



# intouch

For the Housing Customers of Melton Borough Council



## TFEC Tour of the Borough North

### Thursday 12th May 2011

The Tenants Forum Executive Committee carried out a tour of the North of the Borough on Thursday 12th May 2011. The tour was attended by 6 TFEC members along with officers from Melton Borough Council and Jeakins Weir. TFEC were able to speak with many tenants living in the villages surrounding Melton, including Asfordby, Old Dalby, Long Clawson, Hose, Harby, Stathern, Redmile and Barketstone Le Vale.



The group had a short questionnaire with them to prompt some responses whilst they carried out some door-knocking in the area. The idea was to promote the activities of TFEC and to help tenants with any problems they are having. TFEC spoke to 41 tenants during the day and 68% said they knew who TFEC

were and 80% said they read the Tenants Newsletter 'In Touch'. Over the coming year TFEC will aim to increase their profile so the percentage of tenants aware of the Tenants group, and the work they carry out for Tenants, increases. The overall perception from TFEC is there were less repair issues reported than in previous

years but there are a small number of people who are not happy with the service and have outstanding issues. Tenants which did have a number of problems or outstanding issues have had their contact details noted to be investigated and feedback to be provided to the tenants. The next 2 tours will cover the north area of Melton town in June and then the south area of Melton town in July. The final tour of the year will be on Thursday 4th August where TFEC and officers will visit the villages in the south of the borough. If you live in a village in the south of Melton Mowbray and you would like a visit from TFEC members and Melton Borough Council Officers to discuss any issues or suggestions then please contact **Sam Spencer**, Resident Involvement Officer, on **01664 502 481**.



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

In Touch 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 then please contact a member of TFEC on **01664 502373**.

## 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.

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



## Dear Tenant



I write following the Borough Council Elections which have retained a Conservative majority for the Council, but also resulted in a larger single Labour opposition Group. One independent Councillor retained her seat for a Rural Ward.

The Council set its priorities and Budget the first months of the year and therefore staff in the Council have a clear direction to follow. The Annual General Meeting on 19 May 2011 elected Chairs for the Committees and put Members on the Committees following the ratio of seats allocated to the Political Parties. The Leader of the Council was also agreed.

This meeting started the processes of the new Council, but we understand for local tenants and residents it is people, who are helpful to you or who can give you correct information and it is this which is important. As a Council we will work hard to get good information to you, to support local Councillors to take your views forward and to ensure Council staff are working hard to solve problems and deal with concerns.

The build programme for the Council Offices continues to meet the revised programme following the bad weather in December. The Council intends to relocate to the new building, called 'Parkside', by the end of July. With the other organisations who will occupy the building we want to offer access to a broad range of public services to local people from one place.

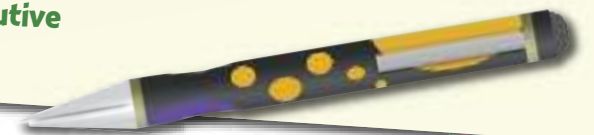
At this time of year, the Council closes down its accounts for the last financial year. All indications are that the Team has managed the purse strings very well following a couple of challenging years. The big issue nationally is the reform of the Housing Revenue Account, the account which pays for the running, maintenance and management of Council Homes. All Councils which still own their homes will be affected by this and there could be some big decisions to be made in the Autumn. As with all major issues the Council will continue to keep TFEC and its tenants involved and advised.

Budgets and economies remain important for all Council services. The Council set another balanced budget for this year, taking £714k (10.02%) from its costs mainly by reducing management and administration as well as by listening to members of the public who completed the "Have Your Say" Consultation. They gave their views on where the Council could reduce some budgets and still give a service they would be happy with.

We are grateful to everyone who helps the Council deliver its services whether it be through the dedicated work of TFEC and the Tenants and Residents Associations or those who fill in consultation surveys and questionnaires giving the benefit of their views.

**We thank everyone and believe this allows the Council to provide services people want, in a way they want.**

**Lynn Aisbett - Chief Executive**



## Fire safety upgrade works

In common with all landlords MBC has a duty to carry out risk assessments of all of its properties as required by the Regulatory Reform (Fire Safety) Order 2005 which came into effect in October 2006.

The areas affected are the common areas of the flats (that is where anyone can go) which includes stairs, corridors, entrance halls and lobbies, community rooms, lounges etc. This is a change to the previous legislation where the local fire authority was responsible for fire safety.

The risk assessments were carried out in 2008 and highlighted a number of issues that need attention. These issues include the provision of fire alarms and emergency lighting, upgrading fire doors, removal of flammable items and identifying items that may not have kept up with changes in legislation. There will be some disruption with workmen in corridors etc and some flat

entrance doors will be replaced. The replacement flat doors will be completed in a single day.

There will also be a change in the way that some alarms and testing is carried out. Where a fire alarm and /or emergency lighting system is installed in the stairwells and corridors, in addition to bi-annual service and test, testing will be carried out on a weekly basis, emergency lighting will be tested monthly.

The risk assessments have been analysed and a rolling programme of works has been drawn up to bring the fire safety up to the current standards. The works have already commenced with work

starting at Rutland House. Table 1 below shows the sequence of the work arranged into 4 phases. Each phase of work should be completed in about 6 weeks from commencement.

Location	Phase
Bradgate Lane Asfordby	1
Gretton Court	1
Rutland House	1
Wilton Court	1
Beckmill Court	2
Bentley Street	2
Granby Street	2
St John's House	2
Chapel	3
Drummond Walk	3
Greenslade	3
Rutland Street	3
Burdett's Close Gt Dalby	4
Chapel Street	4
Douglas Jane Close	4
New Street	4
Springfield Street	4

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

Property Type	House				Bungalow		Flat						Maisonette		Bedsit						
	2	3	4	5	1	2	G	F	S	T	S	T	G	F	S						
Floor							G	F	S	T	S	T	G	F	S						
Bedrooms	2	3	4	5	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

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

Quarter 4 (January - March 2011) Performance Indicators

Indicator	Target	Performance
Total number of responsive repairs jobs carried out by Jeakins Weir	NA	1438
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	39.91
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%

## Previous competition winners



## Message from the newsletter editorial panel...

The Tenants Forum editorial panel apologise for the late distribution of this newsletter.

This was out of TFEC's control and was due to the pre election period, running from Mid April until 6th May.

## Summer caption competition

Have a think of something appropriate for this caption...



the caption comments will be judged by the Newsletter editorial panel and the top 3 will be picked out.

## Please return entries to:

Sam Spencer, Melton Borough Council, Council Offices, Nottingham Road, Melton Mowbray, Leicestershire LE13 0UL

Caption Comment

Name

Address

Telephone Number

Closing date: Friday 29th July 2011



## Events diary 2011

### June

#### Saturday 12th June

The Artisan Cheese Fair

Exhibition Halls, Cattle Market from 10.00am to 4.00pm

#### Stapleford Steam

Stapleford Park from 9.00am to 4.30pm

#### Saturday 18th June

King Street Wedding Fayre

from 10.00am to 3.00pm

#### Friday 24th June

Vintage Classic Car and Bike Meet

Market Place from 5.00pm to Dusk

#### Sunday 26th June

Melton Country Fair

Town Park from 10.00am – 5.00pm

### July

#### Sunday 17th July

Pork Pie & Potholes CiCLE Challenge

Around Melton from 9.30am

#### Friday 29th July

Vintage Classic Car and Bike Meet

Market Place from 5.00pm to Dusk

### August

#### Saturday 6th August

Music Fest

Play Close from 10.00am to 3.00pm

#### Thursday 11th and Friday 12th August

Melton By the Sea

Market Place from 10.00am to 4.00pm

#### Saturday 13th August

Firework Competition

Belvoir Castle from 5.00pm

#### Friday 26th August

Vintage Classic Car and Bike Meet

Market Place from 5.00pm to Dusk

#### Sunday 28th and Monday 29th August

Stapleford Miniature Railway

Stapleford Park from 10.00am to 4.30pm

## I am David Downing – The Young Mayor of Melton.

I want to give something back to the community after all it has given me. I have no qualms in fighting for our rights and talking to councillors about what we want.



### I am campaigning for:

- Free swimming for under 17s
- Improved frequency of bus and train services at weekends and Friday nights
- Safer cycle routes around Melton

With the support of a team of young people and Melton Borough Council we are organising Melton Fest, a free music event being hosted in Melton Mowbray on the afternoon of 13th August, 2011 in memory of Nichola Orridge – Melton's First Young Mayor who passed away recently. Melton Fest will offer a great opportunity for young artists in and around Melton to share their talent with the town. It promises to be a great day of family entertainment and will feature local semi-professional bands too.

If you are aged between 11 and 18 years of age and love to mix and be with young people come along and join The Youth Council which provides activities for young people and is open to boys and girls. We are short of members and would dearly love more young people to join us in our mission to entertain the youth of Melton. We have held many well attended notable events including the youth forums which provide a voice for young people. Your involvement would count as community action for the Duke of Edinburgh Award Scheme and also looks good on your CV.

## Exercise opportunities

The Sport & Physical Activity team at Melton Borough Council are working hard to provide lots of opportunities for residents to have an active lifestyle. Below are a few of the activities currently on offer however, keep an eye on local press for more activities which are starting soon including Zumba, basketball, rugby and much much more...

### Buggy walks

Buggy walks are back! Meet at Wilton Park café on Friday at 10.30am for a weekly walk around Wilton Park. Everyone in the family will be welcome to join the walks and enjoy some gentle activity in a secure environment.

Liz Ashbridge, Physical Activity Development Officer, said:

*"It can be really hard to stay fit and find time to get out and about with a new baby in the house. This is a great opportunity for mothers to meet up and have fun, whilst benefiting their health - and best of all it's free!"*

### Men's workout

Two weekly Men's Workout sessions take place offering a number of multi-directional full body exercises to develop functional fitness. The sessions take place on a Monday at 5.30pm at the Fairmead centre and Wednesday at 5.30pm at the Edge centre.

Instructor Adam Chambers said that; 'The theory behind the exercises that will be on offer is to be 'fit for daily life' We'll do this by using all the plains of movement and steering away from the standard gym based exercise machines'



Sessions will cost £2 per week and will be available to men of all abilities aged 16 and above.

## Tai Chi

Two Tai chi classes take place at the Edge Centre aimed at health and spiritual development, they consist of the following:

- Warm up exercises (mainly circling and stretching)
- Chi Kung ( Breathing exercises)
- Tai Chi form
- Meditation



Classes run on a Monday (2nd and 4th of each Month) at 12.30 to 1.30pm with pensioners in mind. Cost £1 per session. Also, on a Wednesday (once a fortnight) at 7.30pm to 9.30pm aimed at all. Cost £3 per session.

*If you are interested in coming to the walks, or want more information, then please contact Liz Ashbridge on 01664 502389 or email eashbridge@melton.gov.uk*

## Sub Regional Choice Based Lettings Scheme – from the Housing Options Team

After many, many months of meetings, discussions, training days, sleepless nights, Leicestershire Sub Regional Choice Based Lettings Scheme was launched by Melton Borough Council on Wednesday midnight 10 March 2011.

The 11th of March 2011 was a very tense day for the Housing Options team to see if our adverts had worked, newsletters had been reached by applicants, the IT system worked and bids were being received on the available properties.

Thankfully it had all gone to plan with only a few hiccups which were easily resolved.

There were lots of phone calls during the first cycles, mainly regarding login details, eligibility for properties etc, but the Housing Options team was greatly assisted by Customer Services who dealt with the high number of calls efficiently and with a cheerful disposition.

Choice Based Lettings has proved very popular with the Housing Options Team as it is a much easier and transparent way of allocating properties. There is no more trawling through lists of applicants before coming to the applicant who is interested in the property and no more having to say

*“We can’t tell you where you are on the housing register” as applicants can track their progress in the bidding process and choose properties accordingly.*

One thing Choice Based Lettings has not done is increase our supply of housing and of course some applicant’s expectations will not be met. However, now applicants can view all properties that are available to Melton Borough Council and how limited that can sometimes be.

In the future, we hope to improve the website to show mutual exchanges, private rented accommodation and any affordable housing available in the area, we also hope that a bidding clock can be added to the website as a way of showing the amount of time left for bidding on a cycle.

**A tenants perspective – Choice Based Lettings**

*“As far as I am concerned Choice Based Lettings is the best thing the council has ever done.”*

The above are the thoughts of Mrs Vann who has recently moved to a new property through the Choice Based Lettings allocation process which went live on 10th March 2011. Mrs Vann explained she had been on the council housing allocation list for more than 10 years before Choice Based Lettings was introduced, and within under a month of the system going live she had won a bid on an ideal property which catered for her needs.

Mrs Vann explained she actually bid for 2 properties she liked the look of on the Melton Borough Council Choice Based Lettings website, she was unsuccessful in one of her bids but was successful in the other. She said the whole process is excellent and easy to use. Everything is there and is explained in detail of how to search for properties and how to bid.

## Pay by direct debit & win £100 T FEC needs you

**Paying your council tax or rent by Direct Debit is the most cost effective and efficient way to pay. Those of you that don’t pay by direct debit are missing out of the chance to win £100.**

Every December Melton Borough Council has a prize draw picking a name at random from the list of council tax and rent payers who pay by direct debit, which is publicised in the Melton Times.

Paying by direct debit is very easy and convenient. How you could benefit:

- You won’t have to remember how much to pay and when.
- You won’t have to write a cheque to us every month.
- You won’t have to queue to pay.
- You won’t receive any more arrears letters.

If you change to Direct Debit, payments will be taken from your bank account on the 1st of each month and we will give you advanced notification of the amounts and dates that we will be requesting payments from your bank. Please be assured that we will never take money from your bank account without notifying you first.

**If you wish to pay by direct debit or have any queries regarding your payments, please contact the customer service centre on: 01664 502502.**

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 T FEC 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 options, 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.*

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

## Ronan Browne – People Manager

I am delighted to have been asked to write about my new roll that involves working with you the tenants and leaseholders of Melton Borough Council. Many of you may know me from my previous involvement on housing over the years, which has been really worthwhile.

My new role involves improving services such as housing options, community safety, neighbourhood management, leisure and culture, supported housing for the elderly, children's services and most importantly our involvement with you the tenants and leaseholders of Melton Borough Council. I am looking forward to working with tenants and particularly TFEC to make more improvements to the services you receive.

Many improvements have taken place to the homes you live in, the communities you live in and key achievements such as the building of new Community & Children's Centre's in Melton Mowbray and Bottesford have also ensured that tenants can access services that will also help with issues around debt advice, employment, health services etc. It is Melton Borough Council's aim over the next few years to get tenants involved in the improvement of service beyond housing which will throw up challenges but will also be very exciting.

The next few years will be challenging due to financial constraints and the ever changing needs of services you as tenants need and require. There are a number of key areas including supported housing, repairs and the supply of adequate housing for the whole community to meet the needs of our tenants but the most important is creating services which you as tenants can shape and get involved in.

Since the creation of tenant involvement in housing in the late 1990's services have greatly improved which I believe is down to people like yourselves telling us what you want, what works well and what needs changing. There are a number of ways in which you can get involved by coming along to resident group meetings, becoming a village voice, telling us your ideas on how the service can be improved and if you want to get involved in the real day to day running of services you can join the Tenants' Forum Executive Committee which over the years has been instrumental in helping Melton Borough



Council to improve our services.

Finally I would like to add that I look forward to hearing from you all about any issues or ideas how we can become a better landlord to you. I can be contacted through our Resident Involvement Officer, Sam Spencer.

**Ronan Browne**  
People Manager

## Martyn Bowen – Place Manager

**I am Martyn Bowen and I have worked at MBC since January 1999.**

From the 1 June 2011, I will have a new position at the Council and my new title will be 'Place Manager'. This role involves responsibility for Housing Repairs and Maintenance, Town Centre Management. Wheels to

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Work, Collection of Revenues (Council Tax, Housing Rents, Business rates) Funding Officer and Environmental Maintenance.

Previously I have had responsibility for Sports and Arts, Housing Options, Estate Management, Benefits, Sheltered Housing and Revenues and Benefits.

MBC wants to work with our tenants to improve the services we deliver and I hope that you have seen an improvement over the last few years.

If you have ideas on how we can improve further please contact us, especially we would like to hear from you if you are aware of vulnerable people who need our support.

I look forward to working with you and TFEC in the future.

**Martyn Bowen**  
Place Manager

## Voluntary Action Melton Gardening Project

The Voluntary Action Melton Gardening Project offers a gardening service for older people and or people with a disability who need help with their garden.

Their team of trained, friendly volunteers will tidy gardens which are in need of hedge cutting, hoeing, weeding, shrub pruning and light digging. A risk assessment is carried out for all jobs requested and if it is suitable for the volunteers, a team of two or more will be allocated to the task.

For further information on how the gardening project may benefit you please contact **Chris McClusky** on **01664 481 777** or email **chris@voluntaryactionmelton.org.uk**.

Oxford Drive – Before



Oxford Drive – After



## Alternatively...

If you are looking for a volunteer opportunity then the gardening project may provide an ideal opportunity to either discover your love of the outside life or a new interest in horticulture.



Volunteers at the gardening project have benefitted from offering a service to people less fortunate than themselves by developing team working skills and making new friends.

If you are interested in becoming a volunteer please contact **Chris McClusky** on **01664 481 777** or email **chris@voluntaryactionmelton.org.uk** or visit the website for further details **www.voluntaryactionmelton.org.uk**.

## Local offers introduction

The Tenant Services Authority (TSA), set up in accordance with the Housing and Regeneration Act 2008, currently provides the regulatory framework for social housing. For the first time, all social housing providers will need to meet the same national standards. These national standards will be supplemented by Local Offers relating to tenant involvement and empowerment, home and neighbourhood and community, which will be agreed between landlords and their tenants on the issues that matter most on a local level.

The TSA's responsibilities will shortly be shifting over to the Homes and Community Agency to manage the national standards and drive forward Local Offers.

Local offers represent a new way of tailoring the services of social housing providers based on what tenants want. Melton Borough Council met with TFEC members to agree a set of Local Offers for 2011-2012, which will be reviewed on an annual basis.

## Tenant Involvement and Empowerment

Customer service, choice and complaints, involvement and empowerment, understanding and responding to diverse needs of tenants

- 1 We will keep tenants informed and work to resolve, within 21 days of any meeting, matters raised
- 2 We will provide a range of opportunities for tenants

to become involved in the service tenants receive and look into new and innovative methods of involving tenants

- 3 We will provide the opportunity for the Tenants' Forum to work with councillors and staff to improve the Council's services to tenants
- 4 We will provide a Resident Involvement budget to assist the forum to receive training, to best equip tenants for scrutinising the Council

- 5 Tenants will be consulted on Council's policies, procedures and decision making with their views expressed in reports going before committee
- 6 We will encourage all tenants to have the opportunity to inspect void properties and act on tenants' feedback to ensure standards are maintained
- 7 We will provide numerous ways to make complaints to Melton Borough Council and aim to resolve complaints within 10 working days
- 8 We will work with the Tenants Forum and tenants, if they believe Melton Borough Council are not meeting the agreed Local Offers, to ensure the service is improved or changed to meet the standards

## Home and Tenancy

Quality of accommodation, repairs and maintenance, allocations

- 1 We will ensure appropriate levels of priority are afforded to home seekers
- 2 We will ensure priority status on the scheme for home seekers with an urgent housing need and to support and assist

vulnerable home seekers so that they are able to actively participate in the Choice Based Lettings (CBL) scheme

- 3 We will offer as much choice to applicants as is reasonably possible
- 4 Properties will be let in a fair and transparent way and ensure home seekers are treated fairly, individually and in accordance with the commitment to Equality and Diversity
- 5 Tenancy support will be provided for tenants who experience difficulties coping with their responsibilities and vulnerable tenants
- 6 The Decent Home standard will be met each year ensuring all properties are a safe and pleasant place to live with reasonably modern facilities
- 7 We will provide a fit for purpose housing repairs contractor to complete all responsive repairs on time and to a high standard
- 8 We will also undertake inspections and upgrade work on gas and electrical systems, lifts, water systems and communal lighting systems to ensure compliance with our legal duties and safeguard the health and safety of tenants

## Neighbourhood and Community

Neighbourhood management and Anti-social behaviour (ASB)

- 1 We will commit to carrying out regular environmental audits of each of the priority neighbourhoods and ensure issues are dealt with quickly and effectively
- 2 We will support and attend each resident's group meeting for each area
- 3 Children's Centre Services and Community Centre Services will be targeted at those who most need them

- 4 We will aim to remove flytips within 1 working day
- 5 We will aim to cut the grass on a fourteen working day cycle and weed spraying will be carried out on housing owned internal estate areas twice a year
- 6 Shrub bed maintenance will be carried out during the winter maintenance program and street furniture will be maintained on a five year rolling program
- 7 A Pest Control Officer will visit and treat within 24hrs upon receiving a report of a rat in the living quarters of a property

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- 8 We will provide regular updates for every community regarding reports of Anti Social Behaviour and updates on actions taken and preventative measures
- 9 We will take your reports of ASB seriously and prioritise our response
- 10 We will support and help victims of ASB and will be fully supported by the appropriate agency
- 11 We will ensure better links between partner agencies through the Melton Area Safer Communities Partnership to deliver a co-ordinated approach to ASB.
- 12 Our complaints procedure is available when effective

action is not being taken in your community to tackle ASB

- 13 The Family Intervention Project will work closely with families to help families to keep their homes and understand their responsibilities as tenants, settle into a community and live peacefully with their neighbours, nurture their children so they are able to reach their full potential and lead positive, rewarding lives and to move away from criminal and anti-social behaviour
- 14 We will respond to reports of category A ASB within 1 day and within 5 days to reports of category B ASB



## Value for Money

### Good services that are value for money (VFM)

- 1 We will use social media (Facebook and Twitter) to make contact with tenants where appropriate to cut postage costs (and where tenants are happy to use this)



- 2 We will re-charge customers when they damage properties and ensure we pursue the repayment of the debt
- 3 We will develop innovative ways of bringing VFM to Melton Borough Council tenants
- 4 We will consult with customers on VFM issues and provide feedback
- 5 We will provide information on efficiency savings in our annual report

## Digital TV Switchover

### What is the digital TV switchover?

**TV across the UK is going digital. The current 'analogue' TV signal will be switched off and replaced with a new, stronger digital TV signal.**

### Why is it happening?

Switchover is happening so that Freeview services (digital TV through an aerial) can be extended to people who can't currently get them.

### When does the switch take place?

Stage 1 for the Melton Borough area will take place on 17 August 2011 and stage 2 on 31 August 2011.

### What is the Switchover Help Scheme?

The Switchover Help Scheme is run by the BBC and provides older and disabled people with everything they need to switch one TV to digital.

#### The Help Scheme can help everyone who

- Is aged 75 or over, or
- Has lived in a care home for six months or more, or

- Gets (or could get) certain disability benefits, or

- Is registered blind or partially sighted

The Help Scheme will write to ALL eligible people nearer the time.

#### Further information

- For the Help Scheme, please visit [www.helpscheme.co.uk](http://www.helpscheme.co.uk)

- For general information on the switchover and what you need to do visit [www.digitaluk.co.uk](http://www.digitaluk.co.uk) or ring **08456 50 50 50**

- For tenant's with a communal TV aerial – if you lose channels when the switch over occurs, in the first instance please follow your TV or freeview digital box installation instructions. If this does not remedy the issue then please call Melton Borough Council to report a fault, who will send out the contractor to re-configure the communal TV aerial.





## Longest serving tenant...

**Before Christmas 2010, it came to TFEC's understanding that they believed they had found the longest serving Melton Borough Council tenant...**



in fact not just the longest serving tenant but the longest serving tenant in the same property for 56 years.

Chair of TFEC, John Skerritt and Ronan Brown, People Manager, visited Mrs Newall to present her with flowers and some local produce to celebrate her length of time living in the same property and thanking her for being a good tenant.

Mrs Newall was very grateful of the gifts and recapped on some of her earliest memories living in her property since her arrival to the prefab in 1954:

Mrs Newall remembers the area surrounding the house when she first moved in were all green fields, many growing watercress. She remembers the Catholic Church and flats being built next door to her during the first few years of her

tenancy. The rent per week initially was 7s/6d, and she recalls the area being very nice. The first task was to tackle the garden and also the extra bit of land attached to the prefab where they grew vegetables.

She states she remembered when the prefabs were going to be pulled down, but Mrs Newall wrote 3 letters to the Melton Times in 1982 explaining the buildings had good foundations and should remain in place. Due to Mrs Newall's campaigning the prefabs were saved from

demolition and the council built a brick wall like skin around them. She recalls having to move out of the property whilst the works were carried out. She explained the council were the leaders at the time for installing the brick wall skins around the prefabs and they were showcasing their work throughout the country.

Although the prefabs were built a few years before Mrs Newall moved in, she had to wait for her property as the council unfortunately lost her housing papers. Mrs Newall said it was definitely worth the wait and explained how much she loves her prefab and can also remember all the neighbours she has had the pleasure of living next to ever since her move in date.

TFEC would like to ask tenants to come forward and let us know if you think you are the longest serving tenant who has lived in the same property for more than 56 years.....any tenant who enters and is proved to have lived as a council tenant in the same property for more than 56 years will be entered into a prize draw for £20 of High Street store vouchers of your choice.

**Please return entries to:**

**Closing date: Friday 29th July 2011**

**Sam Spencer, Melton Borough Council, Phoenix House, Nottingham Road, Melton Mowbray, Leic, LE13 0UL.**

Name

Tel Number

Address

Length of tenancy in the same property

