

Discussion Item

**Tenants Overview and Scrutiny Panel
Progress so far.... Future Workplan**

Who are the TOSP members

What do they do?

How can you become a
member?

What have they achieved?

The 1st Review: Connect

Connect June 2010

Connect

Official newsletter for tenants and leaseholders June 2010 | Issue 15

Repairs and Improvement

Is your home next?



Thyme for the garden and gardening competition
Page 11

Tenants Forum review
Page 04

New Kitchen in Meadow Road Rothwell
Page 06

Tenant Approved

Kettering Borough Council

Official newsletter for tenants and leaseholders

New award for LifePlan!

In the spring edition of Connect, we told you about our new, innovative LifePlan service which is helping Council tenants into work, training and educational opportunities.

We have just had some great news as our LifePlan service has been awarded the East Midlands Good Practice Award 2010 by the Chartered Institute of Housing.

If you want to know more about how LifePlan can help you, please contact Leanne Reed on 01536 534 319 or email leannereed@kettering.gov.uk



Bulk refuse collection

Did you know an additional refuse service is available to take away large items for you?



be taken are basically items that you would take if you were moving house e.g. furniture and electrical goods.

Due to the popularity of this service it can only be provided twice in a twelve month period and is for domestic properties only (no businesses).

If you have items that are too large to put in your black bin and you are unable to take them to the Recycling Centre yourself, we can help. For a small fee payable in advance, we can arrange to provide a Bulk Collection for you. This means we will collect up to six items from outside your property on a prearranged date.

The items need to be listed at the time of booking and then need to be placed outside your home by 6.30am on the collection day.

Please note that we DO NOT take household waste or anything relating to DIY. The items that can

The costs for up to six items are as follows:

- £23.00 full charge
- £11.50 full time students/over 60s/under 18s
- £4.60 in receipt of Council Tax or Housing Benefits

To use this service or for any other questions either visit one of the Customer Service Centres, call Customer Services direct on 01536 440 333, or log your details on www.kettering.gov.uk and we will contact you to confirm the collection date.

Accommodation Concern

Accommodation Concern provides free, confidential, impartial housing advice and support to residents of Kettering and Corby.

Feel free to visit their drop in service:
Monday, Tuesday, Thursday & Friday 10am-1pm,
1A Headlands, Kettering, NN15 7ER
01536 446 560/522 323 accomm-concern@btconnect.com

Appointments are also available at Kettering Borough Council on Mondays & Thursdays between 2pm and 4pm. To book an appointment call 01536 440 333.



More useful contacts on back page

New award for LifePlan | 05

Connect June 2014

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WIN £25!
see page 3

Post Card
Kettering Borough Council
Belongs you the Summer Celebration

Let the Sun shine!
FREE Summer Activities!
Page 10

Stephen Won! Will You?
Page 3

Summer Saving Special!
Page 5-8

Our Easy-To-Use Budget Guide
Pages 6-7

Tenant Approved

Kettering Borough Council

FREE First Aid Training with LifePlan

We're offering tenants the chance to take part in a free certificated Basic First Aid course delivered by the British Red Cross.

The course has been very popular with tenants who have given some great positive feedback, including:

"This course has improved my knowledge and skills on what to do and how to handle an emergency safely."

For more information or to book your place on the course, please contact Leona Reed, LifePlan Advisor on 01536 534 319 or email leonareed@kettering.gov.uk

Date: Tuesday 16th September
Time: 11am - 3pm
Venue: Kettering Borough Council Offices

Aimed at tenants who would like to improve their basic first aid skills such as CPR, treating scalds/burns and giving first aid to babies and children.

There are 12 places available for tenants, with a buffet lunch provided. It's FREE!

LifePlan
Support for a more rewarding future

Thank you!

We'd like to give a massive thank you to those involved in the Silver Service Social Organisers Group. This group was formed in 2011 and is made up of the representatives from each sheltered housing scheme. It has gone from strength to strength arranging events and trips for sheltered housing residents, which have been thoroughly enjoyed by many!





Could YOU be a Tenant Representative?

The Tenant's Forum is your chance to have a say in how services are delivered to tenants! You can benefit from becoming a forum member in these ways:

- Your chance to help your local community
- Represent tenants in your area
- Looks great on your CV
- Gain valuable experience

If you're interested in being involved, please contact Linda Nash on 01536 535 650 or email lindanash@kettering.gov.uk



Current Scrutiny Topic

Introductory Tenancies

Future Areas for Scrutiny

Who can suggest
topics for Scrutiny?

Future Areas for Scrutiny

The Panel have made the these suggestions:



For discussion in your groups

- What is your view of the outcome of the Connect scrutiny?
- Consider carefully what you would like the TOSP to scrutinise on your behalf.
- We will provide a list of suggested topics, however, do not be limited to just this.
- We want to know your priorities.