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Building a world-class city for everyone
Welcome to the winter edition of Tenants in Touch

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We hope you have had a great Christmas and wish you well for the New Year

2014 is going to be another very busy year for us. We have some major projects starting, including building new homes and refurbishing the tower blocks. You can read about it in the newsletter and by checking out our web pages www.oxford.gov.uk

There are plenty of opportunities for you to get involved in the work we do and help with making decisions about the services that are important to you. We have been working closely with some local tenant and resident groups. Perhaps there is one in your area that you could take part in? We also have places at our tenant conference in April – if you would like to come along please fill in the Have Your Say form at the back of the newsletter.

We would like your views on the proposed rent increase for April 2014. Please use the separate form or you can go online at www.oxford.gov.uk

Congratulations!

...to Mrs Sandra Bailey of Wood Farm who is the lucky winner of the autumn prize draw.
We have created the new role of Tenancy Management Officer for older people’s accommodation. Alan Chandler will manage the tenancies at ten sheltered schemes across the city together with the properties for tenants aged over 55. This new role will make sure that our service is centred on their particular needs so they feel properly supported in their homes.

Alan began his new role with visits to all the sheltered schemes at meetings where the residents had the chance to talk about how we can improve our services for older people.

One of the main issues is improving the environment inside the blocks and in the gardens. Another is to make sure we communicate details about repairs refurbishment projects, when regular services will be carried out such as cleaning of the communal areas and useful telephone numbers.

His duties include home visits, changes to tenancies and making sure tenants keep to the terms of the tenancy agreement. He will help with applications to get extra support from other organisations such as the Adult Social Care Team at Oxfordshire County Council. Alan is also responsible for co-ordinating other services such as property and grounds maintenance, health and safety and customer involvement.

Alan has worked for the Council in Council Tax and the Housing Needs team. He has a lot of experience working with tenants moving to the extra care facilities such as Shotover View.

We will publish a schedule for Alan to visit the sheltered schemes so that tenants will know when they can see him about general issues. The schedule will be put up on notice boards in the communal areas. We can also arrange a home visit to discuss personal matters.

If you are a tenant or resident of a Council sheltered scheme or in our over 55’s accommodation you can contact Alan on 01865 249811 and ask for the Tenancy Management Team.
A towering project for the Council

Work has now started on this important and ambitious £16w million project to improve the lives of more than 700 tenants of our five tower blocks.

The tower blocks were built in the 1960s and have not been refurbished to this level before. The blocks are Evenlode Tower, Foresters Tower, Hockmore Tower, Plowman Tower and Windrush Tower.

Why are we doing this work?

- To improve the physical appearance of the blocks
- To improve fire safety
- To improve quality of life for residents
- To reduce heat loss and become more energy efficient
- To provide social value and benefit to the local economy

What are we going to do?

- Provide extra insulation
- Replace windows to stop draughts
- Refurbish lifts to improve their efficiency
- Rewire the communal electrics
- Replace heating systems

What we have done so far:

- A team of surveyors has inspected the flats and the blocks
- A team of experts has started to draw up technical plans for the work
- Consulted with tenants and leaseholders to find out their views

When will the work start?

- The project team will work with specialists and tenant representatives to develop the final plans during 2014
- The work will start in 2015 and will last for three years.

Block Representatives - How you can take part:

- Being involved in decision-making
- Attending meetings and visits with us and our contractors
- Supporting neighbours to ensure their views and concerns are heard
- Making sure your neighbours understand how the project is going

We can also offer you support and some free training that will help you develop the right skills. If you are interested, visit www.oxford.gov.uk/getinvolved or call 01865 249811

Councillor Scott Seamons, Board Member for Housing, told us: “This project will significantly improve residents living environment here in our city and it will extend the properties lifespan for at least another 30 years.”
Oxford City Council’s programme to deliver 113 new council homes has just started. We have been working in partnership with the Homes and Communities Agency to build the new Council homes through the Affordable Homes Programme (2011-15).

The programme is operating across five sites in the City: Bradlands House in Marston (pictured above), Cardinal House in Littlemore, Leiden Road in Wood Farm, Bury Knowle Depot in Headington and Priory Road, Minchery Farm. We will be using modern technology and high-performance insulation to reduce the carbon footprint and all the homes meet Level 4 of the Code for Sustainable Homes. We will also install photovoltaic solar panels to help further reduce fuel costs further.

Work started at Bradlands House in December 2013 with removal of the existing fixtures and fittings, security fencing being replaced around the perimeter and other site set up work. Full demolition of the buildings is planned for January 2014.

Construction work will commence shortly afterwards with completion of the new scheme of 49 flats for older people, scheduled for spring 2015. The flats have been designed to provide high levels of heat insulation, keeping fuel costs down. The controlled entry system will provide security. Facilities will include a communal lounge, quiet area, lift to all floors, laundry, mobility scooter store, hair salon and assisted bathrooms.

The Council is working with EC Harris and Leadbitter to finalise the designs for the homes at the four other sites. We will publish further details about each site as the detailed designs are completed.

All the homes will be advertised and allocated through Choice Based Lettings.

For further information please contact Allison Dalton, Project Coordinator or Rob Kindon, Asset Manager on 01865 249811

<table>
<thead>
<tr>
<th>Site</th>
<th>Description</th>
<th>Starting</th>
<th>Finishing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bradlands</td>
<td>A block of 49 flats for older people</td>
<td>November 2013</td>
<td>Spring 2015</td>
</tr>
<tr>
<td>Minchery Farm</td>
<td>A much needed mix of 48 flats and houses for families and smaller households</td>
<td>January 2014</td>
<td>Spring 2015</td>
</tr>
<tr>
<td>Leiden Road</td>
<td>Three family-sized houses</td>
<td>February 2014</td>
<td>Autumn 2014</td>
</tr>
<tr>
<td>Cardinal Close</td>
<td>Three family-sized houses</td>
<td>January 2014</td>
<td>Autumn 2014</td>
</tr>
<tr>
<td>Bury Knowle Depot</td>
<td>Ten properties for families and smaller households</td>
<td>January 2014</td>
<td>Autumn 2014</td>
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Rent Matters

Each year the Council looks at the rent and other charges that we need to collect. We do this so that we can continue to deliver the services that you have told us you want. We have to make sure there are sufficient funds for repair and maintenance, property and estates improvements and day-to-day management.

We are now in the second year of a 30-year plan for the housing service which aims to improve and increase the Council housing stock across Oxford. We collect rent and other charges to fund the work programmes set out in the plan. We aim to get the balance right between affordable rents and high-quality services, meeting tenant expectations and getting good value for money.

How we set the level of rent each year

Up until April 2012, the Council had to use a formula, set by the Government, to determine the annual rent you pay. The formula stated that in a given year, the weekly rent would not be increased by more than the September Retail Price Index (RPI) each year plus 0.5% plus £2.00. Since April 2012, the Council has had the ability to increase rents by more than the formula but has chosen not to do so.

Service Charges

Service charges generally only apply to those tenants living in flats. These charges cover the cost of communal services in flats such as cleaning, lighting in stairwells, door entry systems and grounds maintenance.

For a number of years, we have been subsidising these charges from the rent we collect but from last April, we started the process of phasing out this subsidy. We will continue to phase out the subsidy each year so that everybody is paying a fair share towards the cost of the services they use.

Rent and Service Charge increase for 2014-15

We have looked at our budgets from 1 April 2014 to 31 March 2015 and are proposing to use the Government formula for next year’s rent rise, which is 3.2% (RPI) plus 0.5% plus £2.00. This works out as an average weekly rent rise of 5.42% or £5.25.

We are proposing to increase service charges in line with the Government’s recommendation of RPI at 3.2% plus 0.5% which totals 3.7%.

We are also proposing to reduce the weekly service charge subsidy by a further £1.00 from April 2014.
Have your Say

In February 2014 the Council will decide on its budget for 2014–15. If you have any comments or questions on the proposed rent increase please write to us using the survey form included with the newsletter. There is no need for a stamp – just pop it in an envelope and use the freepost address. The deadline for responses is Monday 3rd February 2014.

You can fill in an online survey at www.oxford.gov/rentconsultation. The form is also available to download from www.oxford.gov.uk/getinvolved

Are you a satisfied Customer?
We want you to tell us how we did.

Every time Direct Services carries out work on our properties we issue a Repairs Satisfaction Survey so that you can provide us with feedback. This is very important to us because it helps us to:

- Know that you are happy with the service we provide
- Give feedback to the staff who carry out the work
- Look at where we have not done things so well and work out how we can improve our service to get it right first time

In 2012-13 we carried out more than 25,000 repairs. Nearly 1000 of you told us how well we did.

Your feedback is very important to us. Please take the time to fill out and return the yellow Repairs Satisfaction Survey when we have carried out a repair in your home.

What we are planning to spend your rent money on in the next few years?

- The Tower Block refurbishments - £16.9 million
- The Great Estates Programme and other environmental improvements - £1 million per year
- Keeping your homes safe and tackling fuel poverty through a programme of work including insulation, central heating installation, replacement windows and rewiring - £10.9 million
- Continuing to modernise kitchens and bathrooms - £11.9 million
- Increased funding to investigate housing fraud
- A dedicated Welfare Reform Team to help tenants affected
- Additional funds to help tenants who are downsizing
- Improving day-to-day repairs, maintenance and management services
- Improved on-line reporting of repairs
- 112 new Council homes by 2015 across Oxford - £17 million
- 354 new Council homes in 2020 in Barton Park - £40 million
- Interest payments on loans - £7.7 million.
Tenants and Leaseholders are getting involved

Since the last issue of Tenants in Touch, tenant and leaseholder groups have been working with us, giving a voice to tenants and leaseholders and negotiating higher service standards on their behalf. Oxford City Council is working towards becoming one of the best housing providers nationally. We believe that listening and responding to you is a key part of that process.

Why not get involved? You could find out what’s going on from our website, newsletters, Facebook and even Twitter. If you are already part of a group of interested tenants and residents, get in touch. We can help and support you, answer questions about Council issues and listen to your views about local planned improvements. Write, phone or email to tell us how you would like to get involved or if you just want to know what’s going on.

We want to begin the New Year by engaging with tenants on a more local level. Working with tenant & resident associations, we hope to provide much greater support and get more local people taking part. By helping tenants and residents to work together, we can make sure that their voices are heard about the local issues which affect them and their community.

Getting in the driving seat

We are keen to help the Tenant Scrutiny Panel membership grow and are inviting you to get involved. This is a vital part of Tenant and Leaseholder Involvement and really puts you in the driving seat.

The Panel is made up of tenant and leaseholder volunteers and will guide the improvement process to make sure our services match your needs. If you would like to be part of this panel you could help by giving us ideas on how you think your services can be improved.

Scrutiny can take many forms, from a ‘desk-top’ exercise that takes a closer look at our documents and procedures, to asking us to carry out surveys of tenants on a particular matter or process.

The Tenant Scrutiny Panel has already made great headway since it was set up in September. The volunteers have taken part in a one day training session to learn how the Panel will work. They held their first meeting in November and appointed Celia Matthews as their Chair person in December. Celia told us that she is really pleased to be involved in the Panel.

Other members told us that being part of the panel means that they get to learn about how the Council operates, make suggestions for improvement and help deal with the concerns that people have about their neighbourhoods.

The Tenant Scrutiny Panel has decided to carry out their first review on the emergency repair service. This service consistently performs above its target. The panel would like to find out if other services can learn from them and improve their performance levels too.
News from your Tenant and Resident Association

Singing Out Loud

The Rose Hill Tenants and Residents Association recently voted in favour of donating money to the newly formed Rose Hill Choir. Choir leader Hannah Powell spoke to the association about the need for a keyboard to accompany the fledgling local choir.

The Association members were all in favour and agreed that the keyboard could be safely stored at the Community Centre and would be available for other members of the community to use on request.

The Rose Hill Community Choir, directed by Hannah Powell, performed at the Tenants and Residents Association’s Christmas party on Tuesday 3rd December and was an instant success.

One local resident told us that he had been a member of the Blackbird Leys Choir which featured on TV and he hoped that this new choir would create similar interest for the Rose Hill Community. Hannah expressed her thanks to the Rose Hill Tenants and Residents Association for their invaluable support and also to Oxford City Council who have backed the initiative.

p.s... watch out for the newsletter from Rose Hill Tenants and Residents Association – if you live in the area it should be in your letter box soon.

Do you have a local project that you think could benefit from the support of the community?

For an informal chat contact the Involvement Team on 01865 249811 or email tenantinvolvement@oxford.gov.uk to find out what we can do to help.
**Salter Close and Whitehouse Road**

This is just one example of how getting together a local group can help make your community a better place to live.

Tenants and residents came along to a recent meeting to raise their concerns about unauthorised use of residents parking and a dangerous wall in their parking area. We sent Geoff Corps, the Council’s Cleaner Greener Manager out to take a look. As a result the walls have been repaired and Geoff has agreed to provide a gate for the car park.

Would your tenants and residents group like to invite a speaker along? You might want to hear from your local Councillor, a Council project manager or a representative of an agency such as the Oxford Credit Union. We can help with getting contact details or making arrangements.

**CARA gets a new home**

The Cowley Airfield Residents Association (CARA) has been running from the living room of one of its members for many years. So that the group can fit in new members they have been working to find a new home.

Local Housing Association GreenSquare has offered CARA a meeting room in their offices at Barns Road. The Council’s Involvement Team will provide support and help with getting more local people to attend. They are planning to create their own newsletter which will be delivered to everybody in the local community.

The group has also successfully applied for funds from the Council, which will cover the costs of a producing a newsletter, running costs such as stationery and room fees and making small grants towards local projects.

**We can support you**

If you have a Tenant & Resident Association (TRA) in your area, get in touch with them and support them in representing your views. If you don’t have a TRA locally, we can help set one up, find a place to meet and even help get newsletters or flyers printed off. If you are part of an existing tenant or resident group such as a watch scheme or even a gardening club, get in touch.

Help us link into the local community. We could support your group and increase your membership. We can help you get the skills to help you run effective meetings, build team working skills or carry out local surveys. These are the sort of skills and experience employers look for too. If you already have them why not put them to good use and join our team of volunteers.

Get your views heard, get to know what’s going on and get involved.

**And finally**

We hope we have given you an idea of how the Council is improving what we do by listening and working with our tenants and residents. Now we would like to improve our conversation with you about where you live, perhaps by linking with local Tenant and Resident groups or individuals who want to know what is going on in or want to tell us what needs improving.

Contact us on 01865 249811 or email tenantinvolvement@oxford.gov.uk or you can write to us using the Have Your Say form at the back of the newsletter.
Welfare Reform – Helping with the changes

New Housing Benefit rules introduced this year mean that many Council tenants have seen a reduction in their Housing Benefit. This is as a result of being deemed to have more bedrooms than they require. The measure has become known as the Bedroom Tax and has affected nearly 700 Council tenants this year.

The Council’s Welfare Reform Team has been supporting people affected by providing some additional financial help whilst working with tenants to find lasting solutions. Each year the Council receives a Discretionary Housing Payment (DHP) grant from the Government. This is money which the Council can provide to people whose Housing Benefit doesn’t cover the cost of their rent.

So far this year 113 tenants affected by the “Bedroom Tax” have applied for a Discretionary Housing Payment, with two out of three applicants being successful and receiving financial help. However there are still around 500 tenants who are affected by this measure, but haven’t approached us for help.

How we can help you

To qualify for a Discretionary Housing Payment you must be in receipt of Housing Benefit already. You must also be prepared to work with the Welfare Reform Team to find a permanent solution. We will help you to;

- Look for smaller accommodation
- Look for work
- Find suitable training or other work-related support
- Get help with any debts
- Take a close look at your budget to reduce costs where possible

Remember you do not have to do this by yourself. The Welfare Reform Team and a range of local partners are available to offer on-going support in all these areas.

If you are in receipt of Housing Benefit, and struggling to find the money to pay the rest of your rent, please contact the Welfare Reform Team for help. They are available on 01865 249811 or email: welfarereform@oxford.gov.uk
No-cost and low-cost ways to keep warm

As energy bills rise, do you feel nervous about turning up the thermostat at home?
Well, take heart, because there are lots of things you can do to get a handle on the heating this winter - so read on and look after yourself.

Make yourself warmer
- Wear several thin layers, rather than one thick layer. This is because they trap warm air close to the body
- Go for clothes made from wool, cotton or fleecy fabrics, if possible
- Draw your curtains, as soon as it gets dark to stop the heat escaping and the draughts coming in
- Keep windows and internal doors closed when it’s cold
- A lot of heat is lost through the head and neck, so if you’re chilly indoors, try wearing a scarf
- Your body keeps warm by burning food you’ve eaten, try to have regular hot meals that contain potatoes, pasta, bread or rice
- Wear warm night clothes in bed.

Stock up for the winter months
Try to have a store of these, in case you have trouble getting out of the house.
- Batteries for your smoke alarm
- Salt or sand for icy steps and pathways
- Tinned fruit and veg – it’s just as nutritious as the fresh kind
- Cold and flu medicines, as well as any repeat prescriptions
- Pasta and rice will last through the winter months, so stock up now

Keep fuel bills down
- Turn off lights when you’re not in the room
- Don’t leave electrical items, like the TV and DVD player, on standby – switch them off
- Only boil as much water in a kettle as you need
- Use a 30°C programme on your washing machine
- Turn off any electrical chargers once your appliance is at full power, such as a laptop or mobile phone
- Don’t block your radiators – it cuts the heat they give out
- If you have a dishwasher, fill it fully before using it, so it’s more energy efficient.

Ward off the winter chill
- Have your heating system serviced and chimney swept
- Check your water stopcock is working properly
- Get a keyhole cover
- Fit thermal linings to your curtains if you can – this will help to keep the heat in

Warm Home Discount
Get in touch with your energy provider and ask about their Warm Home Discount Scheme. You will have to meet their criteria to qualify. In general you need to be in receipt of income related benefits, over the age of 62 or have a child living with you who is 5 years or younger. For more information visit www.gov.uk/the-warm-home-discount-scheme
Giving young people a voice

Because we recognise the challenges facing young people, helping them to reach their potential is high on our list of priorities. One of the key areas we are working on is how we can support young people to make the transition from secondary school to adulthood.

The Youth Ambition Strategy is our way of explaining how we plan to work with young people and stating our commitment to taking action on their views and feedback.

We recently launched the Youth Voice Plan which gives young people 15 different ways to tell us their views and get involved in developing the services that they need.

One of the ways is to come along to an Open Space Road-show how which will be visiting local schools over the next few weeks.

The road-show will allow young people to speak about anything they want to discuss or raise an issue they think Oxford City Council should be tackling.

We ran an event like this in October 2013 and young people decided they wanted to talk about:

- Bus fares
- How the Council communicates with young people
- How life skills are taught in school

As a result of those conversations we have written and action plan and are now it forward. What young people say really does make a difference!

If you, or a young person that you know would like to find out more about Youth Ambition or the Youth Voice Plan then please get in touch with Caroline Robbins, Youth Engagement Officer on 01865 249811.

Can you afford not to be insured?

Improved offer for Oxford City Council tenants and leaseholders on their Home Contents Insurance

We recently carried out a review to check that the Tenant and Leaseholder Home Contents Insurance Scheme continues to provide the best value for money.

The result of this is that you can now protect the contents of your home from theft, fire and water damage for a lower cost. We have also been able to improve the cover offered through transferring the scheme insurer to Allianz plc from 1st January 2014.

The scheme offers Oxford City Council tenants and leaseholders home contents insurance cover that can be paid weekly, fortnightly or monthly by cash, monthly by direct debit, or annually.

The cover is available regardless of your postcode, without any excess, and your home does not require any special security requirements to be accepted onto the scheme. You can include accidental damage cover.

Now is the time to protect your belongings against a wide range of risks and find peace of mind.

Contact us on 01865 249811 for information, or call Crystal Insurance on 0845 601 7007 (from a mobile it may be cheaper to call 01628 586 187). You can download a booklet and application form from our web page www.oxford.gov.uk/contentsinsurance
Water safety advice

The quality of water coming in to your home is among the best and safest in the world but bacteria can live in the kitchen and bathroom. Some can grow both on the outside of taps and inside the spout as well as on shower heads.

You can make sure your water stays safe by carrying out a few simple tasks:

- Regularly cleaning taps and shower heads. This gets rid of the bacteria and yeasts that like to live in moist warm places, like bathrooms and kitchens. Household cleaner can be used to kill off the bacteria and yeast spores.
- Pink stains on shower curtains or around the bath are signs that bacteria are growing.
- Black or grey stains around taps, on grout and in washing machine drawers are signs that mould is growing.
- Remove scale from taps and shower heads. Water will flow better without the build-up of scale which is common in areas where there is hard water—such as Oxford. Water hardness comes from natural calcium and magnesium salts in the water supply.
- Heat the water in your hot water cylinder to at least 60°C for around two hours a day. This prevents bacteria from multiplying and becoming a health risk.
- Cover the cold water tank. The Council fits a cover to stop dust and insects finding their way in and polluting your water supply.

If you have any worries about the safety of the water in your home contact us on 01865 249811

If you have any questions regarding this notice please contact Carol Quainton, Investigations Manager on 01865 252478

If you think somebody is involved in tenancy fraud contact 01865 252333 or email the tenancyfraudline@oxford.gov.uk

Protection against fraud – Notice to Tenants

The Council’s dedicated Housing and Tenancy Fraud Team investigates alleged cases of tenancy fraud. The team has access to many different sources of information including the data held in the controlled door entry systems and CCTV recordings in our flats and tower blocks.

All of the data is protected by the Data Protection Act 1998. This means that the Team can only ask for or store data about an individual if it is considered reasonable and necessary. We can use it for preventing and detecting crime, for safeguarding tenants and to protect the Council’s properties from unlawful use.

We can only share the data with other organisations and agencies for those purposes and where the law allows us to do so.
Doorstep Safety

Also known as distraction burglars, bogus callers trick their way into people’s homes to steal money and valuables. Most callers are genuine and mean you no harm, but bogus callers can often seem very plausible and will try to fool you.

Follow our advice and keep yourself safe and secure at your door.

**Password scheme**

All electricity, gas and water companies have a doorstep password scheme. You can set up a password with each of them. When a representative calls they will give you the password to confirm who they are.

**Put your safety first**

Sometimes bogus callers pose as someone needing help – perhaps a glass of water or access to a telephone. Put yourself first. Do not feel you are rude or uncaring by saying ‘no’ – your own safety is more important.

We will normally write to you if we need to call on you at home. All Oxford City Council staff carry identity cards. Some teams also wear a uniform with the Council’s Ox logo. If you want to you can check the identity of anybody who says they are calling on our behalf by contacting us on 01865 249811.

Remember, it is your home. If you are unsure, do not open the door and do not let the caller in.

Five simple steps to protect against bogus door step callers:

1. Check from a window to see if you know the caller
2. Keep your door on the chain and look to see who is calling before opening it
3. Ask to see the caller’s identification. They should show it to you through the crack in the door, or through the letter box
4. You are entirely within your rights to have the person wait outside while you phone to check the organisation they claim to be from
5. If the visitor insists they need access immediately, or before you carry out the necessary checks call 999 straight away

Need a helping hand in the garden?

Older people and those with disabilities can get help with looking after their gardens.

To qualify for help you must be:

- A Council tenant and in receipt of housing benefit
- Assessed as disabled or in need of personal care
- Physically unable to look after the garden
- Without anybody in your household, or living locally who could do the work.

The type of work we do is:

- Mowing lawns
- Pruning shrubs and hedges
- Maintaining borders

Winter garden clearance

For gardens that are very overgrown we can provide a one-off visit to cut back undergrowth and brambles to make it more manageable for you. The winter garden clearance starts in December and runs until early spring.

Spaces on both garden schemes are limited so you need to get your application in early. Please apply to the Customer Services Contact Centre for an application form.
The Tenancy Management team are here to help you with any changes you want to make to your tenancy such as:

- Exchanging your tenancy and moving to a property that suits the needs of your family
- If your household has changed you may wish to change your tenancy to a joint or sole tenancy
- When the tenant in your family passes away the tenancy can be passed on once to another member of the family if they meet the legal requirements, this is called succession
- Your family may have increased in size or perhaps children have left home and you want to move to a smaller property
- Carry out Health and Housing Assessment and Sheltered Housing Assessments.

We carry out a welcome visit for new tenants and those who have moved by exchange or transfer. This is to offer our support with settling in to a new home. The Tenancy Update visit we do is to make sure that the property meets health and safety requirements and that we hold only correct information about you and your family on our records. We normally always write to you if we need to call on you at home.

The team also looks after other services such as applications for the Right to Buy and Estate Parking Permits. We also make sure all the bills are paid for lighting and heating in communal areas.

The Tenancy Management team works closely with other Council teams organisations such as the County Council and the Police to ensure our estates are safe and pleasant areas to live in. If you have any concerns or suggestions for improvement you can contact your Tenancy Management Officer to discuss what action can be taken.

Your Tenancy Management Officer may pass your enquiry to another team but will continue to support you as necessary. The teams we work with are:

- Sustainment team
- Anti-Social Behaviour Intervention team
- Community Response team
- Environmental Development team

Who is my Tenancy Management Officer?

Tenancy Managers work on a geographical patch of addresses. You can find out who your Tenancy Management Officer in the Landlord Services team is from the ‘patch list’ on our web page: www.oxford.gov.uk/tenancymanagement
New Year
New You!
With GO Active
and Active Women
Oxford

www.getoxfordshireactive.org

Want some fun, affordable, local activities to kick start your New Year?
Then look no further as GO Active and Active Women have something for everyone...

- Table Tennis,
- Netball,
- Cycling,
- Tennis,
- Badminton,
- Jogging,
- Swimming,
- Ice Skating,
- Boxing,
- Zumba,
- Dance
- Nordic Walking

...to name just a few!

Bring this advert with you to any Active Women or GO Active session before 28th February to make use of our fantastic offer:
Free water bottle or t-shirt!
Restricted to 1 prize per person, whilst stocks last.
See website for full list of activities
www.getoxfordshireactive.org
Offer expires 28th February 2014 | Code: NY14TN

New Fitness Trails...

Work has started on the first of five Fitness Trails to be introduced across the city.

The 12 station, 1km trail at Cowley Marsh is now open and includes a cross trainer, treadmill and hand bike alongside equipment to work key muscle groups for an all-round workout in the fresh air.

The programme will also see fitness trails being installed at; South Park, Blackbird Leys, Gillian’s and Spindleberry Park, Holloway recreation ground and in Rose Hill. Each trail will provide a range of equipment that is as inclusive as possible, caters for all ages and abilities and that is appropriate for each park setting.

Each station has information and diagrams to help you get the best use of the equipment.
Friends of The Leys

With the Green flag flying high in Blackbird Leys Park and improvements being made in Spindleberry and Fry's Hill we are looking for local people and representatives from local groups to form a ‘Friends’ group for the Leys’ main parks and green spaces; Blackbird Leys Park, Spindleberry Park and Gillian’s Park.

This will be the first group to focus on more than one location and members can help to consult on new activities, facilities, support events and volunteer sessions and play an active part in their community.

If you would like to find out more or want to sign up contact the Parks and Open Spaces team on 01865 249811 or email parks@oxford.gov.uk or check out our Facebook page on www.facebook.com/parksoxford

How to contact us

All our housing services are available on one number: 01865 249811

Find us on-line:
Our website is www.oxford.gov.uk

Contact our call centre:
Call 01865 249811 from 8.00 am to 6.00 pm Monday to Friday.
When you call this number you will speak to the Customer Services Team. They can help you with most enquiries or they can get in touch with the right team for you.

Visit our customer services centres:
You can call ahead to make an appointment on 01865 249811 or drop in and wait to see a Customer Services Officer.

We are open:
9.00 - 5.00 Monday –Thursday
9.00 - 4.30 Friday
Have Your Say

You can use this form to:

- Tell us what you think about our services – good or bad we like to hear from you
- Tell us if you want to take part in our Involvement activities or training
- Tell us if you want to attend the Tenant and Leaseholder Conference in 2014

Please tick the box: □ Yes - I/We would like to come along to the Tenant and Leaseholder Conference

Name: ____________________________________________________________

Address: __________________________________________________________

Contact number: ____________________________________________________

Email: _____________________________________________________________

There is no need for a stamp – just fill it in, fold it up, put it in an envelope, write the FREEPOST address on the front and pop it in the post!

Strategy and Enabling Team
Oxford City Council
FREEPOST OF10,
PO Box 10, OXFORD
OX1 1BR

□ Please tick the box if you want to take part in the free prize draw

Our free prize draws are open to all Oxford City Council tenants and leaseholders aged 18 years or over, but not to Oxford City Council employees.

The draw will be conducted under independent supervision. The lucky winners will be personally notified and announced in the next issue. The promoter’s decision is final; no alternative prize will be offered.
OVER 16?
REGISTER TO VOTE*

SPEAK UP
HEAR ME OUT

Rock Enrol!

WE CAN'T HEAR YOU YOUR VOICE
IT'S MY RIGHT

IT’S MY RIGHT
I WOULD NEVER
AGREE TO THAT

WE CAN'T HEAR YOU
YOUR VOICE
IT’S MY RIGHT

*You must apply to register to vote at www.oxford.gov.uk/youngvoters
Young people aged 16/17 are able to apply to register to vote if they turn 18 in 2014.

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www.facebook.com/OxfordCityCouncil