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

Welcome to our Spring/Summer edition.

On page 3 you can read about exciting plans to build 28 much-needed new council homes at Scott Road and Albert Street as well as the start of Phase 2 of the Hampden Crescent refurbishment. We’re delighted to be working with Lovell again to transform the flats into smarter, more modern homes for the future.

We have provided information on maintaining your home on page 4 which we hope you will find useful. We want to spend money on improving homes rather than simply putting things right when tenants move out, so please read and get in touch if you have any concerns about managing your home or garden. You can find out who your Neighbourhood Manager and how to contact them on page 7.

For those of you with a simply stunning garden, why not enter our annual garden competition? To enter, fill in the form on page 6, where you can also read about the improvements made through our Environmental Improvement Fund. This successful project puts a tenant-led panel in charge of deciding how the funding is spent. Finally, find out about free summer activities across the borough on pages 10 and 11 to keep the family entertained.

Have a wonderful summer.

John Conway,
Head of Housing

Inside this issue

Projects underway to deliver new council homes!
Maintaining your home
Improving your areas in 2019
Spring Cleaning Tips For Your Home
Neighbourhood Managers: Welcome back Heather!
LifePlan & Tenancy Support 10th Anniversary
Holyoake Court: Tenants Getting Involved
Congratulations to Kettering tenant Martyn Lund!
Summer Activities in your Area
Spot the summer hats and win!

Now it’s your turn to try and win £25 worth of shopping vouchers. Simply find the summer hats 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 2019**.

And the winner is...

Congratulations to Tina Threadgold who won £25 worth of shopping vouchers after finding the a summer hats hidden in the pages of the last issue of Connect!

Here’s a summer hat to start you off!

New projects to deliver new council homes!

Our latest two new build projects will deliver a mix of 28 new affordable council homes at Scott Road and Albert Street. Planning permission for six one-bedroom bungalows at Albert Street was granted in January and February saw permission granted for 12 one-bed flats, four two-bed houses, three three-bed houses, one four-bed house and two two-bed bungalows at Scott Road.

A tender process began in the spring, with a contractor set to be appointed by June, with the developments to be completed in 2020.

Hampden Crescent Phase 2 begins

Work started in April to transform Block B of Hampden Crescent into affordable housing to meet local housing needs. Lovell will carry out a 40 week refurbishment project to the new block, called Hamilton House. It will mirror the recent work on Montrose House, which is now fully let to new tenants.

The block was built in 1927 as 11 large three-bedroom flats. However, recent years have seen demand for this type of home decrease, with smaller homes wanted.

The work will create 18 one and two-bedroom flats with modern facilities, and two ground floor flats fully adapted for disabled tenants. The modernised flats will be ready to let in early 2020.

To apply for any of these new homes, you will need an active Keyways application.
Maintaining your home

As part of your tenancy you are required to take reasonable care of the property and its contents and should not allow it to fall into disrepair. You can be recharged for any damage or unreasonable deterioration. Here are activities that tenants are responsible for in their own homes:

- **Looking after your home**
  - Keeping your home clean and tidy
  - Letting us know if your home will be unoccupied for 14 days or more at any one time
  - Doing those minor jobs which a householder would be expected to do. These might include: replacing light bulbs, batteries or electrical fuses
  - Bleeding radiators
  - Unblocking sinks or toilets
  - Keeping drain gullies clear
  - Testing smoke alarms regularly
  - Replacing broken glass - if caused by tenant damage

**Gardens**
Tenants must keep their gardens in good, seasonal and tidy order. We expect you to contact us immediately if you have concerns about maintaining the external areas of your property, so we can let you know how we can assist.

**Rubbish**
You must ensure you dispose of rubbish responsibly and don’t allow it to accumulate. Make sure you find out what day rubbish is collected in your area and either put out your wheelie-bin on time, or use well sealed bin bags.

**Ventilation**
Clean all extractor fans regularly, keeping them free from blockage. Do not cover any fresh air vents as this will restrict the air flow around the property and may cause damp and mould growth. Please report any instances where fans stop working. Make sure windows are opened regularly, particularly in the bathroom and kitchen to avoid mould forming, and wipe down visible condensation.

**Condensation**
Please refer to our Condensation and Mould leaflet or visit www.kettering.gov.uk/mould

**Walls**
Avoid using Blu-Tac or other similar products that may mark or damage walls. Only use purpose made picture hooks, not nails, screws or tacks.

**Shower head**
Make sure you de-scale regularly!

**Remember, you need to ask the Council for permission before making alterations to your home!**
Spring Cleaning Tips For Your Home

Looking to refresh your home with a spring clean? Here are some tips to help with a deep clean.

- Always clean from ‘top to bottom’, starting upstairs and at the top of the room. So, sweep the ceilings, then the walls, door frames and windows and finish with the floors.
- Wash curtains and soft furnishings in the washing machine to freshen them up.
- A little cat litter in the bottom of your bin soaks up leaks and neutralises smells.
- Heat a large bowl with a cup of water and a chopped lemon in the microwave to build up steam. Leave for 15 minutes then wipe away the grime. Done!
- In the oven, place a hot, wet cloth on top of any burned spots to help soften, then scrub with a heavy duty pad and wipe dry.
- To freshen stinky drains mix ½ cup of baking soda with ¼ cup of table salt. Pour down the drain or sink followed by 1 cup of heated vinegar. This will fizz and foam so let it work for around 15 minutes then use hot water to rinse.

Follow these tips and your home will look and smell fresh in no time!

Maintaining our Estates

Your Neighbourhood Manager regularly carries out Estate Inspections, making sure our estates are well maintained and places people are proud to live. Over the last 12 months, we have used new powers to reduce environmental problems in communal areas and to respond to poor conditions of homes and gardens.

We have issued 28 Community Protection Warnings, most commonly for:

- overgrown gardens
- accumulation of waste
- dog mess

In 14 cases, we have escalated to serving Community Protection Notices to ensure the nuisance is stopped. If you see problems in your local area, please contact your Neighbourhood Manager, or why not get involved and attend an Estate Inspection?

Kettering Borough
HEALTH & WELLBEING FESTIVAL

22 & 23 June 2019

Northampton Road Recreation Ground, Boughton House and more

FREE

ThisIsKettering
www.thisiskettering.com/health-and-wellbeing-festival

Kettering Borough Council
Enter our 2019 Garden Competition!

Many of our tenants have beautiful homes and gardens and the annual garden competition is our way of celebrating and thanking you! We know many of you take a lot of time and effort creating beautiful outdoor spaces that are a joy to behold and make a real impact in their communities.

Our garden competition is judged by a panel of tenants and officers at the end of June, with a presentation evening held in the autumn for the winners of each of the following categories:

- Best front garden
- Best back garden
- Best shared/communal garden
- Clever use of space
- Best new garden
- Best hanging baskets/tubs
- Best vegetable garden

Do you have a stunning garden to be proud of? Make sure you complete the form below and return to us by **Friday 14th June**!

---

### Tenant and Leaseholders’ Garden Competition 2019

<table>
<thead>
<tr>
<th>Name:</th>
<th>Telephone:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address:</th>
<th>Category (pick one):</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please return to:  
Garden Competition, Housing, Kettering Borough Council, Bowling Green Road, NN15 7QX
The team are welcoming Neighbourhood Manager Heather Brunsdon back to work. Sat Dhadli managed the patch on a temporary basis whilst Heather was off. The patch covers parts of Kettering, Rothwell, Braybrooke & Geddington. Heather is looking forward to getting back out on patch and meeting her tenants again. Here are our current Neighbourhood Managers and how you can contact them:

**HEATHER BRUNSDON**
Naseby Road Area, Rothwell & Sackville Street
01536 534 365
HeatherBrunsdon@kettering.gov.uk

**GLYN DOWDELL**
Stamford Road Estate, Weekley Glebe & Barton Seagrave
01536 534 299
GlynDowdell@kettering.gov.uk

**SALLY RINGROSE**
Grange Estate, Town Centre & North Kettering
01536 534 365
SallyRingrose@kettering.gov.uk

**ASHRAF AHMED**
Burton Latimer, Broughton & villages, Kettering town centre & St. Mary’s Road
01536 534 184
AshrafAhmed@kettering.gov.uk

**ANDREA COOPER**
Highfield Estate, Counties Estate & Desborough
01536 534 365
AndreaCooper@kettering.gov.uk

---

Be aware of Cuckooing...

Cuckooing is a type of crime where a drug dealer befriends an individual who lives on his or her own. The drug dealer then moves in, takes over the property and turns it into a drugs den. Victims are often lonely, isolated and vulnerable and may be drugs users themselves.

Signs to look out for:

- Increased visitors to an address
- Evidence of drug use in the public areas
- Secure doors wedged open

Contact the Police on 101 or your Neighborhood Manager if you have concerns or information.

---

DON’T LET DRUG DEALERS USE YOUR HOME!
This year marks the 10th Anniversary of the LifePlan & Tenancy Support Service.

**Tenancy Support**

Our Tenancy Support Team offer free one-to-one person centred support in all aspects of managing your tenancy. We can help with benefits guidance, accessing health services, setting up a new home and support if you find yourselves in financial difficulty. We offer these services at the council or in your own home.

By working closely with our customers and external agencies, the team have been successful in maximising tenant’s income by successfully claiming benefits that customers were not aware they were eligible for. We have also assisted customers to access support services which has changed their lives & enabled them to live well in their homes.

**LifePlan**

LifePlan works alongside Tenancy Support by helping tenants into education, training & employment. We also provide free training sessions and deliver Practical Housing Units. We’re proud to announce that we are now an AQA Unit Accreditation Scheme Training Centre, which means we can offer AQA accreditation certificates much quicker.

LifePlan & Tenancy Support customers continue to achieve their goals, including our 2018 LifePlan Achiever of the Year **Elizabeth Garland**. Elizabeth completed her apprenticeship with Kettering Training Services and was nominated for an Outstanding Achievement Award at Tresham College. Elizabeth continues to be employed as a Painter & Decorator with the Council. Our team work hard to give the best service we can, which has been recognised in our CIH Making a Difference Award and our nomination for the LGC Housing Initiative Award 2018.

We would like to thank our customers for a great 10 years, and to our new customers, we look forward to working with you.

**Sign up FREE LifePlan courses!**

We have a wide range of training courses FREE to all tenants! Find out more in our 2019 ‘Your Courses’ brochure, which you can find in the Council’s reception or at www.kettering.gov.uk/lifeplan

“Every day brings a new way that we’re supporting people. The best way to a positive outcome is to listen to the tenant’s version of their needs and how they wish to achieve their goals. Quite often, it is simply that a person is unsure of what they are entitled to and once they are informed and assisted, they can feel they are in a better place”.

**LINDA – TENANCY SUPPORT WORKER**

“I’ve learnt so much from tenants I’ve worked with in 10 years with the Tenancy Support Service; namely that customer’s views continue to be the key driver for the delivery & development of the service”.

**GERALDINE – TENANCY SUPPORT WORKER**

“It has been a privilege to support our LifePlan customers in achieving their goals. Our customers never cease to amaze me with their determination and enthusiasm to learn new skills, not to mention their wit and humour. It has been a great 10 years!”

**LEONE – LIFEPLAN ADVISOR**
Tenants Getting Involved

We welcome the involvement of our tenants and leaseholders in delivering housing services. This is particularly effective when tenants get involved in improving their own areas. In the last year, tenants at Holyoake Court in Kettering have played an active role in making their communal areas look much better. A series of improvements have been funded through the Environmental Improvement Fund for improved lighting, a new seating area and a Community Action Day.

Holyoake Court tenants have also set up a Tenants and Residents Association for their area to give them a greater influence and a stronger voice over the management of their area. The group are planning a further gardening day and plan on entering this year’s Garden Competition in the communal garden category!

The group have been awarded wildflower seeds from Grow Wild, a national outreach initiative of Kew Royal Botanic Gardens through the National Lottery, which will be planted to brighten up their garden. They are also planning further fundraising bids to buy more plants and hopefully install CCTV to help tackle anti-social behaviour such as dog fouling and fly tipping, which have both been a recurring problem in the area. Watch this space to find out how they get on! Kettering’s ASDA store has agreed to support the event too.

If you would like to enter your private or communal garden in the 2019 Garden Competition see page 6 for details.

Congratulations to Kettering tenant Martyn Lund!

Congratulations to ARCH Tenant Group member Martyn Lund on being elected to the 'See the Person' Campaign Leadership Committee. Formerly known as the Benefit to Society project, ‘See the Person’ Campaign has been created to tackle the stigma that many social housing tenants experience.

To give your views on negative stereotyping in social housing complete this survey: goo.gl/forms/mt4TZvdbnKexaEZx1

If you would like to discuss how you can have a greater influence in improving your area, give our Tenant Engagement Officer a call on 01536 535 649.

Congratulations to Kettering tenant Martyn Lund!

Congratulations to ARCH Tenant Group member Martyn Lund on being elected to the ‘See the Person’ Campaign Leadership Committee. Formerly known as the Benefit to Society project, ‘See the Person’ Campaign has been created to tackle the stigma that many social housing tenants experience.

To give your views on negative stereotyping in social housing complete this survey: goo.gl/forms/mt4TZvdbnKexaEZx1

Holyoake Court

We welcome the involvement of our tenants and leaseholders in delivering housing services. This is particularly effective when tenants get involved in improving their own areas. In the last year, tenants at Holyoake Court in Kettering have played an active role in making their communal areas look much better. A series of improvements have been funded through the Environmental Improvement Fund for improved lighting, a new seating area and a Community Action Day.

Holyoake Court tenants have also set up a Tenants and Residents Association for their area to give them a greater influence and a stronger voice over the management of their area. The group are planning a further gardening day and plan on entering this year’s Garden Competition in the communal garden category!

The group have been awarded wildflower seeds from Grow Wild, a national outreach initiative of Kew Royal Botanic Gardens through the National Lottery, which will be planted to brighten up their garden. They are also planning further fundraising bids to buy more plants and hopefully install CCTV to help tackle anti-social behaviour such as dog fouling and fly tipping, which have both been a recurring problem in the area. Watch this space to find out how they get on! Kettering’s ASDA store has agreed to support the event too.

If you would like to enter your private or communal garden in the 2019 Garden Competition see page 6 for details.

Congratulations to Kettering tenant Martyn Lund!

Congratulations to ARCH Tenant Group member Martyn Lund on being elected to the ‘See the Person’ Campaign Leadership Committee. Formerly known as the Benefit to Society project, ‘See the Person’ Campaign has been created to tackle the stigma that many social housing tenants experience.

To give your views on negative stereotyping in social housing complete this survey: goo.gl/forms/mt4TZvdbnKexaEZx1

Holyoake Court

We welcome the involvement of our tenants and leaseholders in delivering housing services. This is particularly effective when tenants get involved in improving their own areas. In the last year, tenants at Holyoake Court in Kettering have played an active role in making their communal areas look much better. A series of improvements have been funded through the Environmental Improvement Fund for improved lighting, a new seating area and a Community Action Day.

Holyoake Court tenants have also set up a Tenants and Residents Association for their area to give them a greater influence and a stronger voice over the management of their area. The group are planning a further gardening day and plan on entering this year’s Garden Competition in the communal garden category!

The group have been awarded wildflower seeds from Grow Wild, a national outreach initiative of Kew Royal Botanic Gardens through the National Lottery, which will be planted to brighten up their garden. They are also planning further fundraising bids to buy more plants and hopefully install CCTV to help tackle anti-social behaviour such as dog fouling and fly tipping, which have both been a recurring problem in the area. Watch this space to find out how they get on! Kettering’s ASDA store has agreed to support the event too.

If you would like to enter your private or communal garden in the 2019 Garden Competition see page 6 for details.

Holyoake Court

We welcome the involvement of our tenants and leaseholders in delivering housing services. This is particularly effective when tenants get involved in improving their own areas. In the last year, tenants at Holyoake Court in Kettering have played an active role in making their communal areas look much better. A series of improvements have been funded through the Environmental Improvement Fund for improved lighting, a new seating area and a Community Action Day.

Holyoake Court tenants have also set up a Tenants and Residents Association for their area to give them a greater influence and a stronger voice over the management of their area. The group are planning a further gardening day and plan on entering this year’s Garden Competition in the communal garden category!

The group have been awarded wildflower seeds from Grow Wild, a national outreach initiative of Kew Royal Botanic Gardens through the National Lottery, which will be planted to brighten up their garden. They are also planning further fundraising bids to buy more plants and hopefully install CCTV to help tackle anti-social behaviour such as dog fouling and fly tipping, which have both been a recurring problem in the area. Watch this space to find out how they get on! Kettering’s ASDA store has agreed to support the event too.

If you would like to enter your private or communal garden in the 2019 Garden Competition see page 6 for details.

Holyoake Court

We welcome the involvement of our tenants and leaseholders in delivering housing services. This is particularly effective when tenants get involved in improving their own areas. In the last year, tenants at Holyoake Court in Kettering have played an active role in making their communal areas look much better. A series of improvements have been funded through the Environmental Improvement Fund for improved lighting, a new seating area and a Community Action Day.

Holyoake Court tenants have also set up a Tenants and Residents Association for their area to give them a greater influence and a stronger voice over the management of their area. The group are planning a further gardening day and plan on entering this year’s Garden Competition in the communal garden category!

The group have been awarded wildflower seeds from Grow Wild, a national outreach initiative of Kew Royal Botanic Gardens through the National Lottery, which will be planted to brighten up their garden. They are also planning further fundraising bids to buy more plants and hopefully install CCTV to help tackle anti-social behaviour such as dog fouling and fly tipping, which have both been a recurring problem in the area. Watch this space to find out how they get on! Kettering’s ASDA store has agreed to support the event too.

If you would like to enter your private or communal garden in the 2019 Garden Competition see page 6 for details.
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!

Summer Activities

FREE PARKING*
All day on
Friday 2 August
Friday 9 August
Friday 16 August
*In all Council owned car parks

Kettering by the Sea

At Kettering Market Place

25 July - 17 August

Post Card

National Play Day
Splash Fountains
Big Screen
Plus so much more!

See you there!

FREE Parking*
All day on
Friday 2 August
Friday 9 August
Friday 16 August
*In all Council owned car parks

Kettering Borough Council

Kettering’s community, music and art festival in and around Kettering

facebook.com/kettfest2019
twitter.com/kettfest2019

www.kettfest.org

www.ThisisKettering.com/ByTheSea
If you’re looking for ways to entertain yourself and the kids this summer, check out the This is Kettering website, designed to provide visitors and residents with information on upcoming events, things to do and places to eat, drink and shop in the heart in the local area.

Have a look - visit: www.thisiskettering.com

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.
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 queries
- Housing benefit
- Council Tax benefit
- **Follow us** on Twitter @KetteringBC

---

**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

---

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

---

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

---

Visit Us

---

Kettering Borough Council

---

When you have finished with this magazine please recycle it.