

# The Housing Bulletin

The Latest News & Bulletin Updates

## Coming up in this issue

**Fundraising events** *Coffee and cake for a good cause*

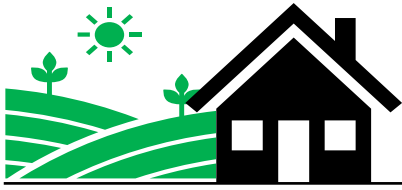
**Health and safety corner** *Electrical safety in the home*

**Railway Square** *A square to be proud of!*

**Resident engagement Christmas Event** *Join us for mince pie and an informal chat*

**E-Scooter Safety** *Important updates on E scooter safety*

**Resident Feedback** *The latest positive feedback from our residents*



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## Coffee and cake for a good cause

On Friday 29<sup>th</sup> September sheltered residents and staff members got together for a coffee morning to raise money for Macmillan cancer support.

The event saw a commendable turn out from both staff and residents who shared a slice of cake, a coffee and a chat with one another. All for a worthwhile cause.

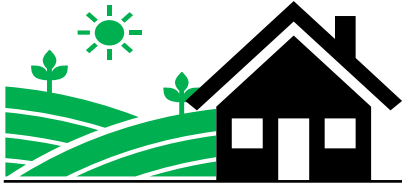


Raising money never tasted so good!

Altogether £350.00 has been raised in aid of Macmillan cancer support. An incredible amount of money that will go towards making a huge difference to those living with cancer. Thank you to everyone who came together to make this event so special.



If you are interested in hosting your own coffee morning or want to find out more about the work Macmillan cancer support do please visit the website below. [Macmillan Cancer Support | The UK's leading cancer care charity](https://www.macmillan.org.uk)

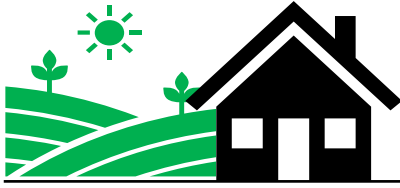


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**£350 raised in total**





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## Health and safety corner *Electrical safety*

About 70 deaths and 350,000 injuries in UK homes are caused by faulty electrics and electrical equipment every year. Over half of all accidental house fires are caused by electricity.

As your landlord, we are required by law to ensure your home's electrical installation and wiring are safe when you move in and that they are maintained in a safe condition throughout your tenancy.

We test and inspect all the homes we manage (and any communal areas) at least once every five years and test and inspect properties before re-letting them to new tenants.

### Reporting a problem

You must inform Brentwood Council of any electrical problems as soon as they occur, and we will arrange for an electrician to come to your home. Never carry out electrical repairs yourself. You can do this by telephoning the Axis repair helpline, on 01277 312 500, pressing option 2 for housing services, option 2 for housing, option 1 for the repair line.

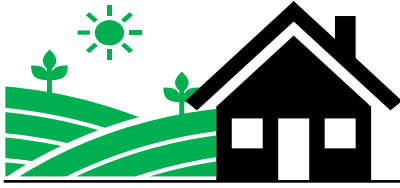


### How to keep you and your home safe

- Make sure you know where your fuse box is, so you can turn the mains switch off in an emergency
- Never overload sockets or plug adaptors into other adaptors
- Maintain any electrical items you bring into your home
- Ensure plugs and sockets are not visibly damaged and replace if necessary
- Check visible leads and cables are in good condition and replace if necessary
- Check light fittings are not visibly damaged and in good condition; contact us if you think they need repairing or replacing
- Always use an RCD (residual current device) on outdoor electrical equipment (this instantly turns off the power if there is a fault and can be found in any DIY store)
- Never store combustible materials near the fuse box or the electricity meter
- Never store anything on top of a microwave
- Never run cables under carpets or rugs
- Never take mains-powered electrical items into the bathroom
- Always switch off electrical items when you are not using them.

### White Goods Recall Register

When a new white goods product, e.g., washing machine, fridge freezer, dishwasher, or tumble dryer, is bought it is a good idea to register the product to validate the warranty of the item. You will also be able to sign up for any updates and warranty recalls of the product.



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The average success rate of an electrical product recall in the UK is just 10%-20%. This means that there are potentially millions of recalled electrical items still in UK homes. As most of these products have been recalled because they offer a risk of electrical fire, they present a serious risk.

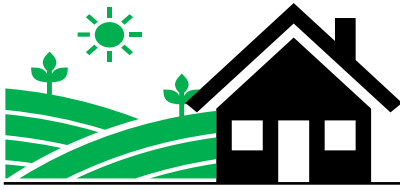
The two website addresses below allow you to search for your white good product and if there have been any product recalls and alert you to contact the product company about your item:

[Product Recalls - White Good Safety from Electrical Safety First](http://www.whitegoodsafety.com/product-recalls?take=32)

([www.whitegoodsafety.com/product-recalls?take=32](http://www.whitegoodsafety.com/product-recalls?take=32))

[Product Recalls & Safety Notices | Electrical Safety](http://www.electricalsafetyfirst.org.uk/product-recalls/?gclid=EAlaIQobChMIIsu605qea_QIV1wiLCh1i9wunEAAYAiAAEglLvD_BwE)

[First](http://www.electricalsafetyfirst.org.uk/product-recalls/?gclid=EAlaIQobChMIIsu605qea_QIV1wiLCh1i9wunEAAYAiAAEglLvD_BwE) ([www.electricalsafetyfirst.org.uk/product-recalls/?gclid=EAlaIQobChMIIsu605qea\\_QIV1wiLCh1i9wunEAAYAiAAEglLvD\\_BwE](http://www.electricalsafetyfirst.org.uk/product-recalls/?gclid=EAlaIQobChMIIsu605qea_QIV1wiLCh1i9wunEAAYAiAAEglLvD_BwE))



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## Railway Square

*A Square to be Proud of!*

In September, the Community Safety Team in conjunction with Housing and youth services colleagues, held their first day of action on a lovely Saturday afternoon.

The dedicated teams ran a stall and went door-to-door engaging with residents. We met the lovely Namita, a resident in Railway square, who along with her friends, Sahitya, Babitha, Dhanya, Lini and Pavidhra, were practicing their cultural dance for a celebration event in Mountnessing.

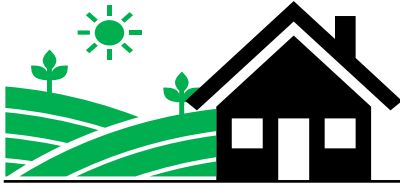
One of our officers joined in with the dancing and its safe to say, they will not be entering any competitions any time soon!



As well as learning to dance, we spoke to various residents about repairs to their home, concerns on the estate and ways in which residents can engage with the Council.

It was an enjoyable event to attend for both residents and staff. There was a follow up event in the school holidays in October which was equally successful, and we look forward to more to come in the near future.

If you would like to hold a similar engagement event in your area, please contact [estates.management@brentwood.gov.uk](mailto:estates.management@brentwood.gov.uk)



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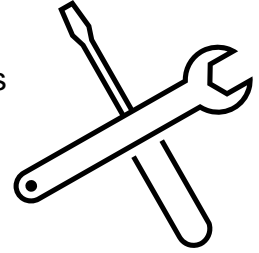
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## Updates to our website

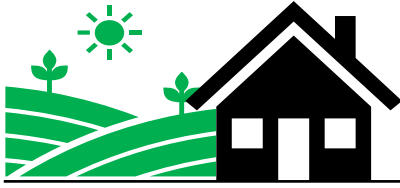
*Repairs information all in one place*

We have been working hard to update our information on repairs issues for tenants use.

<https://www.brentwood.gov.uk/-/repairs-and-maintenance#how-to-report-a-repair>



Please see above intranet which has been updated with information on a number of repairs issues. This website will be your first stop for repairs information on a number of topics including Gas safety, condensation and mould issues.



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## Resident engagement this festive period

*Join us for an informal chat and a mince pie* Harriet Jones

Please join us for our resident engagement event this December. There is no need to RSVP to this event, please drop in as and when you can.

For any queries or further information on this event please contact  
[Housing@brentwood.gov.uk](mailto:Housing@brentwood.gov.uk).

Gibraltar House, The Drive, Great Warley, Brentwood, CM13 3AZ



**BRENTWOOD**  
BOROUGH COUNCIL

Join us for a festive gathering at our Christmas resident engagement event, on Wednesday 13<sup>th</sup> December 2023 at Gibraltar House in the resident living room, from 10am to 3pm.

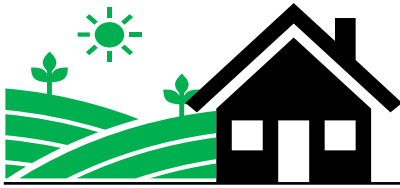
Throughout the day there will be various stalls providing information on how to manage condensation in your property, advice and assistance with any rent issues and external companies providing information in other relevant areas.

We will also have the community connect trailer on site, where you will be able to talk to Community Safety Officers.

Save the date and come down for a Mince Pie and an informal chat with our members of the housing team.







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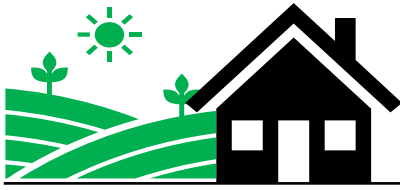
## Charging your e-scooter or e-bike

The majority of fires involving e-bikes and e-scooters have occurred in homes while charging. Follow our safety advice to protect your families and reduce the risk of a fire in your home.

### Charging safely

- Never leave it charging unattended and never charge while you are asleep
- Unplug your charger once it's finished charging
- Always use the correct charger for your batteries and buy any replacements from a reputable retailer
- Store and charge them somewhere not blocking the main through route or exit
- Make sure you and your family have an escape plan in the event of a fire
- Ensure you have at least one working smoke alarm on every level of your home
- Do not attempt to modify or tamper with the battery and take extra care if using a conversion kit

Visit: [essex-fire.gov.uk/chargesafely](https://essex-fire.gov.uk/chargesafely)



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## Avoid overheating

- Batteries can get warm during use. Allow them to cool before re-charging
- Batteries should be charged on hard flat surfaces where heat can dissipate
- Batteries can pose a fire risk if they have been damaged, so check it regularly and don't use if there is any visible sign of damage
- Batteries should also never be exposed to extremes of temperature

## The legal bit...

**Did you know that privately owned e-scooters are illegal to use in a public place?** It's only legal to use an e-scooter on private land with the permission of the land owner.

E-scooters are also banned on all Transport for London (TfL) transport networks in London due to the fire risk.

Also, if you're using an e-scooter in public in an antisocial manner, your e-scooter can be seized by the Police under section 59 of the Police Reform Act.

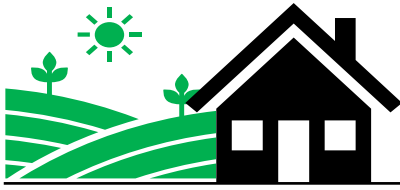
### In the event of a fire

In the event of an e-bike, e-scooter or lithium-ion battery fire, do not attempt to put it out

**Get out, stay out and call 999**

#ChargeSafely





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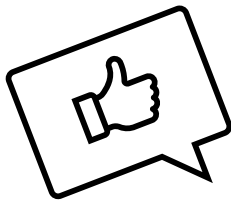
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## Positive Feedback

*Positive feedback from our resident over the last few months.*

### **Homeless service**

*'The Housing Department has been absolutely amazing. Housing often gets a lot of flack but she was so helpful and put me on the right track. I am so grateful'*



### **Sheltered Housing**

*'I would like to commend the new warden/manager at Victoria Court. A couple of the residents there have expressed their delight with the new personnel that has taken on the role to me.'*

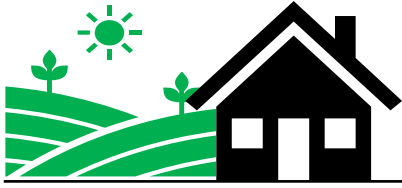
*'Tenants said what a difference they have made and how well they are dealing with all their issues, their day to day issues are being dealt with and they are extremely helpful and kind.'*

### **Home options**

*'I can't tell you what this means, I was so grateful for the move. This new place, is the fresh start my children and I so desperately need.'*

### **Estates management**

*'When we met I was unwell and in a bad place, I really appreciated the food parcel you left by my door when I was at my lowest with nothing, it means a lot. I appreciate all you did.'*



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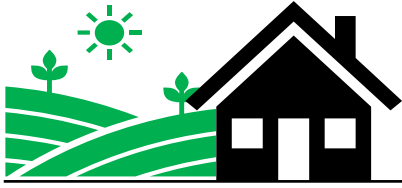
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## **Repairs**

*'Thank you for your help on my kitchen, everything has been completed and I love and appreciate it.'*

*'Tenant wanted to thank repairs for getting the path renewal completed. She knows that they have gone above and beyond by chasing the contractor to get this completed.'*

If you have any feedback or recommendations regarding our services please email [housing@brentwood.gov.uk](mailto:housing@brentwood.gov.uk).



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## Useful contact details:

- Resident Involvement, Brentwood Council Email: [Housing@brentwood.gov.uk](mailto:Housing@brentwood.gov.uk)
- Brentwood Borough Council Tel: 01277 312500 or online [www.brentwood.gov.uk](http://www.brentwood.gov.uk)
- If you are unable to find an email address for a particular service department, or if you are unsure to whom your email should be addressed, then please send your email to our enquiries team at the following address: Email: [enquiries@brentwood.gov.uk](mailto:enquiries@brentwood.gov.uk)
- To log general enquiries, use the above contact details. Please ensure you note down your reference number for each enquiry, if they are ongoing cases ensure you quote your reference when contacting customer services.
- Tenancy & Estate Management Email: [estates.management@brentwood.gov.uk](mailto:estates.management@brentwood.gov.uk)
- Repairs Axis Europe Tel: 01277 312500 Option 2 > Option 2 > Option 1 Email: [brentwoodrepairs@axiseurope.com](mailto:brentwoodrepairs@axiseurope.com)
- Essex Country Council [www.essex.gov.uk](http://www.essex.gov.uk)
- Essex Police <https://www.essex.police.uk/Non-Emergency> 101
- Mental health crisis team NHS Tel: 111, option 2.

Get Involved!  
Have your say!

**Report a repair**  
**01277 312500**  
**Option 2 > Option 2**  
**> Option 1**

[Report ASB in a  
Council property](#)