

TAMWORTH BOROUGH COUNCIL

RIVERSIDE

Photo by high rise resident
Andrew Cockrill

HIGH-RISE NEWSLETTER

Summer 2025

Door bell cameras

Door bell cameras such as ring doorbells are becoming more popular for residents to use as a safety feature in their homes.

While they are a useful tool to help keep your home safe there are guidelines and laws in place around the placement and usage of surveillance cameras.

Before installing them you must ask your housing officer for permission.

Installation of a door bell camera must not damage or compromise the integrity of your front door and door frame as it is a fire door.

The position of your door bell camera must take into consideration your neighbours and not point directly into someone else's home – they can not point at another person's front door.

If you would like to enquire about permission to install a doorbell camera contact your Housing Officer, Dee Ferlance, on 01827 709514 or email estatemanagementteam@tamworth.gov.uk.



You said, we did!

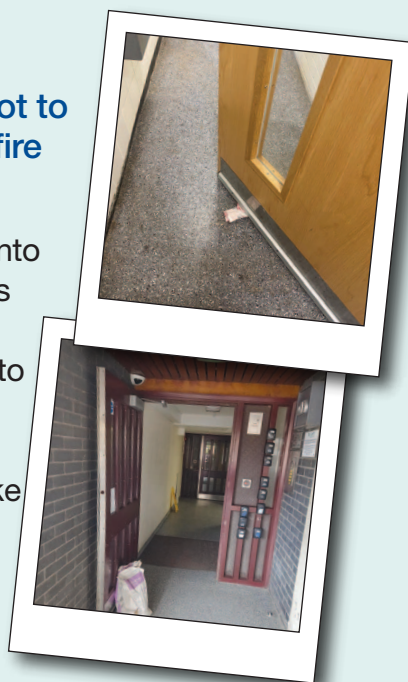
- Residents have asked if additional signage could be put up saying not to leave anything in communal areas.
- New, fire resistant signs have been put up in every block by the lifts and in the area at the bottom of the stairs.



Fire doors in the high rise blocks

This a reminder to all residents not to interfere, tamper or damage the fire doors in the high rise blocks.

This includes putting nails or hooks into them for decorations, propping doors open for ease of access or putting things around the edge of the doors to muffle the noise of the door closing. The doors in the high rise blocks are designed to slow the spread of smoke as well as fire. Propping doors open or damaging the door or the seal around it will reduce how well they work and could put lives at risk.



Police drop in sessions



A member of Staffordshire Police Service will be at Mamrion House reception running drop in sessions for anyone who want to come along and talk to the police service, just pop along to our reception.


- Tues 9 Aug 11am-1pm
- Thurs 11 Sept 2pm-4pm
- Fri 10 Oct 10am-2pm
- Wed 12 Nov 11am-1pm

Do you know who you're letting in?

There has been an increase in “cold caller” door to door sales people and possible scammers going around the blocks and knocking on people’s front doors. Be careful who you let into your home and who you give information to. Ask the person at your door their name and who they work for. Then ask for ID, this should match the name and company they just told you. Even

if they have correct ID you do not need to tell cold callers any information about yourself and your bill providers if you do not want to. Any contractors working on behalf of the council will have work ID. Do not buzz in to the building anyone you do not know.





**HomeSwapper®**

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

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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.

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Estate day success!

We ran an Estate Day at the high-rise social club for council tenants and the wider community to come out and talk to different services within the council.

On Friday 16th May 25 more than 50 residents come along and spoke with council representatives about many different things including repairs issues, rent questions, support with housing applications, tenancy issues, all sorts! Alongside the estate day there was a health and safety event that was run in partnership with Equans and Street Scene.

We identified, through regular checks of the basements, there were concerns specifically around the soil and ventilation pipe cupboards and dis-used storage cupboards in high rise basement areas. These were emptied and made safe to reduce risks in the event of a repair or fire.

We would ask that any residents that witness fly-tipping or waste being discarded that could cause these types of health and safety risks to report them immediately to the council on 01827 709709.



Safe shed storage

Most, but not all, flats have storage sheds in the basement of the block.

Even if you do not use your shed you should make sure it is securely locked to prevent other people filling your shed with rubbish or hazardous items. Anything you do store in your shed should be included in your contents insurance.



Please do not store flammable items in your shed. This includes but is not limited to:

- Paraffin lamps
- Heaters
- Gas Cylinders
- BBQ's or BBQ fuel
- Anything with a petrol or diesel engine

Please do not leave bulky waste or rubbish in communal areas of the basement, this can cause trip or fire hazards and could be considered fly tipping.



Marmion House Reception – We want your feedback!

We opened our reception space at Marmion House nearly six months ago to provide face-to-face support for customers who need it. Since opening, we've welcomed over 3,800 visits and helped with 2,500 enquiries.

We want to make sure our reception space continues to meet your needs and provides the best possible service. If you have visited Marmion House reception since January and would like to give your input please fill in the survey from the link below or pick up a paper copy from Marmion house Reception or Tamworth Information Centre. Your feedback will help us understand what's working well and what we can improve. Survey closing date 8 August 2025.

www.smartsurvey.co.uk/s/YW3WY5/



Link can be typed directly into browser. If you are unable to do this and would like to take part in the survey please ring 01827 709709, the customer service team will be happy to help you complete it over the phone.

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, Wednesday, Friday:
10am - 2pm

Tuesday, Thursday: 2pm - 6pm

How to report a problem

Visit our website at
www.tamworth.gov.uk/com-ments-compliments-complaints or ask a member of staff for more information.

Photos wanted

Send in a picture of the view from your balcony and the high rise tenant consultant group will pick the winning one which will be used on the front cover of your next High Rise Newsletter! Send your pictures to grace-valente@tamworth.gov.uk

Useful numbers

Repairs:

0800 183 0044

Tamworth 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

Article ideas?

If you have an idea or suggestion for an article to be included in future editions of the high rise newsletter email tenantparticipation@tamworth.gov.uk or call the High Rise Co-ordinator on 01827 709436. All articles will be reviewed and approved by the high-rise tenant consultant group.

Tamworth
Borough Council