

AUTUMN 2025

Tamworth
Borough Council

OPENHOUSE

FOR TENANTS OF TAMWORTH BOROUGH COUNCIL

HIGHLIGHTS IN THIS EDITION



PAGE 3

Belong training



PAGE 4

Welcome new starters



PAGE 12

ASB week



PAGE 13

Plant a pot

www.tamworth.gov.uk

Bringing the community together: Estate day success

In August, we held two fantastic estate days, one in Leyfields and one in Stoneydelph. Despite the mixed weather, both events were well attended and brought together council teams, local partners, and the police to spend time in the community, chatting with residents and listening to their concerns.

At both events children had a brilliant time trying out police shields and batons, and they got hands-on with a fun fingerprint activity. Meanwhile, council staff spoke with residents about a range of important local issues including fly tipping, antisocial behaviour, overgrown bushes, communal areas, and tenancy-related concerns.

Continued on page six...



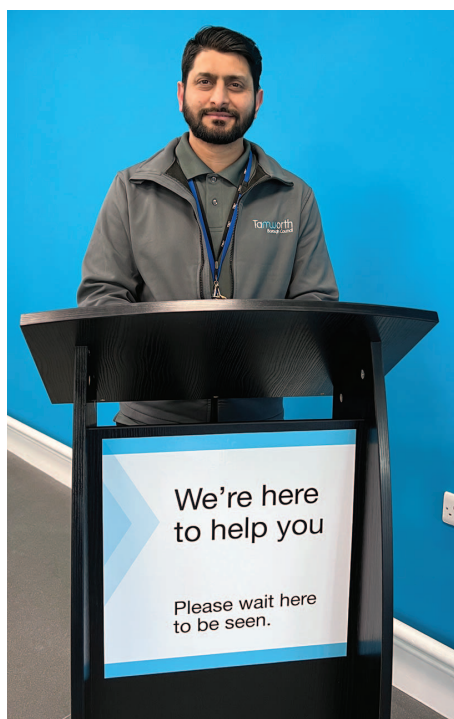
Residents of Leyfields at the estate day.

Making it easier to access council services face-to-face

If you'd like to talk to us in person about any of your council services, come along to see us at our reception service at Marmion House.

Whether you need help with housing queries, council tax, benefits, or general enquiries, this service is here to support residents across the borough.

New reception service at Marmion House



Following resident feedback requesting more accessible face-to-face services, we opened an additional face-to-face front desk service at Marmion House early 2025. This service provides residents with flexible options for accessing council services in person.

Marmion House opening hours:

- Monday, Tuesday, Wednesday, Friday: 10:00am – 2:00pm
- Thursday: 2:00pm – 6:00pm

I have just been to Marmion House front desk to enquire about a text I received supposedly from TBC. The young lady who dealt with me was beyond helpful and eased my mind also gave me advice should I have a future similar problem.

Customer - July 2025

Location:

Marmion House, Lichfield Street, Tamworth.

Other ways to contact the council

While face-to-face services are valuable, the council offers several convenient contact methods:

Phone service:

- general enquiries: 01827 709709
- available: Monday to Thursday 8:45am – 5:10pm, Friday 8:45am – 5:05pm
- phone lines are closed on national bank holidays

Digital services:

- online forms: available 24/7
- web chat: use the 'click to chat' button on most council webpages

3,024 total visits to reception

Top 5 services accessed

Housing advice – 354

Council tax enquiries - 326

Benefits - 259

Tenancy support - 191

Street scene issues - 146

Making the most of your visit

To make sure you get the help you need:

- bring relevant documents like council tax bills or tenancy agreements
- check opening hours before visiting
- consider calling ahead for complex queries
- use online services for routine matters when possible

Personal approach to helping residents

The team approaches each person who walks through the door with care. They're not just taking details and passing people on – they're listening, giving advice, updating records, connecting people with the right services, and making sure people leave knowing they've been listened to.

These numbers aren't just statistics – they represent real people in the community who needed help. It shows where to focus efforts and reminds everyone why this work matters so much.

For the most up-to-date information about opening hours and services, visit our website or call the main enquiry line.

Tamworth's 'Honest Conversations'

Over the past six months, a team from the **Belong Network**, a national charity who are specialists in bringing communities together, has been having 'honest conversations' with Tamworth residents, community groups, and professionals from various organisations. These discussions are helping to shape a new strategy and plan bringing communities together across the borough.

We asked the national charity to lead the 'Honest Conversations' project following unrest in the town last summer – at a time when similar incidents were happening in other parts of the country.

We recognised that the disorder partly reflected concerns that people often find hard to talk about. These include the impact of migration on small towns, the experiences of people fleeing war and persecution, and frustrations around social issues like the cost-of-living crisis.



Belong has taken a thoughtful and systematic approach. They've run interactive focus groups with students at Staffordshire College and local secondary schools, held discussion sessions in churches, community centres, and pubs, and organised meetings with representatives from a wide range of organisations. They've also spoken with many individuals—from newly arrived asylum seekers to the town's MP, and even families of those imprisoned for crimes committed during the unrest.

Some members of our tenant consultative group took part in these conversations and a workshop to contribute to the new community and cohesion strategy.



■ TCG members Julie (left) & Marion (right).

“ One tenant shared:

This was so interesting – it really made me think differently about the disorder and asylum seekers.

”

Scam awareness – stay vigilant

We've recently been made aware of some local scam incidents. A couple of tenants received texts they believed were from the **Department for Work and Pensions (DWP)** about the winter fuel allowance.

These looked convincing, and because the DWP does sometimes send genuine texts, it's easy to see why they caused concern. Sadly, these were scams. Another tenant also had their bank card cloned while out in town.

Please remember:

- If you receive a text asking you to update bank details or click a link, do not reply straight away. Always check with the organisation in question directly first, using their official contact details.
- Genuine organisations will never pressure you into sharing personal or banking information urgently.
- If something feels suspicious, pause and double-check before taking any action.

These scams are sadly becoming more common and have been reported in the news, but they can still catch people off guard. By staying alert, we can all help protect ourselves and one another.



Welcome



Joanne Wilson

Joanne Wilson
our Bright Crescent
sheltered scheme
manager

Tell us about yourself Joanne?

“ **Joanne Wilson said:**

I have been the scheme manager for six months and I am loving every minute of it. My first impressions were what a beautiful place to work!

I enjoy working with the scheme manager team and visiting all tenants each day to help them maintain their independence in their own homes. I appreciate the great job satisfaction this role brings me. I hope to remain with Tamworth Borough Council's sheltered housing team for many years to come and I am grateful for this opportunity. ”



Anita Rudge

Anita Rudge
our new Tenant
Voice Officer

We're excited to welcome Anita Rudge, who will be joining the Tenant Voice Team soon.

Anita has worked with the council for the past two years as part of the Income Team. She's now stepping into the new Tenant Voice Officer role because she's passionate about connecting with people and helping improve how we engage with our tenants.

“ **Anita Rudge said:**

I'm really looking forward to getting out and about, meeting tenants, and making a positive difference. ”



Neil Aston

Neil Aston our new Neighbourhood Impact
officer (antisocial behaviour specialist)

**Why did you
choose this role?**

“ **Neil Aston said:**

Because I'm passionate about making a visible, lasting difference in local communities. Coming from a police background, I saw firsthand the importance of early intervention, partnership working and community presence in tackling antisocial behaviour and improving public confidence.

It's not just about enforcement; it's about understanding people's lives and circumstances and responding fairly. ”

**How do you see your role
on a day-to-day basis?**

“ **Neil Aston said:**

I see my job as problem solving by enforcing standards with supporting vulnerable individuals and addressing the root cause of community concerns.

The role isn't static, every day brings new situations, locations and people. The dynamic nature of the job appeals to me as the work is challenging, varied and meaningful. ”

More than just antisocial behaviour

Claire Turner, Neighbourhood Impact Officer, received a standard report of dog nuisance back in January 2024.

For months, the neighbour had been subjected to continuous dog barking. Claire contacted the 'perpetrator (Mrs A)' offering all types of support referrals and advice. Claire also tried engaging the family who lived quite a distance away. It soon became apparent that there was a third party involved who was making decisions for Mrs A and keeping everybody at a distance. It was only later that concerns around financial abuse were raised and the Adult Safeguarding team were quickly brought on board. They found Mrs A and her dogs with no food in the house and no money while the 'friend' held her bank card and control over her life.

Mrs A was put into respite care and the 'friend' was sent packing. Over the next few months, Claire, the neighbour and family members all worked to re-home the dogs while Mrs A was in respite and she was found housing closer to her family. This was a happy ending but could have ended so differently if it



weren't for Claire's persistence. The neighbour, who originally reported the problem, was now actively part of the solution and as a result, has a happy, quiet life.

Antisocial behaviour is not managed in isolation. This case required the input of multiple agencies and a lot of support by Claire to get such a positive outcome. This case took over 12 months to resolve. Most importantly, Claire trusted her gut and brought the right people on board instead of just 'enforcing' the nuisance. Not everybody has a family or support network and can fall through the cracks. This case certainly deserves a mention.

Your views matter: how safe do you feel in your neighbourhood?

We need your views.

Tackling antisocial behaviour is important to us, as we know and understand the impact antisocial behaviour has.

So, we're asking you to share with us how safe you feel in your local area.

This is in line with national measures that help councils and police understand how people *feel*, not just what the crime statistics show.

Your answers will help us and our partners, including local police and community safety teams, better understand where residents feel unsafe and why.

What happens with your feedback?

Responses will inform how and where we focus our efforts, from targeted patrols and improved lights to community outreach and community engagement projects. This is your chance to help shape the priorities that affect where you live. All information is anonymous.

You can share your views through our online survey at www.smartsurvey.co.uk/s/K6W2TF/

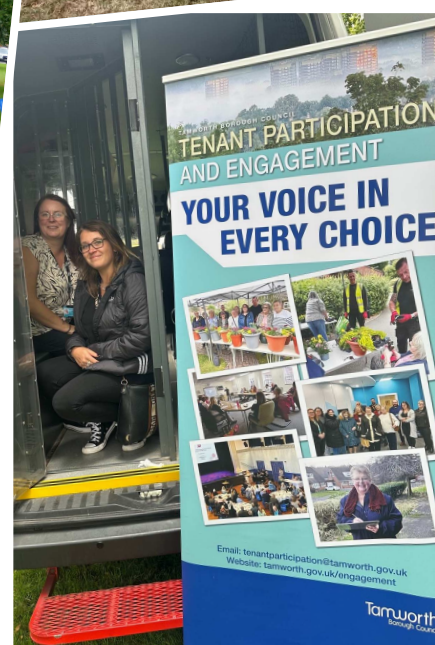
Together, we can build safer, stronger communities in Tamworth.



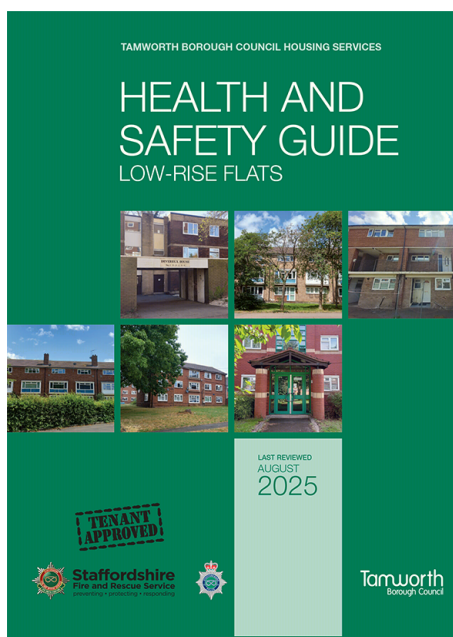
Bringing the community together: Estate day success

...continued from page one.

Both days were a great opportunity for everyone to come together, share ideas, and enjoy some positive community spirit. There were lots of smiling faces and meaningful conversations throughout. A big thank you to everyone who came along and helped make these events such a success!



Coming soon...



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

Water supply update: thank you for your patience

To our valued residents at Harcourt House, Stanhope House and Townshend House

We want to extend our heartfelt thanks to all those affected by the unexpected water supply disruption at the beginning of July. Your patience and understanding was greatly appreciated.

What happened

The disruption was caused by a problem with the motor in our mains water pump. Our maintenance partner Equans quickly identified the issue and got to work on repairs.

How we responded

We're pleased with how quickly we resolved this:

- **Immediate response:** Equans quickly arrived on site
- **Personal support:** Our teams and Equans staff knocked on every door to check residents were ok and to keep them informed
- **Fast repair:** We had water restored within two hours using a temporary fix
- **Ongoing care:** Equans monitored the repair until we installed the permanent replacement part

We're proud of our quick response and grateful for your cooperation throughout.



■ TBC and Equans onsite.

Fibreoptic futureproofing at high-rise blocks

Openreach has installed high speed fibreoptic cables in all our high-rise blocks.

This has future proofed them ready for when older broadband services are switched off. The cables have been fitted on every floor and stop just outside every flat in a discrete panel ready for residents to connect to, via their internet providers, when they're ready.

If you want to know more about connecting to fibreoptic contact your broadband provider for more information.



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

Getting to know you better

We're working hard to make sure the information we hold for all tenants is up to date and accurate.

Please help us with this, by completing our survey. Information is strictly confidential, and we'll use the information to update our records.

Please take 10 minutes of your day to complete.

Please visit: <https://forms.office.com/e/nVFrH7G4gk> or see the QR code on the right.



TPAS The engagement experts

We have successfully renewed our membership with Tpas.

We continue with our annual membership for 2025/26 with Tpas, the largest tenant engagement organisation in the country, dedicated to bringing tenants and landlords together to find solutions to improve services, save money and bring lasting change to communities.



Sheltered Housing

Providing another housing choice in Tamworth

- For people aged 55 and over.
- 24 hour / 7 days a week emergency intercom system.
- Scheme managers providing a customer-focused housing management service onsite during normal weekday hours (excluding bank holidays)
- 11 schemes within our Borough – with a mixture of indoor flats and outdoor properties.
- The opportunity to socialise with regular activities at many schemes.

TENANT

SATISFACTION SURVEY 2025

Tamworth Borough Council commissioned M.E.L. Research to survey tenants so that we can see what is going well and not so well. The survey findings will help us to improve the quality of housing services we deliver to our tenants.
 1,027 Council tenants took part, either online or by post or telephone.

60%

satisfied with the overall service provided by Tamworth Borough Council



66%

satisfied with the overall repairs service



59%

satisfied with the time taken to complete most recent repair

62%

satisfied that the Council provides a home that is well maintained



67%

satisfied that the Council provides a home that is safe

49%

satisfied that the Council listens to their views and acts upon them

58%

satisfied that the Council keeps them informed about things that matter to them

65%

agree that the Council treats them fairly and with respect



26%

satisfied with the Council's approach to complaints handling



72%

satisfied that the Council keeps communal areas clean and well maintained

51%

satisfied that the Council makes a positive contribution to their neighbourhood



46%

satisfied with the Council's approach to handling anti-social behaviour



Thank you to the tenants who participated in completing a survey and for sharing how you feel about Tamworth Borough Council's housing services. We will continue to work hard together with our tenants' groups to make things better for tenants based on what you have told us, and the improvements we make as a result will be published in our forthcoming Tenant Annual Report which tenants are able to view on the Council's website at www.tamworth.gov.uk

To view a full break down of this years tenant satisfaction measures please visit our website:
www.tamworth.gov.uk/tenant-satisfaction-measures-and-performance-information

Recent change to the winter fuel payment

In June 2025 government announced changes to the winter fuel payment.



If you were born before 22 September 1959 you may get between £100 to £300 to help cover the cost of your heating bill during the winter 2025 to 2026.

However, if you receive a taxable income over £35,000 a year, you will need to pay it back through the tax system.

You still must meet the eligibility criteria for the winter fuel allowance, so you won't receive it if you:

- were in hospital getting free treatment for the whole of the week of 15 to 21 September 2025 and the year before that
- need permission to enter the UK and your granted leave says that you cannot claim public funds
- were in prison for the whole of the week of 15 to 21 September 2025

You can still get winter fuel payment if you live in a care home, but you will not get it if both of the following apply:

- you get Universal Credit, Pension Credit, Income Support, income-based Jobseeker's Allowance (JSA) or income-related Employment and Support Allowance (ESA)
- you lived in a care home for the whole time from 23 June 2025 or earlier

If you are eligible for the winter fuel payment, you don't need to do anything. You should receive a letter in October or November 2025 telling you how much you will receive.

BUT if you don't receive a letter but think you are eligible for the payment, you must make a claim by the 31 March 2026.

You can make a claim by:

Contacting the Winter Fuel Payment Centre

Telephone: 0800 731 0160

Textphone: contact Relay UK on 18001 then 0800 731 0160

British Sign Language (BSL) video relay service

You can call Monday to Friday, 8am to 6pm

For further information about the eligibility rules, application form and opting out of the winter fuel payment can be found at www.gov.uk/winter-fuel-payment

Whats on

Sweet Caroline

Tamworth Assembly Rooms



16 Oct

The Witch Trials

Tamworth Castle



31 Oct & 1 Nov

Magical Santa Express

Statfold Barn



28 Nov & 23 Dec

Castle by Candlelight

Tamworth Castle



29 Nov & 30 Nov

Creepmas Market

Ankerside Shopping Centre

Ankerside Shopping Centre



6 Dec

ASB awareness week

In July we once again took part in national antisocial behaviour awareness week.

With partners such as local police and victim support, we went out and about to meet with residents, hear concerns and explain how we can help.

Lesley Gaunt and Claire Turner, our specialist antisocial behaviour officers, spent the week visiting communities throughout the borough.

In partnership, we achieved so much this year, including:

- Issued 14 community protection warnings and one community protection notice.
- Issued one fixed penalty notice
- Issued two notices of seeking possession
- Two offenders stopped and found to be carrying weapons
- 13 offenders visited for causing motorbike/vehicle nuisance
- Police and TBC colleagues in the community during ASB week.
- Visited 20 victims of antisocial behaviour with Victim Support to offer further help and advice
- Over 300 doors knocked to talk to people about any concerns



Police and TBC colleagues in the community during ASB week.

- Visited 20 victims of antisocial behaviour with Victim Support to offer further help and advice
- Over 300 doors knocked to talk to people about any concerns

If you are suffering from antisocial behaviour, report it to us: <http://bit.ly/46yBRId>

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 and we will add your name to the list.

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.



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

GET IT ON
Google Play

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

Bringing colour and connection to our sheltered schemes

In September, the Tenant Voice team partnered with StreetScene to host two successful “Plant a Pot” events, one at Cheatle Court and another at Annandale Sheltered Scheme.

Despite a mix of sunshine and showers, spirits remained high as tenants came together to get creative with plants, pots, compost, and tools all provided.

As well as planting up the pots we brought along, we also helped residents refresh and replant some of their own pots, adding a personal touch and making

sure everyone could take part. These were then placed in communal gardens or private outdoor spaces to brighten up the surroundings. The changing weather didn't dampen enthusiasm, in fact, the occasional rain shower added to the fun and gave the plants an early watering!

The events aimed to encourage tenants to spend time outdoors, connect with neighbours, stay active, and enjoy the fresh air. Judging by the smiles, laughter, and lively conversations, the goal was certainly achieved.

A big thank you to Seaton Hire for generously donating tools and gazebos and for kindly allowing us to keep them for future events!



INVITATION

Tenant & Leaseholder Conference

Tuesday | **28 October** | 2025

13:30 to 15:30 – Exhibition

Including exclusive exhibition from your housing teams. All tenants and leaseholders' welcome.

15:30 to 17:30 – Conference

Main auditorium – presentations from key speakers, specially selected with our involved tenant groups.

Exhibitors Include

Equans
Wates
Police
Tamworth CiC
Heart of Tamworth
Fire Service
Many More

- ✓ Chief Executive
- ✓ Goom Electrical Ltd
- ✓ Stop Social Housing Stigma
- ✓ And more

A little Extra
Prize Draw
Light refreshments
Conference bags for all
Feedback post box



Location: Tamworth Assembly Rooms,
Corporation Street, Tamworth,
Staffs. B79 7DN



To secure your free place please scan the QR code provided, alternatively you can email us on tenantparticipation@tamworth.gov.uk or call 01827 709709 and speak to one of our team.

*Spaces are limited and will be issued on a first come first serve basis.

Neighbourhood investment program update

Tamworth Borough Council is pleased to share the progress of our neighbourhood investment programme, which has been shaped by feedback from the Tenant Consultative Group (TCG).

These initiatives focus on improving open spaces, safety, and reducing antisocial behaviour, helping to foster stronger, safer communities.

Completed works:

- Gresley Estate: Outdated planters were removed and new railings installed, enhancing safety and aesthetics.
- Oakendale Sheltered Scheme: Outdoor security lighting installed for improved safety.
- Faringdon & Gresley: Removal of planters and a tree to improve visibility and communal space.

Ongoing and planned works:

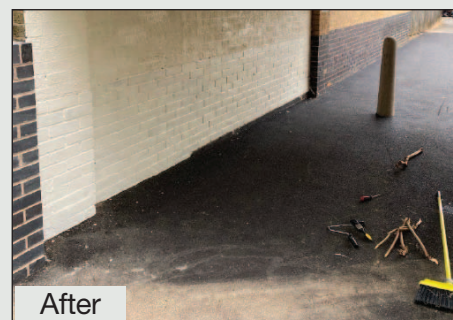
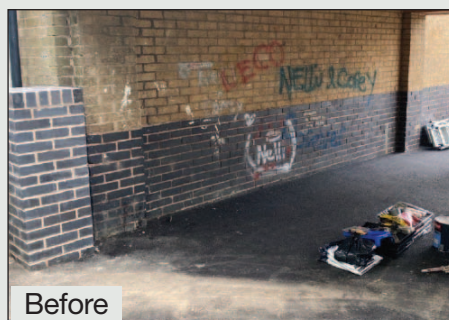
- Edward Court: Footpath relays to reduce trip hazards.
- Thomas Hardy Court: Widening of fire exit paths and creation of bin areas.
- Bright Crescent: New gate and bench for improved communal space.
- Eringden High-Rise: Upgrades to bin areas and repainting of entrance fencing.

The programme reflects the council's commitment to investing in our neighbourhoods, working closely with TCG group and that support tenant wellbeing and build stronger communities.

65 - 67 Gresley – new wall and railings.



65 and 67 Gresley underpass – painting & bollards.



Oakendale sheltered schemes – security lighting...



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 April 2025 to the 30 June 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 1 - 2025/2026

	Results	Results	Results
Homes Management	April 2025	May 2025	June 2025
Percentage of homes with a valid gas safety certificate (%)	99.84%	99.81%	99.89%
Percentage of homes with a valid electrical safety certificate (EICR) up to five years old (%)	94.26%	96.87%	97.94%
Responsive repairs completed per 1,000 homes	260	185	286
Percentage of responsive repairs completed within target timescale (%)	80.53%	84.45%	90.08%
Housing Management	April 2025	May 2025	June 2025
Percentage of current tenant rent arrears (%)	2.31%	2.82%	
Percentage of homes vacant but available to let (%)	0.21%	0.07%	0.09%
Average re-let time in days for empty council homes	47.4	40.0	34.0
New anti-social behaviour cases reported per 1,000 homes	6.78	11.69	11.47
Customer Experience	April 2025	May 2025	June 2025
Formal stage 1 and stage 2 complaints received per 1,000 homes	4.44	5.14	5.61
Percentage of stage 1 and stage 2 complaints resolved within timescale (%)	84.21%	86.36%	83.33%
Percentage of customer contact received via digital channels (%)	61.19%	55.79%	64.10%
Staffing	April 2025	May 2025	June 2025
Percentage of working days lost to staff sickness absence (%)	3.51%	2.63%	3.19%