



# in touch

For the Housing Customers of Melton Borough Council



## Reducing fuel poverty



The continuing increases on fuel prices are now reaching crisis levels and are forcing tenants into fuel poverty, so the Tenants' Forum are taking action to reduce fuel poverty for Melton Borough Council tenants.

We have submitted an application to the Leicestershire County Council's 'Big Society' fund to carry out a project educating our tenants on how to:

- save money on energy bills by researching different energy companies to find the best tariff
- ensure you use your home in an efficient way e.g. close curtains at night to reduce heat loss
- contact energy companies to keep you up to date with the latest information and products
- research solar energy to reduce electricity bills

We have been making contact with companies who specialise in installing solar panels on roof spaces with very little disruption to tenants. There would be no cost to the council for solar panel installation, in fact the council could make money from the rental of their roof space, which can be used to maintain the housing stock.

### What is in it for you the tenant?

Simply the electricity created by the solar panels could help to reduce your annual electricity bill by £100 to £200...which in the current climate is a huge saving.

### The next step....

TFEC are now ready to submit a report to the Community and Social Affairs Committee for them to debate and hopefully give their approval to a pilot solar panel scheme of 150 properties or more.

...But of course we realise that not all properties will be suitable for solar panels and we appreciate this is the case. Our critics will say what are you to do about the properties which are not suitable? Our response is, we would expect the money that the council would receive in rent for roof space to be pooled for ongoing energy efficiency projects such as ground source heating and also by using our

Big Society grant, should we be successful, which will allow us to carry out research on energy efficiency for those properties not suitable for solar panels. Let us remember this proposal is for a pilot project of 150 properties, there could be more to follow. Rockingham Forest Housing Association tenants have enjoyed cheap water heating for some years now. Nottingham City Homes have just announced recently that they are installing solar panels in their homes. Leicester City Council are introducing a similar project and we hope Melton Councillors want to do something positive for you our tenants at NIL cost to Melton Borough Council. Researching fuel poverty and renewable energy was a challenge thrown out to TFEC and we have returned the information back to the council for them to consider and act upon, favourably hopefully.

TFEC



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## TFEC Annual General Meeting

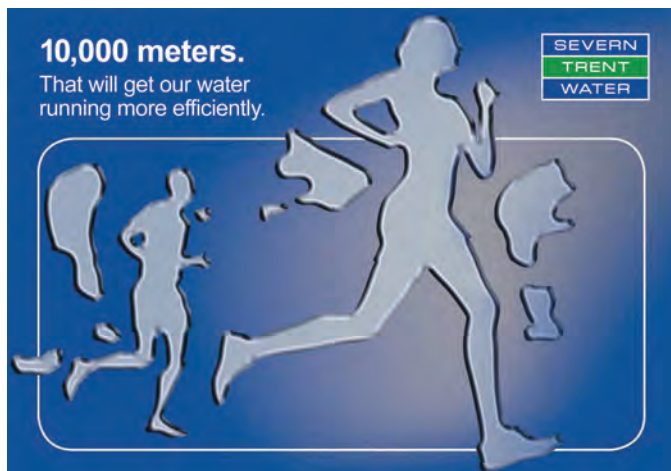
**The Tenants' Forum Annual General meeting is on Monday 3rd October 2011, 5.30pm in the Main Hall at the Fairmead Community Centre.**

Items for discussion include the election of officers, Chairs Report and much more.

**COME ALONG – ALL TENANTS ARE WELCOME!**

Transport can be arranged on request. Please contact Sam Spencer on 01664 502481 to arrange this.

## At Severn Trent Water we recognise that saving water is a marathon not a sprint.



We're already making a move to maintain a continuous supply of safe water in your area, given the increasing demand as the population grows. So here's our plan.

With our new 'Meters 4 Movers' scheme we're installing a water meter in the home of everyone moving house into or within Leicestershire postcodes LE1 to LE19, LE65 and LE67. That's 10,000 meters in all.

So, if you're moving house, you can also make a move to manage your water consumption. Because these meters will enable you to keep track of your water usage and take action to manage it. With a meter, you only pay for what you use, so it could even mean smaller bills in the long run. It's quite simply the fairest way to pay.

And don't worry about how the meter is installed. We'll take care of this for you.

For advice on how to keep track of how much water you use, or if you have any queries about meters or your bill, please visit

**[www.stwater.co.uk/m4m](http://www.stwater.co.uk/m4m)** If you're not moving and would still like us to install a free water meter, call us on **08457 090 646**. *Join the race!*

### Did you know?

Our free water saving products can help you save water, and if you're on a meter, save money too.

### Did you know?

Due to increased demands on its water supply, Leicestershire will be the first area across our region in which the Meters 4 Movers scheme will take place.

Severn Trent Water Ltd, PO Box 5309, Coventry CV3 9FH. To receive this postcard in an alternative format please call 08457 500 500, textphone 0800 328 1155 or email [customer.relations@severntrent.co.uk](mailto:customer.relations@severntrent.co.uk)

## Energy Saving Tips – Energy Saving Trust

- Turn your thermostat down. Reducing your room temperature by 1°C could cut your heating bills by up to 10 percent and typically saves around **£55 per year**. If you have a programmer, set your heating and hot water to come on only when required rather than all the time.

- Is your water too hot? Your cylinder thermostat should be set at 60°C/140°F.

- Close your curtains at dusk to stop heat escaping through the windows and check for draughts around windows and doors.

- Always turn off the lights when you leave a room.



- Don't leave appliances on standby and remember not to leave laptops and mobile phones on charge unnecessarily.

- If possible, fill up the washing machine, tumble dryer or dishwasher: one full load uses less energy than two half loads.

- Only boil as much water as you need (but remember to cover the elements if you're using an electric kettle).



- A dripping hot water tap wastes energy and in one week wastes enough hot water to fill half a bath, so fix leaking taps and make sure they're fully turned off!

- Use energy saving lightbulbs. They last up to 10 times longer than ordinary bulbs, and using one can save you around **£40** over the lifetime of the bulb. This saving could be around **£65** over its lifetime if you're replacing a high wattage incandescent bulb, or one used for more than a few hours a day.



- Do a home energy check. Just answer some simple questions about your home and we'll give you a free, impartial report telling you how you can **save up to £300 a year** on your household energy bills.

### Home Energy Check

Give your home a check up and you could save around **£250 per year**

Website -

<http://www.energysavingtrust.org.uk/homeenergycheck/> (Your answers will be saved when you press the 'next' button so that you can return to complete your Home Energy Checker later if you need to leave your computer to check an answer)

Telephone – 0800 512 012  
(Energy Saving Trust)



## Message from Chair of Community and Social Affairs

As newly appointed Chairman of the Community and Socials Affairs Committee (C&SA) may I introduce myself, I have been a Melton Borough Council councillor for the past 12 years and have been involved with the councils housing for many of those years, some may remember as Chairman of C&SA previously my involvement alongside Tenants Forum members negotiating the repairs and maintenance contract in 2006 that resulted in the appointment of Jeakins & Weir.



As we have commenced the procurement process for a new housing repairs contract I look forward to again working with the Tenants' Forum in pursuing a new contract that will deliver value for money, be customer focused and an innovative service that will benefit all tenants, ensuring an end to end process that is customer friendly and efficient.

The current contract expires on 30th June 2012 so the Housing Repairs & Maintenance Task Group that includes 5 TFEC members has much to do between now and June 2012 at their monthly meetings to ensure an appropriate contractor is appointed.

Melton Borough Council continues to develop the Decent Homes Standard to ensure year on year your homes are maintained to the government's Decent Home Standard specification and that each property provides thermal comfort, with Solar energy currently being researched. We will be able to report back in the Christmas edition of 'In Touch' with a more detailed update on how the solar panel project is developing.

The C&SA Committee works closely with the Tenants' Forum believing partnership working and involving is key to success, which we will continue to develop and build upon. In addition, we will continue to work with council officers to ensure we deliver and develop the Local Offers agreed last year with the Tenants' Forum. The Local Offers are currently being met but there is always room for improvement and the need to set new targets to reflect your local area. Local Offers are important to our committee as they lay down standards the council work towards and provide the opportunity for tenants to scrutinise a service if these standards are not adhered to.

If you have issues or comments on the service we provide please do contact me.

With Kind regards

**Chairman David R Wright**

Community and Social Affairs Committee

## Leicestershire Choice Based Lettings

Leicestershire Choice Based Lettings is a partnership between Melton Borough Council and six other councils in Leicestershire (excluding Leicester City which has its own web site) and a large number of housing association partners. By coming together to form Leicestershire Choice Based Lettings, we are able to offer those looking for an affordable home, the widest choice of housing and an easier way of being considered for vacant properties as they arise.

This site displays all of the rented and shared ownership properties that the Council and Housing Associations currently have available. We aim to give you more choice in deciding where you want to live in the Borough. All properties that are available for rent will be advertised every two weeks on our website [www.melton-homes.org.uk](http://www.melton-homes.org.uk) and in our newsletter, which will be available to view at any of the Children's Centres for applicants who do not have access to the internet.

If you are one of the many registered to use Choice Based Lettings and you have any questions, queries, comments or problems using the system please call Melton Borough Council on **01664 502 502**, where a member of the Housing Allocation team will be able to assist. Melton Borough Council should be your first point of contact if you have any questions or problems relating to the Choice Based Lettings, so a member of our team can help.

# Stats Q1 2011

The Council owned the following types and numbers of Council owned dwellings at 31 March 2011:

Property Type	House				Bungalow		Flat								Maisonette		Bedsit					
Floor							G	F			S	T		S	T	G	F	S				
Bedrooms	2	3	4	5	1	2	1	2	1	2	3	1	2	1	2	2	3	3	0	0	0	
Total	196	652	46	0	94	190	195	66	219	77	0	63	22	2	1	25	3	2	23	15	2	1893

Key - G: Ground, F: First, S: Second, T: Third

## Quarter 1 (April to June 2011) Performance Indicators

Indicator	Target	Performance
Total number of responsive repairs jobs carried out by Jeakins Weir	NA	647
Percentage of non urgent responsive repair works completed on time	95%	100%
Percentage of urgent responsive repair works completed on time	100%	100%
Percentage of tenants satisfied with the responsive repairs service they have received	95%	100%
Percentage of repairs carried out by appointment	95%	100%
Average time taken to re-let a council property when it becomes vacant	25 days	32.38
Percentage of response made to a Category A Anti Social Behaviour on time	100% within 1 day	100%
Percentage of response made to a Category B Anti Social Behaviour on time	100% within 5 days	100%

## Allocations - MBC Properties (April 2011 - June 2011)

Property Type	Total	Priority Band/Category								Including Transfers
		P	H	M	L	D	EX	HO		
1 bed bungalow	1			!						
2 bed bungalow	5	1	2	2						3
<b>Bedsitter</b>										
GF Flats 1 bed	23	1	4	9	5	2	2	1		6
GF Flats 2 bed	5			3	1	1				1
FF Flats 1 bed	16	2	4	6				4		1
FF Flats 2 bed										
FF Flats 3 bed										
2F Flats 1 bed										
2F Flats 2 bed										
<b>Gretton Court</b>										
2 bed house	4		1	2				1		1
3 bed house	10	1		2				7		1
4 bed house	1	1								
Maisonette 2B	2		1	1						
<b>TOTAL</b>	<b>67</b>	<b>6</b>	<b>12</b>	<b>26</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>13</b>		<b>13</b>

Key - P: Priority, H: High, M: Medium, L: Low, D: Direct, EX: Extracare, HO: Homeless

## Praise or grumble

Your comments are very important to us. Please use this form to let us know your praises, grumbles, comments and suggestions to Melton Borough Council. We will respond to all returned forms.



## Praise and Grumble meets Tour of the Borough

In the previous edition of 'In Touch', TFEC introduced a Praise and Grumble section which allowed tenants to write in with any issues or comments they would like to make or require action.

From all the replies TFEC received they decided to combine Praise and Grumble and the Tours of Borough, which will give the tenants' forum a more focused plan when visiting tenants throughout Melton.

Each one of the tenants who sent in a reply have been visited by some of the TFEC members to take details to see how they can assist. The information has been passed over to the relevant officer in the council for action and also the tenant will receive feedback as to what the outcome has been.

*If you feel like TFEC can assist you with anything then please do send in a reply to our Praise and Grumble.*

*Remember TFEC are here to help...*

We have introduced this section to give tenants the opportunity to have a say on the services you receive.

**I would like to:**  
**Praise**  **Grumble**  **Comment**

Details

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Name

Date

Address

Postcode

Contact No

**Please return all completed forms to:** Sam Spencer, Melton Borough Council, Phoenix House, Nottingham Road, Melton Mowbray, Leicestershire, LE13 0UL.

If you are a Facebook user you can add the Tenants Forum as a friend to keep up to date with meetings and useful information about being a tenant. Simply type in 'Melton Borough Tenants' in the search box on your Facebook and add as a friend.

Follow TFEC on Twitter:  
TFECMelton



## Scooter Fire

**A recent scooter fire illustrates a potential danger in these vehicles. The incident occurred in Sysonby Street where the scooter developed a fault and burst into flames. Fortunately the rider was able to dismount and retire to a safe distance and avoided any personal injury. The intensity of the fire can be judged by the damage to the fence.**



This incident serves to reinforce the Council's requirement that scooters are not stored or charged within stairwells or lobbies to flats. It is appreciated that a scooter allows people to move about

beyond their immediate surroundings but these vehicles should be kept in a garage or other similar remote store.

If this fire had occurred in any of the stairwells or entrance lobbies to any of the blocks of flats, the whole of the escape route for all of the residents in that block is effectively removed; non of the residents would be able to escape by that route and would have to rely on either dropping from

the first floor windows or by ladder escape from second or third floor windows.

It is a requirement of Melton Borough Council, the law and Leicestershire Fire and Rescue Service that no items are stored or kept within stairwells and lobbies including carpets, curtains, furniture, bicycles, walking aids, plants etc as these can be a trip hazard even if they are not combustible.

In addition, the front communal entrance doors must remain closed at all times for security and fire protection reasons. If the doors are left open then the security of individual tenants properties becomes compromised.

## Bradgate Flats Gardens

**The Tenants' Forum visit Bradgate Flats on a regular basis throughout the year to speak with the tenants and help tackle any issues. One aspect of Bradgate Flats that is never an issue are the gardens, as they are maintained by a tenant at Bradgate Flats, Peter Smith, who looks after and develops the gardens all year around.**

As you can see from the photographs Peter does a marvellous job which is very much appreciated by fellow tenants and of course Melton Borough Councils ground maintenance team.

TFEC would like to say thank you to Peter, on behalf of the tenants and MBC, for the time and effort he puts into the gardens making them look so lovely and a relaxing place to sit.



## No Time for Neighbourhood Watch?

## TFEC needs you

That's good, because we're not asking you to commit yourself to attend meetings, or to stay up all night peeping through curtains, and we're CERTAINLY not looking for volunteers to go out patrolling the area on dark, cold winter nights armed with a torch and notepad.

### So, how CAN you help?

*Simply by using your eyes and ears whilst going about your normal daily routine.*

You may be on your way to work, walking the dog, washing the car, cleaning the windows - the list is endless. All we ask is that you use your eyes, ears and common sense, and pay attention to the unusual and let us know. We'll do the rest!

The Neighbourhood Watch scheme is flourishing in YOUR area, and is developing into a highly organised operation, and we would like to keep you informed of anything happening which may directly affect you, your family, your household, along with friends and neighbours. We issue a monthly newsletter, and more

importantly we can email you to make you aware of serious issues as soon as they are known to us.

Very few people can be at home all day - even those who are retired or on a few days break from work still have to go to the shops or elsewhere. Neighbourhood Watch gives peace of mind, and this increases with the more "eyes and ears" we have on board.

*So, still no time for Neighbourhood Watch? Please give it some thought.*

### To receive details:

Phone 0116 222 2222  
Ext 4591, and speak to -  
**Sgt Joanne Hodson** or the  
Beat Cascade Manager  
**Eric Tindall**, Email -  
nhw\_melton@btinternet.com  
Tel - 0116 222 2222  
Ext 5907 or 07958 139944.

The Tenants Forum are looking to recruit new members to join the current vastly experienced and proactive forum to ensure more tenants are represented borough wide. Your involvement can be as little or as much as you would like. This could include being a tenant inspector ensuring empty properties are let to a decent standard or getting involved with task groups and formal meetings...the choice is yours. Other areas TFEC are involved with include:

- Improving grounds maintenance on housing land
- 1st point of consultation on all housing issues
- Direct line of contact for tenant issues
- Deciding on new bathroom tiles and flooring
- Choosing kitchen work surfaces and flooring option
- Regular meetings with Chief Executive, Heads of Service, Council Officers and Councillors
- Helping to select the best repairs contractor for tenants
- Tours of the borough days out to meet other tenants
- Framing housing allocation policies
- Tenant inspections on empty council properties

TFEC members also act as a mini Neighbourhood Watch as they look out for the best interest of tenants including keeping tabs on their neighbourhoods.

**Give us a call to find out more details – 01664 502 373**

**If you are a Facebook user you can add the Tenants Forum as a friend to keep up to date with meetings and useful information about being a tenant.**

Simply type in 'Melton Borough Tenants' in the search box on your Facebook and add as a friend.

Follow TFEC on Twitter – [TFECMelton](#)

**facebook**

# ACTIVE AGEING WEEK



**26TH SEPTEMBER – 2ND OCTOBER 2011**

<b>Monday 26th Sept</b>	<b>FREE Tai Chi</b> Age Concern, Gloucester House 11:30am-12:30pm
<b>Tuesday 27th Sept</b>	<b>Anti Falls Workshop</b> Location and time TBC so keep your eyes peeled!
<b>Wednesday 28th Sept</b>	<b>Beginner's Health Walk</b> 10:30-11:30am starting at the cafe in Melton Country Park. FREE!
<b>Thursday 29th Sept</b>	<b>Senior Walk</b> 1:30pm location TBC FREE!
<b>Friday 30th Sept</b>	<b>New Age Kurling</b> 11am at King Edward VII Sports Centre. FREE!  <b>Geo-caching</b> Walking with competition!! Orienteering with a difference. 2pm in Melton Country Park. FREE!

Contact the sports team on 01664 502 502 or [sports@melton.gov.uk](mailto:sports@melton.gov.uk) for more information.

## GETTING AND STAYING ACTIVE IN LATER LIFE

[www.lrspport.org.uk/activeageing](http://www.lrspport.org.uk/activeageing)



Active Rutland



## Changing Times

The Council is getting ready to move into its new building – Parkside – there is much to do especially with our computer systems, to make sure they will work in the new offices.

This means lots of testing, as always we are prepared for “glitches” things to go wrong as the equipment is very sensitive, but this time we are also testing the Partners systems to check how they will all work together. This is quite a challenge, but all appears to be going well.

When we think about Parkside and how we will be working with other Partners I can trace some of its history back to work we did with TFEC and our tenants and residents. It was a result of being told by TFEC that they felt there were a lot of youngsters about the estates and the town during school time, sometimes causing damage and problems, that we found there were a lot of school exclusions at that time. So with the advice of TFEC and the help of other Partners we set about finding something to do about it. Out of this work the Melton Learning Hub was provided, now for the last few years no young person has left school in Melton without some form of qualification, because the Hub was there to help.

This work developed again, with RAGE and the design and provision of services at The Cove, followed by The Edge, Fairmead and now in Bottesford. Places where Children’s Centre Services, Council Services and thriving Community Centres all work together for the Community



which need them. It is this work we will build on in Parkside, with even more Partners helping, work which TFEC and Local Tenants and Residents Groups have been part of developing.

So as we start to look at more big challenges around the changes to the Housing Revenue Account, a new Repairs Contract and even more changes to how this Council and other Councils will be funded by Government, we will continue to work with TFEC and our Tenants and residents to provide the best services we can in our Borough.

**Lynn Aisbett**  
**Chief Executive**

## Leicestershire and Rutland Substance Misuse (Drug and Alcohol)

The Substance Misuse Strategic Team vision is that all residents in Leicestershire and Rutland have fair and equitable access to drug and alcohol treatment services which meet their needs, encourage recovery and social re-integration and are able to reduce the harms caused by substance misuse to the individuals, those affected by their misuse and the wider community.

*For further information call 0300 303 5000 or visit [www.drugs.org.uk/adults-interactive-map](http://www.drugs.org.uk/adults-interactive-map).*

*Melton Mowbray’s Swanswell branch is based at Voluntary Action Melton, 34 Asfordby Road, Melton Mowbray, LE13 0HR.*

## Know your figures

**Melton’s Active Together team will be doing FREE health checks at Melton library on Tuesday 2nd of November (time tbc).**

The health checks will provide an opportunity for people to have their blood pressure, waist circumference, weight, body mass index and body fat percentage checked.

The aim is to give people a better understanding of their health and provide tips on how to improve it. Leaflets on a number of topical health issues will also be available to take away.

*For more details please contact Melton Library on 0116 305 3646 or simply drop in on the day.*

## Shout4Residents – New Chair

**My name is Duncan Shelley and it will be an honour to chair the Shout4Residents Association for the forth coming year.**

With all the great work that Alison Freer, the previous chair and Margaret Moore before her, have done already it has helped laid the foundation for great prospects for South Melton.

With the help of the team of committee members recently elected, I can only foresee great things ahead. The Edge Factor is just the start of what I hope will be a busy 12 months. Prize bingo, Car boots, Quiz nights, Treasure hunts etc. are activities I would like to make a regular fixture in all our calendars. The Lunch club is one area in which we as a residents group will be looking to take over from VAM (Voluntary Action Melton) and try to improve what has already been a successful activity. Money making ideas that can help provide us with things or activities that can help enhance ALL the people that live within South Melton. South Melton being Warwick, Craven and Dorian Wards.

With times being hard for us all at the moment with no sign of improvement in the near future then it is up to us all to do what we can and it is up to me to drive our quests forward. If you have the energy to help or any ideas that you think would improve South Melton then I will encourage your help and listen to what you have to say. I believe that with the committee and members within the Residents Association, we have a great and exciting year ahead of us.

**Duncan Shelley  
Chair – Shout4Residents**



## Youth Club Volunteers

**Are you interested in volunteering to help out at youth clubs in your local area???**

Youth clubs based at The Edge Dalby Road on Tuesday evenings and at The Cove Sysonby Street on Thursday evenings are looking for volunteers. The youth clubs run from 6.30pm to 8.30pm and are for 9 to 13 year olds. In addition, volunteers are required for a youth club due to be set up at Fairmead in October.

If you can spare a couple of hours each week to support your local youth clubs and ensure these valuable activities continue, then please get in touch with Lee Haig, Youth Club Co-ordinator on 07792626742 or call Voluntary Action Melton on 01664 483043.

## Kurling comes to town!

**Have you ever watched the winter Olympics and fancied a go at curling, but live no where near an ice rink?**

Well now is your chance to give it a go, minus the freezing conditions! New Age Kurling is a relatively new sport, played similar to curling, but adapted so that it can be played indoors on any smooth, flat surface, such as a sports hall, rather than on ice.

*This game is loved by all ages and is suitable for able-bodied and wheelchair users alike and can be played as mixed teams as well.*

The Active Together team are starting sessions on the 11 of November for 10 weeks (excluding 23rd & 30th of December). They are taking place in the King Edward VII Sports Centre on Burton Road at 11am. Each session will only cost £2.50.

**It is a great opportunity to get active, have fun and learn a new sport!**

# Summary of self-financing for tenants

## Changes to how council housing finance is managed

**The Government is proposing changes to the way it and your council share the cost of council housing. This document sets out what those changes will be. None of these changes affect your tenancy or the rent you pay.**

### Introduction

The Housing Revenue Account Subsidy System is the current system for managing the financing of council housing. Under this system, major financial decisions about council housing management are made by central Government and there is comparatively little control in the hands of councils. This makes it difficult for councils to plan for the long term to ensure that decisions about what and how services are delivered are linked directly to local needs.

The Government has committed to replacing the current system with a new arrangement that will enable councils to keep all the money they receive from rent and use it to maintain their homes. This means that council housing will be focused on what is needed locally and councils can make best use of their housing resources.

### How is the current system working?

Under the current system – the Housing Revenue Account Subsidy, the Government

calculates the spending needs of each local authority and compares it with their rental income. If a council's rental income falls short of its spending needs, the Government provides subsidy to make up the shortfall. If a council's rental income exceeds its spending needs, the excess is fed back into the subsidy system to help provide for those councils requiring subsidy. If any money is left over, it is returned to Government – this is increasingly the case as costs have been assumed to be fixed and rental income assumed to increase above inflation each year.

### Why the Government wants to change this system

- The current system is complex and does not deliver sufficient funding for councils to manage and maintain their homes to a good standard
- It does not support tenant involvement in decisions about their homes and locality
- Councils can not undertake

proper business planning due to the annual nature of the system

- The system assumes unrealistically low expenditure needs and so generates a large surplus for central government and accommodation that is not always adequately maintained.

Local authorities say, and the Government agrees, that every council is different and no two councils have the same needs. Services need to be right for each council. Government wants a solution that will work for all and is fair to both tenant and taxpayer. Government is therefore shifting power from the centre to councils through the new self-financing system.

### The objectives of the self-financing system

The objectives of self-financing are to:

- Make the system more flexible and fair, giving councils the power to make the best use of their housing stock, in a way which best meets the needs of individual households in their local area
- Enable tenants and local taxpayers to hold their landlord to account for the cost and quality of their housing.

## How will the new housing finance system be introduced?

The Government is changing the law to deliver this change from April 2012. The new Localism Bill contains provisions that will bring in the new self-financing system and abolish the current annual system.

## How will the Self-financing system affect councils?

- Self-financing will affect the housing revenue account of the 171 councils, who have council housing stock, but will not impact on their general finances, or on other councils
- Implementing self-financing involves a reallocation of housing debt based on whether the valuation of each council's housing business is higher than their existing debt. Where the value is higher than the level of debt, the council will pay the difference to central government. Where it is lower, central government will pay the difference to the council
- Councils will only be asked to take on extra debt if their council housing will generate sufficient income to meet it after costs are met. The debt will not

impact on what is delivered to you as tenants

- In order to ensure that the country does not get into any more debt than we can afford at least initially, councils will be given a limit to how much more money they can borrow (a borrowing cap)
- Her Majesty's Treasury have announced that the payment to government of 75 per cent of the net receipt from Right-to-buy sales will continue. This was a necessary decision taken during a difficult Spending Review. Local authorities will still keep 25 per cent of the receipt and 100 per cent of the receipt from other sales provided it is spent on new social housing, regeneration projects or paying off debt. The Department for Communities and Local Government has reduced the level of debt that local authorities will take on under self-financing by £862 million as compensation for the likely loss of rental income from Right-to-buy sales (based on historic sales patterns).

## How will the Self-financing system affect you personally?

- You will benefit because self-financing provides the

opportunity for business planning to be guided by local priorities, rather than central government rules

- You will benefit because councils will have more money to spend on council houses
- You will also be able to trace a clear connection between the rents charged locally and the service provided. Councils will publish annual, transparent information on charges and costs.

## What won't change?

- Your rights as tenants – such as right to repair, and right to buy/acquire will not change
- Your landlord will not change – self-financing does not change your housing provider in anyway
- Your rent – the level of rent you pay will continue to be a decision for your council.

*For more information – Ask your council housing officer or see the Department's website: [www.communities.gov.uk/publications/housing/socialhousing/](http://www.communities.gov.uk/publications/housing/socialhousing/) for further details.*



# Previous competition winners

## Caption competition

**£5**  
 Anna Turakhia,  
 Melton Mowbray  
 and  
 Mrs Rowley, Asfordby

**£15**  
 Mrs D Reed  
 Melton Mowbray

**£10**  
 C Widdowson  
 Harby

## Longest serving tenant...

4 tenants entered our longest serving tenant competition ranging from 56 to 63 years living in the same property.

# Spot the difference

Can you spot the 6 differences... If so send the completed form below



## Please return entries to:

Closing date: 31st October 2011

Sam Spencer, Resident Involvement Officer, Phoenix House, Nottingham Road, Melton Mowbray, Leicestershire, LE13 0UL

Name \_\_\_\_\_

Address \_\_\_\_\_

Telephone Number \_\_\_\_\_

**First Prize**  
**£25**  
 voucher of your choice

**Second Prize**  
**£15**  
 voucher of your choice

**Third Prize**  
**£10**  
 voucher of your choice

## Parkside is coming

Melton Borough Council will resume it's Customer Service Provision when the new Parkside Offices, next to the train station, open their doors in September 2011. The Customer Service area will be open from Monday to Friday and will be available from 9am to 5pm daily. You can drop in to see an advisor between these times, and we will aim to keep waiting times to a minimum.

If you need to have a more detailed or a private interview with an Advisor we can offer some appointment slots here, but we will continue to make appointment times available at The Cove on Sysonby Street, and The Edge, on Dalby Road too, as these may be more convenient to you. As with the current situation, you will still be able to call in to any of the three Children Centre sites to bring us information or to seek advice on a drop in basis, and these points will also be available from 9am to 5pm.

For our more vulnerable tenants, we will also have the opportunity for you to request a home visit if it is not possible for you to come to one of the office sites, and this can be arranged by ringing 01664 502502, one of

our Customer Service team will be able to set the appointment up for you.

There will also be the opportunity to see staff from Leicestershire County Council at a later date as they will have teams represented within the Parkside Office. We will also be providing some "Self Serve" points where you can access Melton Borough Council and Leicestershire County Council services online from within the Customer Service area, and we will also be able to provide some assistance for this if required.

*We look forward to seeing you in our new home soon.....*

**Customer Service Team**

## Melton Town Community Forum

The next meeting of Melton Town Community Forum will be held at the new Scout Hut, off Wilton Road car park, Melton Mowbray LE13 0UJ on Thursday 6th October 2011 at 7.00pm. The main items on the agenda will be the East Leicestershire and Rutland GP Consortium and its impact upon Latham House Practice, and the role of Clockwise Credit Union in promoting financial inclusion in Melton.

The Forum will also hear about the arrangements for running Community Forum budget meetings later in the year. This Forum has been allocated a sum of £12,500 for local people to decide how to apportion in line with the needs and priorities of the local area. The decisions will be made by local residents at a special meeting to be held on Thursday 6th December 2011 at Sage Cross Community Centre, Sage Cross Street, Melton Mowbray., 6.00pm for a 6.30pm start. So if at all possible please attend the Community Forum meeting on 6th October to hear more about how the process will work.

For further information please visit:  
[www.leicestershireforums.org/melton/](http://www.leicestershireforums.org/melton/) or call us on 0116 3057034 or email [LeicestershireForums@leics.gov.uk](mailto:LeicestershireForums@leics.gov.uk)

### It's YOUR Newsletter - Give us your views

**Tenant's Voice is YOUR newsletter and we need your news and views on what you think should go in the newsletter.**

If you know of something that is happening in your area, have ideas for articles to go in the next issue in December then please contact a member of TFEC on **01664 502373**.

## Diary Dates

### Beer Festival

**Fri 16th - Sat 17th September 2011**

11.00am til late, Cattle Market.

Contact: Tim Webster.

Tel: 01664 562971

### Vintage Classic Car & Bike Meet

**Friday 30th September 2011**

5.00pm to Dusk, Town Centre.

Contact: Nigel Keep.

Tel: 01664 480234

### East Mids Food & Drink Festival

**Sat 1st - Sun 2nd October 2011**

10.00am - 5.00pm, Cattle Market.

Contact: Kathleen Codd, Kenyon Communications.

Tel: 01673 828764

### Concert with William Booth Memorial Halls (Nottingham) Salvation Army Band

**Saturday 8th October 2011**

7.00pm, Sage Cross Methodist Church & Community Centre (rear of Morrisons car park). Tickets: £6 (£7 @ door) inc. refreshments.

Contact: John Hanson.

Tel: 01664 854748

### Bonfire Spectacular

**Friday 4th November 2011**

From 6.00pm, Playclose, Town Centre.

Contact: Andrew Cooper.

Tel: 01664 566953

### Twinlakes Fireworks Spectacular

**Saturday 5th November 2011**

From 6.00pm, Twinlakes Park.

Contact: Sandy Gyrovi.

Tel: 01664 567777

### The Organists Entertain

**Saturday 19th November 2011**

7.30pm, Sage Cross Methodist Church & Community Centre (rear of Morrisons car park). Tickets: £6 (£7 @ door) inc. refreshments.

Contact: John Hanson.

Tel: 01664 854748

### Christmas Light Switch On

**Friday 25th November 2011**

10.00am - 6.00pm Christmas Market, Town Centre. From 6.30pm Switch On.

Contact: Lisa Hammond/Shelagh Core.

Tel: 07717 866251 / 07919 330849

### Christmas Tree Festival

**Friday 2nd December 2011**

9.30am - 5.00pm, St Mary's Church.

Contact: Mary Browne.

Tel: 01664 851457

### Christmas Tree Festival

**Saturday 3rd December 2011**

9.00am - 5.00pm, St Mary's Church.

Contact: Mary Browne.

Tel: 01664 851457

### Festival of Cribbs

**Saturday 3rd December 2011**

10.00am - 4.00pm, Sage Cross Church.

Contact: Anne Yates.

Tel: 01664 851663

### Christmas Tree Festival

**Sunday 4th December 2011**

9.30am - 5.00pm, St Mary's Church.

Contact: Mary Browne.

Tel: 01664 851457

### Festival of Cribbs

**Sunday 4th December 2011**

11.15am - 4.00pm, Sage Cross Church.

Contact: Anne Yates.

Tel: 01664 851663

### Christmas Tree Festival

**Monday 5th December 2011**

9.30am - 5.00pm, St Mary's Church.

Contact: Mary Browne.

Tel: 01664 851457

### Festival of Cribbs

**Monday 5th December 2011**

10.00am - 4.00pm, Sage Cross Church.

Contact: Anne Yates.

Tel: 01664 851663

### Christmas Tree Festival

**Tuesday 6th December 2011**

9.00am - 4.00pm, St Mary's Church.

Contact: Mary Browne.

Tel: 01664 851457

### Festival of Cribbs

**Tuesday 6th December 2011**

10.00am - 4.00pm, Sage Cross Church.

Contact: Anne Yates.

Tel: 01664 851663

### Fat Stock Show

**Tuesday 6th December 2011**

10.00am - 2.00pm, Cattle Market.

Contact: Tim Webster.

Tel: 01664 562971

### Fat Stock Show Dinner

**Wednesday 7th December 2011**

Cattle Market.

Contact: Tim Webster.

Tel: 01664 562971

### Santa Fun Run

**Sunday 11th December 2011**

From 11.00am, Country Park.

Contact: Julia Hinde.

Tel: 08949519808

### Blokes Shopping Day & Classic Car Meet

**Sunday 18th December 2011**

10.00am - 4.00pm, Town Centre.

Contact: Lisa Hammond/Shelagh Core.

Tel: 07717 866251 / 07919 330849

### Christmas Eve Market

**Saturday 24th December 2011**

10.00am - 2.00pm, Town Centre.

Contact: Andrew Cooper.

Tel: 01664 566953

For full calendar of events for 2011, please go to [www.meltonbusiness.co.uk](http://www.meltonbusiness.co.uk)

