

OPEN DOOR

The Newsletter by tenants for tenants



Summer 2016

Find out all you need to know inside about:

New property maintenance service



Swap and move scheme



Safer Selby Hub



A day in the life of... at our Customer Contact Centre



Competition – win a meal at Frankie and Bennys!



Welcome to the summer issue of your Open Door

Welcome to the summer issue of your Open Door newsletter which aims to keep you updated with all the latest news on housing services as well as providing you with all the contact

details you might need. We hope you'll find it interesting and informative. If you'd like to get involved in what goes into each issue of Open Door just email communications@selby.gov.uk.

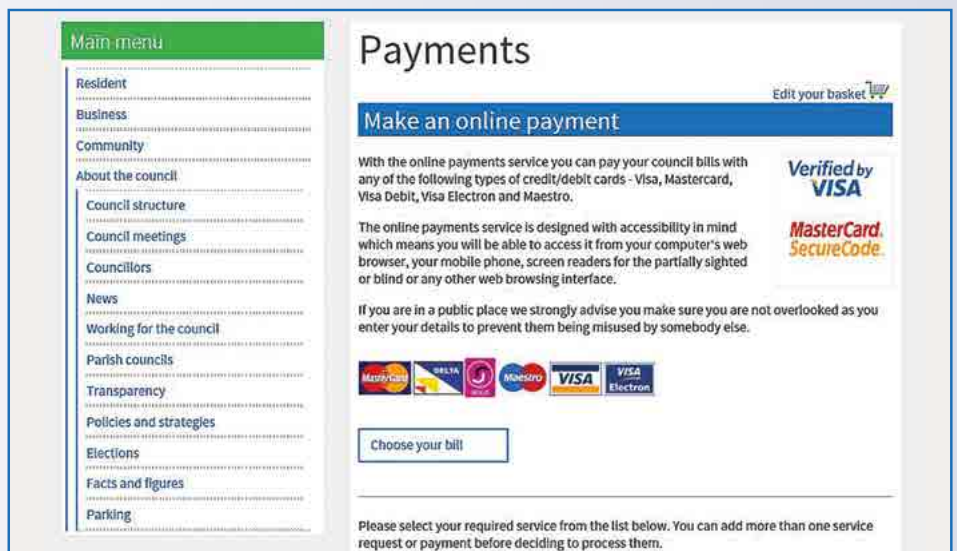
www.selby.gov.uk to find out more. There aren't lots of long meetings to attend; we just like to find out more about what you want to read about and most of this is done via emails.

Speed up your payments

We're opening up new ways that you can pay for Council services through our website.

You will soon be able to pay your rent, Council Tax and any Housing Benefit overpayment easily and quickly online. That means you no longer have to wait in line, or stay on hold in a telephone queue. The user friendly page will be accessed via our website at www.selby.gov.uk/payments and will allow you to make an online payment using your credit or debit card – Visa, Mastercard, Visa Debit, Visa Electron and Maestro.

It will all be done for you in four easy steps – choose your bill,



enter your reference number and payment amount, review your basket and then all you need to do is enter your card and contact details. You'll be emailed a receipt or be able to print out a copy.

As part of the process you'll see a balance of what you owe so you

can decide how much you wish to pay. Our new ways to pay will be included on any future invoices or paperwork we send to you.

Council services you will be able to pay for in this way also includes the Lifeline service and any chargeable repairs.

Calls to our Contact Centre

- what are you calling us about?



The average number of calls to our Contact Centre are:

10,190
calls per Month

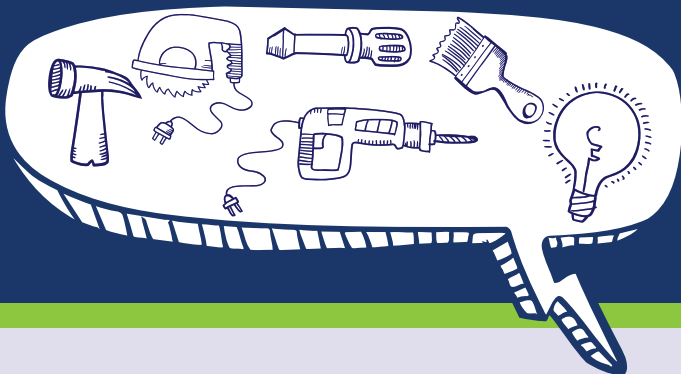
2,351
calls per Week

470
calls per Day

These are some of the most regular questions you're asking us:

1. Customers call to make payments for Council Tax and check varying details of their account, from discounts, moving their council tax account from one address to another and the balance on the account.
2. A query over benefit notification information posted to a customer. The document is explained fully. Queries over evidence that a claimant has been asked to supply a benefit claim.
3. A call from a tenant about rent arrears and when a further payment is due.
4. A call reporting a repair that is required.
5. Callers asking about refuse and recycling services – full details about this are also available on our website www.selby.gov.uk.

Reporting repairs



You can report repairs: On www.selby.gov.uk (search for Council House Repair Request form).

- In person at our Access Selby office, Market Cross, Selby.
- Through the Lifeline service

You can report repairs by calling us on 01757 705101

Our phone times are:

Monday 8.30am – 5pm

Tuesday 8.30am – 5pm

Wednesday 10am – 5pm

Thursday 8.30am-5pm

Friday 8.30am-4.30pm

Emergency Repairs

(out of hours)

01653 600941.

Please use this number for genuine emergencies only.



Offering a new property maintenance service



We're now offering a new joinery and electrical maintenance service to everyone in the district. We also know people want trusted, qualified tradesmen. People can have confidence in the quality of the workmanship carried out by our trades team and know the job will be done right first time.

What are we charging?

Most small jobs will be completed within an hour at a fixed price of £38.40 plus materials, subsequent hours charged at £31.20 (both prices include VAT). For larger or more complicated jobs we will carry out an inspection and provide a written quotation.

Please get in touch with any questions: commercialservices@selby.gov.uk

Tel: 01757 705 101



A day in the life

A day in the life of a Selby District Council Support Officer



Sandra is the Residential Support Officer for St Wilfrids Court, one of our sheltered schemes in Brayton. She also works alongside the other Support Officers out in the community delivering our Lifeline service.

Her typical day involves:

Spending some time in the morning in St Wilfrids Court, or Laurie Backhouse Court, calling and visiting residents there.

Telephoning our Lifeline customers in the community who are assessed as requiring a morning call to check on their wellbeing.

Visiting Lifeline customers in the community – this could be every day, week or month (depending on their needs) to check on their wellbeing, update records with any change in circumstances, or contact numbers. Sandra may also test their Lifeline and Telecare equipment to make sure it is working as it should. Sandra may suggest contacting other voluntary agencies or organisations if further help and support is required.

Sandra also spends time visiting new customers who have self-referred, or have been referred to us by family, GP, Social Services etc. to introduce herself, explain the service, and fit the Lifeline equipment and any Telecare equipment eg. fall detectors, bed mats or smoke alarms. She can then complete the relevant paperwork with the customer and demonstrate and explain how Lifeline works.

She may also respond to any emergency calls made through the Lifeline service and organise a visit or call, as is needed.



Typical emergency calls can be:

- If a customer has fallen
- If a customer is feeling unwell
- If there has been no response to a call from a customer
- If an emergency prescription need collecting

A Support Officer will also attend when emergency services have been called to provide reassurance.

To find out more about our Lifeline service and how the Community Support Officers can help you, a friend, or your family visit our website www.selby.gov.uk/lifeline or call 01757 705101



Exchanging homes

Do you want to downsize, find a larger home, move closer to family or move for a new job? A home swap/mutual exchange can be a quicker way of getting the home you need.

What is a Mutual Exchange?

Council tenants have the right to Mutual Exchange. A Mutual Exchange occurs when a Secure, Flexible or Assured tenant applies to their council landlord or housing association to exchange their property with another Secure, Flexible or Assured tenant.

Who is eligible?

There are certain conditions which must be met before the landlord will approve an application. Council tenants must not carry out an exchange without the Council's permission.

Applying for a Mutual Exchange through swapandmove

As a Selby District Council tenant, you can register free for a Mutual Exchange on the swapandmove website.

- swapandmove is a home swap service that helps council and housing association tenants to exchange their homes.
- swapandmove allows you to search for properties to within ¼ mile of where you want to live and contact other swappers.

For further information and answers to frequently asked questions, please visit www.swapandmove.co.uk



swapandmove App

Swapandmove is a new **FREE** app available on the Appstore and on Google Play.

Applicants can register, view property matches, browse and view detailed information of properties, manage account settings, all from the palm of their hand.

You can create and view text messages to other tenants and message your landlord directly.

Adding and managing photographs to help market your property couldn't be simpler as photos can be taken using a mobile phone and uploaded from the phone to the App with ease.

swapandmove.co.uk
helping tenants swap homes

It's easy to swap and move

- ✓ Visit www.swapandmove.co.uk to register
- ✓ Enter details of your current home and the home you want
- ✓ See your possible swaps!

www.swapandmove.co.uk - Helping tenants to swap homes locally and nationally

Facebook Twitter LinkedIn

swapandmove.co.uk
helping tenants swap homes

The Grounds Maintenance Service

There are a number of grounds maintenance services that we carry out around the District and below we have tried to give you a bit more information to answer some of our most common enquiries.

Tree Works

We will only carry out work to trees on land that we own. We will not carry out works to trees on private land or in private gardens. Tree works will take place outside of nesting season.

The table below shows the most common tree complaints and how we respond to them.

Complaint Type	Response
Safety concerns	Where concerns are raised regarding the safety of a tree we will arrange an inspection and carry out works to make it safe. A large tree is not necessarily a dangerous tree and we will not usually carry out works to reduce the height of a healthy tree that is not causing an obstruction.
Obstruction of the highway or road signs	We will seek to ensure there is adequate clearance over the highway at all times and will act to resolve reports of low branches promptly.
Loss of daylight / sunlight	We will not usually carry out works to trees blocking daylight.
Loss of television / satellite signal or other radio equipment	We will not usually carry out works to trees that are disrupting television / satellite or telephone signals. You should contact your service provider in these cases.
Deposit of leaves, seeds and fruit	We will not usually carry out works to trees because they are depositing leaves, seeds or fruit. Leaves and seeds are carried on the wind and are largely outside the control of the council.
Subsidence / damage to property or drains	If you believe that damage has been caused to your property or drains as the results of tree roots you should contact us on the usual numbers and we will arrange for an investigation to be undertaken.

The Safer Selby Hub helps tackle anti-social behaviour

Selby District Council and North Yorkshire Police work together as part of the Hub, to ensure a coordinated and robust response to key community safety issues. As well as working together we link up with North Yorkshire County Council and partners such as other landlords to make sure unacceptable behaviour can be dealt with and that the Selby district is a safer place.

Anti-social behaviour can be any behaviour which alarms, harasses or distresses other people, such as threatening violence, noisy or uncontrolled dogs, littering, threatening behaviour, dumping rubbish or misusing fireworks later at night.

Last year we won an injunction against two people in Selby to prevent them from engaging in swearing, verbal abuse, threatening or intimidating behaviour both in and around their home. The injunctions were sought following cases of anti-social behaviour, including shouting and swearing at all times of day, damage to the property and the congregation of youths inside and within the vicinity of the property.

The Safer Selby Hub means that all 40 partners can co-ordinate and share where necessary the relevant information and take swift multi-agency action.

For the police this provides new intelligence feeds which helps obtain vital evidence to support prosecution cases from minor to serious criminal activities, the latest being a cannabis seizure valued at over £400,000.

For Selby District Council, and the registered social landlords we work with, it helps identify and support victims of anti-social behaviour and also helps identify perpetrators of anti-social behaviour early. Partners work together to 'nip problems in the bud' to prevent escalation of the behaviour.

You can report anti-social behaviour to us on our website www.selby.gov.uk, or by calling us on 01757 705101.



Community centres



We manage nine community centres in the district, with events at each usually organised by a local committee of volunteers.

The community centres are:

- Anne Sharpe Centre, St Edwards Close, Byram
- Westfield Court Centre, Westfield Court, Eggborough
- Coultish Centre, Charles Street, Selby
- Cunliffe Centre, Petre Avenue, Selby
- Lady Popplewell Centre, Beechwood Close, Sherburn-in-Elmet
- Grove House, Grove Crescent, South Milford
- Calcaria House, Windmill Rise, Tadcaster
- Kelcbar, Kelcbar Close, Tadcaster
- Rosemary House, Rosemary Court, Tadcaster

The community centres can be used for family events such as parties and also regularly host activities including bingo, dance lessons and special interest clubs for all ages. Please contact us on 01757 705101 to arrange a booking.

Kelcbar community centre has Facebook page that posts regular updates and events- log onto Facebook and search Kelcbar Community Centre.

Please note that Harold Mills House, in Sherburn-in-Elmet, is currently closed following a fire. We have been working with our insurers to assess the damage and agree the next steps. We'll keep you updated about this. If you have any questions about the interim arrangements that have been put in place please contact Sarah Thompson or Helen Breheney on 01757 705101.

Residential and day care

The North Yorkshire County Council website also has information on residential homes throughout North Yorkshire as well as community and day centres.



Your local Community Officer Surgery

These surgeries are drop in sessions where you can come along and talk to a Community Officer about any issues or concerns you have and ask questions.

Community Officers have in-depth knowledge of your area and can help with a variety of issues from fly tipping to dog fouling, offer advice about rent, benefits and council services, and work closely with partners including the police to find solutions to local issues.

Selby - Central Surgery is 9.30 until 12.30 every Tuesday at the downstairs office 12 Normandy Close

Sherburn - Western Surgery is 9.30 until 12.30 every Tuesday at Sherburn Library

Tadcaster - Surgery is 9.30 until 12.30 every Thursday at Calcaria House

NEW - Eggborough - Southern Surgery is 10 until 12 noon, every Thursday at Westfield Close Community Centre

Estate walkabouts

Estate walkabouts with our Community Officers are a useful way for us to find out what matters to you in your area.

It also helps us to know exactly what is going on. We are always striving to improve our service and walkabouts can draw our attention to issues that may have gone unnoticed.

Everyone is welcome to join in.

To find out when these take place please email info@selby.gov.uk or call us.



Annual tenancy visits

Commencing this summer, Selby District Council will be conducting Tenancy Visits to all our tenants. Tenancy Visits enable a two way conversation with you about your home, neighbourhood and community, and provide an opportunity for you to feedback on Housing and Council Services.

Why are we carrying out Tenancy Visits?

- To ensure we have accurate information about tenants, which will help with the future planning of services and provide support where needed.
- To meet tenants' needs and expectations
- To check that the legal tenant is living at the property and ensure best and legal use of council homes.
- To ensure tenants are complying with their tenancy agreement.

When will we visit?

At the present time, the frequency of officer visits has yet to be decided. There will initially be a pilot project rolled this summer which will be aimed at those who currently do not have an annual visit from either Council Officers or organisations contracted to work for us.

A decision will be made as to how the project will continue following an analysis of the success of this pilot.

You will be contacted at least 48 hours in advance by letter to advise you that we will be carrying out our visit, and providing you with a time and date when this will take place.

When we visit a property we will respectfully ask you a range of questions and carry out a brief inspection of the inside and outside of your home.

Follow up visit

Should we need to schedule a follow up visit to your home, we will contact you shortly after our initial visit to arrange this.

Get Involved!

Tenants' and Residents' Association meetings

The Flaxley Road Tenants' and Residents' Association meeting takes place on the second Tuesday of every month at the Coulthill Centre at 6.30pm. Raise any issues you may have with your local councillor

and community officer.

The Selby South Tenants' and Residents' Association meeting takes place every six weeks at the Cunliffe Centre, Petre Avenue,

Is your dog micro chipped?



Dog owners should ensure their dogs are micro chipped or could face a hefty fine.

In April earlier this year a change in the law made it an offence to have a dog over the age of eight weeks old that has not been micro chipped or whose details are not up to date. Failure to comply with this legislation could lead to a fine of up to £500.

If your dog has not been chipped your vet will be able to do this or you can ask us to do it – we charge £5 per dog.

Call us on **01757 705101** to arrange this. To update your dog's chip details ask your vet to scan your dog and you can check the details that are held by the microchip company. There may be a charge made by your vet to have your dog chipped but the microchip company should do any changes to your details free of charge.

REPORT IT. DON'T IGNORE IT!

UNLOCK THE LIES ON HOUSING THIEVES

SLAM THE DOOR ON HOUSING FRAUD ACROSS NORTH YORKSHIRE

If someone provides false information on a housing application, illegally sublets or abandons their property they are committing **housing fraud**. Their behaviour increases housing waiting lists and deprives families and vulnerable people of homes.

If you believe someone may be committing housing fraud please call us on **01904 552935** or email counter.fraud@veritau.co.uk
Message service available 24 hours a day.

Bringing history to life



Children across Selby could soon be digging up their parent's gardens as an ambitious initiative to bring archaeology to Selby schools takes off.

Abbot's Staith Heritage Trust is working with community archaeologist, Dr Jon Kenny and Mark Simpson (MA Buildings Archiiology) whilst visiting primary schools in Selby to tell children about the area and the potential of the medieval Abbot's Staith buildings on Micklegate.

Jon has often helped schools bring archaeology alive for their pupils in the past and he is keen to use the expertise to work alongside the trust on the new learning initiative, whose ultimate aim is to regenerate and refurbish the ancient monastic warehouse into a multi-use building.

Dr Kenny said "I was first shown Abbot's Staith by a group of

locals when I ran an archaeology course in Selby. They were really proud of this part of their heritage, hidden away from many. I was so excited to see such a large medieval warehouse and I was even more excited to be asked to help the Abbot's Staith Heritage Trust to investigate and rescue this magnificent building. The Staith really is a gem from the past and has the potential to be right in the core of Selby life in the future"

The Heritage Trust have been running a schools outreach project for the last year with kind funding from Selby Town Council with over 900 school children having taken part in the project so far. For more details email abbotsstaith@yahoo.co.uk

Frankie & Benny's
NEW YORK ITALIAN RESTAURANT & BAR

Competition

To win a £30
Frankie & Benny's
voucher

How many school
children have taken part
in the project so far?

Less than 500
More than 500
More than 900

Your answer: _____

Name & Address _____

Phone number _____

Return to Julie Walden,
Communications, Selby District
Council, Doncaster Road, Selby,
YO8 9FT by 30 April 2016.

Thanks to all those who entered our competition in the winter issue to win a meal voucher for Frankie & Benny's. We asked you to tell us how many Fair Trade towns there are in the world – the answer was more than 700.

Well done to Gwen Turner of Selby who wins the prize!

Contact us:

Online

You can find out about all Selby District Council's housing services online: www.selby.gov.uk.

Phone

01757 705101

Phone line opening times

Monday – 8.30am to 5pm
Tuesday – 8.30am to 5pm

Wednesday – 10am to 5pm

Thursday – 8.30am to 5pm

Friday – 8.30am to 4.30pm

The out of hours emergency number for repairs and homelessness issues

01653 600941

Visit

Customer contact centre, Market

Cross Shopping Centre, Selby, YO8 4JS. Please note: the postal address of the Council is Civic Centre, Doncaster Road, Selby, North Yorkshire YO8 9FT.

Customer contact centre opening times:

Monday, Tuesday, Thursday and Friday – 9.30am to 4pm
Wednesday – 10am to 4pm