Connect
Official newsletter for tenants and leaseholders
June 2018 | Issue 47

10 Years of Silver Service
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Showcasing Tenants' Achievements
Pages 6-7

Free Summer Activities
Pages 10-11
We want your views!
Connect is written for the benefit of all tenants and leaseholders and we’d like to hear your feedback on the newsletter. If there are any topics you would like us to cover in future editions of Connect please contact us at:
Housing
Kettering Borough Council
Bowling Green Road
Kettering
NN15 7QX
Website: www.kettering.gov.uk
Email: connect@kettering.gov.uk

The Tenants Editorial Panel is made up of the following tenants and staff:
Brian Kimpton
Leona Mantle
Maria Keane
Sara Martin
Mark Redding
Tracey Copeland
Elizabeth Eirene

Hello and welcome to the Summer edition of Connect. On page 4 you can read about new council homes for rent in Montrose House. We are delighted that these refurbished flats are almost ready. The homes will be modern, energy efficient and benefit from an innovative heating system. Come along to our open day on Thursday 28th June from 4-8pm to have a look.

In August we celebrate the 10th anniversary of Silver Service, our unique and supportive service for our sheltered accommodation residents. I’m particularly proud of the many ways residents develop and organise so many events and how the dedicated staff support all residents in our sheltered schemes. Well done to everyone involved over the past ten years.

On page 7 you can read about our first ever Tenant Involvement Showcase event, held in May. Finally, with the summer holidays upon us, see pages 10 & 11 for information on free activities for the family including the return of the popular Kettering by the Sea.

Wishing you all a perfect summer.

John Conway,
Head of Housing

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Get Inspired by Tenant Involvement!

We have a number of ways for tenants and leaseholders to get involved, each with differing time commitments to suit your availability. Take a look below and if you’re interested, get in touch!

Surveys – it only takes a few minutes to complete a survey but your feedback is invaluable to help improve our services and the area you live in.

Focus Groups – Take part in a Focus Group and give your views. These friendly and informal chats with groups of up to 10 tenants take around an hour.

Estate Walkabouts – These take place every three months and last for a couple of hours. Accompany your Neighbourhood Manager on a tour of your area and point out any areas of concern such as fly-tipping, graffiti or any other issues.

Connect Panel – Help us agree content for Connect! Attend quarterly meetings and get involved in ideas for articles and features, editing, proof reading and help make sure it’s fresh and relevant to readers.

Tenants Forum – Attend this monthly evening meeting and help us make decisions on rent setting, new schemes and initiatives and all areas of managing council homes.

Tenant Overview and Scrutiny Panel – For those able to make a bigger commitment; making sure our services are of good quality and meet our tenants’ needs by conducting service reviews and scrutinising performance.

Contact our Tenant Engagement Officer on 01536 535649 or email traceycopeland@kettering.gov.uk to find out more.

Spot the ice cream and win!
Now it’s your turn to try and win £25 worth of shopping vouchers. Simply find the ice creams scattered amongst the pages of this newsletter and send the number you find to connect@kettering.gov.uk or by post to the Council’s offices.

Don’t forget to include your name and contact details. All correct entries will be checked and the winner drawn out of a hat. The closing date is 20th July 2018.

And the winner is…
Congratulations to Amy Lyons who won £25 worth of shopping vouchers after finding the daffodils hidden in the pages of the last issue of Connect!

Amy collects her winning vouchers.

Here’s an ice cream to start you off!

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Happy 10th Anniversary Silver Service!

This year, on 8th August we are delighted to be celebrating the 10th anniversary of Silver Service. Silver Service is our sheltered housing service which seeks to make a positive difference to our customers' lives by tailoring services to meet individual needs and aspirations.

Our service is provided by a dedicated team of Scheme Managers and Support Workers. Throughout our 10 years we have continued to develop Silver Service with the help of our wonderful customers. These improvement works mean the new homes are more suitable for our tenants for many years to come.

The new flats will be finished to a high standard with modern fitted kitchens and bathrooms, new flooring throughout and a brand new heating system which should lead to greater energy efficiency. Two ground floor flats will be fully adapted for disabled tenants.

The flats will be ready to let in July/August. To apply for the new homes, you will need an active Keyways application.

The fabulous Silver Service Social Organisers Group recently recognised for their hard work organising trips and events for all sheltered housing customers to enjoy. See more on the next page!

The new Montrose House flats have one and two bedrooms, to meet the demand for smaller homes throughout the process, from registering on Keyways, bidding and then moving you into your new home.

If you would like to move from a house with two or more bedrooms, or a two bedroom flat with a garden, then you may be eligible for HomeMove. If you have rent arrears we may still be able to help you move. Contact our HomeMove Advisor to find out more about moving on 01536 535 682 or email homemove@kettering.gov.uk

To apply for Sheltered Housing schemes visit www.keyways.org.uk or contact us on 01536 410 333.

Further information can also be found by searching 'Sheltered Housing’ at www.kettering.gov.uk

T

Silver Service Bake Off Returns!

The 10th anniversary will be celebrated on 8th August by our sheltered housing customers and team at a Bake Off style event. Participating schemes are raising money for charity and baking a show stopper cake with an anniversary theme.

WELL DONE!

The fabulous Silver Service Social Organisers Group were recently recognised for their hard work organising trips and events for all sheltered housing customers to enjoy. See more on the next page!

Need to move to a smaller property? HomeMove can help!

Do you need to move to a smaller property? Perhaps your children have left home and you need to downsize due to Welfare Reform or perhaps your home is just not suitable anymore for medical reasons?

Whatever your need, HomeMove can help you get the right home for you. The scheme includes a support package to take the hassle out of the process. This may include arranging removals, packaging for your belongings and dealing with utility companies, plus financial help for these costs. Our HomeMove Advisor will work with you to find out more about moving on 01536 535 682 or email homemove@kettering.gov.uk

The 10 locations:

| Burton House, Latimer Close, Burton Latimer |
| Madams Gardens, The Avenue, Rothwell |
| Castle Gardens, Wood Street, Geddington |
| Harry Potter House, London Road, Kettering |
| Harriet Potter, Alexandra Street, Kettering |
| Windsor Gardens, Lower Street, Kettering |
| Hazeland House, High Street, Desborough |
| Yeomans Court, Meeting Lane, Burton Latimer |
| The Lawns, Saunders Close, Kettering |

June 28

Montrose House Open Day

Come along and see the transformation at a special open day event on:
Thursday 28th June, 4-8pm

Montrose House
New Council Homes available to rent!
We were delighted to celebrate the many achievements of our tenants and leaseholders at a special showcase event on Tuesday 15th May.

The celebration recognised the hard work and dedication of all our tenants and leaseholders who are involved with delivering Housing Services and showcased the impact they have had. Kettering has a long history of involving tenants and leaseholders in service delivery via a number of well-established forums and panels. This was the first event of its kind for the Council, who recognise the hard work many tenants and leaseholders undertake in their own time, helping to improve their communities and supporting others.

The event was attended by the Mayor, the Council’s Head of Housing and Portfolio Holder for Housing, who learned more about the various initiatives available for anyone wanting to get involved, as well as the impressive results gained by the different groups over the last year. Many tenants were recognised over and over for their contribution in more than one area and for their dedication and commitment to making life better for others.

“We are delighted to recognise and thank our tenants and leaseholders for their contribution over the past year. It is really important that we listen to and involve our tenants in as many ways as we can because they have the insight into what our communities need and how we can improve. I would like to personally thank each and every one who has given their time to get involved and it is really heartwarming to see the massive impact they have had. Well done”.

John Conway, Head of Housing

Anyone who is a tenant or leaseholder can get involved and meet others, have fun and help improve their area. Contact our Tenant Engagement Officer Tracey Copeland for an informal chat about the ways you can get involved, on 01536 535 649 or email traceycopeland@kettering.gov.uk

“Get Involved”

A huge thank you goes to our wonderful sheltered housing Social Organisers Group for their hard work. These selfless individuals continue to arrange an amazing programme of activities to make sure no vulnerable, elderly residents in Sheltered Housing have to live an isolated or lonely life. Instead, thanks to their efforts, they can enjoy organised day trips, activities and opportunities to take classes, share meals or just get together with others.

Focus on: Sheltered Housing Social Organisers

MARTYN LUND
Martyn Lund, Chair of the Overview and Scrutiny Panel and Tenant Rep for Highfield estate also received recognition for his work representing tenants on a national scale, through his work with ARCH (Association for Retained Council Housing) and on the Benefit to Society Campaign challenging the negative portrayal of social tenants in the media.

“This means a lot to me as I like helping my fellow tenants and trying to make a difference in my community on a local and national level. By getting involved this has helped me to gain confidence and learn many new skills. I would recommend anyone to do this.”

John Conway, Head of Housing

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Enjoy your summer safely

There have been a couple of house fires in Kettering in recent months. Thankfully, no one was hurt, however fires can be destructive, frightening and can cause thousands of pounds of damage to tenants’ belongings. **The risk of fire can increase during summer months, so here are some tips on enjoying your summer safely:**

- Do not leave lit candles anywhere near open doors, fans or windows
- Do not leave candles unattended or use around young children
- Do not prop open fire doors or block fire exits

**BBQ Safety!**

- Put your barbeque on a flat surface and away from flammable materials
- Keep a bucket of water or sand nearby in case of emergencies
- Never use petrol or paraffin to start or revive your barbeque
- Never leave your barbeque unattended
- Never tip hot ashes straight into a bin as they can smoulder, melt the plastic and catch light

**Contact Northamptonshire Fire Service on 01604 797 000 (Mon-Fri, 8.30-16.30) for further fire safety advice and to have your smoke alarms checked.**

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**Making a noise about noise**

**Report Noise Nuisance!**

You can report any noise issues you have at [www.kettering.gov.uk/noise](http://www.kettering.gov.uk/noise) or by calling 01536 410 333. We are now able to use the NoiseApp to help make it easier for noise nuisance to be reported, as users are able to work with us to record noise levels and help us take action.

**Out of Hours Response service**

You can contact our Noise Officer on Friday and Saturday nights between 6pm and 2am on 01536 416005.

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**Basic Lasagne**

**Ingredients:**

- 1 tablespoon olive oil
- pepper, pinch of oregano
- 500ml white sauce
- 10 pasta sheets
- 150g grated cheese
- 450g minced beef
- 1 onion
- 8 mushrooms
- 2 peppers
- 2 cloves garlic
- 1 tin of tomatoes

**Serves 4**

1. Preheat oven to 200 C / Gas 6.
2. Fry the onion and garlic in the olive oil until golden in colour. Add the mince and fry for 12 mins. Next add the peppers and mushrooms and fry for around 6 mins or until soft.
3. Add the tomatoes, oregano, salt and pepper and leave to simmer. In a large greased oven proof dish, layer a third of the mix and cover with pasta sheets, then pour a third of the white sauce over, repeat for 2 more layers. On the third layer sprinkle the grated cheese over the last layer of white sauce.
4. Bake in the oven for 30 minutes. Slice and serve with a salad or wedges.

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**Summer Savings!**

Check out our free summer activities on the next page!

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**Cooking on a budget**

Want more? Check out our Cooking on a Budget book, with recipes, tips and ideas for all kinds of budgets and tastes. Download it at [www.kettering.gov.uk/cooking](http://www.kettering.gov.uk/cooking)

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**Interested in a career working with food?**

Want to learn how to be food safe at home or in the workplace? Why not sign up for our LifePlan Introduction to Food Hygiene course? This course also has an option of moving on to a Level 2 qualification and is FREE to Council and Housing Association Tenants. To book contact Leone Reed on 01536 534 319.

**To book contact Leone Reed on 01536 534 319.**

**Thursday 20th September, 10am - 2pm at Kettering Borough Council**

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**Summer just got hotter - Kettering Borough Switch2Save**

Together we save on energy

Get ready to save money on your energy bills with Kettering Borough Council’s new energy switch scheme. If you’ve never switched energy supplier before, haven’t done so for a number of years, or simply want to check you are on the best deal, don’t worry we can support you to find cheaper tariffs.

Our hassle free switching scheme will be turned on in July 2018. Look out for more information in the next issue of Connect.
Summer Activities

Entertaining yourself and the family doesn’t have to be expensive this summer. Here are some fun, free activities to put in your diary for exciting days out!

Bands in the Park

SUMMER 2018!

Sunday 24 June
Rushden Mission Band

Sunday 15 July
Kettering Citadel Band and Songsters

Sunday 22 July
Rachael Johnson Quartet

Sunday 29 July
60’s Club Band

Sunday 12 August
Wellingborough Gospel Choir

Sunday 19 August
Dave Johnson Band

Sunday 2 September
Gretton Silver Band

Bring along your chairs, a picnic and enjoy great music in the park. All concerts start at 3pm!

KBC reserve the right to alter or amend any given dates. For further information please contact Kettering Borough Council on 01536 410 333.

If weather is poor, concerts will be held at All Saints Church.

All monies raised at the events will be donated to Cransley Hospice.

FREE PARKING*
All day on
Friday 3 August
Friday 10 August
Friday 17 August
*In all Council owned car parks

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Friday 10 August
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View the full timetable at www.thisiskettering.com/bythesea

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View the full timetable at www.thisiskettering.com/bythesea
How to contact us

- Call us on 01536 410 333
- Write to us at Kettering Borough Council, Municipal Offices, Bowling Green Road, Kettering, NN15 7QX
- Come and see us in one of our Customer Service Centres in Kettering, Desborough, Rothwell or Burton Latimer
- Email us at housing@kettering.gov.uk
- Send a TEXT message to the Council
  Write a short message and send it to 07824 451281
- Send a PICTURE message to the Council
  Attach a picture and send it to 07824 451281

You can also check your Council Tax, Business Rates and Benefits online at:
www.kettering.gov.uk/connectonline

Please remember, our Customer Service Centres are able to deal with:
- Repair reporting
- Tenancy queries
- Rent queries and payments
- Housing benefit
- Council Tax benefit
- Follow us on Twitter @KetteringBC

You can access our Kettering Customer Service Centre from
8.30am to 5.30pm weekdays
and
9am to 1pm on Saturdays,
or telephone 01536 410 333
8.30am to 5pm weekdays
or 24 hours a day at
www.kettering.gov.uk

Support Services

- Age UK
  0800 169 6565
  www.ageuk.org.uk

- Free Fire Safety Check
  (Free) 0800 389 9950
  For further information, visit the Northamptonshire County Council website

- Youth Information Helpline
  01536 510 089

- Citizens Advice Bureau
  0844 855 2122

Utilities

- National Grid – report gas leaks or for general gas information
  0800 111 999

- Anglian Water
  08457 145 145

- Western Power
  08006 783 105

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If you are interested in supporting your community by joining Northamptonshire Street Watch, please visit
www.northants.police.uk/streetwatch

Visit Us

Find out about events, things to do & places to eat, drink & shop in the Borough of Kettering at
www.thisiskettering.com