

Housing Matters

Newsletter for Westmorland and Furness Council Tenants and Leaseholders

Summer 2026

Contents

Friendship Bench for Dalton	4
Have I got housing news for you.....	5
You Said, We Did	7
You're invited!	7
Street Voices News and Updates.....	9
Chair and Vice-Chair Appointed.....	9
Making a Difference In Our Communities	11
Could You Be A Street Voice For Your Area?	11
Leaseholder Link – Connecting Our Leaseholder Community.....	13
Celebrating Good Neighbours and Tenants!	15
Our Incentive Schemes.....	16
Regulatory Improvement Plan	17
Help Us Get To Know You Better	18
New Leadership, Stronger Services.....	19
Everything Eden - news updates community insights	21
Help with the cost of living	22
Tenant Survey Prize Winners!.....	22
Maintenance Matters - News from the Team.....	23
Update From Our Safe and Strong Communities Team.....	25
Estate Walkabouts Coming To Your Neighbourhood.....	27
Grass Cutting Service Update.....	29
New Handy Person Scheme	29
Ball games in our neighbourhoods.....	30
Thinking about a garden shed? please Read this first	30
Know your boundaries: Fencing responsibilities explained	31
Affordable Home Contents Insurance	31
Struggling To Pay Your Rent?	32

Pay Your Rent The Easy Way	32
Have a Complaint or Feedback? - We're here to help	33
Feedback About Housing Services	34
Celebrating Our Much-Loved Community Champion.....	36
Remembering Corporal Taylor	36
Making A Difference Together	37
Face-to-face with Angela Jones.....	38
Welcome to... ..	41
And farewell to... ..	41
Results of Christmas colouring competition	43
Reasons to Stay.....	44
Finding the right team	44
Who To Contact About Local Issues	44
Points of Contact.....	47
Eden Contacts	49
Contact Us	49
Contacts for Street Voices	49

Friendship Bench for Dalton

When Dalton Street Voice David Pearson suggested a friendship bench for the community, the idea quickly gained support.

Now installed, the bench offers a space for people to sit, chat and connect. Read our You Said, We Did feature on page 7 for the full story

Have I got housing news for you

Welcome to the summer edition of Housing Matters!

I hope you're enjoying the wonderful sunshine and have had the chance to make the most of some of our fantastic parks, open spaces and play areas over the past few weeks.

It's certainly been a busy few months across our Housing services, with plenty happening behind the scenes to improve services and strengthen how we work with tenants.

One of our biggest pieces of work has been completing this year's Tenant Satisfaction Measures (TSM) survey. I'd like to say a huge thank you to everyone who took the time to share their views. Your feedback is incredibly valuable and is helping us understand what's working well, where we can improve and what matters most to you. In fact, it has already helped shape our new repairs contract and how future services will be delivered.

Talking of tenant involvement, we're preparing to launch our new Tenant Engagement Strategy and we'd love to hear your thoughts. Alongside this, we're developing a new Communication and Engagement Plan to improve how we keep in touch with tenants and gather your views. We'll be holding a launch event on 12 August from 2pm to 4pm in Barrow, and I encourage you to come along, meet the team and share your ideas. For our Eden tenants, we'll also be making arrangements to launch the strategy locally so everyone has the opportunity to get involved.

We also continue to work closely with our Tenants' Forum, discussing everything from the TSM results to our Regulatory Improvement Plan. Their insight and challenge help us improve services and ensure the tenant voice remains at the heart of everything we do.

Our front cover features David Pearson, our Dalton Street Voice, enjoying the new friendship bench. I'd like to thank David for suggesting the idea, which was enthusiastically supported by local residents. I'd also like to thank Dalton Town Council for donating and planting two Rowan trees nearby, helping to create an even more welcoming community space. Read more on page 7.

Turn to page 19 to read more about our new Chief Executive, Miranda, and the Council's new leadership structure. Housing is now part of the Communities, Place and Economy Directorate, strengthening links between housing, communities and other local services.

I'm particularly delighted to welcome Gaynor Killip back as a Street Voice for Brathay Crescent. I first worked with Gaynor many years ago when I was a Housing Officer on the estate, so it's wonderful to see her getting involved again. Her knowledge of the area and passion for supporting residents will make her a fantastic asset to the community. Read more about Gaynor and her role on page 9.

It's also great to see the new community hall facility at Carleton Meadows in Penrith coming into use. Once fully open, it will provide a valuable space for residents to come together, and we wish the charity group leading this project every success – read more on page 21..

Following our inspection by the Regulator of Social Housing, we've been working closely with the Regulator to deliver our Improvement Plan. This important programme of work will help us strengthen services and continue delivering the best possible outcomes for tenants. Read more on page 17.

I hope you enjoy reading this edition of Housing Matters and catching up on some of the positive work and achievements taking place across Westmorland and Furness.

And finally, if you've ever thought about becoming a Street Voice for your neighbourhood, we'd love to hear from you. Street Voices play an important role in helping us understand local issues, celebrate community successes and shape the services we provide. If you'd like to get involved and make a difference in your area, turn to page 11 to find out more.

Thank you for your continued support, and I wish you a happy and enjoyable rest of the summer.

Caroline Wagstaff
Director of Housing

You Said, We Did

Friendship bench for Dalton

You said: Street Voice David Pearson suggested installing a friendship bench on the grassed area at the corner of Thornton Park, Eskdale Drive and Dalton Fields Lane, Dalton.

We did: The idea was taken to Tenants' Forum, where it received full support and funding from the Environmental Enhancement Budget.

This is a great example of Street Voices and the Tenants' Forum working together to turn resident ideas into improvements that benefit the wider community.

The friendship bench provides a place for people to sit, chat and connect, helping to strengthen community spirit. Dalton Town Council also generously donated two Rowan trees, which have been planted alongside the bench to enhance the area for years to come. We are very grateful to the Town Council for supporting the project and helping to create a lasting community feature.

David said: "It's great to see the friendship bench in place. It's a simple idea, but I hope it makes a difference - whether people just want somewhere to sit for a bit or stop and have a chat."

Got an idea for improving your area? We'd love to hear from you!

We're always keen to hear your ideas, suggestions, or thoughts on how we do things. If you have something that could make a difference in your neighbourhood, please don't hesitate to get in touch.

Contact Cathy Kirk, Performance and Engagement Officer on 01229 876523 or email: housing@westmorlandandfurness.gov.uk

You're invited!

Launch of Our Tenant Engagement Strategy

Date: Wednesday, 12 August

Time: 2pm – 4pm

Venue: Queen's Hall, Barrow Town Hall

Join us for the launch of our new Tenant Engagement Strategy at a special drop-in event in the beautiful surroundings of the Queen's Hall, Barrow Town Hall.

The strategy sets out how we'll strengthen the way we listen to, engage with and involve tenants and leaseholders in shaping housing services and influencing decisions that affect their homes and communities.

Come along to meet members of the housing team, share your views and discover how you can get involved. Our Street Voices will also be there for an informal chat, so if you've ever thought about getting more involved, this is a great opportunity to find out more about becoming a member of our Tenants' Forum.

You'll be able to learn more about the strategy, meet the people behind it and find out how your voice can help shape the services we provide.

We'll have tea, coffee and light refreshments waiting for you, so why not pop along, have a chat and discover how your voice can help make a positive difference in your community? We'd love to see you there.

Street Voices | News and Updates

Meet Your New Street Voice for Brathay Crescent

We're absolutely delighted to welcome Gaynor Killip back to the team as our newest Street Voice, representing Brathay Crescent.

Some tenants may remember Gaynor from her previous involvement as a member of our Disabilities Forum, where she brought passion, insight, and a real commitment to improving services.

Having lived on Brathay Crescent for 43 years, she brings a strong local perspective and real understanding of the community she represents. Known by many as friendly and always up for a chat, Gaynor is someone residents may already recognise around the neighbourhood. We're thrilled to have her returning in this new role, continuing her dedication to making tenants' voices heard.

As a Street Voice, Gaynor is also part of our Tenants' Forum, working alongside other representatives to share feedback, highlight local issues, and help shape the services we provide.

We caught up with Gaynor to find out more about her new role:

Q: What made you want to become a Street Voice?

I'm passionate about helping to make positive changes in our neighbourhood. I wanted to play a more active role in making sure tenants' views are heard and acted on.

Q: What are you most looking forward to?

Getting to know more tenants in the area, listening to what matters to them, and working with the Tenants' Forum and Housing team to support our community.

Q: What types of issues can residents talk to you about?

Anything that's important to them — whether it's concerns about the area, ideas for improvements, or feedback on services. Even if something isn't something Housing deals with directly, I'll always try to help by guiding people to the right place.

Q: How can residents get in touch with you?

My contact details are in the Contact Us section from page 49, or if you see me out and about, please say hello - I'm always happy to chat and hear your views.

Chair and Vice-Chair Appointed

During the Annual General Meeting of the Tenants' Forum in March, Mandy Anderson was appointed to continue as Chair, and Bill McEwan was newly appointed as Vice-Chair.

A big thank you to both Mandy and Bill for taking on these important roles and for the time and energy they give to representing tenants.

Did you know? All Street Voices automatically become members of the Tenants' Forum. Street Voices play an important role in sharing local issues, passing on feedback from neighbours, and helping us keep every community heard. We're always looking for more people to become Street Voices. am!

The Tenants' Forum meets every quarter, giving tenants the chance to share views, discuss local issues, and help shape housing services.

You can read the meeting minutes here: <https://www.barrowbc.gov.uk/residents/council-housing/get-involved>

Making a Difference In Our Communities

From Easter treats to new equipment for youth activities, the Tenants' Forum has been delighted to support local groups through the Tenant Compact budget, helping to create positive experiences for children and young people in our communities.

Spreading a little Easter joy!

Ahead of Easter, Forum Chair Mandy Anderson visited Ormsgill Stronger Together and Love Barrow Families to deliver Easter eggs donated by the Tenants' Forum. The treats were shared with local children and families as part of the groups' Easter activities.

Vice-Chair Bill McEwan also delivered Easter eggs to St. Pius X Catholic Primary School, helping the school raise money for charity and bringing extra smiles to pupils.

Tenant Compact Funding Hits the Mark

Thanks to funding from the Tenant Compact budget, the Ormsgill Stronger Together Youth Club has received a new darts board and equipment to support its activities.

Pictured with Mandy are Kaiden and Skyla from the youth club.

The new equipment will help provide additional activities for local young people, creating more opportunities for them to socialise, develop new skills and enjoy recreational activities in a safe and welcoming environment.

Could You Be A Street Voice For Your Area?

If your neighbourhood doesn't currently have a Street Voice (check the list on page 51), we'd really love to hear from you. Street Voices help us stay connected to every community by:

- sharing local issues
- passing on feedback from neighbours
- making sure tenants' views are heard

You don't have to fly solo - if you'd feel more comfortable teaming up, you can link up with another tenant and represent your area together.

Once appointed, Street Voices become members of our Tenants' Forum, which meets every three months with housing officers and a couple of elected members. It's a friendly, welcoming group - and yes, there's always a brew and biscuits.

No experience needed — just a willingness to listen, chat with neighbours, and speak up for your community.

Interested or want to know more?

Come along to the launch of our Tenant Engagement Strategy on 12 August and have a chat with some of our Street Voices about what the role involves - see page 9 for more details.

Alternatively, call Cathy Kirk, Performance and Engagement Officer on 01229 876523 or email housing@westmorlandandfurness.gov.uk

Leaseholder Link – Connecting Our Leaseholder Community

Welcome to Leaseholder Link, our new regular feature in Housing Matters

This space brings together news, updates and useful information for our leaseholders, along with details of upcoming meetings.

Welcome Back, Leaseholders' Forum!

The Leaseholders' Forum relaunched in February, with fifteen leaseholders attending in person at the Town Hall and one joining online. It was great to see some new faces, as well as welcoming back many familiar ones.

A follow-up meeting took place in May, building on those initial discussions and providing a more structured space for leaseholders to raise questions, share concerns and help shape priorities for the year ahead.

Date of next meeting

The next meeting will take place on Tuesday 8 September at 1pm at the Town Hall, with the option to join via Teams.

If you have any concerns or queries between meetings, please contact Georgina Bridgens on 01229 876478.

More information

For more information, including minutes of meeting, dates of meetings and online links, visit <https://www.barrowbc.gov.uk/residents/council-housing/get-involved/leaseholders-forum>

Leaseholder Community Contribution

We'd like to recognise and thank leaseholder Michael Harkin and neighbour Lee, a tenant, who have been voluntarily cutting grass for residents in the Trent Vale area over the past few years.

Their efforts have helped keep shared spaces tidy, well-cared for, and welcoming for everyone. This kind of community-minded support is exactly what we celebrate through our Good Neighbour Thank you scheme.

A huge thank you to both Michael and Lee for their commitment to supporting their neighbourhood and demonstrating the positive difference our leaseholders can make in their communities.

Information Booklet

Did you know that all leaseholders receive an information booklet at the start of their lease?

It's a useful guide covering everything from your responsibilities as a leaseholder to service charges, repairs and how to contact us.

You can access the booklet at any time online using the link below:

<https://www.westmorlandandfurness.gov.uk/housing/council-flat-leaseholders>

If you've misplaced your booklet and would like another copy, please get in touch and we'll be happy to provide one – call 01229 876478.

Celebrating Good Neighbours and Tenants!

Our neighbourhoods thrive thanks to residents who look out for one another and help make our communities great places to live. Through our Good Neighbour scheme, we celebrate those special individuals whose kindness, support, and everyday acts of care make a real difference.

Our new Street Voice, Gaynor Killip, nominated her neighbour, Fred Benson, for recognition, saying “Fred is a familiar and much-appreciated presence on our street. He regularly goes out of his way to pick up litter and help keep the area looking tidy, and he always has a warm word for everyone he meets.

If anyone ever needs a hand, Fred is the first to step in and offer his support - he truly is an all-round gentleman.”

Huge thanks Fred for everything you do, this recognition is so well deserved.

Congratulations to Tony Woodend, our first Good Neighbour Champion. You may remember Tony from a previous newsletter feature, recognising his efforts to keep the local area clean and tidy. Two years on, Tony is still going above and beyond for his neighbourhood, regularly helping to keep the area looking its best.

To recognise his continued commitment and community spirit, Tony has become the first recipient of our new Good Neighbour Champion Award, receiving a framed certificate in appreciation of everything he does for the local community.

Good Tenants Rewarded

A huge well done to the latest winners of our Good Tenant prize draw. Thank you for being such great tenants — enjoy spending your vouchers!

Thank You to Our Goodbye Leave it Clean Recipients

We're pleased to recognise Oliver Flitcroft and Peter Atkinson, who have each received £100 in shopping vouchers through our Goodbye Leave it Clean scheme.

Oliver and Peter left their former tenancies in a clean and tidy condition, helping us prepare the properties for their next occupants and relet them more quickly. Their efforts reduced the amount of work required before the homes could be let again.

If you're moving from one of our homes into the private rented sector, you may be eligible for our Goodbye Leave it Clean scheme. To qualify, your property must be left clean, tidy and clear of belongings, with no rent arrears and no rechargeable repairs.

Our Incentive Schemes

Good Tenant Draw

Tenants with a clear rent account, no anti-social behaviour, well-maintained homes/gardens, and who allow access for safety checks can enter a quarterly draw to win shopping vouchers (£100 first prize, £50 runners-up).

Good Neighbour 'Thank You'

Residents who go above and beyond to support their community can be nominated to receive a £50 shopping voucher as a thank-you.

Leave It Clean Scheme

Tenants moving into private housing who leave their council home clean, tidy, and with a clear rent account can apply to receive £100 in shopping vouchers.

To apply or nominate, contact Cathy Kirk: housing@westmorlandandfurness.gov.uk, 01229 876523, Town Hall, Duke Street, Barrow-in-Furness, Cumbria LA14 2LD

Regulatory Improvement Plan

Following the successful inspection outcome, we are working with the Regulator to make the necessary improvements across the three key themes identified, which includes:

- Theme 1: Understanding the Diverse Needs of All Tenants
- Theme 2: Strategic Tenant Scrutiny
- Theme 3: Strengthening Performance Reporting to Tenants

We have developed a robust Regulatory Improvement Plan in collaboration with the Regulator and will be delivering the actions within this over the next two years.

The golden thread leading this improvement programme is to link tenant insight with effective tenant scrutiny, using this to drive service improvement co-designed with tenants, reporting performance and giving feedback in an open and transparent way.

Our focus for April-July has been on Theme 1, collecting up-to-date tenant data and reviewing feedback, complaints and the Tenant Satisfaction Measures (TSM) results to look at how we can better engage with tenants and improve our services.

So far, we have been able to update the details of just under 250 tenants but we would like to hold up-to-date information for all of our tenants so please do complete the About You – Customer Information form - see below for more details.

In June, we also launched our new-look Annual Report providing you with more information on our performance, the TSM results and our priorities for the coming year.

We will continue to keep you updated on our performance and progress throughout the year.

Golden Thread of Improvement - Linking Insight, Scrutiny and Transparency

- Tenant Insight
- Strategic Tenant Scrutiny
- Transparent Reporting
- Governance Decisions
- Service Improvements
- Closed Feedback Loop

Help Us Get To Know You Better

We're asking all tenants and leaseholders to complete our new online About You – Customer Information form.

The form only takes a few minutes to complete and will help us better understand the people who live in our homes. The information you provide will help us improve our services, communicate with you in the way that suits you best and ensure our services are accessible and inclusive for everyone.

This work is part of our commitment to improving services and follows feedback from the Regulator of Social Housing, which highlighted the importance of having up-to-date information about our customers, including understanding the diverse people who live in our homes.

You may also receive a text message from us inviting you to complete the form. If you're a joint tenant, joint leaseholder, or live with a partner, we'd like each adult to complete their own form so we can understand everyone's individual needs and preferences.

Visit: <https://forms.office.com/e/w0w2i1u0ik>

If you're unable to complete the form online, please call us on 01229 876523 and we'll send you a paper copy together with a pre-paid return envelope.

Thank you for taking the time to complete the form. Your information will help us improve our services and better understand the needs of the people who live in our homes.

New Leadership, Stronger Services

Introducing our New Chief Executive

Since our last newsletter, Miranda Cannon has been appointed as Chief Executive of Westmorland and Furness Council.

As Chief Executive, Miranda is responsible for leading the organisation and working closely with the Council Leader, Cabinet Members and elected councillors to deliver the Council's priorities for residents, businesses and communities across Westmorland and Furness. She works with senior officers and staff across the Council to ensure high-quality services are delivered and that the organisation is well placed to support local communities now and in the future.

In June, Miranda visited Barrow to learn more about the work carried out by our housing teams. During the visit, she toured a void property to see first-hand the work involved in preparing a home for reletting and viewed examples of planned maintenance works being undertaken in tenants' homes.

Miranda said: "Visiting the Housing team in Barrow provided a valuable opportunity to see first-hand the work involved in preparing homes for new tenants and the investment being made in existing homes through planned maintenance programmes. It was particularly helpful to understand the dedication and professionalism of colleagues and the positive difference their work makes to residents every day. As Chief Executive, I am committed to working with colleagues across the organisation to deliver the Council's priorities and provide the best possible services for our communities."

Miranda Cannon, Chief Executive.

Housing joins the Community, Place and Economy Directorate

The Council has recently completed a review of its senior leadership structure to support the next phase of improvement and transformation across Council services.

As part of these changes, Housing has moved from the former Thriving Communities Directorate into the new Community, Place and Economy Directorate, led by Strategic Director Angela Jones.

Angela is looking forward to working with Housing services and learning more about the excellent work being undertaken to support residents and communities across Westmorland and Furness.

To help tenants get to know Angela better, she is featured in this edition's Face to Face with... interview on page 39 where she shares more about her career, her role as Strategic Director for Community, Place and Economy, and what matters most to her as she begins working with Housing services.

Read our farewell to former director, Steph Cordon, on page 38.

Caroline appointed Director of Housing

Caroline Wagstaff has also taken on a new role as Director of Housing, having previously been Assistant Director. Caroline will continue to lead Housing services and champion the needs of tenants and residents across the area.

What does this mean for tenants?

These changes will not affect the housing services tenants receive. Repairs, tenancy support, rent services and housing management will continue as normal.

The new structure will support closer working across Council services, helping us continue to deliver safe, quality homes and responsive services for tenants.

Housing Reshape Complete

Earlier this year, Housing Services completed a review of its team structure to ensure we are well placed to continue delivering high-quality services for tenants and residents.

The revised structure has been designed to help us provide a more tenant-focused service, with clear accountability and a stronger focus on meeting the standards set by the Regulator of Social Housing. It also supports our ongoing commitment to listening to tenants, understanding their needs and continually improving our services.

As a result of these changes, some staff roles and responsibilities have changed. The Housing contacts information starting on page 49 has been updated to reflect the new structure and help you find the right person or team more easily.

The list below shows where Housing sits within the new Community, Place and Economy Directorate structure.

- Strategic Director of Communities, Place and Economy - Angela Jones
- Director of Housing - Caroline Wagstaff
- Director of Highways, Transport and Infrastructure - Phil Greenup
- Director of Planning and Regeneration - Gareth Candlin
- Director of Waste, Environment, Climate and Ecology - Claire Gould
- Director of Safer and Stronger Communities - Tracey Ingham

Everything Eden - news | updates | community insights

New Community Hall Planned For Carleton Meadows

Good progress is being made towards bringing a new community hall into use at Carleton Meadows, Penrith.

A local community group has now been established as a registered charity and is working with Westmorland and Furness Council and Persimmon Homes to complete the transfer of the building into community ownership.

Once the transfer is complete, the charity will be able to apply for funding to equip and furnish the hall, helping to create a welcoming space for local residents and community activities.

Although the hall is not expected to open until next year, work is continuing behind the scenes to prepare the facility for community use. The charity is also beginning to consider how it can keep residents updated on progress and recruit volunteers to help support the project.

We look forward to sharing further updates as plans develop and wish the charity every success in creating this exciting new community asset for Carleton Meadows.

Joanne Champkins – Here to Support You

Don't forget, Joanne is the Housing Officer for the Eden area and is your first point of contact for many housing-related enquiries.

If you have any questions about your tenancy, including rent payments or arrears, anti-social behaviour, repairs, or if you need help accessing other council services, please get in touch.

Call 01768 212 216

Email: joanne.champkins@westmorlandandfurness.gov.uk

Joanne's working hours

Tuesday and Wednesday, 9am to 5pm

Thursday, 9am to 1pm

See page 51 for more details

Help with the cost of living

If you're struggling to pay for everyday essentials, you may be able to get support through the Government funded Crisis and Resilience Fund.

What support is available

The fund can help with urgent costs such as:

- Food
- Gas and electricity
- Essential household items
- Other immediate needs

Payments are usually made through the Post Office, giving flexibility to spend the money on what is needed most. For urgent cases, payments are often made within 48 hours of a completed application.

Funding is limited. It is available until 31 March 2027, or until it has been fully allocated.

Need help applying?

For more information or to apply, visit the Council website, or call 0300 373 3300 and follow the options for the Crisis and Resilience Fund.

Housing officers can also offer practical support to tenants with the application process, including help to complete forms and gather the information needed.

Call us on 01229 876493 or email: housing@westmorlandandfurness.gov.uk

Tenant Survey Prize Winners!

A big thank you to everyone who completed our Tenant Perception Survey. Your feedback is incredibly important and helps us improve our services for tenants.

The four winners each receiving £50 in shopping vouchers were Joan Griffiths, Krista Fittes, Jean Fitzgerald and one other tenant who wished to remain anonymous.

Congratulations to them, and thanks again to everyone who took the time to share their views with us.

Maintenance Matters - News from the Team

Keeping Communal Areas Clear - Important Safety Reminder for Residents

As your landlord, our number one priority is your safety.

Since the introduction of our zero-tolerance approach to keeping communal areas clear, I know some residents have had concerns or found the change challenging.

But I want to reassure you that this policy is in place for one reason only - to keep you and your neighbours safe.

We've already seen, through an incident in one of our blocks, just how quickly fire risks can escalate when communal areas are obstructed. That experience has only strengthened our commitment to ensuring that shared spaces remain safe and accessible for everyone. Your continued co-operation plays a vital role in helping us maintain that safety.

Why communal Areas Must Stay Clear

Westmorland and Furness Council's zero-tolerance policy on items left in communal areas is a vital part of keeping our buildings safe. Items left in corridors, stairwells and landings can:

- Block escape routes
- Slow safe evacuation
- Provide fuel for a fire
- Prevent firefighters from reaching residents

Even ordinary objects can become hazardous very quickly in a fire situation.

An incident earlier this year highlights the danger

Earlier this year, in one of blocks on Broad Close, furniture left in a communal area was deliberately set alight. The resulting blaze completely blocked the protected escape route for upper-floor residents, showing just how dangerous items left in shared spaces can become.

This incident is a stark reminder of why communal areas must remain completely clear.

What the Zero-Tolerance Policy Means for Residents

To keep everyone safe:

No personal belongings should be left or stored in communal areas — including prams, bicycles, shoes, mobility scooters, furniture, boxes and bags.

If items are found:

- They will be removed immediately.
- Removed items will be stored securely for up to 14 days.
- A notice will be displayed on communal noticeboards, listing any items that have been removed and providing contact details for those who wish to reclaim them.
- Residents may contact us at any time during the 14-day period.
- After 14 days, unclaimed items will be donated, sold, or disposed of.

This process reflects the reasonable

Fire Safety Guidance for Flat Residents

All residents of flats and leaseholders have also been issued updated fire safety guidance covering:

- The importance of fire doors
- Evacuation and fire action procedures
- Fire prevention and protection

This information is also available on the Council's website

Thank You

We would like to thank all tenants for working with us to keep communal areas clear and safe. Your cooperation helps protect every resident in your block and ensures our buildings remain secure, accessible and safe places to live.

Update From Our Safe and Strong Communities Team

Working Together to Keep Our Estates Clean

In this issue, we're focusing on the growing problem of fly-tipping and littering, and what we can all do together to keep our communities clean and safe.

Fly-tipping and littering

We know how important it is for everyone to feel proud of where they live. Recently, we've seen an increase in rubbish, litter, and fly-tipping across our estates, and we're asking for your help to keep our communities clean and safe.

Leaving rubbish in communal areas, bin stores, or outside properties can quickly lead to mess, unpleasant smells, and pests - affecting everyone's quality of life.

We're here to help

If you're struggling to dispose of rubbish or bulky items, please contact us first.

We can:

- Offer advice on disposal options
- Help you find affordable solutions
- Work with you to stop situations from escalating

Getting in touch early often makes things much easier.

When action is needed

While we aim to support tenants, we also have a duty to keep estates clean and safe.

Where rubbish is left:

- Clear deadlines will be given
- If not resolved, we will arrange clearance
- Costs will be recharged to those responsible

This has already been necessary in several cases where tenants did not engage.

Recognising residents who take pride

Thank you to all the tenants who already help keep bin stores and shared areas clean and tidy.

We love celebrating people who make a positive difference in our communities, so if you or your neighbours are going the extra mile, we'd love to hear about it.

When we work together

Recently, we supported a tenant who was struggling to manage waste during a difficult time. By contacting us and working together, a practical solution was agreed. With support from a friend, the area was cleared and improved for everyone.

This shows how early contact can lead to positive outcomes.

How you can help:

- Use bin stores properly
- Don't leave rubbish in communal areas
- Arrange disposal for bulky items
- Report fly-tipping when you see it
- Contact us early if you're struggling to dispose of bulky items

By working together and contacting us early, we can prevent problems before they escalate and keep our estates clean, safe, and welcoming for everyone.

Call 01229 876578

Email: housing@westmorlandandfurness.gov.uk

Young Helpers Make a Big Difference

Street Voice Gaynor Killip recently shared news of a group of young people who had been out litter picking in the Brathay Crescent and Vulcan Road area.

Their efforts helped tidy up the neighbourhood and showed real community spirit. It's fantastic to see young residents taking pride in where they live and playing their part in keeping the area clean and welcoming for everyone.

A big thank you to all those who took part – your hard work is appreciated and has not gone unnoticed!

Estate Walkabouts Coming To Your Neighbourhood

We're introducing a programme of regular estate walkabouts across our neighbourhoods to help identify issues, monitor estate conditions and keep our communities clean, safe and well maintained.

By regularly visiting our estates, we can spot issues early, take action where needed and help ensure our neighbourhoods remain great places to live.

We Want to Hear From You

You know your neighbourhood better than anyone. If there's an issue you'd like us to consider during an upcoming walkabout, please let us know before we visit your area.

Whether it's fly-tipping, litter, grounds maintenance, environmental concerns or another issue affecting your neighbourhood, we'd like to hear from you. Issues raised by residents will help inform what we look at during the walkabout and help us focus on the matters that are most important to local communities.

You don't need to wait for a walkabout to report a concern

If you spot an issue in your neighbourhood, you can contact us at any time by calling 01229 876578 or emailing housing@westmorlandandfurness.gov.uk.

Upcoming Walkabouts

The neighbourhoods scheduled for estate walkabouts over the next four months and the week in which they are planned to take place are as follows:

Monthly Estate Walkabouts

- 7 September – Walney, North
- 5 October – Walney, South
- 2 November - Hindpool
- 14 December – Greengate

Please note that while every effort will be made to carry out walkabouts during the weeks shown, dates may occasionally change due to operational requirements.

We'll publish the dates of future walkabouts in upcoming editions of the newsletter.

Ward Councillors (and Street Voices if there are any) will be invited to attend walkabouts taking place within their wards and share local feedback and concerns.

Want to keep up to date?

Information about upcoming walkabouts, including confirmed visit details where available, will also be shared on our social media channels. Details of how to follow us can be found on page 51.

Estate Walkabout on Ormsgill

Recently, our Housing Estates Team and local councillors carried out a walkabout in Ormsgill, identifying issues including fly tipping and garden waste.

The visit also provided an opportunity to discuss other local priorities and potential improvements.

Grass Cutting Service Update

We are pleased to announce that Environmental Landscape Solutions Ltd has been appointed to deliver our grass cutting service and has been in place since April.

This contract is separate from the Council's main grounds maintenance arrangements and relates specifically to areas managed by the Housing Landlord Service.

Our areas are cut once a month from April to October, subject to weather conditions. This approach helps ensure our outdoor spaces are maintained to a consistent standard throughout the season.

Environmental Landscape Solutions Ltd said:

"We're delighted to have been awarded this contract and look forward to building a long-term, successful and productive partnership with Westmorland and Furness Council."

New Handy Person Scheme

Help for elderly or vulnerable people who are unable to carry out certain jobs in their home

As your landlord, we are responsible for maintaining the structure and external fabric of your home.

However, there are some small jobs, that we are not responsible for, which could be carried out by the Council's Handy Person Service - a small repairs and assistance service for householders in the Westmorland and Furness area.

Whilst there is no charge for the cost of labour, the occupier will have to provide any necessary items and materials and only people who meet the criteria can apply.

To be eligible, you must be either:

- Aged 65 and over
- Have a disability or are vulnerable
- About to be or have recently been discharged from hospital
- Considered to be at high risk of falling

What work can the handy person do?

Council tenants, who meet the criteria, can request the following specific jobs.

- putting up curtain rails, curtains or blinds
- erecting shelves or affixing coat hooks
- changing light bulbs and fluorescent tubes
- fixing down or trimming loose or hazardous carpets
- moving furniture within the home

How do I contact the Handy Person?

If you are eligible and wish to request the Handy Person, please contact the Council's Housing Standards Team:

Telephone: 0300 373 3300 (please leave your name and contact number if necessary and the team will call you back)

Email: housingstandards@westmorlandandfurness.gov.uk

Or complete online request form:

<https://www.westmorlandandfurness.gov.uk/housing/handy-person-scheme>

Ball games in our neighbourhoods

With the lighter evenings and summer holidays here, it's great to see more children and young people outdoors, keeping active, spending time with friends and taking a break from screens.

Playing football and other ball games is not normally considered anti-social behaviour, and children and young people have the right to enjoy local open spaces. However, we understand that ball games can sometimes cause concerns where there is noise, damage to property or safety risks.

We ask everyone to be considerate of one another. Those playing ball games should respect nearby homes, gardens and vehicles, while residents are asked to remember that some noise from children playing is a normal part of community life, particularly during the holidays. Parents and carers can help by reminding children to play safely, respectfully and to be mindful of their neighbours.

Most issues can be resolved through communication and compromise. A little understanding on all sides can help ensure our neighbourhoods remain welcoming places for everyone.

The council will take a balanced approach to complaints and will only consider intervention where there is evidence of serious or persistent nuisance.

Thinking about a garden shed? Please read this first

We know that a garden shed can provide valuable extra storage space. If you're thinking about installing a shed, please make sure you obtain permission from us first and follow our guidance to ensure it is safe, suitable and does not affect your neighbours.

Key requirements include:

- The shed must be located within your property boundary and in the rear garden

- It should be at least 2 metres from any building and 0.9 metres from boundary fences.
- It should not normally exceed 3m long, 2.4m wide and 1.8m high to the eaves.
- It must not be positioned in front of the main building line.
- It cannot be used for business or commercial purposes without our written permission.
- You are responsible for keeping the shed safe, secure and well maintained.
- Unless agreed otherwise in writing, the shed must be removed at the end of your tenancy.

If you would like further information or wish to discuss installing a shed, please email us housing@westmorlandandfurness.gov.uk or call 01229 876578.

Know your boundaries: Fencing responsibilities explained

We have seen an increase in requests for new fencing and fence repairs between neighbouring properties and would like to clarify who is responsible for maintaining different types of fencing.

In most cases, boundary fences that divide two neighbouring homes are not the responsibility of the Council. These fences are normally the responsibility of the adjoining residents. Neighbours may wish to discuss and agree arrangements for repair or replacement, including any costs involved.

The Council is generally responsible only for fencing that forms a boundary between a Council property and a public footpath, highway, communal alleyway, or other public area.

Before submitting a fencing request, please consider whether the fence is a shared boundary with a neighbouring property, as requests relating to these fences will usually fall outside the Council's responsibilities.

If you are unsure who is responsible for a particular fence, please contact us for advice:

Call 01229 876578

Email housing@westmorlandandfurness.gov.uk

Affordable Home Contents Insurance

Did you know? While the building you live in is insured by the Council, your personal belongings aren't covered.

We've partnered with Thistle Tenant Risks to offer specialist, affordable contents insurance designed for social housing tenants.

This pay-as-you-go scheme can be added to your rent payments and covers items such as:

- Furniture and carpets
- TVs and electrical goods
- Clothing and household essentials

It even includes replacement of external locks if your keys are lost or stolen.

Want to know more or get a quote? Call us on 01229 876488 or email housing@westmorlandandfurness.gov.uk.

Struggling To Pay Your Rent?

Don't wait for the debt to build up. Our friendly Rents Team is here to help you with advice, options and understanding. They can work with you to come up with a payment plan that's affordable for you.

Our expert Financial Inclusion Officer, Jo Hughes, can also check you're receiving all the benefits you're entitled to – call Jo on 01229 876534.

The sooner you contact us - the sooner we can help!

Give a member of our team a call today:

- Emma Johnston 01229 876469
- Katie Barker 01229 876471
- Hana Sear 01229 876397
- or email: housing@westmorlandandfurness.gov.uk
- Eden area – Joanne Champkins 01768 212 216

Pay Your Rent The Easy Way

Make life simpler by paying your rent and water rates by Direct Debit.

With Direct Debit, your bank automatically sends us your rent payment on the same date each month—no reminders, no missed payments, no hassle.

Extra bonus: If you pay your water rates by Direct Debit, you'll receive £5 credit on your account each year.

Setting up Direct Debit is quick and easy. Just call our Business Support Officer, Georgina Bridgens, on 01229 876478, and we'll get you started.

Have a Complaint or Feedback? - We're here to help

Feedback Matters

Your feedback matters. Whether it's a suggestion, a compliment, or a concern, it helps us understand what we're doing well and where we can improve.

Every comment is reviewed and used to shape better services for you and your community.

If you're unsure who to contact, please call 01229 876578 or email:

housing@westmorlandandfurness.gov.uk and you'll be directed to the relevant team. Our full contact details are also listed from page 49.

If you've already raised an issue and feel we haven't responded appropriately, you can make a formal complaint. As a provider of social housing services regulated by the Regulator of Social Housing and overseen by the Housing Ombudsman Service, we are committed to handling all complaints properly and fairly.

Here's what you need to know:

How to make a formal complaint

If you are dissatisfied with the service you have received, action taken or lack of action, you can make a complaint by:

Completing online form: <https://www.westmorlandandfurness.gov.uk/your-council/have-your-say/make-complaint/making-complaint>

Calling: 0300 373 3300

Emailing: complaints@westmorlandandfurness.gov.uk

Visiting: Housing Reception in the Town Hall

Writing to: Complaints Team
Westmorland and Furness Council
South Lakeland House, Lowther Street
Kendal, Cumbria, LA9 4DQ

Our complaints process has two stages:

Stage 1 – Initial Investigation

- We'll acknowledge your complaint within five working days.
- You'll receive a full response within 10 working days (unless extension agreed).

Stage 2 – Review

- If you remain dissatisfied, you can escalate your complaint for review.

- We'll acknowledge this within five working days and send a final response within 20 working days (unless extension agreed).

If you remain dissatisfied after Stage 2, or you feel we have not answered within a reasonable timescale, you can refer your complaint to the Housing Ombudsman Service.

Taking your complaint to the Housing Ombudsman

If you've gone through both stages of the formal complaints process and you're still not happy with the decision or you feel we haven't answered within a reasonable timescale, you can complain to the Housing Ombudsman by:

Completing online form: <https://www.housing-ombudsman.org.uk/residents/make-a-complaint/online-form/>

- Calling: 0300 111 3000
- Emailing: info@housing-ombudsman.org.uk
- Writing to: Housing Ombudsman Service
PO Box 1484, Unit D, Preston, PR2 0ET

Find out more about the Housing Ombudsman Service by visiting: <https://www.housing-ombudsman.org.uk/residents/when-to-get-help-from-the-housing-ombudsman/>

The Complaint Handling Code

We follow the Housing Ombudsman's Complaint Handling Code and publish a yearly self-assessment and an annual complaints performance report. For more information visit: <https://www.barrowbc.gov.uk/residents/council-housing/housing-complaints-handling-code>

Feedback About Housing Services

Compliment for Keir

We received a compliment via Rothwell Plumbing Services, who forwarded feedback from the mother of one of our tenants following a recent gas service visit by their engineer, Keir.

The tenant had been without heating and hot water due to ongoing issues with his gas meter. Keir spent around two hours investigating the problem, liaising with the supplier and successfully restoring the gas supply, enabling the boiler to be serviced and brought back into operation.

The tenant's mother wanted to pass on her thanks and praise for Keir's efforts, describing him as "fantastic."

This feedback recognises Keir's dedication and commitment to going the extra mile to support our tenant. Well done, Keir!

Please send us your feedback by:

- Emailing: housing@westmorlandandfurness.gov.uk
- Calling: 01229 876578
- Writing to us using our freepost address - no stamp required:

Housing Department
FREEPOST RTLL XUYS JHZT
Town Hall
BARROW-IN-FURNESS
Cumbria LA14 2LD

Celebrating Our Much-Loved Community Champion

We're delighted to share that Pat Chapples was named Ambassador of the Year at the Love Barrow Community Awards, recognising her exceptional contribution to the community and more than 35 years of dedicated service with the Furness Homeless Support Group (FHSG).

Pat is held in great regard and affection by our staff, and as an organisation that works closely with FHSG, we are especially proud to see this richly deserved honour awarded.

Pat described the award as a wonderful surprise and a heartfelt tribute to the fantastic FHSG team and the many partners they work alongside.

We send our warmest congratulations and sincere thanks to Pat for her unwavering commitment, kindness and inspiration, and for all she continues to do for our community.

Remembering Corporal Taylor

Sometimes, it's the little things that make a big difference.

Recently, during a routine void clearance, our Mobile Caretaking Operatives Paul Gillard and Sue Vaughan came across something very special – a set of military medals belonging to a relative of a former resident, Corporal T Taylor. Instead of letting them be lost or forgotten, they recognised how important they were and made sure they were safely kept.

From there, something really positive happened. Gordon Robson, our Neighbourhood Enforcement Officer, took the time to have the medals carefully mounted in a frame, alongside a photograph of Corporal Taylor. With a bit of help from a former colleague, he also put together some background information about his service, helping to tell the story behind the medals.

Thanks to everyone's efforts, the Mayor's Office displayed them as part of Barrow Armed Service's commemoration week, giving others the chance to pause, reflect and remember. They will now continue to be looked after and displayed with other local items of interest.

We'd like to say a sincere thank you to Paul, Sue and Gordon for the care and respect they've shown. Because of their actions, Corporal Taylor's story can now be shared, ensuring his service is recognised and remembered by others for years to come.

It's a wonderful example of people going that extra step to show care and respect – not just for homes, but for the lives and stories connected to them.

Making A Difference Together

Over the past year, staff across the Council have shown incredible generosity and community spirit, helping to support local people and charities across our area.

Our senior surveyor, Bryan Walker, led fundraising efforts for St. Mary's Hospice, including a festive Christmas dress down (and sparkle up!) day. Thanks to the kindness of Town Hall staff, an impressive £[amount] was raised in support of the hospice's vital work for local people and families.

At the same time, our Thriving Communities Team brought colleagues together across Council offices to raise over £700, helping to provide gifts for older people, people experiencing homelessness, and survivors of domestic abuse.

To top it all off, the Council's Senior Leadership Team got hands on and wrapped every single gift themselves — a great example of everyone pitching in to spread a little extra kindness across our communities.

A Fond Farewell to Steph

We also want to take a moment to recognise Steph Cordon, former Director of Thriving Communities, who is leaving the council following the senior leadership team restructure.

Steph joined us more than six years ago, shortly before the Covid-19 pandemic, and during that time has worked with colleagues and communities across the area. Working particularly closely with Caroline, Steph has been a trusted colleague and supportive leader whose passion, commitment and unwavering focus on people have left a lasting mark on the council and the communities we serve. Steph put people at the heart of everything she did, and her leadership was always guided by a genuine desire to make a positive difference.

Steph will be greatly missed, and we thank her for the positive impact she has had on colleagues, residents and communities over the years. We wish her every success and happiness for the future.

Donation to Barrow Royal British Legion

Following our Christmas Party, held in the function room at the Royal British Legion in Barrow, we were delighted - thanks to careful budgeting and a touch of festive generosity - to donate the remaining £165 from the event to the Legion.

The cheque was presented to Des Murphy, Chair of the Barrow branch in appreciation and thanks for the invaluable support the organisation provides to local veterans, families and the wider community.

Face-to-face with Angela Jones

I am the Strategic Director for Communities, Place and Economy at Westmorland and Furness Council.

I have over 30 years' experience in Local Government, working in a mixture of unitary and county councils, across the North West and Wales. I returned to Cumbria 16 years ago as Senior Manager for Regulatory Services.

The new Communities, Place and Economy directorate brings together services and activity which shape the physical environment, support sustainable growth, protect natural assets, deliver housing, strengthen communities and ensure local places function safely and effectively.

It integrates place-based planning, housing, highways and transport, economic development and regeneration, culture, arts and events, regulatory and public protection services, environmental stewardship, climate and nature, community safety, and community resilience into one Directorate.

Angela answers the not-so-serious questions

Describe yourself in three words.

Collaborative, passionate and determined

Have you any phobias?

Rodents of any kind. Mice, rats – if it has a long tail and scurries, I'm heading the other way! If I spotted one, you'd probably hear me scream across the whole of Westmorland and Furness!

If you could go back and relieve any moment, what would it be?

My wedding day 24 years ago – being surrounded by our family and friends, all gathered in my hometown of Millom to celebrate together. It was a day filled with love, laughter and fun that I'd love to do all over again.

What film will you never grow tired of watching?

It's a Wonderful Life – a heartwarming classic that I never grow tired of watching it. It's a Christmas favourite!

What's your biggest guilty pleasure?

That's easy – Chocolate.

What skill or talent would you most like to learn?

To play the piano. I've always admired people who can create beautiful music, and it's a skill I'd love to learn one day when I have more time.

What advice would you give your younger self?

Have confidence in yourself. Be brave and don't worry so much!

Do you collect anything?

I'm a bit of a magpie! I collect antiques, driftwood, stones – anything interesting, unique or full of character.

What's your favourite type of food?

Being a proud Cumbrian, it has to be Cumberland sausage!

What's your most treasured possession?

It's hard to choose just one. I have an emotional attachment to far too many things! I find it hard to let go of anything with a special memory attached.

What would your specialist subject be if you were to go on Mastermind?

The Archers. I've been a loyal listener for years and love the characters and storylines about the rural community.

What's the most recent show you've binge watched?

Race Across the World. I love seeing different parts of the world, following the contestants on their epic journey. The best thing about the last series was that I honestly didn't know who I wanted to win – they were all so likeable and inspiring in different ways.

What do you do to unwind after a long day at work?

After a long day at work, I like to potter in my garden, watering the plants in my greenhouse and spending time outdoors. A walk in the woods around Arnside always helps me switch off. I absolutely love living in such a beautiful part of the world, with nature and amazing views right on the doorstep.

What's your favourite drink?

Coffee – definitely coffee. There's nothing better than a good cup of coffee, especially before work when I enjoy a quiet moment before the busy day starts.

If you had a warning label, what would yours say?

Warning: Mondays may require extra coffee before meaningful conversation can begin. Full functionality resumes by Tuesday!

What is your mantra?

Be the best you can be and help others to do the same

How would you survive a zombie apocalypse?

My survival strategy would be sticking close to with my fantastic team, who know what they're doing, are practical and problem solvers!

Marking 25 Years with a Unique Unveiling

Congratulations to Georgina (George) Bridgens on celebrating 25 years with the Council – every one of them spent in the Housing Service. To mark this fantastic milestone, colleagues gathered for the unveiling of a picture by local artist Hannah Willetts, featuring some of George's favourite places. The artwork was specially commissioned by George as her chosen long-service award.

George, our Leaseholder Officer, has made a huge contribution over the years and is a much-loved member of the team.

Congratulations, George, and thank you for 25 years of dedication, hard work and friendship!

Welcome to...

Sarah Corkill

Hello, I'm Sarah and I've recently joined the Safe and Strong Communities Team as their newest Housing Officer.

For 26 years, I worked in education. For the past 20 years, I was a Senior Teaching Assistant at Greengate Junior School.

In my new role, I enjoy working with a variety of people and helping others wherever I can. I love that every day brings something different, which keeps things interesting and rewarding. Working with such a supportive and friendly team makes a huge difference, and I'm always keen to take on new challenges, learn new things and make a positive impact.

Hana Sear

Hello, I'm Hana, and I joined the Income and Debt Recovery Team in June.

Before joining the team, I worked in Revenues and Benefits, dealing with overpayments and Discretionary Housing Awards.

Everyone has made me feel very welcome, and I've really appreciated the support and patience shown while I learn the role.

I'm excited to be part of the team and hope to make a positive difference by providing the best possible support to our tenants.

And farewell to...

Amanda Morris

In December, we said a fond farewell to our Benefits Liaison Officer, Amanda Morris, who retired after 27 years of dedicated service.

The Income and Rent Recovery Team in particular will miss Amanda. She has been an incredibly knowledgeable and compassionate member of the team, always willing to go the extra mile to support tenants.

Her kindness, patience, and depth of expertise have left a real and lasting impact on both tenants and colleagues alike. It's no surprise that several tenants got in touch to say how much she will be missed.

We wish Amanda all the very best as she begins this exciting new chapter, with even more time to enjoy her wonderful travels and following her passion for F1, sharing unforgettable moments with her husband, Gary, and her lovely family!

Carol High

In May we said a fond farewell to Carol High, who retired after nearly 40 years of loyal service, most of which was spent within the Housing Service.

A highly experienced and valued member of the Income and Debt Recovery Team, Carol will be greatly missed by colleagues and customers alike.

Carol brought not only knowledge and commitment to her role, but also kindness, humour - and her famously delicious baking, especially her much-loved carrot cake!

Outside of work, Carol is an avid gardener, and retirement will provide plenty of opportunity to enjoy time at her allotment. Alongside her husband Mike, and her much-loved cats Stan and Ollie, she is looking forward to a well-earned new chapter - spending more time with her lovely mum and friends and embracing life as a lady of leisure (and, no doubt, a lady that lunches!)

We thank Carol for her outstanding service and wish her a long and happy retirement.

Results of Christmas colouring competition

A big thank you to all the children who took part in our Christmas Colouring Competition! Every picture made us smile, and picking the winners was super tricky.

After lots of head-scratching and careful judging, we're excited to reveal our overall winners:

- 7 years and under: Dexter Newby
- 8–11 years: Connie Blythe

Huge congratulations to Dexter and Connie on their brilliant artwork and a big well done to all of our merit award winners: Tim Zapukliak, Jessie Higgins, Ronnie Rushton and Marshall Price. You're all colouring superstars!

Reasons to Stay

Days when you're struggling can feel very lonely, but a few kind words can help.

Reasons to Stay offers real, anonymous letters written by people across the world, filled with kindness, honesty, and hope. A small message at the right time can make all the difference.

Please take a moment for yourself - or share this with someone who might need it.

Visit: <https://reasonstostay.org/>

If you need urgent help, contact Samaritans (116 123), NHS 111, or emergency services.

Finding the right team

We know it can be confusing knowing who to contact when something needs sorting. Some issues are dealt with by our Housing Landlord Services teams, while others are the responsibility of different council services.

A good rule of thumb is:

- Housing land (estates, blocks, shared areas) – us
- Public land (roads, pavements, street lighting) – other council services

To make it easier to find the right team, we've introduced a new Key Contact Numbers section. Issues highlighted in pink are dealt with by us.

Who To Contact About Local Issues

Grass cutting

Where it is - Housing estates or housing-owned land

Who deals with it

Housing Landlord Service

How to report it

Call 01229 876578 or email housing@westmorlandandfurness.gov.uk

Where it is - land outside housing-owned land

Who deals with it

Grounds Maintenance

How to report it

Call 0300 373 3300

Fly tipping

Where it is - Housing-owned land or housing areas

Who deals with it

Housing Landlord Service

How to report it

Call 01229 876578 or email housing@westmorlandandfurness.gov.uk

Where it is - Land outside housing-owned land

Who deals with it

Environmental Services

How to report it

Search 'Report fly tipping' on the Council website or call 0300 373 3300

Anti-social behaviour / noise nuisance

Where it is - Housing estates or housing-owned land

Who deals with it

Housing Landlord Service

How to report it

Call 01229 876578 or email housing@westmorlandandfurness.gov.uk

Where it is - Land outside housing-owned land

Who deals with it

Environmental Protection

How to report it

Search 'Report anti-social behaviour' on the Council website or call 0300 373 3300

Issues about shared / communal areas

Where it is

Blocks and shared housing areas

Who deals with it

Housing Landlord Service

How to report it

Call 01229 876578 or email housing@westmorlandandfurness.gov.uk

Bins / recycling (all areas)

Who deals with it

Waste and Recycling

How to report it

Search 'bins or recycling' on the Council website or call 0300 373 3300

Dog fouling

Where it is

Footpaths, grass verges and public open spaces

Who deals with it

Street Cleansing

How to report it

Complete the online reporting form – search 'Report dog fouling' on the Council website or call 0300 373 3300

Street lighting / highways

Where it is

Roads and pavements

Who deals with it

Highways

How to report it

Complete the online reporting form – search 'report lighting' or call 0300 373 3306

Potholes or damaged pavements

Where it is

Roads and footpaths

Who deals with it

Highways

How to report it

Complete the online reporting form – search 'potholes' or call 0300 373 3306

Points of Contact

Director of Housing

Caroline Wagstaff (01229) 876523

Senior Manager - Housing Landlord and Homelessness Services

Rebecca Halton (01229) 876549

Income Recovery Team

- Emma Johnston (01229) 876469
- Katie Barker (01229) 876471
- Hana Sear (01229) 876397
- Financial Inclusion Officer
- Jo Hughes (01229) 876534

Safe and Strong Communities Team

Interim Operational Lead for Safe and Strong Communities

- Caroline Kendall (01229) 876462

Team Leader

- Debbie Cubiss (01229) 876423

Housing Officers

- Dan Crowe (01229) 876479
- Lisa Lindley (01229) 876493
- Sarah Corkill (01229) 87652

Housing Maintenance Team

Service Manager - Housing Maintenance

- Nigel Clarke (01220) 876326

Senior Surveyors

- Bryan Walker (01229) 876466
- Peter Rimmer (01229) 876530

Regulation and Compliance Supervisor

- Graham Harcourt (01229) 876465

Surveyors

- Ste Herrington (01229) 876492
- Jordan Herrington (01229) 876531

Regulation and Technical Officer

- Lindsay Gedling (01229) 876577

Repairs and Maintenance Support Officer

- Dean Steeley (01229) 876365

Service Delivery Support Team

- Right to Buy - Michelle Bradley (01229) 876483
- Household Insurance - Joanne Worrall (01229) 876488
- Choice-Based Lettings - Donna Brown (01229) 876468
- Direct Debits - Georgina Bridgens (01229) 876478

Allocations Team

- Team Leader - Cheryl Waite (01229) 876550
- Jacky Macaulay (01229) 876403
- Isaac Jesson (01229) 876345

Tenancy Support and Engagement Officer

- Simone Singleton (01229) 876580

Homelessness Team

- Advice (office hours) (01229) 876599
- Out-of-hours (01229) 833311
- Email: dutytorefer1@westmorlandandfurness.gov.uk

Reporting Repairs

During office hours

- Non-gas repairs: (01229) 876578
- Gas-only repairs*: 0800 0236 277 or 01524 734 350 or email: housing@westmorlandandfurness.gov.uk

Out-of-office emergency repairs

- (01229) 833311

Gas repairs relate to no heating or hot water or radiator and boiler issues

Telephone opening times: Monday-Thursday 8:30am-4:30pm (4pm Friday). For any other enquiries, call our Customer Service Team (01229) 876578

Eden Contacts

Housing Officer - Joanne Champkins

- Tel: 01768 212 216
- Email: joanne.champkins@westmorlandandfurnesscouncil.gov.uk

Her working days are: Tuesday and Wednesday 9am - 5pm / Thursday 9am - 1pm

For urgent issues outside of these times: Call Customer Services: 0300 373 3300 or email: housing@westmorlandandfurness.gov.uk

To report non-gas repairs: 01768 212 216

To report gas-only repairs: Call 0800 0236 277 or 01524 734 350 or email housing@westmorlandandfurness.gov.uk

To report out-of-office emergency repairs: Call Customer Services on 0300 373 3300

Contact Us

- Email us: housing@westmorlandandfurness.gov.uk
- Write to us: Housing Service, Town Hall, Duke Street, Barrow LA14 2LD
- Website: <https://www.westmorlandandfurness.gov.uk/housing/council-housing>
- Facebook: Westmorland and Furness Housing Landlord Service
- Instagram: @housinglandlordservice
- X page: @WandFCThrivComm

Contacts for Street Voices

Raglan Court and Corporation Terrace

Mandy Anderson 07925 410 817

Roosegate

Nicola Bull – 07808 264 941

Newton Road Area, Dalton

David Pearson – (01229) 230019

Bank Lane to Millstone Avenue, Ormsgill

Bill McEwan - 07795 806 193

Broughton Road Area, Dalton

Danny Green – 07999 462 934

Brathay Crescent, Barrow

Gaynor Killip - 07944 607 019

Carleton Meadows, Penrith

Scott Jackson - 07920 408 094