

Dear

On July 9th 2015, Tamworth Borough Council's Cabinet approved the commencement, from April 4th 2016, of

1. the introduction of service charges for all those in receipt of a cleaning and communal facilities service, this includes sheltered and general needs accommodation where communal facilities are provided.
2. the introduction of a new sheltered housing service, known as *housing management plus*, which will replace housing related support at sheltered schemes, following the County Council's withdrawal of funding from March 2015. This will protect front line services to sheltered housing tenants going forward.

Over forthcoming months you will be invited to attend one of several drop-in events organised to answer any questions you may have, where senior officers will be on hand to explain the proposals in more detail.

These events will take place at the High Rise Social Club, off Lichfield Street, Tamworth:-

- ✓ Tuesday 25th August 4-7pm
- ✓ Friday 28th August 10am-2pm
- ✓ Saturday 29th August 10-12noon

If you live in sheltered accommodation then you will also be visited personally by your scheme manager to explain the changes further and how it affects you directly.

There is also a freephone help number, **0800 183 0454**, that you can use if you would like further information.

We are committed to keeping you informed and will continue to work with you, your families and carers to ensure that you access all available support.

In the meantime, I would suggest that you take time to read the attached frequently asked questions (FAQs). More information will also be available on our website at www.tamworth.gov.uk and this will be updated regularly.

In anticipation of your questions, we hope that some of these can be answered in the FAQs document and any other questions we will be able to cover in the drop in events or when we meet with you over the next few weeks.

Yours sincerely



Tina Mustafa
Head of Landlord Services