

TAMWORTH BOROUGH COUNCIL

RIVERSIDE

HIGH-RISE NEWSLETTER

Spring 2025

Welcome from Marion Turner, high-rise tenant consultant group member

Hello and welcome to the first edition of the high-rise newsletter!

The high-rise tenant consultant group is made up of people from each of the blocks. We meet with the council at least four times a year to talk about issues that are special and unique to our high-rise living.

This is a new group and there is much to learn, but we'll do everything we can to represent you as a tenant and resident in one of the high-rise blocks. As our knowledge increases our hope is to be able to meet with more of you to share your views and concerns to the council to make the area better for us all.

We aim to have two - three newsletters each year, so look out for them dropping through your letter boxes!

If you'd like to get involved in the high rise tenant consultant group or look at other ways to get involved then please call the tenant regulatory and involvement team on 01827 709709, email tenantparticipation@tamworth.gov.uk or visit the website at <https://www.tamworth.gov.uk/council-tenants-hub/getting-involved/tenant-involvement>.



High rise parking permit abuse

We have had reports that some high rise parking permits are being misused, with residents selling and/or giving them to people who do not live in the high rise blocks.

This is unacceptable and a breach of the terms of the parking permits. If you witness permits being misused, please record the details of the offending vehicle (can be a picture if safe to do so, including the registration number, and permit

details). We ask that you then contact the tenancy sustainment assistants so they can pass this on for officers to investigate further. You can reach them on 01827 709514 or email estatemanagementteam@tamworth.gov.uk

If their investigation confirms the permit has been misused the permit will be cancelled and the resident will not be issued another one during the annual renewal.

Photo competition!

There are some stunning views from the high rise blocks and we want to share them with everyone else.

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 as the front cover for the next High Rise Newsletter! Send your pictures to Grace-valente@tamworth.gov.uk



Communal cleaning

The shared landings outside your front door are the responsibility of the residents to keep clean.

The estate cleaners do cover some communal

spaces in the high-rise but they do not clean the landings around residents' front doors.

Your estate cleaners are not on site all day. They work across a number of locations across Tamworth and have six hours each week at each high rise block.

What our estate cleaners do in each high-rise block

Cleaning duty	How often
Sweep and mop all entrance areas, lifts and clean interior lift sides	Three times a week
Sweep and litter pick outside entrances. Including removing cobwebs	Three times a week
Wipe down stair rails, landing windows and sills and door glass	Once a week
Wipe down entrance way interior walls and skirting boards	Once a month
Dust all high-level areas	Once a week
Sweep, mop and wipe walls of fire escape/internal stairwells	All floors once a month
Report repairs and acts of arson/vandalism/antisocial behaviour	Immediately
Report bulky items in all areas of blocks	Immediately

Estate cleaners will report any repairs they see when out on site. However, please do not rely on them to report repairs or any other issues to the council, they may not see them, or it might be something urgent.

If you see any repairs or have council related questions or queries, contact the council directly. You can call, email or pop in to see us at reception desk.

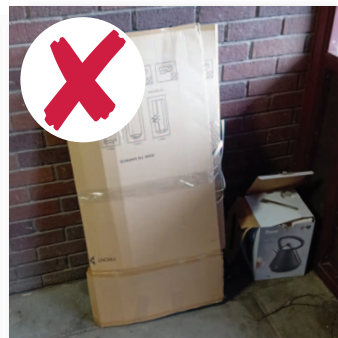
Keeping communal spaces clear

Landings between flats, along with all other communal (shared) areas and the front doors must be kept clear at all times.

Do not leave items such as mobility scooters, bikes, prams, bulky waste or rubbish in communal areas.

Anything left in communal spaces may stop someone getting out of the building safely in an emergency. Or it may accelerate the burn or ignition of a fire.

It there is an emergency, such as a fire, anything in a communal area could create a real hazard for yourself and others by blocking your exit or rescue from the property or by accelerating the fire putting more lives at risk.



Charging your mobility scooter: best practice guide from Plenty Mobility



Charging your mobility scooter batteries properly: helpful hints

- Read the manual: Different scooters have different needs. Your scooter's manual will provide specific instructions tailored to its battery type and requirements.
- Regular charging: Even if you haven't used your scooter much, it's good practice to charge its battery after each use to keep it in optimal condition.
- Avoid complete discharge: Don't wait for the battery to completely drain before charging. This can significantly reduce the battery's lifespan.

Charging frequency: how often should you recharge your mobility scooter battery?

- To maintain battery health, charge your scooter after each use. If the scooter won't be used for an extended period, charge it at least once a month to prevent the battery from entering a deep discharge state.

Can I leave my mobility scooter on charge all the time?

- This is not recommended. Overcharging can reduce the battery's lifespan. Most manufacturers suggest charging the battery for eight to 12 hours after each use and then disconnecting the charger once the battery is full.

Leaving your scooter plugged in constantly can lead to overcharging, reduce battery life, and increase safety risks. So, charge the battery for the recommended length of time, use the correct charger, keep the battery cool and dry, and get your scooter serviced regularly (like you would a car).

While it might be easier to leave your mobility scooter plugged in at all times, this will reduce the life of the battery and it will need to be replaced sooner. Following proper charging practices and maintenance guidelines can help prolong your battery's life and keep your scooter running smoothly.

Rubbish chutes

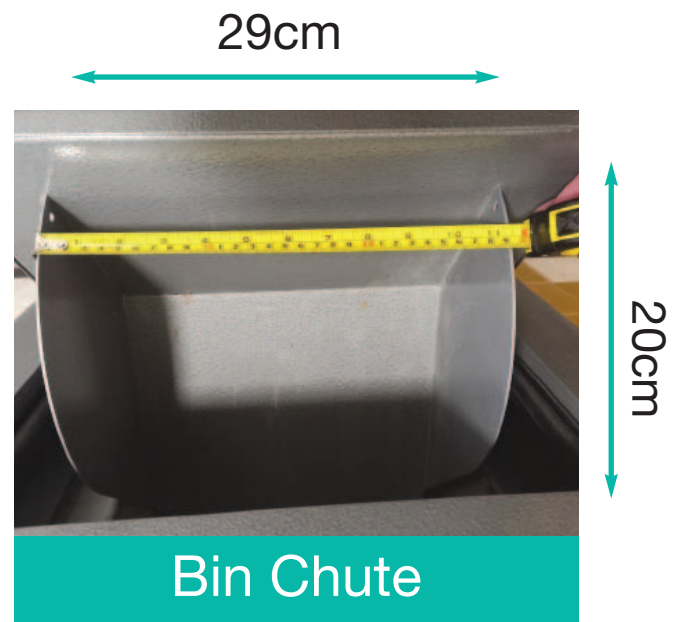
There are rubbish chutes on every floor, except for the ground floor.

The chutes can be used for your day-to-day household rubbish, including recycling. There is currently no separate recycling collection in the high rise blocks. We are working to change this in the future.

Please empty your bins regularly so the bags don't get overfull and risk getting stuck in the chute.

To help, please use smaller bins and bags, the bin chute is approximately 29cm wide by 20cm deep so large bags don't fit and the chute can easily become blocked.

One of the most common causes of blocking the bin chutes is cardboard boxes. Please break down boxes into smaller pieces before you put them down the chute.

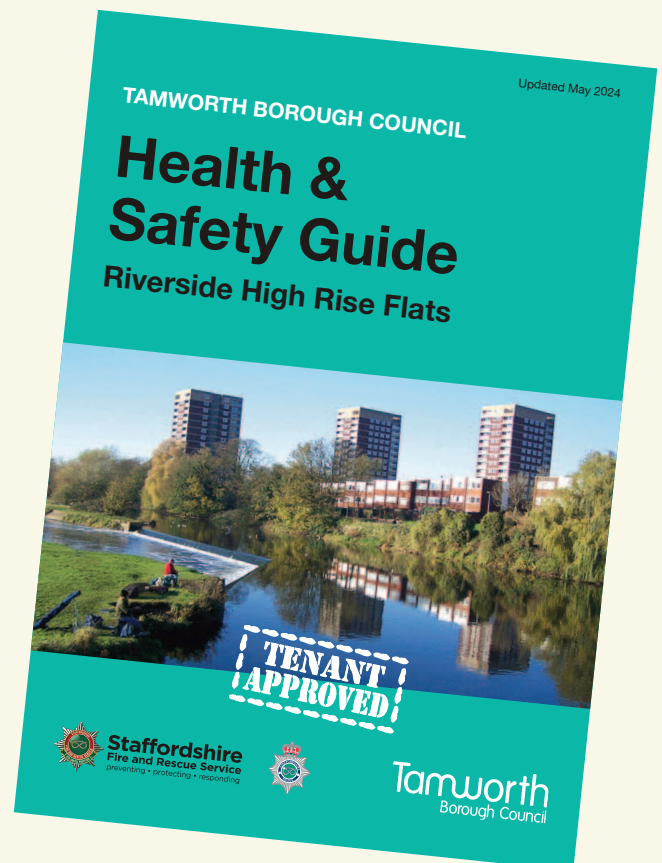


The High Rise Health and Safety Guide is due for Review

The health and safety guide for the high rise blocks is reviewed every year to make sure the information in them is up to date and fit for purpose. Before publication the updated health and safety guide will be reviewed by the High Rise Tenant Consultation Group, the Police and Fire service in addition to various departments in Tamworth Council.

If you have any suggestions for items that need to be added or changed in the health and safety guide we would welcome your feed back.

Please send your suggestions to Grace-valente@tamworth.gov.uk or call 01827 709436 or you can pop into reception during opening hours and a member of staff will pass your suggestion on.



Using your High rise social club

The High Rise Social Club is located between Harcourt House and Stanhope House and is run by a committee of high rise residents.

Any high rise resident can become a member, residents who wish to utilise the room can do so

via the committee. To book or find out more about how you can use the room please email highrisesocialclub@gmail.com

This email is not monitored by Tamworth Council, it is run by the committee.

Contents insurance - Royal sun alliance

RSA home contents insurance.

You never expect things to go wrong at home but it could happen. It's worth asking yourself if you'd need help with the cost of putting things right after a kitchen fire, washing machine flood, or a break in. If you have a home full of things that you need and love – clothes, TV, kitchen appliances, keepsakes, furniture, and gadgets you can protect them with tenants contents insurance as this is not covered by Tamworth Borough Council.

We know money is tight, so tenants contents insurance starts at 45p per week, £1.47 per month, or a single upfront payment of £15.65 for 12 months of cover.* There's no excess to pay on claims and no fees for changing your details or cancelling your policy

** Prices shown are for £4,000 of contents insurance cover, based on postcode area and include a transaction fee. They exclude accidental damage and optional covers. The price you pay will depend on your individual circumstances, postcode and cover chosen. RSA price data June 2023.*

Get tenants contents insurance that gives you all-round peace of mind. Call to ask questions, apply for cover in the way that's best for you and if you ever need to make a claim, they'll put things right as quickly as they can so your life can get back to normal.

- For more details about what is covered, read the New Insurance Product Information Document (IPID) - <https://static.rsagroup.com/rsa/tenants-contents-insurance/Simple-IPID.pdf>
- You can also read the New policy wording - <https://static.rsagroup.com/rsa/tenants-contents-insurance/NHC-wording.pdf> and
- the New Essential Information Document (EID) – <https://static.rsagroup.com/rsa/tenants-contents-insurance/EID1nc.pdf>

The above documents are relevant to tenants who have purchase or renewed a policy from the 1st of January 2025. For existing insurance customers, please refer to the policy documents already provided to you.

Get in touch

If tenants contents insurance sounds like a good idea, you can find out more and apply today.

- visit the RSA Insurance website and get a quote via an online application <https://www.rsainsurance.co.uk/personal-insurance/tenants-contents-insurance/>
- call 0345 671 8172 if you have any questions or would like to apply by phone
- complete the new application form and return to RSA <https://static.rsagroup.com/rsa/tenants-contents-insurance/simplenc-application-form.pdf>.

TENANT SATISFACTION SURVEY 2025

Tamworth Borough Council want to hear from you!

During February and March 2025, Tamworth Borough Council will be running a Tenant Satisfaction Measures Survey (TSM), to gain an understanding of tenants' satisfaction with their homes and associated service provided. The survey will be used to calculate annual Tenant Satisfaction Measures (TSMs) that all social housing landlords must publish and give to the Regulator of Social Housing.



This will be an opportunity for you to feedback on the housing services Tamworth Borough Council provide and will help shape how we deliver services to you.



You will be asked for feedback on the quality and safety of your home, our Repairs Service and how well we communicate and listen to your views.



In addition, we would also like to hear how we handle things like things like complaints and anti-social behaviour.



Tamworth Borough Council have commissioned M.E.L Research to carry out this survey. M.E.L Research are an independent research agency who act in accordance with the Market Research Society's Code of Conduct, which means you can be sure that your responses will be kept confidential, and your personal information will not be used for anything beyond the survey.



M.E.L will be in contact with you either by email, phone or post to hear your views.



If you have any questions you can contact the free and confidential MEL Research helpline on 0800 073 0348 or email gayle.higginson@melresearch.co.uk. Alternatively you can contact the Council on telephone 01827 709709 or email tenantparticipation@tamworth.gov.uk

We look forward to hearing your thoughts

Tamworth

Borough Council

What's On

Check out outdoor events coming soon in Tamworth.



St Georges Day
Saturday 19 April



Dine'n'Devour Festival
Sunday 31 May - Sunday 1 June



Tamworth Tribute Festival
Sat 28 - Sun 29 June

Box Office: 01827 709581 www.visittamworth.co.uk

Tamworth Information Centre, Tamworth Assembly Rooms,
Corporation Street, Tamworth, Staffordshire B79 7DN.



*Please note that these events were correct at time of print and are subject to change, please check our website for latest updates.

TAMWORTH ASSEMBLY ROOMS

What's On

Check out what's coming soon to Tamworth Assembly Rooms.



Thank you for the music - ABBA
27 March



TaylorMania - Taylor Swift Era's
Tribute Concert Sunday 30 March



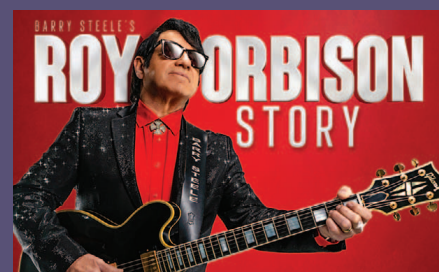
Toploader - 25th
Anniversary Tour Thursday 3 April



The Fureys
Friday 2 May



Talon
Saturday 31 May



Roy Orbison Story
Thursday 12 & Friday 13 June

Box Office: 01827 709618 www.tamworthassemblyrooms.co.uk

Corporation Street, Tamworth, Staffordshire. B79 7DN

*Please note that these events were correct at time of print and are subject to change, please check our website for latest updates.



Your council ward councillors:



Councillor Ben Price
Ben-price@tamworth.gov.uk



Councillor Natalie Statham
Natalie-Statham@tamworth.gov.uk



Councillor Lee Wood
Lee-Wood@tamworth.gov.uk

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 customers should 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

Any mess made by contractors should be cleaned by the contractors, if this does not happen, please report it to us on 01827 709 709.

Reception opening hours:

Monday, Wednesday, Friday: 10am - 2pm
Tuesday, Thursday: 2pm - 6pm

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

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