The Council Offices will close for the Christmas holiday period at 3pm on Monday 24th December 2018 and re-open at 8.30am on Wednesday 2nd January 2019.

from all at Kettering Borough Council!

For emergencies only such as urgent (Priority 1) repairs to your property, you can contact our Out of Hours Service on 01536 416 005.

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
Jason Tyers
Sara Martin
Mark Redding
Tracey Copeland
Elizabeth Eirene
Nick Woods

We have a bumper edition with lots to keep you informed!
We are delighted to see tenants moving into their new homes at Montrose House following a major refurbishment and remodelling. On page 5 you’ll hear from a new resident and read about planned works to Hamilton House, across the road, which are due to begin in spring. I’d like to thank tenant representative, Brian Kimpton, for his support throughout the refurbishment. Brian attended the project meetings and kept an eye on the project, dropping in regularly to ensure the project was on track and achieved a quality finish.

Page 8 shares more of our tenants’ amazing achievements, especially at Holyoake Court where a new tenants’ association has been formed and a Community Action Day held to improve their neighbourhood. It is heartening to hear of tenants working hard to improve things for themselves and we are happy to support this good work all we can.

Don’t miss the new LifePlan courses available next year, which will be popular as ever. Make sure you book your place early in the New Year so you don’t miss out.

Finally, best wishes to all our tenants and leaseholders for a wonderful festive period and a happy new year.

John Conway,
Head of Housing

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Spot the reindeer and win!
Now it’s your turn to try and win £25 worth of shopping vouchers. Simply find the reindeer 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 January 2018.

Congratulations to Giovanna Richards who won £25 worth of shopping vouchers after finding the autumn leaves hidden in the pages of the last issue of Connect!

And the winner is…
Giovanna collects her winning vouchers.

Here’s the reindeer to start you off!

Christmas Closures
The Council Offices will close for the Christmas holiday period at 3pm on Monday 24th December 2018 and re-open at 8.30am on Wednesday 2nd January 2019.

Merry Christmas
from all at Kettering Borough Council!

For emergencies only such as urgent (Priority 1) repairs to your property, you can contact our Out of Hours Service on 01536 416 005.
Recycle your real Christmas tree for FREE!

We’ll recycle your real Christmas tree for free this January. Just place it next to your grey or blue bin on your normal recycling collection day.

If your tree is over 6ft tall please cut in half ready for collection.

The service will operate alongside your recycling collection throughout the whole of January. You can also recycle your tree at your local household waste recycling centre.

Don’t forget to recycle your Christmas cards in your red recycling box!

For more tips on seasonal recycling go to www.kettering.gov.uk/recycling.

Don’t wake up with a financial hangover this New Year

Christmas can be an expensive time so make sure you only spend what you can afford. Always pay priority bills (like rent) first or your home could be at risk. Set a budget you can afford and stick to it when you go shopping.

Montrose House – Take a peek inside!

The newly refurbished Montrose House has been transformed from large, draughty and unpopular three bedroom flats into smaller, more efficient one and two bedroom homes which better meet local housing needs. The flats have been let via Keyways and are finished to a high standard with new kitchens and bathrooms as well as being decorated and carpeted throughout.

Phase 2: Hamilton House!

In March 2019 work will begin on a second block, located opposite which will be named Hamilton House. The refurbishment is expected to be completed in October 2019 and will mirror the work done to Montrose House, with 18 new flats to then be let on Keyways.

Thank you Brian!

Our tenant Brian Kimpton has been involved with the project since the outset and has attended all meetings with the council and contractors, working hard to ensure tenants’ interests are kept at the heart of the refurbishment. Martyn Lund will be taking over Brian for the second phase, however we want to acknowledge the hard work and commitment Brian has shown throughout and thank him for all he has done.

British Red Cross community connect service Kettering

The British Red Cross has a service in Kettering to help tackle loneliness and social isolation. Red Cross volunteers provide a helping hand to adults of all ages who feel they have nobody to turn to, including new parents, people dealing with bereavement and people going through divorce or separation.

If you’re interested in becoming a volunteer, or if you’re struggling with life’s demands and need a friendly chat, contact the Red Cross team on 0345 0547171 or email ConnectCorby@redcross.org.uk.

Yvonne was allocated one of the flats and said:

“I’m delighted with my new home. The process has been smooth and everyone was helpful. There was a delay with moving in, but I was kept informed throughout. The rent is really reasonable compared to my last property and the flat is so quiet thanks to the improved insulation. My electric only costs £5 week, which really helps me manage. I was pleased with the extra touches such as door stoppers, cleaning pack and extra sockets and I feel really happy living here.”
Don't Die for DIY!

A recent survey discovered that nearly half of all severe electric shocks are caused by DIY attempts, with the main errors including cutting through power leads, drilling into wiring and repairing electrical items while they're still switched on.

A third of registered electricians surveyed, had seen or been involved with fixing electrical DIY mishaps that had resulted in fires, serious electric shock or significant repair costs! If you need any electrical work doing, make sure you use a registered electrician who can provide electrical certificate.

To find out more about electrical safety, and to find an approved contractor, go to electricalsafetyfirst.org.uk

Don’t Die for DIY!

Top DIY tips:
Shut off the power and seek professional advice to locate electrical cables in the walls. If you’re doing any work near electrical wiring or power supplies, where possible, shut off the power in your fusebox and use battery powered tools.

Before using any power tools, check the lead and plug are in good condition. If you can see signs of damage (such as frayed wires) get the equipment repaired before using it. Also, watch out for the power lead at all times so you don’t accidentally cut through or trip over it!

Did you know? DIY errors cause half of all serious electric shocks in UK homes!

Stop Damp, Mould and Condensation!
Too much moisture in your home can lead to damp and mould and is often due to condensation.

Condensation
Are your wall surfaces, windows, furniture or clothing damp? Is black mould growing? If so, you likely have a condensation problem.

Condensation occurs mainly during cold weather, on cold surfaces and in places with little air movement. Look for it in corners, on or near windows, in or behind wardrobes and cupboards, and often on north-facing walls.

Find out more at www.kettering.gov.uk/mould

How to treat mould
First treat any mould you already have; then if you deal with condensation, mould shouldn’t reappear. To kill and remove mould:
• wipe down walls and window frames with a fungicidal wash, following the instructions.
• Dry-clean mildewed clothes and shampoo carpets.

The long-term solution to avoid mould is to eliminate dampness.

How to avoid condensation
As a tenant or leaseholder, you are responsible for balancing the three main factors: moisture, heating and ventilation.

1. Reduce moisture
• Cover pans and do not leave kettles boiling
• Don’t dry washing on radiators
• Dry washing outdoors, or in the bathroom with the door closed and a window open
• Tumble dryers must be vented to the outside.

2. Heating and insulation
At home, the ideal temperature is 19-22°C in the living room, kitchen and bathroom, and 16-20°C in bedrooms. When away from home, room temperatures shouldn’t drop under 15°C.

Do not heat up cold bedrooms by opening doors to heated rooms. Warm, humid air will condensate on the cold bedroom walls.

3. Ventilate your home
• Keep a small window ajar when in a room and open trickle ventilators.
• Close kitchen and bathroom doors when in use, even with extractor fans, to prevent moisture reaching other rooms.

DO NOT:
• block air-brick vents or permanent ventilators.
• completely block up chimneys. Instead leave a hole about two bricks in size and fit a louvred grille over it (done by a builder/specialist).
• draught-proof rooms with condensation or mould.
• draught-proof windows in the bathroom/kitchen.
• tamper with ventilation or extract units

Condensation isn’t the only cause of damp. It also comes from:
Leaking pipes, wastes or overflows
Rain seeping through roofs where a tile is missing; spilling from a blocked gutter; penetrating around window frames, or a leaking pipe

DIY Skills Course
9th May & 16th May
10am - 2.30pm
FREE
To book contact: leonereed@kettering.gov.uk or 01536 534319

Yearly Gas Checks
As your landlord we ensure your gas fittings, appliances provided by us, pipework and flues are kept in a safe condition. We must carry out a gas safety check once a year – for which you will be given a certificate.

You are legally required to allow us access to your home to carry out maintenance and safety checks on gas appliances. It’s a breach of your tenancy conditions to refuse us access, and we could take legal action if you do not give access.

If you have any concerns about your gas equipment, turn it off and contact National Grid immediately on 0800 111 999.

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If you have any concerns about your gas equipment, turn it off and contact National Grid immediately on 0800 111 999.
The 2018 ARCH (Association of Retained Council Housing) Tenants' Conference was hosted in Kettering in September where participants discussed the ‘New Deal for Social Housing’ Green Paper and what it means for the future of council housing.

The event was opened by the Mayor of Kettering who welcomed almost 100 delegates from a range of stock retained local authorities all over the UK, at this annual conference. Local tenant Martyn Lund and Leona Mantle, the Council's Tenancy Services Manager, delivered a talk to the conference on how the Green Paper will impact tenant involvement in Kettering.

‘See The Person’ Campaign

Social housing tenants are often misrepresented in the media as exploiting the benefit system and living in run down estates, giving a negative stereotypical view. The ‘See The Person’ campaign (formerly ‘Benefit to Society’) challenges these stereotypes experienced by social tenants by highlighting positive stories of tenants who make huge contributions to their communities and wider society. The campaign is organised and led by tenants and has attracted widespread support throughout the year, including:

- Introduction to Food Hygiene
- Everyday First Aid
- Fire Safety
- Dementia Friends
- DIY Skills
- Cooking on a Budget
- Love Your Garden
- Falls Prevention Training
- Art Workshop

Kettering tenant, Martyn Lund, is a member of the ARCH tenants group and represents tenants both locally and national, and has been involved with the campaign since its outset. Support the campaign at benefittosociety.co.uk

Tenant Involvement Updates

Holyoake Court tenants get busy!

Tenants at Holyoake Court, Sackville Street have been very busy in recent weeks! Firstly, they have formed a brand new Tenants and Residents Association to help them devise an action plan for improving their area and attracting support and funding for their future plans. This year the tenants received funding from our tenant-led Environmental Improvement Panel for some changes to the external grounds of Holyoake Court. A Community Action Day took place on Friday 12th October where tenants and Council officers spent the day working to improve the grounds by litter picking, gardening and painting, and a new seating area has been added to the communal garden. Well done to all who took part!

Could you get involved?

We’re seeking tenants and leaseholders to get involved with the housing service to help us shape and improve the services we offer. You can gain skills and experience and have fun, learning about Housing and meeting new people. Our tenants get involved in lots of ways so there will be something that appeals to you and you don’t need any special skills or experience to join in.

All we ask is that you are enthusiastic and reliable as full training and support is provided. Some opportunities only require a small time commitment and others require several hours a week. It’s up to you how much time you offer.

To have a chat about getting involved contact our Tenant Engagement Officer, Tracey Copeland on 01536 535 649 or email traceycopeland@kettering.gov.uk

Meet Linda Janes

“I joined the Tenancy Support Team during September,and am focussed on bringing to my new role some of my past experience and am looking forward to continuing to support our customers with their individual needs”

Linda Janes
Tenancy Support Worker

FREE COURSES

‘Your Courses’ by LifePlan

Following the success of this year’s Your Courses brochure, next year we will be running even more FREE LifePlan courses for all tenants!

There are a wide range of courses available throughout the year, including:

- IT Workshop
- Introduction to Mindfulness – NEW!
- Home Security – NEW!
- Diabetes Information – NEW!
- Be your Best...promote yourself in a positive way – NEW!

Look out for our 2019 Your Courses brochure which will give you all the information you need on the new courses. You’ll find it in the Council’s reception or you can request one from Leone Reed, LifePlan Advisor on 01536 534 319, or download a copy at: www.kettering.gov.uk/lifeplan

“I have just moved in to my new home after a period of homelessness. I attended the Love your Garden session – I really enjoyed it and I am so proud of the certificate that I received. I have decided that I would like to volunteer at the Green patch in the future.”

John

Meet Tracey Copeland

“I focussed on bringing to my new role some of my past experience and am looking forward to continuing to support our customers with their individual needs”

Tracey Copeland
Tenant Engagement Officer

Meet Martyn Lund

“See the person; we are not all lazy, uneducated or unemployed. Please, let’s stop this negative image.”

Martyn Lund, Kettering tenant.

Meet Martin Lund

“Please, let’s stop this negative image.”

Martin Lund, Kettering tenant.

GET INVOLVED

인공지능이 가진 자연어 처리 능력을 활용한 문서 분석 및 텍스트 생성 기능을 통해 문서 내용을 자연어로 바꾸는 작업을 수행하였습니다. 원문 내용을 바탕으로 최적의 텍스트를 생성하였습니다.
This year’s Garden Competition was another terrific success, with some truly stunning gardens entered from across the borough. The competition gives us the chance to recognise and reward those tenants who go the extra mile and create wonderful gardens that brighten our neighbourhoods. Judging took place in June and, as usual, the standard of the entries was extremely high. It was great to see the hard work, dedication and pride tenants have put into making their gardens look so beautiful.

The winners were presented with their awards by the Mayor of Kettering, Councillor James Burton, at a special ceremony in the Council Chambers on 7th November.

And the winners were…

**Best Community Garden**
Christine Redden, The Lawns, Kettering

**Clever Use of Space**
Peter Everett, Rothwell

**Best Hanging Baskets and Tubs**
Susan Hinchon, Rothwell

**Best New Garden (for turning around a previously untended garden)**
Mr and Mrs Taylor, Kettering

**Best Vegetable Garden**
Anne Swoboda, Rothwell

**Best Front Garden**
Sylvia McColl, Rothwell

**Best Back Garden**
Mr and Mrs Clark, Kettering

Inspired by the winning gardens on this page? We’re holding a FREE ‘Love Your Garden’ course at The Green Patch on Valley Walk on Thursday 13th June (10am - 2pm) to give tenants a chance to learn new gardening skills and ask experts their gardening questions.

You can register your interest now by calling 01536 534 319 or emailing leonereed@kettering.gov.uk
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

- **Citizens Advice Bureau**
  0844 855 2122

- **Youth Information Helpline**
  01536 510 089

### Utilities

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

- **Anglian Water**
  08457 145 145

- **Western Power**
  0800 678 3105

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**Visit Us**

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

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

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When you have finished with this magazine please recycle it.