

WINTER 2025

**Tamworth**  
Borough Council

# OPENHOUSE

FOR TENANTS OF TAMWORTH BOROUGH COUNCIL

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**Have a heart**

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

## A great afternoon of ideas and involvement

**Tenant and Leaseholder Conference – A Great Afternoon of Ideas and Involvement** Tamworth Borough Council was thrilled to host its Tenant and Leaseholder Conference on Tuesday 28 October at the Assembly Rooms – and what a fantastic afternoon it was!

The event gave tenants and leaseholders a chance to meet the housing team, learn more about council services, and discover how they can get involved in shaping the future of housing in Tamworth.

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The day began with a drop-in exhibition, where residents chatted with staff and partners, picked up useful information, and explored the many ways to get involved.

From 3.30pm, the main conference kicked off with inspiring talks from guest speakers including Stop Social Housing Stigma, Tpas, and Goom Electrical Ltd. These sessions focused on key issues affecting tenants and shared ideas for improving services.

There are lots of ways tenants and leaseholders can get involved – whether you’ve got a few hours a month or want to take a more active role.

Opportunities include:

- Tenant Consultative Group – Help shape housing policies and procedures.
- Tenant Involvement Group – Support the delivery of the Tenant Voice Strategy 2025–2030.
- Tenant Editorial Panel – Contribute to the Open House magazine.
- Seniors United – A space for sheltered housing residents to share experiences.
- Complaints Review Panel – Review complaints and suggest improvements.



■ Tenant and Leaseholder Conference.

- Tenant Inspectors – Monitor communal cleaning services.
- Focus Groups & Surveys – Share your views through consultations.
- ASB Scrutiny Group – Help improve how we tackle anti-social behaviour.

If you’re interested in getting involved, we’d love to hear from you!

Call us on 01827 709709

Email: [tenantparticipation@tamworth.gov.uk](mailto:tenantparticipation@tamworth.gov.uk)

Register online: Registration Form

“ **Councillor Ben Clarke, Portfolio Holder for Housing, Homelessness and Planning, said:**

“This conference was an excellent opportunity for our tenants and leaseholders to come together, voice their opinions, and play an active role in shaping the future of housing services in Tamworth.

Residents input and ideas are invaluable in helping us improve our services. We’re committed to building strong partnerships with our communities, and events like this allow us to put tenants at the heart of everything we do, in decision making, strategy and improving our housing offer to the town.

The conference helps us work closely with our tenants to identify what really matters most to them, and where we can enhance our services to provide the best possible experience.

Thank you to everyone who attended, we look forward to working with you to create a safe and thriving neighbourhoods.”

”



# New scheme manager at Oakendale Sheltered scheme brings health boost to tenants

Oakendale sheltered housing scheme has recently welcomed its new Scheme Manager, Vanessa McKeown, who has quickly made a positive impact on the tenants aged 55 and over.

With Vanessa quickly organising a special visit from a health and wellbeing coach, offering tenants the chance to take part in gentle chair-based exercises in the comfort of the communal lounge. The session was designed to promote physical activity in a relaxed and accessible way, tailored to the needs of older adults.

The event was a resounding success, with a strong turnout from tenants who enjoyed the exercise, music, and the opportunity to socialise with lots of laughter. The atmosphere was warm and welcoming, and the photo captured from the day shows just how engaged and enthusiastic the participants were.



Tenants in communal lounge.



Vanessa McKeown.

## Christmas opening times

Over Christmas, our phone lines are open as normal, except for:

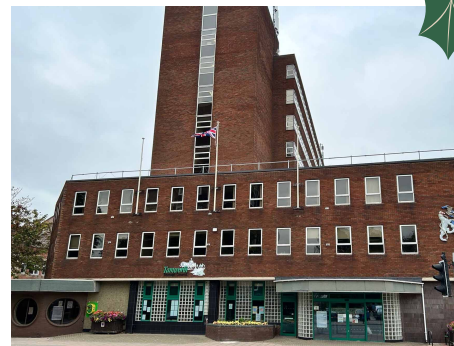
**Christmas Eve**  
- close at 2pm

**New Year Eve**  
- close at 2pm

**Christmas, Boxing Day and New Years Day**  
closed.

Our regular emergency out of hours service will be available for reporting emergency issues and repairs outside of these times over the festive period.

Over Christmas, our opening times for face-to-face customer services from Marmion house over Christmas will be as normal but closed on Christmas, Boxing Day and New Years Day.



For opening times visit [www.tamworth.gov.uk/change-tuesday-opening-hours-council-front-reception-service](http://www.tamworth.gov.uk/change-tuesday-opening-hours-council-front-reception-service).

# Benefits that will be ending soon

**Universal Credit has been introduced to replace six different benefits, known as legacy benefits. Government have already ended some, with others due to stop soon.**

## **The benefits that have already stopped:**

- Working Tax Credit and Child Tax Credit. Ended April 2025.

## **The following will also end soon:**

- Income-related Employment and Support Allowance (ESA)
- Income Support
- Income-based Jobseeker's Allowance (JSA)
- Housing Benefit, this is not ending for everyone and will continue to be paid in certain circumstances.

## **If you receive one of the above benefits you do not need to do anything unless:**

- your circumstances change. For example, moving to a different area which is under a different council, or you've separated from your partner and need to make a new claim.
- you get a letter from the Department for Work and Pensions called a 'migration notice' telling you that you must claim Universal Credit.

If you receive a migration letter, you must apply for Universal Credit before the deadline date given in the letter or risk losing your benefit payments. Your legacy benefits will stop regardless of whether you make a claim for Universal Credit. You will not be automatically moved on to Universal Credit.

If you can't claim Universal Credit before the deadline in your letter or need help to make a new claim you must contact them on the helpline telephone number on your Universal Credit migration notice.

Payments will be automatic for anyone eligible for two weeks housing benefit when moving to Universal Credit.

## **Transitional Protection Payment**

This payment is an extra amount you could receive, if your Universal Credit is less than your previous benefits.

You can only get this if you are eligible and have received a Universal Credit migration notice. You will not receive transitional protection payment if you apply for Universal Credit before you receive a migration notice.

You may also lose the transitional protection payment if you do not apply by the deadline on your migration notice.

You do not need to apply for the transitional protection payments this will be applied automatically if you are eligible, and if you have followed the guidance on your Universal Credit migration notice.

For further information about any of these changes see:  
[www.gov.uk/guidance/move-to-universal-credit-if-you-get-a-migration-notice-letter](http://www.gov.uk/guidance/move-to-universal-credit-if-you-get-a-migration-notice-letter)

## **When you can still claim housing benefit**

- If you are living in temporary homeless accommodation or supported accommodation (not sheltered for those of working age)
- If you have reached state pension age or if in a couple where both of you have reached state pension age.

If you are not sure which benefit you should be claiming to help with your housing costs, contact us on 01827 709709 or email the benefits team at [benefits@tamworth.gov.uk](mailto:benefits@tamworth.gov.uk).

We can also help to make sure you are claiming all the benefits you are entitled to. Contact us on 01827 709 709 or email the income team at [incometeam@tamworth.gov.uk](mailto:incometeam@tamworth.gov.uk).



The  
Electoral  
Commission

# Do you vote by post in England?



You need to re-apply for  
your postal vote every 3 years

Re-apply for a postal vote at:  
**[gov.uk/apply-postal-vote](https://gov.uk/apply-postal-vote)**



For more information visit: [electoralcommission.org.uk/ways-to-vote](https://electoralcommission.org.uk/ways-to-vote)

# Feeling the financial strain this Christmas?

## Are you:

- Worried about how much you might spend over Christmas?
- Struggling to pay your council housing rent or household bills?
- Feeling overwhelmed by debt?
- Anxious about losing your home?
- Finding that money worries are affecting your mental health?

## We're here to help - we can support you with:

- Budgeting advice
- Help to maximise your income
- Referrals to specialist debt and money advice services and more

Call us: 01827 709709. We're available Monday to Thursday 8.45am - 5.10pm and Friday 8.45am - 5.05pm. Phone lines are closed on national bank holidays. Email: [incometeam@tamworth.gov.uk](mailto:incometeam@tamworth.gov.uk). Write to us: Income Team, Tamworth Borough Council, Marmion House, Lichfield Street, Tamworth, B79 7BZ.

## Simple budgeting tips to help you stay on track - here are a few easy steps to help you take control:

- Know what's coming in and going out: Write down all your income and regular expenses.

- Prioritise essentials: focus on paying rent, gas, electric and water, and food first.
- Avoid high-interest borrowing try to steer clear of payday loans or buy-now-pay-later.
- Look for savings: check if you're eligible for discounts on council tax and utility bills.
- Use free tools: budgeting apps or online calculators can help you stay organised.

## Looking after your mental health

If you're feeling low, anxious or overwhelmed, there are people ready to listen – free support is available 24/7

- Staffordshire Mental Health Helpline: 0808 196 3002
- Samaritans: 116 123
- Text SHOUT: Send a message to 85258 (Shout Crisis Service – free 24/7 confidential mental health support via text)

If you have a hearing impairment email: [mhsi.staffordshire@mpft.nhs.uk](mailto:mhsi.staffordshire@mpft.nhs.uk).

Use the Relay UK app to call: (18001) 0808 196 3002

If you or someone else is at immediate risk call 999

## You're not alone — don't suffer in silence

**We understand that this time of year can be tough. Whether it's financial worries or emotional wellbeing, support is just a phone call or message away.**

## 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.



## 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.

# Worried about loan sharks? We can help

**If you've borrowed money from a loan shark, or you're thinking about it because you're struggling financially, please talk to us.**

We can connect you with expert support to help you get out of this situation safely.

Loan sharks often seem friendly at first and might even be introduced through people you know. They'll lend money without paperwork or proper checks, but they add unfair charges and interest. When you can't pay, they can turn threatening or violent.

The problem with borrowing from illegal lenders is that they don't check if you can afford to repay, and you will end up paying considerably more money. This means you could end up in serious debt, struggling to pay your rent and other essential bills. You also won't have any of the legal protections that come with borrowing from legitimate lenders.

## We're here to support you

If you're worried about a loan shark or have borrowed from someone who is now threatening you for payment, you don't need to face it alone. Our staff at Marmion reception are specially trained to help you get in touch with Stop Loan Sharks in a safe, confidential way. Whether you don't have access to a phone or computer, or you just need someone to support you through making that first call, we can help.

You can visit us at Marmion reception to:

- Get emotional support in a safe space
- Make contact with Stop Loan Sharks by phone, email or online chat



Stop Loan Sharks is available 24/7 on their confidential helpline: 0300 555 2222, or visit [www.stoploansharks.co.uk](http://www.stoploansharks.co.uk) (Live Chat available Monday-Friday, 9am-5pm).

Remember, you're not alone, and it's never too late to get help.



## 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).

# Tenant Voice group

This article was written by JB, one of our Voice Group members, who wanted to share their experience and views. We really value the ideas and feedback from our Voice Group and are pleased to include their story in this edition.

## A Big Thank You to the Green Team!

It's amazing what a difference a little attention can make to a neglected space. One sheltered housing scheme recently got the care it needed – and I couldn't be happier with the results!

The Green Team truly deserves praise. They tackled an overgrown area that had become a jungle – full of willow herb, a dead tree, a wild rose bush, and even the dreaded pink weed (probably from being so close to the river).

At first, they came to assess the area, took some photos, and left. I thought that might be the end of it. But just a few days later, one of the managers visited, and within a week, the team was back and ready to work.

They started by removing the dead tree, which had branches reaching dangerously into the culvert and drain. Then they took out a huge bush – about nine feet tall – and cleared ivy and weeds that were overtaking the path near two water stop taps. The ground had some old subsidence, but since it hadn't worsened much in five years, it was deemed safe.

The area hadn't been maintained really, and with no gardens for the flats, it had become a dumping ground. I'd raised concerns before, and when a new neighbour moved in and also contacted the council – followed by a third resident – the issue was finally taken seriously.

The team did a fantastic job clearing the weeds and overgrowth.

Now, with the trees gone, the area is much safer. The drains and culvert are clear, and my shed is no longer hidden. My neighbour has noticed less antisocial behaviour, and we're seeing fewer beer cans, vapes, and even needles being dumped.

So well done to the Green Team, and well done Tamworth Borough Council.



■ Sunset Close

## Communal Bins

# Please use the correct bin for your recycling and rubbish.

**BINS WILL NOT BE EMPTIED  
IF THEY CONTAIN THE  
WRONG ITEMS.**



working  
together } for a  
greener future



Lichfield  
District Council

Tamworth  
Borough Council

**Sorting your recycling  
and using the right bin  
helps us process it.**

If bins contain the wrong items  
those items will need to be  
removed in order for the bins  
to be collected on the next  
scheduled recycling collection.

Scan to  
learn more



# Awaab's Law: A new era for safer homes

## What is Awaab's Law?

Awaab's Law is a powerful new housing regulation that came into effect on 27 October 2025. It's named in memory of Awaab Ishak, a two-year-old boy who tragically died in 2020 due to prolonged exposure to mould in his family's social housing flat. His story sparked national outrage and led to this landmark law to protect tenants from unsafe living conditions.

## What does it mean for you as a tenant?

Awaab's Law gives you stronger rights and ensures your landlord 'Tamworth Borough Council' must act quickly when serious health hazards are reported especially damp, mould, and emergency issues.

Here's what landlords are now legally required to do:

- Emergency hazards (including severe damp and mould):  
Must be made safe within 24 hours of being reported.
- Significant damp and mould:  
Must be investigated within 10 working days and made safe within 5 working days.
- Written updates:  
Landlords must provide a written summary of findings within 3 working days of inspection.
- Alternative accommodation:

If your home can't be made safe in time, your landlord must offer you somewhere else suitable to stay.

## What should you do if you spot damp or mould?

1. Report it immediately by calling the repairs call centre on 0800 183 0044
2. Provide details – include photos, describe the issue, and mention who lives in the home.
3. Keep records of your communication.
4. Know your rights—you are protected by law, and your landlord 'Tamworth Borough Council' must respond within the legal timeframes.

## Looking ahead

This law is just the beginning. In 2026, it will expand to cover other hazards like excess cold, fire risks, and electrical issues. By 2027, it will include nearly all health and safety risks in housing.

## Need help or advice?

Visit the Make Things Right campaign for more information and guidance Awaab's Law: Guidance for tenants in social housing - GOV.UK on your rights under Awaab's Law.

# Whats on

## Santa's Christmas Castle

Tamworth Castle



6, 7, 13, 14, 20, 21 Dec

## Santa Paws

Tamworth Castle



20, 21 Dec

## Festive Films

Tamworth Castle



28 Nov – 23 Dec

## Magical Santa Express

Statfold Country Park



Until 23 Dec

## Jack and the Beanstalk

Tamworth Assembly Rooms



30th December 2025  
- 18th January 2026

30 Dec – 18 Jan

## Scheme managers successfully complete first aid training

**We're pleased to let you know that all of our scheme managers have now completed their first aid training.**

This means they've learned important skills to help in emergencies, like giving CPR, helping someone who's unconscious, treating burns or bleeding, and dealing with common medical problems. The training was hands-on and practical, and the feedback from staff was very positive. Many said they now feel more confident and better prepared to help if something goes wrong.

### Why is this important?

Scheme Managers work in our sheltered housing schemes, which are homes designed for older or more vulnerable people. Their job is to support tenants, help keep the buildings safe, and be there when help is needed.

By learning first aid, scheme managers are now even better equipped to respond quickly and calmly if a tenant becomes unwell or has an accident.

### Part of a bigger plan

This training is part of a wider 12-month programme to make sure scheme managers have all the knowledge and tools they need to provide excellent support to tenants.

A big well done to all our scheme managers — and thank you for helping to make our housing schemes safer and more supportive places to live.



■ Training course.

## Useful numbers

### ■ Repairs:

0800 183 0044

### ■ Tamworth Council:

01827 709709

### ■ Tenancy

#### Sustainment Team:

01827 709709

### ■ 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

## Safety upgrades at Thomas Hardy Court

**Exciting improvements are happening at Thomas Hardy Court, our sheltered housing scheme for residents aged 55 and over.**

The upgrade includes a new fire alarm system and a

24-hour lifeline service, both designed to give tenants greater peace of mind, especially those living independently.

Thomas Hardy Court has 49 self-contained flats, each with its own lifeline pull cord system. The new upgrades will improve how quickly help can be reached in an emergency, whether it's a fire or a medical issue.

The lifeline service offers round-the-clock support, and the fire alarm system will continue to provide fast alerts and response times.



■ Thomas Hardy Court.

“ **Councillor Ben Clarke, Portfolio Holder for Housing, Homelessness and Planning, said:**

This upgrade reflects our ongoing commitment to tenant safety and wellbeing. Thomas Hardy Court is more than just housing – it's a community. These improvements will help ensure residents feel secure and supported in their homes. ”

# Cooking classes for supported housing tenants

We recently ran four cooking classes for tenants in our supported housing homes.

Staff, with support from Steve from CIC, worked hard to plan the sessions. They encouraged tenants to take part and created a welcoming atmosphere. Tenants said they enjoyed learning new recipes, building confidence in the kitchen and spending time with others. Thank you to everyone involved for making the sessions a success.



# Moving home - What you need to know

When you move home there are a number of things you have to do and organise. Here we explain notice periods, inspections, rent responsibilities, retiring keys and more.

## Giving notice

When you plan to leave your current home, you must:

- Give at least four weeks' written notice and provide the Council with details of your forwarding address.
- Your tenancy will always end on a Sunday.
- Contact us immediately if you change your mind.

## Property inspection

After you've given notice, we will inspect your home to:

- Check for any damage or breaches of tenancy conditions.
- Advise you on what condition the property must be left before you leave, including removing all personal items and rubbish.
- Advise you of any rent still owed or any other charges.
- Make sure the property can be re-let quickly.

## Returning keys

You must:

- Return all keys by the end of your notice period to Tamworth Borough Council, Marmion House, Lichfield Street, Tamworth B79 7BZ.
- Leave the property by date agreed, usually the end of the tenancy.

## Rent responsibilities

You are responsible for:

- Paying full rent until the tenancy ends.
- Paying any money owed or outstanding charges.

## Belongings and rubbish

To avoid any costly recharge costs, please make sure you:

- Clean the property thoroughly – including kitchen, bathroom, floors, and windows.
- Remove all personal belongings including carpet and curtains. Your property must be left empty of all your personal items.
- Dispose of all rubbish properly including garden waste, loft, outbuildings, bulky items, unwanted household items, general refuse.
- Remove all rubbish from your property before you leave. For more information on your local tips which you can use free of charge – details are below.
- Leave fixtures and fittings including i.e. do not remove doors, light fittings, bathroom & kitchen units, boilers etc.
- If any items or rubbish are left behind, we will dispose of them and you will receive a recharge bill, which can be large and costly.

## Moving out checklist

- All rooms cleaned
- All personal items removed
- Bins emptied
- Garden cleared (if applicable)
- Pay rent due and any outstanding payments and charges
- Keys ready to hand back
- Final meter readings taken
- Redirected mail (Royal Mail redirection service)



### Where can I take my rubbish and unwanted household items?

You can dispose of unwanted household items and rubbish free of charge at these local tips:

#### Lower House Farm Recycling Centre

Address: Lower House Lane,  
Baddesley Ensor, CV9 2QA

Opening Hours: Mon-Fri: 9:30am-3:15pm,  
Wed: until 6:15pm, Sat-Sun: 8:30am-5:45pm

More info:  
<https://www.warwickshire.gov.uk/recyclinglowerhousefarm>

#### Lichfield Household Waste and Recycling Centre

Address: Trent Valley Industrial Estate, Lichfield

More info: <https://www.tamworth.gov.uk/bins-and-recycling/tips>

### If a tenant passes away

If there is no eligible successor:

- The tenancy ends when the representative gives notice or the council takes possession.
- A 'notice to quit' will be served and sent to the public trustee.
- The representative must provide a copy of the death certificate.
- Rent will be charged until the tenancy is formally ended.
- Any arrears or credits become part of the deceased tenant's estate.

### Tenancy records

We keep tenancy records for six years after the tenancy ends, in line with our retention policy.

### Need Help or Advice?

Contact us on: 01827 709514 or email: [estatemanagementteam@tamworth.gov.uk](mailto:estatemanagementteam@tamworth.gov.uk). Monday to Thursday 8.45am – 5.10pm and Friday 8.45am - 5.05pm. Phone lines are closed on national bank holidays.

## Four million homes

We're pleased to share news about a new national initiative designed to support and empower tenants living in social housing: the Four Million Homes Programme.

### What is it?

The programme is funded by the UK Government and aims to help tenants better understand their rights, responsibilities, and how to hold landlords accountable. It supports improvements in housing safety, repairs, and tenant engagement.

### What's on offer?

- Free training webinars on topics like antisocial behaviour, repairs, and landlord duties.
- Easy-to-read guides and videos to help you understand your housing rights.
- A resident sounding board where tenants can share views and help shape future housing policy.



- Support for new laws like Awaab's Law, which makes sure landlords act quickly on damp and mould.

### Why it matters?

This programme gives tenants the tools to speak up, get involved, and make sure their homes are safe, secure, and well-managed. Whether you've had issues with repairs or just want to know more about your rights, Four Million Homes is here to help.

### How to Get Involved?

Visit [www.fourmillionhomes.org](http://www.fourmillionhomes.org) to access resources, sign up for webinars, or join the conversation.

# Tamworth Borough Council Housemark ASB accreditation

**We're proud to share some fantastic news with our tenants, we've officially received Housemark's Antisocial Behaviour (ASB) accreditation!**

This national accreditation recognises that our approach to handling antisocial behaviour meets high standards and our commitment to continually improving the safety and wellbeing of our communities.

Housemark, the independent body that awarded the accreditation, praised the team's leadership and dedication, saying: "Your leadership and the team's commitment to residents' safety and wellbeing are clearly visible in the evidence reviewed."

This achievement is a testament to the hard work of the Neighbourhood Impact Team and

our community safety partners. A special congratulations goes to Julia Gibbs and her entire team; your dedication and expertise have truly made a difference.

## **The work of our antisocial behaviour team**

The team plays a vital role in keeping Tamworth's communities safe. Work includes:

- **Responding to reports of antisocial behaviour**, such as noise, vandalism, intimidation, and other disruptive activities.
- **Working closely with tenants, residents, and partner organisations** like the police and community groups to resolve issues quickly and effectively.
- **Supporting victims** and helping prevent problems from getting worse.

■ **Promoting safer neighbourhoods** through proactive engagement and education.

Their efforts help make sure that everyone in Tamworth can enjoy their home and community without fear or disruption.

**Well done, team – and thank you for helping make Tamworth a safer, stronger place to live!**



■ Julia Gibb and her team.

# Our new Tenant Voice strategy 2025-2030

**We've now launched our new tenants' voice strategy 2025-2030 – a plan that puts tenants at the heart of housing services and decision-making.**

The strategy was developed in partnership with tenants and sets out how we'll work together with tenants to improve housing services, build stronger communities, and make sure tenant voices are heard and respected.

## **What's the strategy about?**

It focuses on:

- Putting tenants first and improving customer care

- Giving tenants more chances to get involved in housing services
- Using tenant feedback to make services better
- Helping tenants build skills and confidence
- Supporting strong, friendly communities
- Being open, honest, and accountable

Councillor Ben Clarke, portfolio holder for housing, homelessness and planning, said:

"We want every tenant to feel heard, respected, and empowered to make a difference in their neighbourhoods and in the way

our housing services are delivered."

## **Get involved**

We're encouraging all tenants to take part, whether that's by sharing views, joining tenant groups, or helping shape future services.

To find out more and read the full strategy, see [www.tamworth.gov.uk/housing/housing-strategy-and-policies](http://www.tamworth.gov.uk/housing/housing-strategy-and-policies) or speak to your local housing officer.



## New housing qualifications achieved

Congratulations go to Lee Hughes and Grace Valente from our tenant participation team for completing their qualification in the Housing Health and Safety Rating System (HHSRS).

This training helps professionals

assess housing conditions and identify potential risks to health and safety in residential properties.

By gaining this qualification, Lee and Grace have strengthened their ability to support safer, healthier homes for residents. Their achievement reflects a commitment to high standards in housing regulation and tenant wellbeing.



■ Lee Hughes and Grace Valente.

## Tamworth Borough Council reinforces safety with its annual high-rise health and safety booklets



■ Eringden and Riverside high-rise and low-rise health and safety guides.

All residents living in our six town centre and Eringden high-rise blocks have recently received updated High-Rise Health and Safety Guides. Every new tenant moving into these flats also receives a copy.

The guide provides essential information on fire safety, what to do in an emergency, how to report a repair, and resident responsibilities. It forms part of the council's wider commitment to ensuring our high-rise blocks are safe, secure, and well-managed. The guide is reviewed annually to reflect changes in legislation and local procedures and is designed to be clear, accessible, and practical for all residents.

### New for Low-Rise Blocks

We are pleased to announce that a new Health and Safety Guide for Low-Rise Blocks has just been completed and will be rolled out to tenants shortly. This guide offers similar essential advice tailored to low-rise living, including fire safety, emergency procedures, and how to report issues.

Residents are encouraged to read their guide thoroughly and contact our High-Rise Coordinator or Housing Officer with any questions or concerns. Copies of both guides are available on our website and can be requested in alternative formats if needed.

“Councillor Ben Clarke, Portfolio Holder for Housing, Homelessness and Planning, said:

These guides are a key part of our proactive approach to keeping people safe. When we keep residents informed and involved, we help create a community where everyone is aware and shares responsibility for their homes.

”

# Learning lifesaving skills together

In November, our team and tenants took part in training on how to use AEDs (defibrillators) and the basics of CPR.

The session was run by local charity Tamworth Have a Heart, who do amazing work in our community.

Tenants said the training was really useful and interesting. Staff also got hands-on experience by

practicing CPR on training dummies, which helped everyone feel more confident about what to do in an emergency.

This is just the start! Next year, we'll be inviting the team to join us at Estate Days and in 2026 we'll bring them along to a Seniors United event for another session.



■ Life saving skills training.

# The health check van

The health check van will be visiting the high rise social club on 19th January – for more information contact Tenant Participation on 01827 709 709 or email [Tenantparticipation@tamworth.gov.uk](mailto:Tenantparticipation@tamworth.gov.uk).





**TAMWORTH  
ASSEMBLY ROOMS**

# What's On

Shows coming to the Assems in 2026!

Book online now. Head to our website for more.



**Panto: Jack and the Beanstalk**  
*30 Dec - 18 Jan*



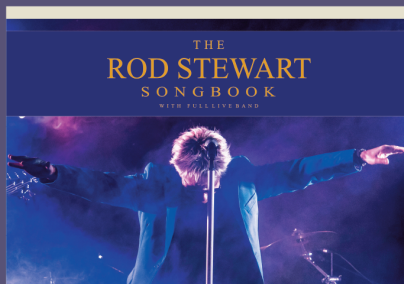
**The Phonics**  
*Saturday 24 January*



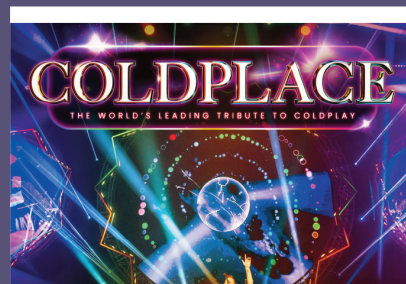
**Bathory Pro Wrestling**  
*Sunday 25 January*



**Magic of the Beatles**  
*Saturday 31 January*



**The Rod Stewart Songbook**  
*Fri 6 Feb*



**Coldplace**  
*Saturday 7 February*



**The Smiths Ltd**  
*Saturday 21 February*



**Dino Tales**  
*Sunday 22 February*



**Dark Side of the Wall**  
*Saturday 28 February*



**Noasis**  
*Saturday 7 March*



**Wizard of Oz - Adult Panto**  
*12-14 March*



**The Wonder of Stevie**  
*Saturday 21 March*

Box Office: 01827 709618 [www.tamworthassemblyrooms.co.uk](http://www.tamworthassemblyrooms.co.uk)

# 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 July 2025 to the 30 September 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 2 – 2025/2026

	Results	Results	Results
Asset Management	July 2025	Aug 2025	Sept 2025
Percentage of homes with a valid gas safety certificate (%)	99.89%	99.84%	100.00%
Percentage of homes with a valid electrical safety certificate (EICR) up to five years old (%)	98.73%	98.51%	98.54%
Responsive repairs completed per 1,000 homes	303	341	426
Percentage of responsive repairs completed within target timescale (%)	96.26%	91.76%	98.39%
Housing Management	July 2025	Aug 2025	Sept 2025
Percentage of current tenant rent arrears (%)	3.32%	2.79%	2.98%
Percentage of homes vacant but available to let (%)	0.05%	0.14%	0.21%
Average re-let time in days for empty council homes	25	92	63
New anti-social behaviour cases reported per 1,000 homes	10.79	12.68	9.16
Customer Experience	July 2025	Aug 2025	Sept 2025
Formal stage 1 and stage 2 complaints received per 1,000 homes	5.63	4.68	7.75
Percentage of stage 1 and stage 2 complaints resolved within timescale (%)	52.38%	79.17%	69.70%
Percentage of customer contact received via digital channels (%)	61.53%	59.68%	58.22%
Staffing	July 2025	Aug 2025	Sept 2025
Percentage of working days lost to staff sickness absence (%)	3.48%	5.46%	5.97%