciation lunch



PAGE 8

VE Day celebrations

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



## Plant a pot, springtime fun

Seeing bright flowers always bring a smile, so in May, the tenant participation team, in partnership with StreetScene, hosted two 'Plant a Pot' events, one at our supported housing and the other at the Ankermoor sheltered scheme.

We sorted the plants, pots, compost, and tools and tenants designed and planted their own pots. These were then placed in communal gardens or in tenants' private outdoor spaces. Fortunately, the sun was shining and the weather stayed pleasant, making for a successful and enjoyable day at both places!

These events encouraged tenants to spend time in the shared outdoor spaces, socialise with neighbours, stay active, and enjoy the fresh air.



We'd like to thank Seaton Hire for generously donating the tools and gazebos. We're especially grateful that they've kindly allowed us to keep them for future events.

# Hello

## Words from your tenant voice group

**We'd like to take this opportunity to introduce ourselves. We are the Tenant Voice Group, and we work closely with the council to share the latest community news and information about council services.**

We help choose the articles for this magazine, plan the layout, select the photos, and make sure everything is written in plain English. We also review other documents and leaflets sent to tenants to make sure they are clear and suitable for everyone.

Each of us joined the group for different reasons - some wanted to be more social, others wanted to be involved in decision-making, support the community, or share their experience as tenants. We enjoy being part of this group because our opinions are valued, and most of our suggestions are taken on board.



■ Tenant voice group

**We'd love more tenants to get involved. If you're interested in joining us, please contact [Tenantparticipation@tamworth.gov.uk](mailto:Tenantparticipation@tamworth.gov.uk) or call 01827 709 709 and ask for Laura Waldron.**

”

## Tenant consultative group visit CCTV hub

**In February, members of our tenant consultative group visited the Birmingham CCTV hub to learn about CCTV coverage in Tamworth and our partnership with the West Midlands Combined Authority.**

The visit saw tenants tour the state-of-the-art facility including seeing the cameras monitoring our borough.

Tenants had the opportunity to speak with operatives about the 24-hour service and ask questions about how the system works. They also heard from control room staff how the cameras have successfully provided evidence for crimes and acted as a deterrent for criminal activity.

Tenants commented on how interesting the visit was and how reassuring it was to see so much of the town and borough being monitored.



For more information on the CCTV in Tamworth and the combined local authority work, please visit:

[www.tamworth.gov.uk/community-safety/cctv](http://www.tamworth.gov.uk/community-safety/cctv)

# Estate day success

Thank you to EQUANS-Group, Tamworth Borough Council teams and our high-rise residents, for a successful first community estate day.

- Community engagement event to signpost tenants to council services and support.
- Wide council team involvement and leaflets on help available in the community.
- Event looked at social values, with Equans, on site to help clear fly-tipping and additional waste.
- 10 volunteers from Equans and a skip provided for the event. Allowing the removal of as many Health & Safety Risks highlighted in the basement of the high-rise blocks.
- Street Scene involved in the waste removal.
- A full 8-yard builders skip was filled to the top, plus a mini matic bin lorry, caged vans and tip runs organised by the HMOs.
- An electrical installation that was not the council's work, was identified within the communal area was also removed for safety reasons.
- Equans installed new locks as part of the event, so we can try and protect the area from being fly tipped again.

More events are planned throughout the summer in estates where we hope to reach even more of our Residents, Tenants and communities.



# CCTV investment

Last year we upgraded the wireless link at the council depot in Amington, Riverside retail, Castle Grounds and Ankerside. We also invested in upgrading the CCTV system at Eringden which has 27 cameras inside the building and three outside providing reassurance and safety to the residents.

An independent data privacy impact assessment was also completed last year, making sure all cameras are in good working order and comply with regulations.

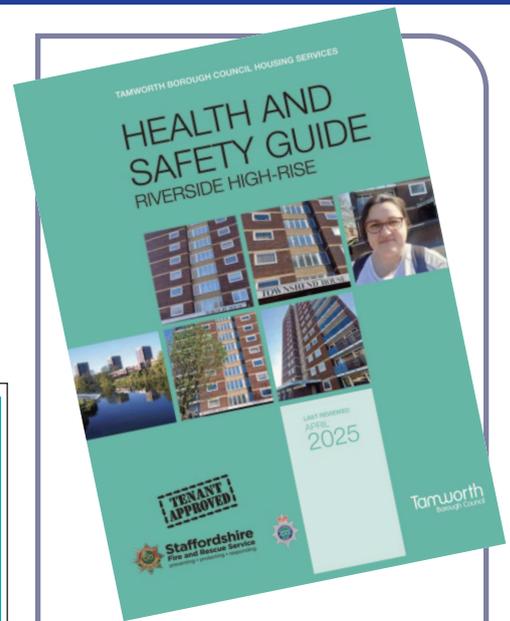
This year we're working to update CCTV signs around the borough and on our council buildings.



**CCTV in operation**  
 Images are being monitored and recorded for the following purposes:  
**Public Safety**  
**The Prevention and Detection of Crime**  
**Site Management and Administration**  
 Images may be used to assist the prosecution of offenders

For further information contact:  
 Tamworth Borough Council, Marmion House,  
 Lichfield Street, Tamworth, Staffordshire, B79 7BZ  
 Tel: 01827 709709

Tamworth Borough Council



# High-rise health and safety guide - time for an update

The health and safety guide for the Riverside and Eringden high-rise blocks are currently having their yearly review.

This work is important, as we make sure the guides include the most up to date information to keep residents safe. Copies of both will be available on the council website when finished and a paper copy will be delivered to every high-rise home.

Later this year we'll also create a new health and safety guide for our low-rise flats. If you have any suggestions for what we should include in these, please contact the high-rise coordinator Grace Valente on 01827 709436 or email [grace-valente@tamworth.gov.uk](mailto:grace-valente@tamworth.gov.uk)

# Walk safe app

WalkSafe+ is the UK's leading personal safety phone app. You can use it to:

- share your journey with trusted contacts
- access safety information, and
- report concerns to help keep safe while moving around.

Download WalkSafe+ for free from the App or Google Play Store.

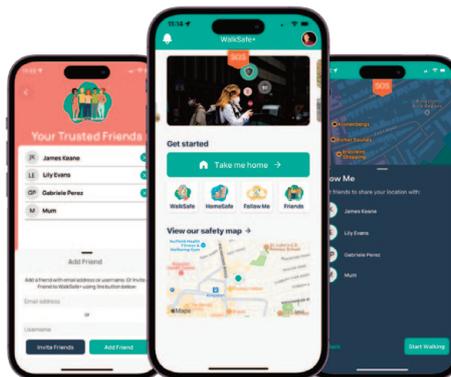
### Features:

#### WalkSafe

- Share your live location with friends. Your location updates in real-time, letting loved ones keep track of you.
- Alerts are sent if you don't arrive at your destination on time.

#### SOS Button

- Feel unsafe? Press the SOS button to instantly share your location with your contacts.



#### HomeSafe

- Set a destination and estimated time of arrival (ETA).
- Share your journey plan with trusted contacts.
- If you don't arrive on time, your contacts will be notified.
- Your live location is not shared unless needed.

#### Follow Me

- Perfect for trips like walking the dog or exercising.
- Share your location without a set destination.
- Choose which friends can see your location and set a time limit.

# Involved tenant appreciation lunch

A fabulous afternoon celebrating our Tenant Participation and Engagement volunteers.

Thank you to all our tenant volunteers for your hard work supporting us to improve and shape our council services, helping to create neighbourhoods to be proud to live in.



“ **Tenants Voice Manager - Lee Hughes said:**  
 A fantastic opportunity for us to simply say “Thank you” to our involved tenants from across many involved groups.  
 These very valued volunteers give many hours of their time to help support, represent the wide tenant base and help us co-design our policies and services.  
 Thank you to each and every one of them. ”



■ From left the right: Muriel receiving her award, Janet a tenant inspector and Iris receiving Tpas award from Lee Hughes

# Improvements at Oakendale sheltered scheme

New security lights have been installed around the building at Oakendale sheltered housing scheme to help keep people safe.

The work, which is part of our investment programme has made the areas brighter making sure any hazards are clearly visible, reducing the risk of slips, trips, and falls and helping residents feel safer in their own homes.

Communal areas that are dark or with inconsistent lighting not only pose physical risks but can also make people feel uneasy. Residents of Oakendale have expressed how pleased they are with the new and improved lighting.

At the scheme, as part of the same works we also fitted a new fire door that was reported as faulty by tenants. This was also well received.



# DEALING WITH EXTREME HEAT

Climate change is increasing the frequency and intensity of extreme heat. Hot weather can cause overheating (becoming uncomfortably hot), dehydration, heat exhaustion and heatstroke.

It's important to take actions to cool yourself and your home during heatwaves to minimise your risk of becoming unwell.

Below are some tips for keeping safe in the heat.

## Keep out of the sun

- Keep out of the sun at the hottest time of the day, between 11 am and 3pm.
- If you do go outside, cover up with suitable clothing such as a hat and sunglasses, seek shade and apply suncream.

## Take care when exercising

If you are going to do a physical activity (for example exercise or walking the dog), plan to do these during times of the day when it is cooler such as the morning or evening.

## Keep your home cool

Keep your home cool by closing windows and curtains in rooms that face the sun.

## Drink plenty of water

Drink plenty of water and limit your alcohol intake.

## Check on others

- Check on family, friends and neighbours who may be at higher risk of becoming unwell. If you are at higher risk, ask them to do the same for you.
- Know the symptoms of heat exhaustion and heatstroke and what to do if you or someone else has them.

## Stay informed

Met Office - Heat advice  
Age UK - Keeping cool in a heatwave  
The Lullaby Trust - Baby summer safety  
Gov UK - Beat the heat

# Martyn's Law

The Terrorism (Protection of Premises) Act 2025, also known as "Martyn's Law", received Royal Assent on Thursday 3 April 2025.



This is an important act of law and will strengthen the security of public premises and events. It is named after Martyn Hett who was killed in the Manchester Arena attack.

### What does Martyn's Law do?

It improves protective security and organisational preparation by making sure anyone responsible for events and buildings for large numbers of people consider how they would respond to terrorist attacks.

Depending on the number of people at an event or building, there are different requirements:

- 200-799 visitors – requires the organiser to have in place appropriate public protection procedures
- 800+ visitors – as smaller events plus enhanced monitoring of the premises and immediate vicinity in case of an act of terrorism

### Why has Martyn's Law been introduced?

Since March 2017, Counter Terrorism Policing assesses that there have been 15 domestic terror attacks in the UK, and security services and law enforcement have disrupted 43 late-stage plots.

Sadly terrorism is something we must consider, and this law makes sure everyone is doing everything possible to keep people safe if the worst were to happen.

# Hate crime training success

## Hate has no place in our communities.

Hate crime affects individuals, families, and communities across the country. Whether based on race, religion, sexuality, disability or gender identity, these incidents can cause lasting harm.

To help us all have a better understanding of hate crime and what we can do about it, in March, tenants and council staff joined hate crime training provided by Uniting Staffordshire Against Hate. This was arranged as part of our developing tenant training academy.

The training covered what hate crime is, how to identify it, where to report incidents, and what free support is available for victims. We also talked about the impact of hate crime on the community and individuals, whether at work, home or in public. One tenant said, "It's great to receive the same training as staff and to better understand hate crime."



If you need information, advice or support from Uniting Staffordshire Against Hate, email [help@usah.org.uk](mailto:help@usah.org.uk) or call 0330 0881 339 (calls charged at local rate). You can also use a self-referral form on the website: <https://usah.co.uk/contact-us>



## Supported Housing Easter activity

Easter sun catchers, felt eggs, and more were created by Ellerbeck and Chestnut Court tenants in our Easter craft event.

Eight families joined the event where they took part in a range of Easter activities like painting, colouring, making Easter suncatchers, and decorating felt Easter eggs.

Refreshments were served and each child was given an Easter egg which they took home in their own self-decorated cloth bag. Lovely event enjoyed by all.



■ Supported staff enjoying the Easter activity

## VE Day Celebrations at Bright Crescent

In May, residents at Bright Crescent came together to celebrate the 80th anniversary of VE Day. This special day marks the end of the Second World War in Europe.

The scheme was decorated with colourful displays and bunting. They also enjoyed a tasty lunch together to mark the occasion.

It was a lovely day, and a great way for everyone to spend time together and remember an important moment in history.



## USEFUL CONTACTS

- **Staffordshire County Council** looks after roads, pavements and street lights in Tamworth.

### REPORT FAULTS AND DEFECTS VIA

The 'My Staffs' app, downloadable from the app store

- **Tamworth Police**  
Tel: 101, email: tamworth.npu@staffordshire.pnn.police.uk
- **Environmental issues:**  
Email: environmentalmanagement@tamworth.gov.uk
- **Streetscene**  
Tel: 01827 709709, email: enquiries@tamworth.gov.uk

## GET INVOLVED

If you would like to join us on an estate inspection or notify us of any issues in your area, please contact us.

**Email:** [tenantparticipation@tamworth.gov.uk](mailto:tenantparticipation@tamworth.gov.uk)  
**Tel:** 01827 709709

**Tenant Regulation & Involvement, Tamworth Borough Council, Marmion House, Lichfield Street, Tamworth, Staffordshire B79 7BZ**

**If you require this document in an alternative format or language, please contact us.**

## TAMWORTH BOROUGH COUNCIL ESTATE INSPECTIONS 2025-2026

**We recognise the importance of maintaining the area where you live to a high standard. We feel that it is important that you are able to reside in a safe and pleasant environment. The management of housing land needs to be effective, efficient and consistent in its approach.**

Our aim is to provide a service to residents which meets the highest possible standards at all times and make sure that we deal with all your concerns by holding annual estate inspections.

### Why have estate inspections?

The purpose of the inspection is to assess the standards of service we are delivering, identify areas for improvement, and generally identify any action needed to be taken to address tenancy breaches.

### How often will we visit?

We are committed to inspecting our housing areas on a regular basis. The housing estates are located across ten wards and each will be inspected once a year. This is supported by officers from the Neighbourhood team who work on the estates on a daily basis. For further information, please see the estate inspection details overleaf.

Estate inspections will be undertaken by the officers from the Neighbourhood team and Tenant Inspectors, supported by the Tenant Regulatory and Involvement team.

### What happens after the inspection?

The outcome and actions for all inspections will be reported as part of You Said, We Did, in Open House, the tenant's e-newsletter and will form part of the annual impact assessment for all tenant involvement activity.

**Council properties** - if the inspection finds that you are in breach of your tenancy agreement, for example fly-tipping, unkempt garden, then we will write to you, giving you opportunity to address the issues in an appropriate time frame to avoid penalties and any further action. Private properties - non council tenants are covered by their individual covenant agreement.

While not all of the issues will be the responsibility of Tamworth Borough Council, our partnerships with local agencies - such as the Fire Service, Police and Staffordshire County Council - allow us to make sure that all concerns are fed back to the appropriate organisation. They will then be asked to respond to issues within 28 days to make sure these are actioned and resolved accordingly.



## ESTATE INSPECTION PROGRAMME 2025-2026

Ward	Insp. Month	Area - Streets/Roads
<b>Amington</b>	October 2025	Arden Close, Fairview Close, Florendine Street, Highfield Avenue, Kerria Road, Madrona, Magnolia, Monks Way, Nemesia, Primrose Drive, Quince, Ridgewood Rise, Robinia, Saffron, Sorbus, Sorrel, Spruce, Tilia Road, Trefoil, Woodhouse Lane.
<b>Belgrave</b>	July 2025	Allensmead, Barnbridge, Belgrave Road, Bright Crescent, Broadsmeath, Exley, Greatmead, Hamble, Hayle, Honeybourne, Irwell, Kennett, Lomita Crescent, Lower Park, Medina, Medway, Tarrant, Stonepit, Wandsbeck, Waveney, Thurne.
<b>Bolehall</b>	September 2025	Amington Road, Argyle Avenue, Aspbury Court, Bamford Street, Beech Avenue, Bridgewater Street, Canning Road, Dormer Avenue, East View, Ferrers Road, Goostry Road, Goostry Close, John Street, Leedham Avenue, Macgregor Crescent, Manor Road, Marshall Street, Neville Street, New Street, Rene Road, School Street, Sheeppcote Lane, Summerfield Road, St. Georges Way, Thomas Street, Tudor Crescent.
<b>Castle</b>	November 2025	Balfour, Bitterscote Lane, Bradford Street, Colbourne Road, Crutchley Avenue, Devereux House, Fazeley Road, Halford Street, Lichfield Street, Harcourt House, Milo Crescent, Moor Street, Morgan Road, Orchard Street, Peel House, Richmond Close, Stanhope House, Strode House, Sunset Close, Sutton Avenue, Townshend House, Victoria Road, Weymouth House.
<b>Giascote</b>	May 2025	Calder, Caledonian, Cambrian, Camhouses, Carisbrooke, Carlcroft, Chapelon, Craven, Crossfell, Deeley, Dunedin, Engine Lane, Faringdon, Gresley, Hawksworth, Ivatt, Kirtley, Maitland, Pullman Close, Signal Walk.
<b>Mercian</b>	June 2025	Arnold Close, Bloomfield Way, Browning Close, Burns Road, Byron Road, Campbell Close, Chaucer Close, Chesterton Way, Coleridge Close, Comberford Road, Dryden Road, Elizabeth Drive, Goldsmith Place, Keats Close, Keble Walk, Kingsley Close, Kipling Rise, Longfellow Walk, Masefield Drive, Milton Avenue, Ragley Close, Shakespeare Close, Shelley Road, Spenser Close, St. Austell Close, Tennyson Avenue, Thackeray Drive, Wordsworth Avenue.
<b>Spital</b>	January 2026	Alfred Street, Ashby Road, Beech Close, Beech Road, Borough Road, Cherry Tree Walk, Chestnut Avenue, Copes Drive, Edward Street, Gillway Lane, Hawthorne Avenue, Hazel Court, Hilltop Avenue, Holly Close, Laburnum Avenue, Lilac Road, Nevill Street, Orchid Close, Prospect Street, Queensway, Salters Lane, Steere Avenue, Stevenson Road, Tempest Street, Wiggington Road, Willington Road.
<b>Stonydelph</b>	August 2025	Crowden Road, Ealingham, Edale, Ellerbeck, Eringden, Garrigill, Gayle, Holwick, Litton, Lothersdale, Milburn, Montley, Murton, Pennymoor Road, Rainscar, Ravenstone, Raygill, Ribblesdale.
<b>Trinity</b>	Nov 2025	Croft Close, Greenhill Close, High Street, Layton Close, New Street, Orchard Close, Parkfield Crescent, Tamworth Road, Welford Road, Wigford Road.
<b>Wilnecote</b>	February 2026	Admiral Close, Arden Road, Ash Grove, Bailey Avenue, Bakers Walk, Beauchamp Road, Brook Avenue, Butterfly Walk, Callis Walk, Camberwell Close, Castle Road, Ethelfleda Road, Gorsy Bank Road, Greatorex Close, Hockley Road, Ivyhouse Walk, Jarvis Road, Kilbye Close, Kimberley, Leisure Walk, Liberty Road, Linthouse Walk, New Road, Overwoods Road, Quarry Hill, Saxon Close, Smithy Lane, Tinkers Green Road.

### The estate inspection team will identify issues such as:

- Vandalism & graffiti
- Abandoned vehicles
- Litter and fly tipping
- Dog fouling
- Problems with road maintenance, defective street lighting & estate furniture
- Health and safety issues
- Neglected homes and gardens
- Hot spots for anti-social behaviour
- Potholes, surface perishing to hard surfaces and uneven and broken paving
- The condition of fences, walls and paving.
- The condition of trees, grass, shrubs in communal areas)

### Estate inspections will:

- Help make sure neighbourhoods are cleaner, more attractive and safer.
- Improve the physical condition of estates through quick responses to residents' concerns and identifying potential improvements
- Making sure agencies take responsibility for issues identified within their remit

- Keep communal areas (including surrounding areas of any flats) in a tidy condition, free from rubbish, personal belongings and any other obstructions.

**Any items that cause an obstruction or are a fire hazard will be removed**

# St Editha's Square work complete

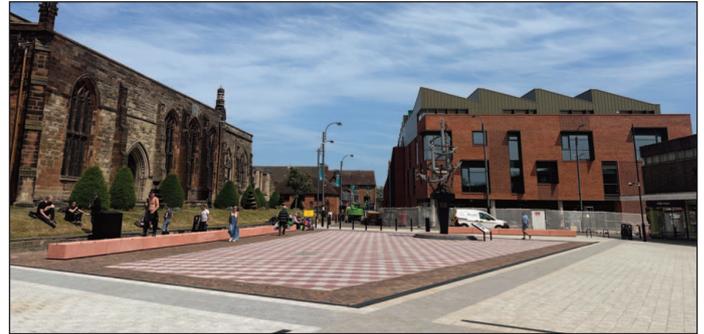
**Our work to refurbish St Editha's Square in Tamworth town centre is now finished!**

Work involved

- Removing the steps, to make the whole area accessible for all and replacing with decorative paving
- Removing existing trees, replacing with six native trees around the square
- New benches and bike racks
- Replacing security bollards
- New lights throughout the area
- Repaving part of College Lane
- Installing new drains and repaving through Middle Entry

The improvements to St Editha's square are another project to enhance the Tamworth town centre as part of the wider Future High Street Programme.

Other parts of the town centre project are already complete, with new business tenants in the refurbished 19th Century former Co-operative building on Colehill and the Nationwide building Society in the former Peer Café where we worked to replicate the original Georgian style of the building.



Building work is still happening at other parts of the town centre, but all will be finished in the coming months. While the work is happening, all the shops in the town centre and Tamworth Castle are still open and would love to welcome you.

We know this work will cause some disruption and we thank you for your patience while we make these important improvements.



■ TBC staff member and PCSO Bev Gardner after the successful eviction.

## Tamworth man evicted for antisocial behaviour

**Local Amington man evicted for long standing antisocial behaviour.**

Tamworth Borough Council successfully obtained an injunction from the court against the man after he continuously breached behaviour orders. Despite support and multiple opportunities to turn his life around, the man has continued his behaviour causing a huge impact on the surrounding neighbours and wider community.

Tamworth Borough Council were left with no choice to enact powers under the Antisocial Behaviour, Crime and Policing Act 2014 under 'mandatory' grounds and take possession of the property.

Our approach is always to work with perpetrators to resolve issues, however in this case we could not let neighbours and the local community continue to be subjected to the man's antisocial behaviour.

# 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.



# Contents Insurance

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

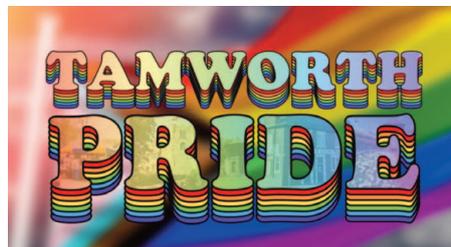
The prices are competitive, and it is important to protect your own personal contents in your property against loss or damage caused by fire, flood, and burglary. The council's insurance policy only covers the building not your personal contents.

Full details are available at: [www.tamworth.gov.uk/contents-insurance](http://www.tamworth.gov.uk/contents-insurance)

# Useful numbers

- **Repairs:**  
0800 183 0044
- **Tamworth Council:**  
01827 709709
- **Tenancy Sustainment Team:**  
01827 709514
- **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

# What's On



Pride in The Park  
Saturday 12 July.  
Tamworth Castle Grounds.  
<https://tamworthpride.org/>



A week of Anglo-Saxon living history, lectures, music and more.  
19 -27 July. Tamworth Castle & St Editha's Church.  
[www.tamworthcastle.co.uk](http://www.tamworthcastle.co.uk)



# Coming soon... Updates on our performance

We collect lots of information that tells us how we're doing and how we're performing. We'll start sharing this with you in future editions of this newsletter.

Our performance data allows us to:

- ✓ 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
- ✓ Take action to tackle areas where we have underperformed

By sharing this information, our aim is for tenants to hold us to account for our performance.



Here is an example of the type of information we'll be sharing.

Performance Indicator	Res.	Rank
<b>Asset Management</b>		
Properties with a valid gas safety certificate (%)	99.84%	3
Domestic properties with EICR certificates up to five years old (%)	99.84%	3
Responsive repairs completed per 1,000 properties	260.00%	3
Responsive repairs completed within target timescale (%)	80.53%	3
Satisfaction with repairs - transactional (%)		
<b>Housing Management</b>		
True' current tenant arrears (%)		
Dwellings vacant but available to let (%)	2.31%	2
Average re-let time in days (standard re-lets)	0.21%	1
New ASB cases reported per 1,000 properties	47.40%	3
Customer Experience		
Normal Stage 1 and Stage 2 complaints received per 1,000 properties	6.78%	1
Normal Stage 1 and Stage 2 complaints resolved within timescale (%)		
Customer contact received via digital channels (%)		
Customer satisfaction with the overall service their landlord provides - perception (%)	61.19%	
<b>Staffing</b>		
Staff sickness absence (%)		

If you have any questions or want to find out more about what we're doing, please contact the Tenant Voice Team by phone 01827 709709 or email: [tenantparticipation@tamworth.gov.uk](mailto:tenantparticipation@tamworth.gov.uk)

## 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.



Tuesday 29 July 2025, 10am - 3pm

Leyfields, green space next to the shops, Masefield Drive, B79 8JA

Come along and chat to your neighbourhood service teams and local partners.

You can drop by to talk about...



## 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.

