

RIVERSIDE

HIGH-RISE NEWSLETTER

Winter 2025/26

Bin chute blockages

We've seen a big rise in blocked bin chutes recently, and it's causing problems for everyone. For instance, in August, there were seven blocked chutes reported in Weymouth in just six days.

Since last January, across all high-rise blocks, bin chutes were blocked more than **110 times!** That's a lot—and it's making things harder for everyone, and they are expensive to clear.

Blocked chutes are:

- **Dangerous** – they can lead to fire risks and health problems.
- **Inconvenient** – they make it harder for people to get rid of rubbish properly.
- **Expensive** – it costs at least **£32 per floor** to clear a blockage, and some blockages impact **more than one floor**, which makes it even more costly. So last year, it cost more than £3,500 to fix the problem – that is money we could have used to improve a tenants' home.

To help keep things safe and clean:

- Only put **small bags of rubbish** down the chute.
- **Break up cardboard boxes** before putting them in the bin.

Let's work together to keep the building safe, clean, and easy to live in.

Photo taken by high rise resident Theresa McEvoy.

Communal Bins

Do NOT leave rubbish in front of bins or loose on the ground.



Please keep your bin area tidy.

To carry out collections safely, our crews must be able to access your communal bins without obstruction. They cannot clear waste that is left outside the bins, strewn on the floor, or piled up in front of bins.



The details – where were the most bin chute blockages?

■ Harcourt House	23
■ Peel House	15
■ Stanhope House	15
■ Strode House	15
■ Townshend House, Lichfield Street	21
■ Weymouth House	18

Data from January to November 2025, there were others in December not counted here.

Watch out for text message scams

Scammers are getting smarter—and text message scams are on the rise.

These messages often look like they're from your bank, a delivery company, or even the NHS and Department for Work and Pensions (DWP). But they're fake—and they're designed to trick you into clicking a link or giving away personal information.

What to look out for:

- Messages that say you've missed a delivery or need to pay a fee.
- Texts claiming there's a problem with your bank account or pension.

- Messages with links asking you to 'verify' your details.

Top tips to stay safe:

- **Don't click on links** in unexpected texts.
- **Never share personal or banking details** by text.
- **Check with the real company** by calling them directly using a trusted number.
- **Report suspicious texts** by forwarding them to **7726** (free).

If something doesn't feel right—**trust your instincts**. It's always better to double-check than to risk being scammed.

Department for Work and Pensions
Winter Heating Benefit - Action
Required:

Our records show that you have not submitted a claim for Winter Heating Benefit for 2025-2026.

To receive the £300 benefit, you must apply by 20 July 2025.

If you do not complete your application by the deadline, you will not be eligible for the benefit.
Submit your claim securely using:
<https://gov-energy-subsidies.yoga/uk>

(Please reply Y, then exit the text message and open it again to activate the link, or copy the link to your Safari browser and open it)

- Example of text scam a high-rise resident received.

Getting to know your repairs team

Our high-rise tenant consultant group welcomed a visit from our repairs contractors, who gave a helpful talk about the most common repairs at the blocks and how they are prioritised.

The most common issues include (figures listed below are from January to August 2025):

■ Lift problems	127 jobs
■ Lighting faults	123 jobs
■ Door repairs	98 jobs
■ Leaks	89 jobs
■ Shower issues	82 jobs
■ Rubbish chutes	85 jobs
■ Damp and mould	48 jobs

Repairs are given a priority based on how urgent they are. Emergency repairs—like no power, no water, gas problems, or serious leaks—are usually responded to within two hours and completed within 24 hours. The two-hour response is to make things safe, not to finish the

full repair. For example, if there's a leak, the team might stop the water first, then come back to fix the cause later. Once the emergency is resolved fixing might become a standard repair.

Other repairs are usually done within **5 to 28 days**.

The team also explained some of the challenges they face. These include delays when parts need to be ordered, needing to give 14 days' notice for work involving asbestos, and having to respond quickly to emergencies which can cause other appointments to be moved. If an appointment needs to be moved, they'll always try to rebook it as soon as possible.



■ Picture of Equans with our HRTCG.

Defibrillators in Tamworth – what you need to know

Tamworth is home to a growing number of public access defibrillators (AEDs), thanks to the work of the local charity **Tamworth Have a Heart**. These life-saving devices are available 24/7 and can be used by anyone in an emergency.

The charity installs and maintains the defibrillators, checking them monthly and replacing batteries and pads when needed. They also run CPR and AED training to help more people feel confident using them.

How to access a defibrillator in an emergency:

- **Call 999** – The operator will tell you where the nearest defibrillator is and give you the code to unlock it.
- Follow the voice instructions on the device – it will guide you step by step.

Take a look at the interactive map of AED locations in Tamworth at tamworthhaveaheart.com or use DefibFinder.uk to find the nearest one.

Seconds count in a cardiac emergency – knowing where your nearest defibrillator is could help save a life.

What is Community Together CIC

Community Together CIC is a local organisation in Tamworth that provides free support, activities, and practical help to anyone in Tamworth. They can help with reducing loneliness and helping people stay healthy, confident, and connected.

Services they offer include:

- Working with people to prevent them becoming homeless
- Help with filling in forms and applications
- NHS social prescribing
- Mental health support
- Befriending services
- The Helping Hand Café
- Minibus trips, holiday activities, employability support, asylum seeker support, and more

Community Together CIC runs the **Helping Hand Café**; a friendly community space located within **Offa House on Orchard Street** in Tamworth. The café is a welcoming place where residents can drop in for support, company, and

information. It offers a relaxed environment where people can meet others, chat with staff, and access a wide range of practical help and wellbeing services.



Visitors don't need to make an appointment – they can simply drop in during opening hours to get help, take part in activities, or just enjoy a friendly chat.

Helping hands opening times:

Monday, Wednesday and Thursdays
9.30am to 8pm

Tuesday and Friday 9.30am to 5pm

Saturdays 10am to 4pm

Sundays 10am to 2pm

To contact for more information about Community Together CIC or helping hands café you email ctcicinfo@gmail.com or free phone 08081754041.

Using your high-rise social club

The high-rise social club is between Harcourt House and Stanhope House and is run by a committee of high-rise residents.

Any high-rise resident who wishes to use the room for an event or to run a club there can do so via the committee.

Any high-rise resident can become a member of the committee if they want to.

To book or find out more about how you can use the room email:

highrisesocialclub@gmail.com

This email is not monitored by Tamworth Borough Council; it's run by the committee.

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 please ask to see this before allowing entry to your property.



Contact us:

MyHousing:

Google search,
my housing Tamworth

Council website:

www.tamworth.gov.uk

Repairs:

0800 183 0044

Rent or antisocial behaviour queries:

01827 709 514

General council enquiries:

01827 709 709

Reception opening hours:

Monday, Tuesday, Wednesday,
and Friday: 10am - 2pm

Thursday: 2pm - 6pm

How to report a problem:

Visit our website at [www.tamworth.gov.uk/](http://www.tamworth.gov.uk/comments-compliments-complaints) comments-compliments-complaints or ask a member of staff for more information.

Useful numbers

Repairs:

0800 183 0044

Tamworth Borough Council:

01827 709709

Tenancy Sustainment Team:

01827 709514

Tamworth CIC:

01827 59646

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

Articles and photos wanted!

If you have an idea for a newsletter article or a lovely picture of the blocks or the view from your balcony we want to hear from you! Email grace-valente@tamworth.gov.uk or call 01827 709436. All high rise newsletters are reviewed and approved by the high rise tenant consultant group.