



TENANT ENGAGEMENT EXPERTS
tpas
member 2021-2022



Melton
Borough
Council

Helping people | Shaping places

Homes for Melton

Welcome to the **new look, newsletter**
for our tenants and leaseholders.

Helping people | Shaping places

Homes for Melton | August 2022

A QUICK LOOK INSIDE...



Supporting our
Tenants and
Leaseholders.



Thinking of Moving?
Want to live to
somewhere else?



Energy saving tips
for tenants and
leaseholders.

Thank you to tenants and leaseholders for your feedback about our recent newsletters. We have listened and are pleased to share this new look newsletter. We'd love your feedback and ideas for future content too.

We want to put our tenants & leaseholders at the heart of shaping how we deliver services. If you have suggestions on how we could do things differently or want to get involved, please let us know on: **01664 502502** or email: **housingconsultation@melton.gov.uk** and ask for the Tenant Engagement & Service Improvement Lead.



Cost of Living: Supporting Our Tenants and Leaseholders

#Here4Melton

www.melton.gov.uk/leisure-health-and-community/cost-of-living/

We know that many of our tenants and leaseholders will be concerned about higher fuel costs and increases in the costs of living. We are here to help. In this newsletter and on our website you will find useful information, and access to guidance and support.

We are aware that there will be tenants and leaseholders who depend upon their homes being warm, for health reasons and rely upon electricity to provide power for ventilation machines and electric wheelchairs. We also recognise that fuel costs for vehicles are also increasing on almost a daily basis and this we believe may have an impact on attending medical appointments, going to work and school or college.

We currently support our tenants and leaseholders through a number of ways, this includes your Housing Officer who can help with your tenancy, and the Case Management Team who can provide assistance with a range of issues, including additional support needs and debt issues.

They can be contacted by phoning 01664 502502 or emailing contactus@melton.gov.uk We may be able to provide Discretionary Housing Payment and Council Tax Support and can help you to access and apply for various funds to assist you with your day-to-day living.



What help is there?

You may be able to apply direct to your electricity supplier for help if you:

- Receive the Guarantee Credit element of Pension Credit
- Are on a low income
- Receive certain means tested benefits

You can find a list of these companies on the Gov.UK website: <https://www.gov.uk/the-warm-home-discount-scheme/energy-suppliers>

- If you are on Universal Credit you can apply for a Broadband Social Tariff deal that some providers offer at a significantly cheaper amount. You can find a list of the providers if you go to the U.Switch website: <https://www.uswitch.com/broadband/guides/broadband-deals-for-low-income-families/>
- Severn Trent Water has a Big Difference Scheme and it could offer a reduction to your water bill, if your household income is below £16,480. If you think you may qualify and for more information please have a look at their website: <https://www.stwater.co.uk/my-account/help-when-you-need-it/help-with-paying-your-bill/big-difference-scheme/>

Engaging with Tenants and Leaseholders

As part of the new Tenant and Leaseholder Engagement Framework, we're looking at different ways to engage with you.

A small group of tenants and leaseholders already meet with us regularly and we are looking for more people to join them. The group looks at ways to improve the services that we provide you to be able to live in your home safely.

It is an open forum for discussion. Your thoughts and comments are taken into account and acted upon.

You will also be given the opportunity to look at policies and toolkits that are produced to assist us in our day-to-day work.

We would like to know new ways to engage with you. This could be by a digital platform, e.g.: Zoom; or us coming out to you in your community; or by meeting up Face-to-Face; or by letter.

If you would like to be involved, please **contact Customer Services on: 01664 502502** and ask for our Tenant Engagement & Service Improvement Lead **or email: Housingconsultation@melton.gov.uk**



HOUSING REPAIRS

After recent discussions with some of our tenants and leaseholders, we were asked to change the way that we deal with how you report your repairs.

We have listened, from now on when you report a repair to us, you will be given the following information:

- A work order reference number
- The name of the contractor who will be coming to do the work
- The priority that the works order has been raised too
- The target date for completion of the works that you have reported

Please contact the **Tenant Engagement & Service Improvement Lead on 01664 502502** or email direct to housingconsultation@melton.gov.uk

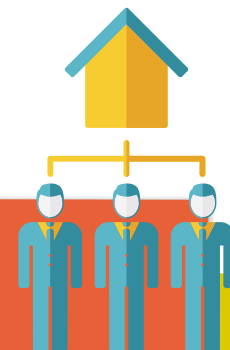


Melton Home Search

In May 2022 we launched our new Choice Based Lettings scheme, called **Melton Home Search**, which has been built alongside the new allocations policy. The policy gives a greater priority to those with a housing need and a local connection to the Melton Borough.

<https://housingonline.melton.gov.uk/>

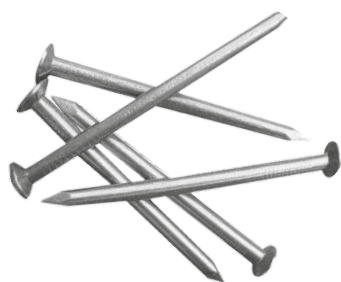
ARE YOU READY TO MOVE ON?



Are you struggling to maintain your current home, finding that it is too big for you, missing friendly faces and over 60 years old?

Do you think that you might want to move to somewhere smaller where you can meet and make new friends and receive support from us to live independently, but know that someone is there to help?

Have you considered moving to one of our older persons' schemes? **If you think that this is something that you might want to consider, please contact Customer Services on 01664 502502.**



Garages

We know that some of you have been waiting a while to be allocated a garage.

We have now assessed the condition of our garages and are starting to allocate them to people on the waiting list. If you are on the list and waiting to be allocated a garage, please bear with us, we will be in touch with you when a garage is available.

If you'd like to apply for a garage, please contact Customer Services on 01664 502502 or look at our website, www.melton.gov.uk











Energy saving tips

for tenants and leaseholders



-  **Do full laundry loads** – half load settings save very little energy, so a full load is much more energy efficient. Do fewer, but fuller, wash loads instead
-  **Don't use standby mode** – unless switched off at the wall, appliances like your TV continue to use energy, costing the average UK home £35 per year
-  **Unplug all your chargers** – Across the country, people are unnecessarily over-charging their mobile phones, laptops, iPads, and tablets. Instead, as soon as your device is fully charged, try to get into the habit of unplugging it. Not only will this save energy, but it also prolongs the battery life. If could also save you about £60 a year on electricity bills
-  **Don't overheat empty rooms** – If you are not using a bedroom or other spare rooms, you can turn the thermostat down on the radiator, to reduce your heating costs.
-  **Use LED light bulbs** – by fitting these in your lamps and ceiling lights, you could save around £40 a year
-  **Close your curtains at night** – In the day it's important to use as much natural – and free – heat (in the form of sunlight) as possible. When dusk falls, closing your curtains will help your home retain that heat. This helps keep warmth in the room – but try not to drape curtains over your radiators.

Is there help if I am struggling with debt and other finances?

If you find yourselves struggling with debt there are organisations which may be able to assist you and provide you with advice and guidance.

The following is a short list:

Melton Borough Council's Community Support Hub

Tel: **01664 502342**

Email: **Here4melton@melton.gov.uk**

MADMAC (in Melton Mowbray)

Web: **www.madmacmoney.co.uk/**

Tel: **07775 942 046**

Email: **help@madmacmoney.co.uk**

Citizens Advice

Web: **www.**

citizensadviceleicestershire.org/acadp_listings/citizensadvice-melton-mowbraybranch/

Tel: **0808 223 1133**

StepChange

Web: **www.stepchange.org/**

Tel: **0800 138 1111**

MoneyHelper

Web: **www.moneyhelper.org.uk/en**

Tel: **0800 138 7777**



MELTON BOROUGH COUNCIL WILL SHORTLY BE COMMENCING A REVIEW OF ITS SERVICE CHARGES

DON'T FORGET TO ASK THE CONTRACTOR FOR THEIR ID, IF YOU ARE NOT SURE WHO THEY ARE

ARE YOU STATE PENSION AGE? YOU MAY BE ELIGIBLE FOR PENSION CREDIT, PLEASE CONTACT US

REMEMBER TO KEEP YOUR GARDENS, HEDGES AND TREES MAINTAINED AS THEY ARE YOUR RESPONSIBILITY

REMEMBER IF YOU CLAIM UC, TO ENSURE THAT YOUR JOURNAL HAS BEEN UPDATED WITH THE NEW RENT INCREASE CHARGES

