

watmos
COMMUNITY HOMES
creating strong communities
through tenant management

Autumn 2011

community roots

in this issue

- **Kitemark Success**
- **Warren's Bid for Olympic Glory**
- **Back to School Top Tips**
- **WATMOS wins National Eco Award**



FUN FOR ALL THE FAMILY!

On Saturday 13 August, Leamore TMO held a fun packed family day for all of their residents.

A barbeque helped keep residents fully fuelled to take part in all of the activities and games on offer, with gladiator duels, bouncy castle, go karts and an Hawaiian paradise for toddlers and children plus much more.

Gill Kelly, Chair of Leamore TMO said "this annual fun day has been a great opportunity for all of our residents at our TMO to mix and have some fun".

STAFF RACE FOR LIFE

Staff members, Faye Potter from Central Team and Stephanie Rees and Nicki Worley from Chuckery TMO took part in this year's Race for Life, the largest womenonly fundraising event in the UK, to raise money for Cancer Research.



Since 1994, women of all ages and fitness levels across the UK have come together at these inspiring events to walk, jog or run to help beat cancer.

Since Race for Life began an incredible 5.4 million participants across the UK raised over £362 million to fund the work of over 4,000 researchers, doctors and nurses dedicated to helping more people beat cancer.

Faye, Stephanie and Nicki's efforts helped raise £204 for the charity.

Residents Boogie On Down At Chuckery Festival

On 16th July, Chuckery TMO in partnership with the Walsall Local Area Partnership, Whg and local businesses held a music festival to celebrate 150 years of Chuckery.

The festival was officially opened by Mayor, Gary Perry and performers ranged from Irish Jimmy, the leprechaun from Britain's Got Talent to the NT Gospel Group and the Basement Apes!

As well as plenty of music and singing, there were plenty of stalls, a magician, a barbeque and refreshment stalls.

The festival was such a success that organisers are thinking of having another festival for 2012.

SANDBANK DONATES TO AIR AMBULANCE



A total of £1162 was donated to the Air Ambulance charity by residents from Sandbank.

The TMO donated £1000 to the charity, with £162 being donated by the family of Les Haywood. The former committee member who died recently had expressed his wish that some of his money be donated to the Air Ambulance.

KITEMARK SUCCESS FOR DELVES AND SANDBANK!

The National Federation of TMOs (NFTMO) has recently awarded the Good Governance Kitemark to Delves East and West and Sandbank. All the rest of the WATMOS TMOs will also soon be applying for the Kitemark.

So what does this mean for you as a resident and why is it important?

Well the NFTMO Good Governance Kitemark is an independent award that recognises that your TMO's Management Committee is running and steering the organisation well on behalf of its residents. To get the Kitemark award, the Committee has to go through a bit of an M.O.T. just as a car goes into the garage every year to make sure its safe and running well. Each of our Committees has done the same kind of health check – they've looked at different aspects of their leadership and tried to make an honest assessment of how they're doing.

To help Committees do this assessment, the NFTMO has set out a number of standards which the TMO has to achieve to qualify for the award. Our Committees have talked over and then given themselves a score out of 10 for how well they're meeting each of these standards. The assessments cover, being well run and under control, being representative, conducting ourselves appropriately, being a good employer, and good at managing finance, once the Committee have discussed all the standards and worked out how well they think they are doing, they can see if they are ready to go for the Kitemark. They have to gather evidence to demonstrate they are doing what they say they do.

The NFTMO appoint a couple of people who know about tenant management to

meet up with a few of the Committee and the Estate Manager. You can't 'pull the wool over their eyes' because they ask for proof! The assessors then get their heads together on their own to work out whether the TMO should get the Kitemark award. The NFTMO stresses that you don't have to be Superstars but you do have to be pretty good at what you do and they like to see the ideas the Committee has about how they can improve.

The Delves East, Delves West and Sandbank TMOs have found the experience really valuable, as they said "it's great to recognised for what you do well but also to see the areas in which you can improve. We want to give the best possible service to our residents and undergoing this assessment helps us to keep improving as a committee".

The TMOs are working closely with Marje, our Learning and Development Officer so I'm sure she will be kept busy helping all of our TMO Committees to continue to learn and grow.

Look out for more news on the Kitemark award in our next newsletter as the other five TMOs in the WATMOS Group are busy self assessing themselves ready to gain the award.



TELL ME WHAT YOU WANT, WHAT YOU REALLY REALLY WANT!

This was the slogan that kicked off the first of our TMO open days at Delves TMO and continued throughout the WATMOS Group from May to August this year.

The open days were held as an opportunity for residents to talk to their TMO staff about what they wanted their TMO's priorities to be over the next 12 months, to tell them what is important in their community and any improvements that they would like their TMO to consider.

As well as consultation there was plenty of time for fun and refreshments with some of our TMOs holding barbeques, having face painting, bouncy castles, stalls, competitions plus some reptile fun!



MEET THE NEIGHBOURS

On Saturday 13th August, Twin Crescents TMO held the Group's annual Meet the Neighbours event.

Residents from across the Group were invited to come along to this family friendly event which enabled residents to meet with other TMO residents in the WATMOS Group and to talk about ways to get more involved locally at their own TMOs or as part of the Group. Louise Walker, organiser of the annual event stated; "there has been a wonderful turnout of residents from across the Group who ordinarily would not have the opportunity to meet, share ideas and socialise together".

There were numerous activities to keep everyone entertained, from face painting and a bouncy castle to giant dominoes and the limbo!

A barbeque and drinks were provided to ensure all residents were fully refreshed after all of the activities and socialising. Chair of Twin Crescents, Len Duckhouse said "this is a great way to tell residents about the voluntary work that you can become involved in at your TMO or for the WATMOS Group".



Bloxwich Carnival

Residents Val Nicholls, Glenn Martin, Lesley Smith, Ivor Smith, Lynda Rowan and WATMOS staff members Louise Walker and Sarah Lloyd took part in Bloxwich's premier event on Saturday 6 August.

Their carnival stall on King George V playing fields raised just under £164 for Macmillan Cancer Support.

Treasure hunt, name the WATMOS lady, and guess the number of sweets in a jar were just some of the games on offer to visitors of the carnival.

Further charity events to support the Macmillan Cancer Support charity will be taking place in the future with an event being held to take part in the "biggest coffee morning in the world 2011" coming soon.

If residents are interested in taking part in the charity event or becoming a member of the Tenant Services Panel, please contact Louise Walker on 01922 471910.



TENANT TRAVELLER BACK FROM ROUND-ENGLAND BUS TOUR

Funds raised for holidays at Bryntysilio for disadvantaged Walsall youngsters

Burrowes Street TMO Management Committee member Richard Worrall took a holiday with a difference in July when he organised a group of four to tour England's coasts and borders on their free bus passes, his travel companions being Lesley Ireson (65) of Aldridge; Dennis Roberts, of Bradley, Wolverhampton; and John Breeze (81) the team's senior member, from Cannock, who took all the photographs.

The tour, a clockwise circuit from the West Midlands, went up the west coast, then across to Berwick-on-Tweed, down the east coast to cross the Thames at Dartford. From there, it did the length of the south and south-west coasts to Lands End, before the final leg home via Newquay (where Richard bumped into neighbours Chris and Rita from Burrowes Street!) Minehead, Bristol, Gloucester and Ledbury..

The 14-day tour was completed using 102 service buses, with many of them meandering through towns and villages, so that Richard estimates the distance travelled at around 2,000 miles. The team funded their own bed and breakfast accommodation and stopped with friends or relatives where they could. They met many pensioner groups en route, and were even welcomed by the Mayor at Weston-super-Mare!



The purpose, Richard says, was to celebrate the huge quality of life benefits of the England free bus pass, while at the same time giving the Government a clear hands-off signal in these times of drastic spending cuts. The free pass is already being devalued as bus routes and networks shrink as a result of reduced council spending on socially necessary bus services.

The other aim, though, was to raise money for charity, and Richard's chosen charity is the Walsall-Bryntysilio Trust, of which he is Secretary. Walsall's much-loved Outdoor Education Centre near Llangollen lost all £500,000 annual support from Walsall Council at the end of March, but, thanks to the Trust partnering up with another charitable trust, Widehorizons, the term-time school groups are continuing as they have for decades, with thousands of Walsall children attending every year.

The Bryntysilio Trust was set up to provide holidays for disadvantaged Walsall children and has always done this with Council funding in holiday

WARREN'S BID FOR OLYMPIC GLORY!

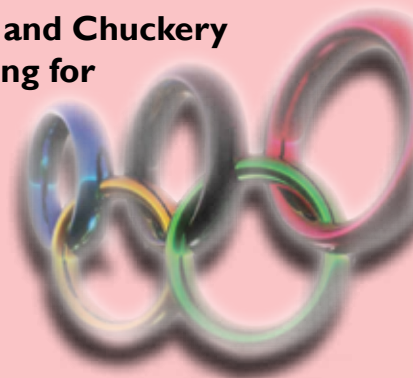
South African born, law graduate and Chuckery TMO tenant, Warren Frey, is hoping for Olympic 2012 selection!

Dedicated training for 4 hours a day, sees Warren currently ranked 26th in the UK in the men's 800 metres event. His best track time being 1 minute 49 seconds so far! Warren came to England in 2005, following a chance meeting with Dame Kelly Holmes, who advised him to come to the UK to train. He has since trained with the British squad in Eton before settling in the Midlands in 2008, joining his grandmother's former club, Birchfield Harriers.

As well as his commitment to running, Warren is a committed member of the Chuckery TMO committee and a voluntary worker for the Esther Project and the Birmingham Christian Centre, who distribute food and clothing to those in need. Warren has also taken up another challenge; starting a campaign to collect running spikes to send to impoverished runners back in South Africa. Running spikes that they require can cost up to 3 times more in South Africa than they do in the UK – equivalent to £180!

Warren is currently collecting unwanted spikes and lobbying multinational companies such as Nike to support him in sending spikes to budding young athletes in South Africa. If you would like to know more about Warren's spikes challenge or would like to get involved, email him at freyyarwarren@yahoo.com

We will keep you updated on both Warren's Olympic prospects and his running spikes challenge in future issues.



periods. Now that funding is gone, the Trust has to raise the money to provide The holidays, hence Richard's fund-raising appeal. So far, he's raised £1,100 for the cause, and Bryntysilio is fully booked with holiday groups this August. One of these has been organised by Burrowes Street site operative Phil Webster, who's a scout leader (3rd Bloxwich Scouts): he's taking a group of 30 to camp at lovely Bryntysilio later in August.

Readers who are involved with groups of disadvantaged Walsall youngsters, and who would like to organise a holiday visit to Bryntysilio, are urged to contact Richard to discuss this. Says Richard: "That's what Bryntysilio is there for, so follow Phil's lead and talk to me about it." A 56-page tour colour diary, including ten pages of John Breeze's photos, a fold-out route map, bound in a card cover, is available from Richard at cost price (£3.50), to which postage needs adding (£1.23). People buying a diary are ALSO invited to add a small (or large!) donation for the Bryntysilio holidays. You pay for the diary on receipt.

To order contact Richard via Burrowes Street TMO on 01922 613292 or email richardworrall@yahoo.com



TIPS FOR GETTING ORGANISED

BACK TO SCHOOL

**One minute it's 2 weeks to go before the children go back to school
Next minute – it's tomorrow**

Time to get organised however late you have started to think about it:

- Start the school bedtime routine and getting up routine if possible, the week before
- Check the date and time of the first day
- If you have more than one child, they may be starting on different days at different times
- Check the clothing situation – uniforms which looked over-sized last term and you thought would do, probably won't
- Shoes – have you managed to avoid the busy shoe shops, or can you start with a polished worn pair and get new ones later in the term?
- Food – any changes planned for snacks and lunches, and is there loads of breakfast cereal in the cupboard?

We know that children and parents have a number of emotional concerns about starting a new school year. By helping your child talk about their worries it can help you to make them manageable. Children worry about not knowing where to go, they worry about not having the right equipment, they worry about making friends and above all not understanding what is expected of them.

FAMILY ACTION EDUCATION GRANTS



Buying everything that your children need to go back to school can cost a fortune. A survey by the Save the Children charity revealed that more than half of families with an average income feel they won't be able to afford all the things they will need this year. Family Action provide grants of up to £300 for low income families with children – particularly those on benefits or when one parent has lost their job. For more information and to see whether you are eligible please visit their website www.familyaction.org.uk



Back to School

If it's that time of year again when you are kitting out your children for the new term.



Saver accounts can help you!

Back to school loans for school expenses such as uniforms, sports equipment and those essential items are available until September.

Our members can borrow up to £250 for Back to School:

	Amount of weekly Payments	Payable Weekly		Amount of Monthly Payments	Payable Monthly
£50	40 weekly payments	£1.39	<i>or</i>	10 Monthly payments	£5.64
£100	40 weekly payments	£2.78	<i>or</i>	10 Monthly payments	£11.27
£150	40 weekly payments	£4.16	<i>or</i>	10 Monthly payments	£16.91
£200	40 weekly payments	£5.55	<i>or</i>	10 Monthly payments	£22.54
£250	40 weekly payments	£6.94	<i>or</i>	10 Monthly payments	£28.18

To qualify to become a member you will need two forms of ID and £6.00. Please contact us on: 01922 653310 or visit our branch at: 181 High Street, Bloxwich, Walsall WS3 3LH

Walsave members have a wide range of services available to them

- **Regular** Saver Accounts
- Free **life insurance** on saving accounts (Subject to status)
- **Junior** Saving Accounts
- **Personal Loans**
- **Flexit Prepaid Cards**
- **No penalties** for clearing loans early
- Christmas Saver Account
- Holiday Saver Account
- Budget Accounts

Walsave Credit Union Ltd is registered with the Financial Services Authority Registration No 213796 Authorised and regulated by the Financial Services Authority (FSA) and a member of the Financial Services Ombudsman Scheme (FSCS)

Healthy Lunch Box Ideas

To help get your culinary juices flowing, here are some lunch box recipes to help start the new school year off!

SUNDAY LUNCH LEFTOVER WRAPS

For 4 people

- 30g light mayonnaise
- 30g fat-free Greek-style plain yogurt
- ¼ teaspoon salt
- ¼ teaspoon black pepper
- ¼ teaspoon horseradish sauce
- 2 large romaine leaves, cut in half
- 8 slices of leftover lean roast beef, thinly sliced
- 1 small tomato, thinly sliced
- 4 (8-inch) whole-wheat wraps

What to do:

1. Place mayonnaise, Greek yogurt, salt, pepper, and horseradish into a food processor.
2. Pulse until well combined, about 10 seconds.
3. Lay wraps onto a flat surface.
4. Top each wrap with a piece of lettuce, some tomato, and 2 slices of roast beef.
5. Drizzle some dressing over the veggies and beef.
6. Roll each wrap up. Serve immediately or wrap in foil for later.

CONFETTI QUINOA

For 4 people

What you need:

- 375 ml chicken stock or water
- 110g quinoa, thoroughly rinsed and drained
- ½ teaspoon salt
- ½ teaspoon black pepper
- 110g frozen chopped, mixed vegetables such as peas, carrots, green beans, sweetcorn

What to do:

1. Add chicken stock or water to medium saucepan.
2. With an adult's help, bring chicken stock or water to a boil over medium-high heat.
3. Stir in quinoa, salt, and pepper.
4. Switch heat to low and cover pot with lid.
5. Cook until water is evaporated and quinoa is tender, about 15 minutes.
6. Remove lid and stir in veggies with a fork.
7. Place lid back on quinoa so that the heat from the quinoa cooks the vegetables.
8. Serve immediately or place into an airtight container and refrigerate for up to 5 days.

PIZZADILLAS

For 4 people

What you need:

- 4 whole-wheat tortillas (8 inches)
- 75g cup fresh or frozen spinach, finely chopped
- 75g part-skim mozzarella cheese, shredded
- 237ml cup marinara sauce (store-bought or homemade)
- Cooking spray

What to do:

1. Lay 2 tortillas on a flat surface. Divide spinach and cheese between the tortillas.
2. Top with remaining 2 tortillas.
3. Place frying pan over medium heat. Lightly coat pan with cooking spray.
4. Gently slide 1 pizzadilla into the pan and cook until light golden brown on one side (about 1-2 minutes).
5. Using a thin spatula, gently flip over the pizzadilla and cook for 30-60 seconds more or until cheese is fully melted.
6. Remove pizzadilla and cut into triangles. Repeat with remaining pizzadilla.

If any of you try these lunch ideas, take a photo of you and your lunch and send it in to The Editor, WATMOS Community Homes, FREEPOST RXLA-RRTL-RZZZ, 29 Stafford Street, Walsall WS2 8DG, to be included in our next newsletter!

TOP TIPS TO BEAT THE BULLIES



The back-to-school period can be very worrying for parents, with bullying considered the number one concern for their children. If you suspect your son or daughter is being bullied...

1. Be open

Bullying is a difficult subject to broach with your children, but being open, honest and approachable will make it easier for them to discuss their feelings.

2. Don't fly off the handle

You might feel angry if you discover your child is being bullied. But for some young people bullying brings on feelings of guilt and shame, so adding your own anger to the mix won't help.

3. Praise them for opening up

It's not easy for children to admit out loud that they are being bullied, so praise them for taking that important step. Now they have spoken to you, you can support them in getting the help they need.

4. Reassure them

Despite so many children going through it, there is still a huge stigma associated with bullying and sometimes youngsters feel as though it's their own fault. Reassure your child that they are not alone – lots of celebs have been bullied, including boxer Joe Calzaghe. They may also worry that the bullying may get worse if the bully finds out they have told someone, so reassure them that you want to help them and make things better.

5. Get help from others

Encourage your child to report the problem to the most appropriate teacher at their school. You could also turn to Beatbullying.org for advice, and children, who often find it easier to talk about their problems to other youngsters, can go online for support at cybermentors.org.uk

6. Online Support at Cyber Mentors

CyberMentors is all about young people helping and supporting each other online. If they're being bullied, or are feeling a bit low, or are maybe troubled by something and you're not sure what to do or who to talk to, then CyberMentors is where they can go for help. It doesn't matter how big or small you think the problem is, or whether they're being targeted online or offline, CyberMentors are there to listen and support. Cyber Mentors are young people too. It's never easy talking about bullying, and many young people would prefer to speak to another young person if they could. CyberMentors are young people who have been trained and are volunteering their time online to help. The site is secure, and all your chats private, but there are also counsellors available for anything really serious.

Development and Growth

A key Board priority is to ensure that WATMOS Community Homes grows and develops as an organisation providing more low cost housing through tenant management.

Recently WATMOS Community Homes was selected as preferred partner for the transfer of 959 general needs units and 380 leaseholder units in the London Borough of Lambeth. The housing stock is currently managed by 3 TMOs, Ethelred Tenant Management Organisation, Thorlands Housing Management Society and METRA Housing Cooperative and comprises a mix of low rise flats and houses across 3 estates in Lambeth.

The process of securing the transfer of stock requires detailed campaigning and consultation work across the 3 TMO estates. The campaign aims to demonstrate the benefits of the transfer to residents and is a similar exercise to the one carried out by Walsall Council, when the Walsall council properties were transferred to WATMOS in 2003.

The due diligence work along with the campaign began last Christmas and will continue through to September. There is demonstrable support for the transfer, both at a political level and also at a local level amongst tenants. The campaign continues to gain momentum and will lead to tenants being balloted in October 2011.

If there is a successful ballot, the transfer of properties from Lambeth Council to WATMOS will be completed by March 2012.



WATMOS and the WIDER Tenant Movement Energy and Ideas at TMO National Conference

Staff and volunteers from WATMOS Community Homes joined over 200 TMO delegates in Stratford-Upon-Avon for an energetic and creative Annual Conference of the National Federation of Tenant Management Organisations.

The conference attracts people from TMO's across the country giving them the opportunity to update skills, share experiences and support each other in the Tenant Management movement.

This year the main presentations included a review of the impact of the new Government, an assessment of the proposed Welfare Rights reform (presented by our very own CEO), the inspiring story of the birth of a new TMO, a proposal for TMOs to have their own self contained housing account, and an update on the Localism Bill.

Workshops were many and varied but with a common theme of developing and strengthening good governance.

Confederation of Cooperative Housing

WATMOS attended the CCH conference held in Warwick University in July with over 150 Co-operative delegates. The conference covered some key issues for community led organisations to consider including -

- the Big Society, what does it mean for the co-operative & mutual housing sector?
- building cooperative and mutual homes
- community rights to build & buy, a community empty homes strategy.
- Greener living programme

The workshops were well attended and once again the conference demonstrated that TMOs and Co-ops really do build sustainable communities.

FAIRNESS CHAMPIONS GROUP

WATMOS Community Homes is all about its people.

We have a long standing commitment to equality, respect and fairness. The organisation is founded on the principles of inclusion and resident empowerment in a culture which values people's individual and collective contribution to their community.

This year saw the review of our equality and diversity strategy.

A group of residents came together to form a fairness champions group.

Their role is to -

- To scrutinise comment inform and draft the revised equality and diversity strategy and action plan
- To recommend the strategy to the Board for approval
- To monitor and champion its implementation
- To introduce and scrutinise equality and diversity impact assessments carried out on new policies/procedures

- To scrutinise performance monitoring information provided on equality and diversity
- To advise or provide guidance on equality and diversity issues to Tenant inspectors, TMO committees, staff and group scrutiny panels as required.
- To champion equality and diversity throughout the group.

The group undertook three half day training sessions on equality and diversity that included understanding the principles, our legal and regulatory obligations, the positive impact of having a strong equality and diversity strategy and how to impact assess our policies and procedures. Alongside the training the group met on several occasions to work through revising and updating the current strategy. During these discussions it soon became apparent that what we wanted to achieve was fairness. We are an organisation that values people both on an individual and collective level. We wanted to ensure that people are treated with respect without labels, assumptions or preconceptions. The group have recommended to change the name from equality and diversity to the fairness strategy.

The fairness strategy will ensure we:

- Listen to and understand our residents asking people what help, support and or guidance they feel they need to access our services.
- Listen to and understand the needs of the wider community and remove any barriers that may exist for people to access our services.
- Ensure our staff and volunteers treat each other and customers with respect care and commitment.
- Focus on the needs of each individual when providing our homes and services.
- Always aim to exceed the requirements of the law.
- Work in partnership with other organisations to develop our knowledge or support our service provision.
- Ensure our staff and volunteers are supported and trained in equality and fairness issues.
- Impact assess our policies, procedures and service standards to ensure they remain accessible and provide equality of opportunity for all users.
- Champion equal and fair treatment.

The strategy includes details on how we will meet the above commitments including a detailed action plan and performance monitoring. The fairness group has also revised the equality impact assessments and will take responsibility to scrutinise their completion.

A key to the success of our strategy is that we continue to develop our understanding of our tenants and residents and the wider community to ensure we meet their current and future needs. The group will continue to develop its knowledge and cascade that learning throughout WATMOS.

If you would like to be involved in the group please contact Faye Potter at Central Team on 01922 471910.



WATMOS Wins National Eco Award



WATMOS Community Homes has won a Green Apple Environmental Award in the national campaign to find Britain's greenest companies, councils and communities.

We competed against more than 500 other nominations and will be presented with a Green Apple Award at a glittering presentation ceremony in the House of Commons on November 14.

Our thermal efficiency project at Avenues TMO in Brownhills gained us this environmental honour. Our investment into fitting 121 homes with high performance external wall insulation and A rated central heating systems has ensured residents have lower heating bills as well as reducing their property's carbon footprint and increasing their SAP and energy performance.

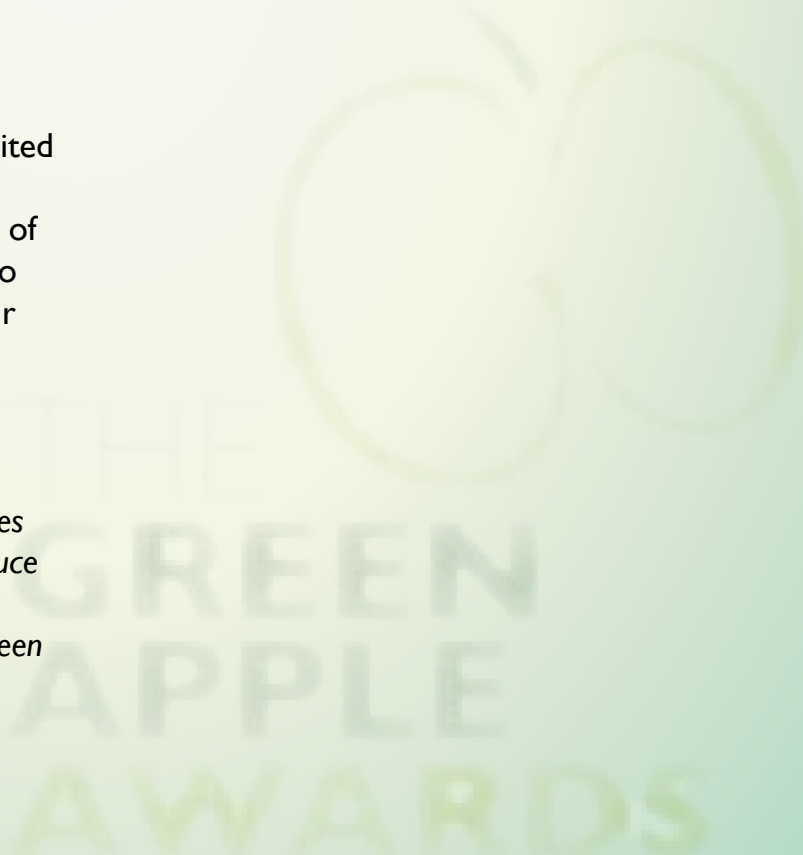
As a result of this success we have been invited to have our winning paper published in The Green Book, the leading international work of reference on environmental best practice, so that others around the world can follow our example and learn from our experience.

Chief Executive of WATMOS, Ursula Barrington stated; *"We are committed to improving the energy efficiency within our homes to reduce fuel bills for our residents and to reduce our carbon footprint. I am delighted that the Avenues project has been recognised by the Green Apple Awards."*

The Green Apple Awards began in 1994 and have become established as the country's major recognition for environmental endeavour among companies, councils, communities and countries.

The awards are organised by The Green Organisation, an independent, non-political, non-activist, non-profit environment group dedicated to recognising and promoting environmental best practice.

Judges for the Green Apple Awards are drawn from the Environment Agency, the Chartered Institute of Environmental Health, the Chartered Institution for Wastes Management and other independent bodies.



Help and Advice with your Rent Arrears

If you are having difficulty paying your rent we want you to contact us. If you allow your rent arrears to build up, you could lose your home. Last year five tenants were evicted because they failed to keep to their agreements to clear their rent arrears this is the last thing we want.

At WATMOS we try to help people sustain their tenancies so by contacting us as soon as you have any financial difficulties we can help you manage your debts. We will work with you to agree affordable payment plans to help reduce your arrears over a period of time that is manageable to you.

We work with The Money Advice Project who will not only assist you in managing your rent but can help with other debts also. The Money Advice Project is independent to WATMOS. They have experienced debt advisors who can visit you at home or at your TMO office if you prefer. They can help you to prioritise your debts and make offers of payments to companies who are owed money. They can also attend court on your behalf and check to make sure you are getting all the benefits you are entitled to.

You have probably heard about the changes in benefits, including Housing Benefit, that the Government is introducing, and you may well be worried about how these changes will affect you and your family.

We are working with your TMO and the Money Advice Project and over the next few months we will be talking to you about how the changes will personally affect you.

In the meantime, if you would like to speak to someone about debt or money worries, please contact your TMO and ask them to refer you to the Money Advice Project. Remember if you are having difficulty the earlier you contact us the sooner we can work together to resolve.



OUR PERFORMANCE... 2010/11

	LAST YEAR 2009/10	THIS YEAR 2010/11	DID WE ACHIEVE OUR TARGET
RENT COLLECTED	98.73%	99.26%	X
REPAIRS COMPLETED ON TIME	99.9%	100%	✓
REPAIRS APPOINTMENTS MADE & KEPT	99.7%	99.8%	✓
REPAIRS THAT WE COMPLETED RIGHT FIRST TIME	99.6%	99.9%	✓
PERCENTAGE OF PROPERTIES WHOSE GAS SERVICING HAS BEEN COMPLETED	100%	100%	✓
NUMBER OF DAYS TO RE-LET PROPERTIES	15.5 DAYS	13.8 DAYS	✓
PERCENTAGE OF HOMES MEETING THE DECENT HOMES STANDARD	100%	100%	✓
COMPLAINTS COMPLETED WITHIN 15 DAYS	96%	91%	X



Can't get no satisfaction....or can you?

During 2011 we carried out satisfaction surveys that aimed to find out how satisfied you were with a range of our services.

The key results are shown below;

Service	Satisfaction
Repairs.....	95.3%
Improvements to homes.....	100%
Gas Servicing.....	98%
Tenant moving in process.....	100%
Tenant moving out process.....	100%
Managing your rent account.....	96.2%
Dealing with anti-social behaviour cases.....	93.8%

Your feedback really counts
Using the information that you give to us through surveys, we are able to make sure we make changes to services where you think there needs to be improvement.

This year we will:

- Review our aids and adaptations procedure
- Review how we allocate our properties
- Offer advice to all of our tenants on housing benefit changes
- Review our complaints procedure.

Fri 9 September Starlight Walk Walsall Arboretum

Join this poignant evening walk in memory of a loved one – or simply to support the local Walsall hospice – and watch the stars come out over Walsall. The magical evening starts at 7pm, when participants will be encouraged to complete five circuits of the Arboretum, a total distance of around five-and-a-half miles. This walk is appropriate for people of all fitness levels, and the paths are suitable for wheelchairs and prams. Dogs on leads are welcome too.

Ticket Information

Please email

cheryl.bradburne@walsall.nhs.uk to request a registration form or call 0845 113 0678.

Thu 15 September A Night at the Musicals with Beacon Park Village Choir Walsall Town Hall

7.30pm in the Conference room

An evening of musical showstoppers with Beacon Park Choir, everyone is guaranteed to leave the show humming a tune from the stage or screen.

Ticket Information

Tickets £10 inc cheese & wine

For tickets/further information call

01922 652072

or 01922 682140

Sat 10 September Pelsall Showcase Event Pelsall Methodist Church 10am - 2pm

Come along to celebrate the creativity and productivity of the people in Pelsall. Join the Mayor of Walsall Garry Perry, Local councillors, local Police, Pelsall Children's Centre, Pelsall Library, Co-op (running fair trade stall, and a visit from Cooper the bear), 'Eatso' food tasting, local photographer and graphic designer, Pelsall Musical Society to perform and a Zumba dance group to name but a few of the attractions.

Ticket Information

Free

Sat 17 September Walsall's Last Night at the Proms Walsall Town Hall 7.00pm (doors open 6.15pm)

An evening of music and song featuring:

- Suprano Soloist – Susie Parkes
- Concert Pianist – Warren Mailley-Smith
- Sheffield Male Voice Choir
- Walsall Symphony Orchestra

Organised by the Rotary club of Walsall in aid of St. Giles Hospice, Walsall

Ticket Information

£10 each

Call 0845 111 2900 to book

Sat 29 October Bloxwich Bonfire King George V Playing Fields

Car Park Entrance through Stafford Road.
Pedestrian Entrances through Bealeys Lane,
Stafford Road and Bell Lane.
Gates open at 6pm
Food available, children's rides, bonfire lit at 7pm,
fireworks 8pm - 8.20pm.
For safety reasons - no fireworks or sparklers.
No alcohol allowed. Under 14s must be
accompanied by an adult.
Limited parking available

Ticket Information
£3.00 per Adult, Children £1.00 under
5's free Car Park £1.00
For further information phone Walsall
Council on 07736 388409/07736 388418

Sat 12 November Willenhall Bonfire Willenhall Memorial Park

Car Park Entry Through Pinson Road. Pedestrian
Entrance is through Pinson Road & Parkside Avenue.
Gates open 6pm
Food available, children's rides, bonfire lit at 7pm,
fireworks 8pm - 8.20pm.
Limited Parking available
For safety reasons - No fireworks or sparklers. No
alcohol allowed. Under 14s must be
accompanied by an adult.

Ticket Information
3.00 per Adult, Children £1.00 under 5's free
Car Park £1.00
For further information phone Walsall
Council on 07736 388409/07736 388418

Sat 5 November Brownhills Bonfire & Firework Display* Holland Park

Car Park Entry off The Parade.
Pedestrian Entrance is through
Chester Road North & The
Parade. Gates open 6pm
Food available, children's rides,
bonfire lit at 7pm, fireworks
8pm - 8.20pm.

For safety reasons - no fireworks
or sparklers. No alcohol allowed.
Under 14s must be accompanied by
an adult. Limited parking available
For safety reasons - no fireworks
or sparklers. No alcohol allowed.
Under 14s must be accompanied by
an adult.

Ticket Information
£3.00 per Adult, Children £1.00
under 5's free
Car Park £1.00
For further information phone
Walsall Council on 07736
388409/07736 388418

It's time to train your brain in our Sudoku challenge!

			2				3	1
1				3	4		5	
2	3		7					
	4				7			9
5								3
8			5				2	
					2		4	6
	8		4	7				2
4	6				8			

The rules of Sudoku are simple. Place a digit from 1 to 9 in each empty cell so every row, every column and every 3x3 box contains all the digits 1 to 9.

			8	9		2		5
6							4	1
		2		1				
	8		6			7		2
		4		2		3		
2		6			8		1	
				7		5		
4	2							7
5		9		8	2			

