BREAKING NEWS:

THIS YEAR RENTS HAVE REDUCED BY A FURTHER 1%

WE HAVE FROZEN COMMUNAL HEATING CHARGES FOR THE SECOND YEAR RUNNING

Since I took up my role in July, I’ve been busy setting out our objectives for our Housing Service, which focus on making our homes sustainable, safe and secure.

The provision of good-quality housing in strong communities continues to be a priority, not just for me but for the whole council. I’m excited about the progress we’re making to develop and build more affordable and supported homes, and that we’re implementing new energy-efficiency measures to help improve people’s health and happiness.

Of course, there’s always room for improvement, and we’re committed to working with you, our customers, to identity ways we can do things better.

It’s for that reason that I enjoy meeting so many of you, whether that’s at events such as this summer’s tenants conference, or out in our estates and communities. I get to see first-hand the difference residents are making to their neighbourhoods, and share in the pride you feel about your city. We rely on people like you to be our ears on the ground, to tell us what we’re doing well and where we need to do extra work, to ensure our Housing Service delivers for residents across Southampton.

This annual review serves as an opportunity to reflect on our successes from the last year and look forward to what’s in store in the future.

Thank you for your support.

Councillor Satvir Kaur

Councillor Satvir Kaur
Cabinet Member for Homes and Culture
Whenever I meet our customers, I am often struck with how interested you are in what’s happening in housing and your local communities. You tell me that you don’t only want to know about the good news, you also like to know what’s being done to improve housing and to strengthen the local community.

In this year’s annual review you can find out what we and our tenants have been doing over the last year. You can also find out how we are performing compared to other housing organisations. I hope you enjoy reading through it and welcome your feedback. Here’s just a flavour of some of the housing news inside:

As well as reducing rents again for the third year in a row, we have spent £76 million on services and maintaining your properties. Find out more on page 3.

- Are you interested in how we spend your rent money? Flick to page 4 to find out.
- Thank you to everyone who took part in our Customer Survey in 2017. Find out what we have done to improve services as a result on page 7.
- Have you got a car parking problem? Read how we are trying to help Redbridge residents with car parking on page 19.

Over the last year our key themes have been improving safety, modernising and making your homes warmer. See page 12 for more information.

If you have any comments about this review, your home or our services, please don’t hesitate to get in touch at: tenant.engagement@southampton.gov.uk.

Paul

Read the report online at southampton.gov.uk/housingannualreport
Rents have been reduced by a further 1%...

...what are the implications for the Housing Service?

Because rents are reducing we have to save £4 million to cover the reduced income. We have to reduce rents to comply with the Government’s rent reduction policy. This has required us and all social housing providers to reduce rents by 1% for 4 years.

The reduction in income means we’ll have to make savings of £4 million in 2018/19.

Here’s a list of where some of the reductions are being made:

- Major improvements to homes – reduction in the budget of £2.94 million
- Local neighbourhood improvements – reduction in the budget of £200,000
- Special Decorations Scheme – reduction in the budget of £123,400
- Environmental Improvement Projects – reduction in the budget of £100,000

We’re also raising money by:

- Increasing rents on garages by 15%, raising £11,800
- Rents on parking spaces by 10%, raising £8,000
- Making efficiency savings across the Housing Service

We’ll need to find another further £4 million of savings in the year 2019/2020. In next year’s Annual Report we will update you on where those savings will come from.
How we spend every £1 of rent money

- 23p Repairs
- 13p Cost of borrowing money
- 12p Cost of managing your neighbourhood
- 7p What we pay other council departments
- 3p Other
- 3p Maintaining green spaces
- 37p Improvements to buildings
- 2p Allocating properties and dealing with homelessness
## How are we performing compared to last year?

<table>
<thead>
<tr>
<th>Performance measure</th>
<th>2016/17</th>
<th>2017/18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total rent arrears</td>
<td>£2.33M</td>
<td>£4.58M↑</td>
</tr>
<tr>
<td>Leaseholder service charge arrears</td>
<td>£58,943</td>
<td>£38,574↓</td>
</tr>
<tr>
<td>Days to re-let an empty property</td>
<td>37</td>
<td>38↑</td>
</tr>
<tr>
<td>Number of repairs carried out</td>
<td>40,007</td>
<td>37,373↓</td>
</tr>
<tr>
<td>Repairs completed on 1st visit</td>
<td>80.97%</td>
<td>80.54%↓</td>
</tr>
<tr>
<td>Repairs completed on time</td>
<td>95.49%</td>
<td>91.26%↓</td>
</tr>
<tr>
<td>Average cost of repair</td>
<td>£98.70</td>
<td>£102.77↑</td>
</tr>
<tr>
<td>Jobs not carried out due to ‘no one home’</td>
<td>3,291</td>
<td>3,793↑</td>
</tr>
</tbody>
</table>
How are we performing compared to other councils?

Here’s a look at how we performed compared to other housing organisations for the year 2016/17

<table>
<thead>
<tr>
<th></th>
<th>Satisfaction with the overall housing service</th>
<th>Satisfaction with the neighbourhood</th>
<th>Satisfaction with the repairs service</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Best</strong></td>
<td><strong>92.5%</strong></td>
<td><strong>92.%</strong></td>
<td><strong>90.80%</strong></td>
</tr>
<tr>
<td>Southampton City Council</td>
<td><strong>79.4%</strong></td>
<td><strong>75.10%</strong></td>
<td><strong>71.6%</strong></td>
</tr>
<tr>
<td><strong>Worst</strong></td>
<td><strong>66%</strong></td>
<td><strong>65.8%</strong></td>
<td><strong>48%</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Cost of housing management per property</th>
<th>Average number of repairs per property</th>
<th>Average cost per repair</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Best</strong></td>
<td><strong>£189.26</strong></td>
<td><strong>1.45</strong></td>
<td><strong>£37</strong></td>
</tr>
<tr>
<td>Southampton City Council</td>
<td><strong>£290.71</strong></td>
<td><strong>2.77</strong></td>
<td><strong>£131.17</strong></td>
</tr>
<tr>
<td><strong>Worst</strong></td>
<td><strong>£612.11</strong></td>
<td><strong>6.22</strong></td>
<td><strong>£252.56</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Average cost of repairing an empty property to re-let it</th>
<th>Average number of days to complete repairs</th>
<th>Percentage of repairs completed at the first visit</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Best</strong></td>
<td><strong>£768.23</strong></td>
<td><strong>4 days</strong></td>
<td><strong>99.70%</strong></td>
</tr>
<tr>
<td>Southampton City Council</td>
<td><strong>£2,441.04</strong></td>
<td><strong>13 days</strong></td>
<td><strong>80.70%</strong></td>
</tr>
<tr>
<td><strong>Worst</strong></td>
<td><strong>£6,875.40</strong></td>
<td><strong>18.75 days</strong></td>
<td><strong>62%</strong></td>
</tr>
</tbody>
</table>
## How can we improve our service?

Last year we asked tenants about their experience of the housing service and how we can make it better.

<table>
<thead>
<tr>
<th>You said:</th>
<th>We will:</th>
</tr>
</thead>
<tbody>
<tr>
<td>You are sometimes not listened to or valued by staff.</td>
<td>Continue to value feedback supplied by our tenants.</td>
</tr>
<tr>
<td></td>
<td>Regularly survey the customer service provided by our housing offices and repair lines.</td>
</tr>
<tr>
<td>Repairs are not dealt with in a timely manner and constantly need to be chased up.</td>
<td>Review the whole customer experience from reporting repairs to completion.</td>
</tr>
<tr>
<td></td>
<td>Update our repair timescales and introduce a texting service.</td>
</tr>
<tr>
<td>Improve the online experience for customers.</td>
<td>Improve the usability of our website to make interactions more efficient.</td>
</tr>
<tr>
<td>Decent alternatives to online repairs must be available.</td>
<td>Make it quicker and easier to report repairs by investing in resources that support this process.</td>
</tr>
<tr>
<td>Our Repair phone system is poor, with long waiting times.</td>
<td>We are making improvements to our repair phone system.</td>
</tr>
</tbody>
</table>
Average rents/waiting times

<table>
<thead>
<tr>
<th></th>
<th>1 Bed</th>
<th>2 Bed</th>
<th>3 Bed</th>
<th>4 Bed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average weekly rent</td>
<td>£62.74</td>
<td>£83.26</td>
<td>£101.66</td>
<td>£109.10</td>
</tr>
<tr>
<td>Applicants on waiting list</td>
<td>4,885</td>
<td>1,755</td>
<td>1,315</td>
<td>331</td>
</tr>
<tr>
<td>Average waiting time</td>
<td>18 months - 4 years</td>
<td>2-4 years</td>
<td>4-7 years</td>
<td>4-7 years</td>
</tr>
</tbody>
</table>

Customer complaints

This year we have had 129 Complaints about the Housing Service compared to 113 last year.

- 91 complaints were for Repairs and Maintenance.
- 2 complaints were referred for review by our independent Tenant Complaints Panel.

If you would like to make a comment, compliment or complaint visit: southampton.gov.uk/complaints
We asked new tenants what they thought of the lettings and moving-in experience.

We regularly survey all our new council tenants. This is what they told us in 2017 and 2018.

When you first moved into your home, how did you rate your neighbourhood?
- 39% Very good
- 41% Good
- 14% Neutral
- 4% Poor
- 1% Very poor

When you first moved into your home, how did you rate the cleanliness of communal areas?
- 36% Very good
- 35% Good
- 12% Neutral
- 9% Poor
- 5% Very poor

When you first moved into your home, how did you rate the quality of your home?
- 39% Very good
- 37% Good
- 16% Neutral
- 8% Poor
- 4% Very poor
- 1% Very poor
We asked new tenants what they thought of the lettings and moving-in experience.

To what extent do you agree or disagree with the following statement: ‘Staff were helpful and knowledgeable’?

- 4% Strongly disagree
- 7% Disagree
- 19% Neutral
- 42% Agree
- 29% Strongly agree
- 3% Strongly disagree
- 6% Disagree
- 20% Neutral
- 39% Agree
- 32% Strongly agree

To what extent do you agree or disagree with the following statement: ‘I felt listened to’?

- 3% Strongly disagree
- 6% Disagree
- 20% Neutral
- 39% Agree
- 31% Strongly agree
- 3% Strongly disagree
- 7% Disagree
- 16% Neutral
- 43% Satisfied
- 31% Very satisfied

How satisfied are you with the customer service?

- 7% Very dissatisfied
- 7% Dissatisfied
- 16% Neither
- 43% Satisfied
- 31% Very satisfied
Potters Court is currently being developed and will provide housing with care for adults of all ages. This will allow residents to live independently in a supportive environment, with communal and care facilities on-hand.

Residents will live in their own private home, with their own front door and can choose to join in social activities if they wish.

Residents should be able to start moving in, from October 2020.
We’re building new homes

Something that is really important to our tenants is that we continue to build new homes. Well the good news is that work is well under way on building 56 new council homes at Townhill Park.

The scheme features 50 new flats in an apartment block and six three bed houses. We are aiming for tenants to start settling into their new homes by May 2019.

Making homes energy efficient

We know how much a nice warm home is important to everyone’s health and happiness. So we have been doing a lot of work to improve the energy performance of our properties. Some of these improvements include:

- window replacements
- improved loft insulation
- cavity wall insulation
- external wall insulation

In addition new heating systems have also been installed giving residents full control of their heating.

We are just completing the finishing touches to improve the thermal efficiency at Shirley Towers, Sturminster House and Albion Towers. And next we are heading to Canberra Towers, which will include coloured external wall insulation, new windows, a new roof and an upgrade to the heating system. In July residents at Canberra Towers chose their preferred colour scheme, so we are ready to go!
New fire safety features in our tower blocks

Over the last year we have been installing new sprinkler systems to our high-rise blocks, as well as replacing communal fire doors and flat front doors.

Around 1,000 flats have benefited from new sprinkler technology so far.

Blocks including Albion, Shirley, Sturminster, Millbrook, Canberra, Redbridge and Hampton have fully operational systems, while work has started on Dumbletons, Hightown and Meredith at Thornhill, and five high-rise blocks in International Way, Weston.
Staying safe in your home

Important advice

We have worked with Hampshire Fire and Rescue Service to pull together tips on preventing a fire in your home:

- Do not smoke in bed
- Regularly test smoke alarms
- Do not cook late at night if you are tired
- It would be useful to get yourself a fire blanket to keep close to hand
- Avoid using chip pans
- Internal doors are there for your protection in the event of a fire, do not remove them
- Keep curtains away from heat sources
- Do not use candles
- Remember not to block any fire exits with furniture or other items in your home
- If you live in a block of flats make sure corridors are free from obstructions and stair wells are clear of pushchairs and bikes.
Money help

Assisting tenants on money matters is a key part of the work carried out by the Welfare Rights and Money Advice Team.

This is what the team achieved for tenants during the past year:

£550,000
Amount Welfare Rights helped residents to claim in additional benefits

3,400
Southampton residents were given benefit and debt advice

£260,000
of tenants’ debt written off

129
tenants prevented from becoming homeless

If you need advice on benefits or are having problems making ends meet or paying your bills contact our Welfare Rights & Money Team, or request a copy of the Dealing with Debt self-help guide.

Email: welfarerights.advice@southampton.gov.uk
southampton.gov.uk/benefits-welfare/money-advice

Helping you into work

If you want help completing job application forms, job searching, filling out CV’s, preparing for interviews and volunteering then contact T.E.E.M. (Training, Education, Employment and Motivation).

Last year T.E.E.M work clubs assisted 326 people and helped 83 people in to paid work compared to 28 the previous year.

For help and support in to employment please email: employment.support.team@southampton.gov.uk

southampton.gov.uk/employmentsupport
Tenant Angela explains how a free council run course helped her to get online...

I was terrified of computers. But all my friends loved them. Through their mobile phones and tablets, they would play games, natter with friends and pick up online bargains. It felt like I was missing out. My friend Jean and I saw that the Tenant Engagement Team were running free sessions for people like me - beginners, slightly terrified but curious, who wanted to experience the benefits of a smart phone or tablet. So we plucked up the courage and went along.

There were six other tenants there along with a friendly instructor and we quickly made friends and started to help each other. And now after a few short sessions, I can do all the things my friends do. I love to play games on my tablet, and now I can keep in touch with friends and family too.

You can see my story in this short video by visiting southampton.gov.uk/tpu and clicking on learn new skills."

If like Angela, you’d like to get online, flip to the back page for more information about free sessions to get you started.

Keeping your personal information safe

Southampton City Council remains committed to keeping your data safe, and using it fairly and lawfully. The council will only ask you for information if it needs to in order to provide its services, and will only share your information with other organisations or council departments if we need to.

The new data protection laws give you more control over your data, and further information about how the council processes your data can be found on the council’s privacy notice: southampton.gov.uk/privacy
Tenant Scrutiny Panel

- Raised an issue about the grass cutting service, particularly in the west side of the city, and are working with managers to improve it.
- Are concerned how long an adaptation takes to complete and so have reviewed the Aids and Adaptations Service and have made recommendations for improvements.
- Regularly review housing performance and discuss with managers where performance dips below expected levels.

Resources Group

- Are working with Managers on Service Level Agreements so that the council’s service reflects customer needs.
- Looking at how the council spends the rent income to ensure tenants get value for money and is customer focused.

We have a number of tenant groups that help us review and monitor the services we provide. Here is an update of some of the work they have been involved in over the past year.
Repairs Panel

- Helped review the Online Repairs Form and suggested improvements.
- Regularly reviewed repairs performance and worked with managers to ensure customer focus.

We would like to thank all of our tenant and leaseholder volunteers for their considerable time and effort in helping us improve our service and communities.

Tenant Inspectors

- Reviewed Customer Care across Housing and made recommendations which included improving the way we communicate with tenants through the website, noticeboards and online Tenants’ Link.

Tell us what’s important to you

We’re setting up ‘Tenants Tell Us’ to take part in monthly online surveys, so you can give us your views on the housing service.

Through these surveys you can influence how services are delivered, highlight issues, and help shape the service in your area.

The Tenants Tell Us Panel are sent quick surveys of up to five questions about once a month.

We’ll share the results with you so you know how you’re making a difference.

If you’re interested in telling us your views please sign up by visiting southampton.gov.uk/tenantstellus

Getting social online

Tenants are increasingly using social media and email to stay in touch with us. Remember to ‘like’ us on Facebook and ‘follow’ us on Twitter. You can also sign up for our monthly Tenants’ Link online magazine at southampton.gov.uk/tenantslink

facebook /southamptonhousing

twitter @sotonhousing
The Decent Neighbourhoods Team works on many projects, improving areas surrounding our properties. Last year they spent over £700,000 on various projects.

Some of our estates were built in a time when there wasn’t such a need for parking. We recognise this and are trying to address this issue.

The Decent Neighbourhoods Team have been working on one scheme in Redbridge after calls from residents to improve the walkways and car parking around Cuckmere Lane, Redbridge Towers and Studland Close. We expect these improvements to be completed by December 2018.

Can you help us rate our cleaning service?

We are looking for volunteers to spend five minutes a month, rating our cleaning service.

We currently clean the communal areas in and around our flats and we are looking for volunteers to rate our cleaning service after each clean.

As a cleaning monitor volunteer we would like you to complete a very short form. This will let us know if we are reaching our expected standards along with highlighting any cleaning problems.

If you are interested in becoming a cleaning monitor, we would love to hear from you at tenant.engagement@southampton.gov.uk

Antisocial behaviour is going down

ASB cases have dropped from 1,164 in 2016 to 938 in 2017. This follows a trend over the last few years. In common with other social landlords the most reported type of ASB was noise.

Improving parking on our estates

The Decent Neighbourhoods Team works on many projects, improving areas surrounding our properties. Last year they spent over £700,000 on various projects.

Some of our estates were built in a time when there wasn’t such a need for parking. We recognise this and are trying to address this issue.

The Decent Neighbourhoods Team have been working on one scheme in Redbridge after calls from residents to improve the walkways and car parking around Cuckmere Lane, Redbridge Towers and Studland Close. We expect these improvements to be completed by December 2018.
Gardening Clubs are fantastic for brightening up the area and meeting your neighbours. We now have nine Gardening Clubs across the city from Pleasant View in Orpen Road, Ovington Court, Kipling Court and others.

For more information on setting up a gardening club please email aidan.cooper@southampton.gov.uk

Congratulations to tenant Hazel Baxter (pictured below) from Pleasant View Gardening Club. Southampton in Bloom Gold winner.

Have you got green fingers?

How good is our grass cutting service?

Housing aims to cut its green areas around every four weeks during the growing season.

We are looking for more volunteers to monitor our grass cutting service so that we can check we are meeting our grass cutting targets.

If you would like to volunteer to become one of our green space monitors, please contact us at tenant.engagement@southampton.gov.uk
Repairs: are we getting the job done?

- Appointments kept: 79.27%
- Gas safety checks carried out: 99.91%
- Repairs completed on 1st visit: 80.54%
- Number of repairs carried out: 37,373
- Repairs completed on time: 91.26%
- Average cost of repairing an empty property ready for re-let: £2,014.72
- Number of gas repairs: 5,685
- Average cost of repair: £102.77
- Jobs not carried out due to 'no one at home': 3,793
Your new local energy provider

For people, not profit

We think you’d like CitizEn Energy, because they:

• Keep their prices as low as possible
• Are brought to you by Southampton City Council
• Are a not-for-profit energy provider
• Supply electricity that is certified as 100% renewable and sourced from solar and wind farms from across the UK
• Use any money made to invest in projects to make homes more energy efficient
• Offer the Warm Home Discount scheme of £140 to certain low income households

Getting a quote and switching is simple
Visit citizenenergyuk.co.uk or call 0800 953 0165
Keep fit on your commute and win prizes too!

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myjourneysouthampton.com

LOVE TO RIDE

the photo rooms
Excellent Service, Quality Photography, Honestly Priced

WEDDINGS
BUMP TO BABY
FAMILY
PETS
BOUDOIR
HEADSHOTS
COMMERCIAL

PHOTOSHOOT ONLY £20.00 INCLUDING
10% OFF PHOTOGRAPHS WITH THIS FLYER

Valid for Bump/Baby/Family/Pet/Boudoir only
Photoshoot must be booked between 30.11.2018 and 28.02.2019

02382 025 385
www.thephotorooms.co.uk

02382 025 385
www.thephotorooms.co.uk

02382 025 385
www.thephotorooms.co.uk
Housing Policy update

The Social Housing Green Paper was published in August 2018. This is a consultation paper and nothing has yet been agreed by government. This is a brief outline of some of the key proposals.

• A league table to help tenants compare the performance of different housing providers
• To give the regulator greater powers to act on low performing housing providers
• Local authorities will no longer be required to provide fixed term tenancies
• Local authorities will no longer have to sell off their most expensive properties to fund Right to Buy for Housing Associations
• Stronger representation for tenants at a national level
• Challenging the stigma of Social Housing

For more information and to view the Social Housing Green Paper in full visit [gov.uk](http://gov.uk) and search ‘Social Housing Green Paper’. We would like thank all of you who have supplied feedback.
Proposals for service charge changes for council tenants for 2019/20

Southampton City Council is consulting on a range of budget proposals for 2019/20 and 2020/21. As a part of this, we are seeking your views on proposals to introduce four new service charges to council tenants and to increase two other service charges.

The council’s current charges are lower than the actual costs and in some cases the council has not previously made a charge, but has been providing a service to tenants.

These proposals reflect a step towards recovering the full cost of the services provided and will help the housing service balance its budget.

As a result of reductions in funding from central government, the housing service needs to save £3.15 million by 2020/21.

You can find more background information about these proposals at southampton.gov.uk/budget along with other consultation questionnaires relating to the wider budget proposals.

What level of service can you expect from us?

Housing provides a wide range of services from repairing properties to helping people into work.

So you know what to expect from us we’ve worked with tenants to agree some service commitments.

Some of the things we’ve agreed are:

• we’ll clean your block every month
• complete over 95% of repairs on the first visit
• complete 100% of required gas and electrical safety checks

For a full list of the service standards visit southampton.gov.uk/housing/your-tenancy/service-standards

If you would like to help us monitor these standards please contact tenant.engagement@southampton.gov.uk
Proposal to change the age restrictions in some flats

With over 8,000 people on the Housing Register waiting for a home it’s important we make the best use of our available properties.

There are a number of flats in blocks around the city specifically for people aged 60+ which we find difficult to let. These tend to be the first and second floor flats. When there are so many people on the waiting list we need to look at how we allocate these properties.

As a consequence we are considering reducing the age restrictions from 60+ to 50+ in some of these blocks.

We will be consulting fully with the tenants of blocks that are under consideration and update you, in next year’s Housing Annual Review.

This proposal aims to reduce the number of empty properties in these Supported Housing blocks and give many more people the chance to enjoy a home of their own. This will also help bring in income so we can continue to improve the housing service.

Winter Housing Tenants Conference

Fancy coming along to our Winter Housing Conference? This is an opportunity for you to find out all the latest housing news. There’s also a short break for a light buffet tea and a chance to visit lots of information stands.

This year’s housing conference is on 22 January 2019, 6-9pm at the Novotel. Numbers are limited. If interested please contact the Tenant Engagement Team at tenant.engagement@southampton.gov.uk
Free courses for all our tenants and leaseholders

We provide training opportunities to give customers the skills, knowledge and confidence to be engaged at the level they choose. To find out more or book your place, email tenant.engagement@southampton.gov.uk or call 023 8088 3185.

Discover a New World with an iPad (4 sessions)
Meon Court, Harefield
Wednesdays 6, 13, 20 & 27 February 2-4pm
Borrow or bring your own tablet.

Photo Fun with iPads
Shirley Local Housing Office
Monday 11 February 1-4pm
How to take a great photograph on your tablet.

How we spend your rent
Challis Court, Holyrood
Saturday 1 March 2019 10am-12.30pm
How your rent money is spent.

Getting started with email (Two sessions)
Civic Centre
Wednesday 6 and 13 March
How to send and receive emails and add attachments.

Staying Safe Online
Pleasant View, Sholing
Friday 8 March 2019 10.30am-12.30pm
Useful tips for staying safe online.

Scrutinising the Housing Service
Challis Court, Holyrood
Thursday 14 March 1-4pm
Ways you can challenge.

Pinterest for Beginners
Shirley Local Housing
Monday 18 March 2019 2-4pm
Sharing photos with others is all the rage.

Health & Safety in the Home
Civic Centre
Wednesday 27 March 2019 2-4pm
Help to stay safe in your home.

Grants for your community group
Civic Centre
Friday 5 April 2019 10am-4pm
Tips on how to make a successful grant application.