Brightening local communities.

@home

The newsletter for Incommunities customers

Issue 54
Autumn/Winter 2017

‘Blooming Marvellous’

Brightening local communities. Find out more on page 6

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budding builders get to work
page 4

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managing your money
page 14

plus! fantastic prizes to be won
Welcome

Message from Geraldine Howley

Welcome to your Autumn/Winter edition of @home.

It has been an eventful summer with the snap general election and the start of Brexit negotiations, however events were then overshadowed by the tragic fire at Grenfell Tower.

As your landlord we work closely with West Yorkshire Fire and Rescue Service and have their assurance that all our fire safety policies and procedures are in place. Immediately following the tragedy we contacted all our residents living in our high rise blocks and held drop-in sessions to keep everyone informed and respond to any customer concerns.

You can be assured that we will respond to any recommendations that come out of the investigations and will continue to keep residents updated on any measures we need to take.

In April, we were all saddened to hear that Alex Brown, a passionate residents’ champion had passed away. Alex was an outstanding advocate for tenants and a big supporter of our work to improve people’s lives. Our thoughts continue to be with his family at this time of loss.

On a positive note, I am proud that we continue to invest in building new homes and modernising existing properties for the benefit of our residents in Bradford district, Huddersfield and beyond.

It is also wonderful to report that Sadeh Lok has retained their Customer Service Excellence standard and see staff right across the organisation go the extra mile to improve the lives of others in so many ways.

To find out more about what’s been happening across the group why not take a relaxing break reading your latest @home?

Geraldine Howley
Incommunities Group
Chief Executive
Inspectors give cleaning work ‘thumbs up’

External inspectors have given our cleaning, caretaking and grounds maintenance work top marks.

A team of inspectors from Hull City Council ran the rule over the standard of cleaning in communal areas around our homes. They were joined by some of our own volunteer inspectors.

The inspection used a scoring system set by the HouseMark Benchmarking Club which we are part of and compares the performance of housing providers across the country.

The Hull team gave us a satisfaction score of 87% - up 3% on our last external inspection.

Jayne Simpson from Incommunities’ Estate and Support Services said: “The inspectors were very thorough and praised the hard work of staff and customers.

“This independent review shows we are keeping up to high standards of service. Thank you to all the inspectors who took part.”

Following the assessment, some of our customer inspectors went to Humberside to carry out a similar exercise working with Hull City Council.

Addingham residents in blooming success

The busy gardening club led the way at the Addingham Allotments and Gardens annual show taking a top prize for best Dahlias. Individual winners included Margaret Porter for her display of Dahlias, which she has nurtured with her husband Ramon, and Anne Powell, a ‘double’ winner for her floral art. In addition, Eileen Fielding scooped a runner’s up prize for her needlework.

The club’s treasurer, Margaret Porter, said: “The show produced a fabulous crop of success for Southfield residents – our best ever – and everyone is over the moon.”

Congratulations to residents at Southfield House who won an array of prizes at their local village show.
Budding builders from Bowling Park Primary School have been given a taste of the world of work thanks to Incommunities.

The pupils visited our construction training centre where they had a go at different building skills before taking on the challenge of making bird boxes for their school.

They also met some of our young apprentices to learn more about their experience of work.

Among the pupils taking part was Diamond Anderson who said: “It was great meeting people from Incommunities and it’s really made me think about what I might want to do when I finish school.”

The taster day was run in partnership with Bradford Pathways, a Council initiative which encourages employers and training organisations to work with young people as they explore their career options.
Looking for a home that meets your lifestyle needs?

We currently have a number of homes and studio flats for rent at some of our sheltered schemes.

These are specifically designed for people aged 65 and over who are keen to live independently. Each home is fully self-contained within safe, well maintained and secure surroundings.

As a resident you can choose how you live your life – coming and going as you please through your own front door – whether relaxing in your flat, meeting neighbours and enjoying social activities in a comfortable communal lounge.

All our residents have the added benefit and reassurance that our round-the-clock Trustcare response service is just a call away if needed.

Finding a home

We have unfurnished flats available at Farish House in Keighley, Derby Place in Thornbury, Wellesley House at Laisterdyke, Greenbank Court in Baildon, Southfield House, Addingham and other parts of the district.

We also have a wide selection of flats and houses for rent available through Right Moves. To view these click [www.bit.ly/2kzDOOH](http://www.bit.ly/2kzDOOH). These include semi-detached, town houses and self-contained flats.

To find out more and arrange viewings ring our Lettings Team on 01274 257777.

If you’d like a reminder of which bins go out when, what you can recycle, how to order a bin or need to report a missed collection, why not download Bradford Council’s mobile app to your smart phone or tablet?

The app also gives you lots of information on other Council services.

To download now go directly to Bradford Council in the app store or Google Play Store.

Keep in touch with your bin collections – by app!

As you know bin collections for general refuse and recycling waste now take place on alternate weeks.
Wildflower meadows prove a social media hit!

Wildflower planting by local homes has again won praise from tenants, residents and visitors.

Thousands of flowers have bloomed in bedding areas and plots of land across ten sites.

The schemes have been planted by Incommunities’ estate services teams to brighten up neighbourhoods and attract wildlife.

They include displays in Shipley, Bingley, Ilkley, Silsden, Queensbury, Keighley and parts of Bradford.

The wildflower planting has been masterminded by team supervisor Albert Sallu, who takes great pride in planning colourful shows.

It’s led to a string of social media messages praising the displays.

One typical post said: ‘And they’re back... thank you for brightening up Ben Rhydding’.

Another said: ‘Do you know who planted the wildflowers where Hoyle Court meets Otley Road (Baildon)? Thank you whoever you are. They are beautiful!’

Estate Services Manager, Lindsay Wilson said: “It’s great that the planting has again made such a big impression. Albert and estate staff love to bring a splash of colour to local areas and their planting really lifts people’s spirits.”

Thornton Road fundraisers!

Congratulations to residents at Shuttleworth House who raised £256 for Marie Curie at a social evening of old time singalongs, raffles and tombola. A big thank you to compère on the night ‘Karaoke Ken’ and scheme co-ordinator, Helen Rector, who helped organise the fundraiser.
Fire safety in your home – important information

Your safety is our priority.

Please read and keep this essential fire safety information – it could save lives!

Following the tragic events at Grenfell Tower, as your landlord we took immediate fire safety actions to reassure customers living in our 30 high rise blocks.

This includes contacting them to inform residents that:-

• all our Fire Risk Assessments are up to date.
• our cladding systems are not the same as that in the London tower block. Our flats are clad with mineral wool and cement rendered finish which is non-combustible.
• as further reassurance all our blocks are being checked.
• all our fire safety policies and procedures are up to date.
• we continue to work with West Yorkshire Fire and Rescue Service to ensure your safety.

Over the summer we have held fire safety surgeries for customers of all our high-rise blocks.

As a precautionary measure we have also commissioned a series of structural surveys, including external wall insulation systems to validate our fire safety measures.
If there is a fire in your block or scheme...

We operate a Stay Put policy which is based on the rule that each flat is designed to contain a fire until the fire service attend. This is a method adopted nationally in blocks of flats and one the fire service supports.

If there is a fire in part of your building and it is safe to do so then stay put in your flat and:-

• close all internal doors
• gather everyone in one room
• stay in and listen to local TV and radio updates
• call 999
• and wait to be rescued

but, if you feel in immediate danger, get out:-

• leave your flat and close all doors behind you
• use the stairs – never use the lift
• do not stay behind to help put the fire out
• wait outside well away from the building
• call 999

For more information on fire safety in blocks click this leaflet produced by the fire service: www.wyfs.co.uk/wp-content/uploads/2017/07/highRiseLeaflet-Hamps-originally-FINAL-07.07.17-.pdf

Fire safety check list

Whatever accommodation you live in it is important everyone takes the right steps to protect you, your home and people living around you.

• never leave children alone. Keep matches out of reach and do not let children near cooking and heating appliances when in use
• do not overload electrical sockets - try to keep to one plug per socket
• do not smoke in bed. This is a major cause of fires in the home. Always finish your cigarette before going to bed, and make sure that they are stubbed right out
• never leave candles unattended. Candles are naked flames, make sure you extinguish candles and incense sticks at night
• chip pans are another major source of fires in the home. Do not fill the pan more than a third full of fat or oil. Never leave the pan without turning off the heat. If the pan does catch fire, do not throw water on it - turn off the heat, smother the flames with a damp cloth or lid and leave for half an hour or call the Fire Brigade. Avoid the use of chip pans if you can
• have your own heaters serviced every year. Make sure they cannot be knocked over and keep them away from furniture and furnishings. Also make sure nothing can fall onto the heater
• before going to bed, switch off all electrical appliances. Carefully remove plugs from electrical sockets. Check ashtrays for burning cigarette ends and pipes. Close all internal doors. Check there is nothing blocking the hallway or front door
Communal areas—keeping you and your neighbours safe

If you live in accommodation with communal areas please remember to:

• keep all corridors and stairwells clear of any obstruction
• do not leave out any refuse items in these spaces
• never leave a fire door open
• never block an emergency access point to your building
• get to know your neighbours. They may need assistance in an emergency
• report any damaged doors or smashed windows to your neighbourhood officer or scheme coordinator
• Make sure you are familiar with the emergency procedures for your building. They are displayed in all our communal areas

In the event of an emergency where we would have to evacuate the building, we need to know in advance who would need help. Please register your needs with Incommunities on tel: 01274 257777 or 01484 435715 (for Sadeh Lok customers).

Home appliances—safety advice

Appliances in the home, such as tumble dryers and washing machines can also cause fires. We have teamed up with West Yorkshire Fire and Rescue Service to give you these safety tips:

• never leave your tumble dryer or washer unattended when switched on or programmed to run overnight
• clean the filter of any fluff and lint after every use
• don’t cover the vent
• ensure the vent pipe is free of any kinks and not blocked in any way
• with condenser dryers, ensure the water tank is empty and always clean the tray
• never overload your dryer and put items in that have been used to soak up flammable liquids
• ensure your tumble dryer or washer is serviced regularly by a qualified engineer
• regularly test your smoke alarms to make sure they are working

If you are concerned about any electrical appliances in your home you can find out if they have been recalled for safety reasons by going to the Electrical Safety First website: www.electricalsafetyfirst.org.uk/product-recalls/

If your appliance is on the recall list stop using it and contact the manufacturer or retailer you bought it from straight away.

Home Fire Safety Checks

Anyone living in the area may be eligible for a Safe and Well visit. For more fire safety information go to www.westyorkshirefire.gov.uk or ring Freephone 0800 587 4536.

Working in partnership with West Yorkshire Fire and Rescue Service we can arrange home visits and fire safety advice for vulnerable customers such as elderly residents. To arrange this simply call our Fire Safety Team (see below).

If you would like your home smoke alarms checked please contact our Customer Contact Centre on 01274 257777 (Incommunities customers) or 01484 435715 for Sadeh Lok customers.

You can be assured that as your landlord we will continue to work with the fire service and respond to any future recommendations coming from the investigations into the Grenfell tragedy. We will keep you updated of any changes made to our fire safety procedures and guidance.

If you have fire safety concerns or issues where you live please do not hesitate to contact our dedicated Fire Safety Team on 01274 257256.
More new homes on track!

Diggers and brickies are transforming cleared housing sites into major developments across Bradford and Huddersfield.

At Bolton Woods in Bradford 59 family homes for rent are being built where outdated blocks of flats once stood.

The two and three bedroom houses will complement exciting multi million pound Council plans for an urban village between Bradford City Centre and Shipley.

The £7 million development is being carried out in two phases and managed by our in-house Lumia Homes team.

Backed by the Homes and Communities Agency over 150 new homes in Bradford and Huddersfield are being built for local families.

In Kirklees delighted tenants have moved into new developments at Fartown and Skelmanthorpe.

Rupert Pometsey, Director of Lumia Homes, said:

“These new developments are all breathing new life into brownfield sites and delivering great homes for local people.”

Work is underway to build 22 homes at Parkside, Bradford

Home energy savings quick wins!

As Autumn draws in, now is a great time to save money on your energy bills. Our Sustainability Team share their top tips to keeping warm and save money.

£ Compare the price of energy suppliers and switch, if needed for a better deal. To find out more call Citizens Advice on 03454 040506 or go to uSwitch.com

£ Turn your appliance off standby mode, especially televisions, game consoles and computers. This could save you £30 a year.

£ Draw your curtains at dusk to keep the heat in and open during the day to let the sun in.

£ Every degree counts - lowering your thermostat by just 1°C could save you up to 10% on your heating bills.

£ Keep radiators, heaters and air vents clear to make sure the flow of heat is not obscured.

£ Spending one minute less in the shower each day can save you around £10 on your energy bill. Fitting a water efficient shower head can save you more.

Angela joins the group

We are delighted to welcome Angela Perry to Incommunities.

Angela heads up our asset management department, which includes our new homes programme, estate services and repairs and maintenance.

Angela has worked in housing for over 25 years and moves from the north-west.

She takes over from Jez Lester as Assistant Chief Executive, Asset Management, following Jez’s decision to take early retirement.
Geraldine in OBE honour

Congratulations to Geraldine on her OBE award for services to housing, young people and the community.

This well-deserved accolade in the Queen’s Birthday Honours follows over 35 years working in housing, including leading Incommunities since the formation of the group in 2003.

On news of the honour Geraldine said: “This is a fantastic honour and a humbling one. “I see it as a real tribute to the work of everyone at Incommunities – customers, board members and staff – who work so hard to make a difference.”

Our Group Chair, Jan Ormondroyd, added: “On behalf of everyone well done Geraldine on this deserved honour.”

Young ‘Gems’ make the grade

Eight sixth-form students from Bradford have completed a top housing course run by Incommunities.

The young people from Buttershaw Business and Enterprise College and Tong Leadership Academy took part in the Junior GEM programme – an extension of our graduate GEM programme. They combined classroom-based learning and work experience with Incommunities as part of their studies towards a professional housing qualification.

Congratulations to Molly Robinson, Taylor Bulmer, Jacob Lister, Joshua Simpson, Joshua Fawthrop (Buttershaw) and Raazik Sanglay, Szymon Surowiec and Georgianna Baldwin (all Tong).

The award winning GEM course is designed to create housing leaders of the future.

Some of the young students joined over 20 graduates from around the country celebrating completing the latest GEM programme. Many of them were presented with their Chartered Institute of Housing pass certificates from our Group Chief Executive, Geraldine Howley at a local awards night.
Competition a

Can you spot the **five differences** between picture 1 and picture 2 below?

Circle the five differences on picture 2 and send your entry to **FREEPOST Incommunities** or scan your entry and email **home@incommunities.co.uk**

You could win a £40 gift card for the store of your choice.

Competition rules apply, mark your entry **competition a**.

Closing date: **Monday 30th October 2017**

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Competition b

Coming soon! The original West End musical Grease, featuring a string of unforgettable songs, is coming to **Bradford Alhambra**.

The hit show will run from **9th – 14th October** and tells the story of friendships, romances and adventures among a group of high school kids in the 1950s.

To celebrate this top musical coming to town we have **six gift cards** for Bradford Picturehouse up for grabs!

To enter our prize draw, simply answer this question correctly:

Who played ‘bad boy’ Danny in the 1978 film, Grease?

- Daniel Day-Lewis
- John Travolta
- Patrick Swayze

Send your entry to **FREEPOST Incommunities** or email **home@incommunities.co.uk**

Competition rules apply, mark your entry **competition b**.

Closing date: **Monday 30th October 2017**
**Gas safety checks**

This is a legal requirement and covers your boiler, meter and gas fire if you have one.

Our gas servicing team are committed to:
- ensuring your gas appliances are SAFE to use
- ensuring your appliances are efficient – saving YOU money
- reducing the number of repairs – saving US money on repairs

We will write to you and try to give you one month’s notice of your home safety check. You can choose the day that suits you best, as well as whether you would like a morning or afternoon visit.

If for any reason you cannot keep your appointment, please call us on: 01274 257003 or text: 07837 999628 (Incommunities customers) or email: gasservice@incommunities.co.uk and we can arrange a new time.

Please note, if you are a Sadeh Lok customer we will write to you with the planned date of your service appointment and say whether it’s morning or afternoon. If this is inconvenient and you would like a different date/time please call 01274 257575 or text (07837) 999628 or email sadehlok@incommunities.co.uk

It is important that you give us access to your home. If access is not given you may be in breach of your tenancy agreement, which may result in legal action.

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**Are you registered to vote?**

Being registered to vote gives you a say in any future elections and on who represents you in local and national elections.

Good reasons to register:
- **It gives you a say on important issues** – from roads and recycling to education and the environment.
- **It contributes to your credit score** – e.g. for mobile phones and mortgages.
- **It’s an offence not to register** – although you can opt out of the ‘open register’, which is available for sale and general use.

If you don’t register, you can’t vote! – It’s as simple as that.

It’s free, easy and quick to do online at www.gov.uk/register-to-vote (you’ll need your National Insurance number) or call your local Council election office.
Managing your money

With the benefits system going through major changes and tighter budgets affecting the money in your pocket we think it is important to give you advice and regular updates.

Worried about getting into debt - make a budget now!

It is important to manage your money and stay out of debt.

The Money Advice Service have some useful tips for all Incommunities and Sadeh Lok customers.

• Work out a budget – that way you can check your money coming in and what’s going out
• Watch your spending – if you’re spending too much work out where you could make cutbacks
• Review your household bills – try shopping around for the best deals from energy providers
• If you have a loan or owe money on a credit card don’t ignore it – make it a priority to pay this off. If you are struggling to make payments get specialist advice (see below)
• Take a money health check – go to www.moneyadvice.service.org.uk/en/tools/health-check

Getting into debt?

If you think you are getting into debt, struggling to pay your rent or need help or advice on managing your money, please call our Income Team on 01274 254777.

If you are a Sadeh Lok tenant contact StepChange on 0800 138 1111 or Fusion Housing on 01484 425522 (for Huddersfield area), 01924 454770 (Dewsbury area) or The Springs Advice Centre on 01924 302085 (Wakefield).

Make life easier and set up a Direct Debit.

Setting up a monthly direct debit for your rent is a great way to manage your budget.

Direct debits are the safest and easiest way to ensure your rent and other bills are paid on time and in full.

There are other benefits to setting up a direct debit such as:-

• discount deals on utilities
• giving you peace of mind – you won’t need to worry that you have forgotten to pay your bills
• saves time – once set up you won’t need to do anything more
• spreads the cost – makes the cost more manageable by paying monthly

Did you know?

We offer you the options of paying your rent by direct debit weekly, fortnightly, four weekly or monthly. If you would like to set up a direct debit please contact us on 01274 254777 or 01484 435715.
Changes in your circumstances?
Then let us know

Has your income or household changed recently?

This could mean a change in the benefits you receive.

We have looked into the reason why some of our customers fall into debt. In many cases it is due to overpayments and adjustments in benefits.

Make sure you notify your local Council of any changes as your Housing Benefit will need to be reassessed.

If you don’t get in touch you will be responsible for paying the shortfall.

If you need any further advice you can call us on 01274 254777.

FREE sign up offer on new Credit Union account

We have now extended our FREE £10 saving offer to families in an Incommunities home. That means each adult and child can get a free ‘tenner’ credit on opening a Bradford District Credit Union account.

Members can also:

- apply for a ‘jam jar’ pre-paid budget card to help you manage your outgoings
- benefit from low cost loans
- enjoy easy deposit and instant access facilities
- save for your children with a junior savers account
- join the union’s monthly lottery for just £1 per month.

So go on and join the 800 Incommunities’ credit union members and make managing your money a whole lot easier!

To find out more about this £10 starter offer ring 01274 434100 or email credit.union@bdcu.co.uk

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Dealing with complaints – our performance

We are committed to giving you the best service possible but sometimes we accept we fall short.

You can be assured we treat all complaints as an opportunity to review how we do things better as we continually look to improve what we do.

Between April and June 2017 we received 82 complaints. The following chart shows these by service area.

Complaints by service area

- Improvement Works, 1
- Tenancy Management, 1
- Allocations, 4
- Paying for Home & Services, 2
- Estate Services, 6
- Customer Services, 12
- Repairs, 56

- Although repairs has the highest number of complaints logged, it represents just 0.5% of the many repairs we carry out every day.

- We are pleased that 100% of customers were satisfied with the way their complaint was handled, compared to a satisfaction level of 98% for the same period last year (April – June 2016).

If you are not happy with any of our services, think we can do things better or want to compliment us you can do this via our website (www.incommunities.co.uk – go to ‘contact’).

You can download our ‘compliments, comments and complaints’ information leaflet at www.bit.ly/2v2VI33
**Reporting anti-social behaviour**

We work hard to tackle anti-social behaviour and help ensure everyone is able to live peacefully in their home and show respect for their neighbours.

We follow up all reports of nuisance behaviour and have a range of measures available to us to protect our law abiding residents.

Between April and June of this year we received 108 reports of anti-social behaviour. These covered:-

- **35** Noise Nuisance
- **29** Harassment & Intimidation
- **8** Litter/ Rubbish/ Fly-Tipping
- **7** Damage to property
- **6** Physical Violence Alcohol Nuisance Domestic Abuse
- **5** Animal Nuisance
- **5** Drug Nuisance
- **3** Other Criminal Act
- **3** Garden Neglected/Untidy Vehicle Related Nuisance
- **3** Hate Related Behaviour

One-third of all the reports related to noise nuisance, in particular playing loud music. Where possible, we try to resolve a noise problem informally by talking to the parties involved and sometimes we will liaise with the Council’s Environmental Health Service.

If this doesn’t work, we have a wide range of legal powers available to us including serving Abatement Notices requiring the noise to stop or seizing the equipment used to make the noise.

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**Working to tackle ASB**

Our Tenancy Enforcement Team work hard to tackle all forms of anti-social behaviour. In 2016/17 they secured 25 ASB Injunctions and 21 evictions for ASB and made 58 referrals to the police. In addition, three people were taken back to Court to commit them to prison for breaching Injunctions. The team also carried out 31 successful mediations.

**If you feel threatened or concerned about any form of anti-social behaviour where you live contact your Neighbourhood Officer or ring our 24-hour confidential reporting line, tel 01274 254274.**
**INCOMMUNITIES CONTACTS**

Here is your Autumn/Winter 2017 up to date neighbourhoods contacts list.

### Aire Wharfe

**Manager:** Joanne Whiteley

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<tr>
<th>area</th>
<th>neighbourhood officer</th>
<th>contact tel</th>
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<tbody>
<tr>
<td>Addingham, Riddlesden, Morton, Utley, Eastburn, Silsden &amp; Steeton</td>
<td>Laura Simpkins</td>
<td>07961086481</td>
</tr>
<tr>
<td>Bingley Central, Cottingley &amp; Crossflatts</td>
<td>Rachel Marsden</td>
<td>07837 999414</td>
</tr>
<tr>
<td>Bracken Bank, Haworth &amp; Broomhill</td>
<td>Linda Wear</td>
<td>07890 999486</td>
</tr>
<tr>
<td>Braithwaite, Oakworth, West Lane &amp; Oxenhope</td>
<td>Bev Lockwood</td>
<td>07903 893727</td>
</tr>
<tr>
<td>Burley-in-Wharfedale, Ilkley, Ben Rhydding &amp; Menston</td>
<td>Josie Crook</td>
<td>07837 999569</td>
</tr>
<tr>
<td>Crosley Wood &amp; Gisledale</td>
<td>Joanne Shepherd</td>
<td>07960 150471</td>
</tr>
<tr>
<td>Rawkholme, Guardhouse &amp; Highfield</td>
<td>Lee Keach</td>
<td>07837 999586</td>
</tr>
<tr>
<td>South Street, Halifax Road, Kennedy House, Denholme, Cullingworth, Wilsden &amp; Harden</td>
<td>Zak Hussain</td>
<td>07837 999569</td>
</tr>
<tr>
<td>Parkwood Rise, Woodhouse, Long Lee &amp; Fell Lane</td>
<td>Jessica Kelly</td>
<td>07908 209193</td>
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### Bradford West City

**Manager:** Karen Lee

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<tr>
<td>Allerton</td>
<td>Karamat Hussain, James Fellowes</td>
<td>07837 999406, 07900 406425</td>
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<tr>
<td>Canterbury</td>
<td>Vicky Farrar</td>
<td>07837 999396</td>
</tr>
<tr>
<td>Clayton &amp; Thornton</td>
<td>Debra Woodhead</td>
<td>07900 406411</td>
</tr>
<tr>
<td>Haworth Road, Lilycroft &amp; Valley Road</td>
<td>Jayne Campbell-Smith</td>
<td>07900 406416</td>
</tr>
<tr>
<td>Lower Grange, Girtington &amp; Four Lane Ends</td>
<td>Jackie Mann</td>
<td>07983 472392</td>
</tr>
<tr>
<td>Manchester Road</td>
<td>Bobbie Atkinson, Pauline Lewis, Marta Kurowska</td>
<td>07837 999599, 07795 666816, 07887 824548</td>
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<tr>
<td>Manningham, Princeville, Newcastle &amp; Fairfax House</td>
<td>Mo Usman</td>
<td>07717 150633</td>
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<tr>
<td>West Bowling &amp; Parkside</td>
<td>Afzal Khan</td>
<td>07900 406422</td>
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<tr>
<td>Whetley Lane, White Abbey &amp; Longlands</td>
<td>Sam Czakon</td>
<td>07931 972698</td>
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<tr>
<td>Neighbourhood Services</td>
<td>01274 257777</td>
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<tr>
<td>Anti-Social Behaviour Hotline</td>
<td>01274 254274</td>
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<tr>
<td>Estate and Support Services</td>
<td>01274 257990</td>
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<tr>
<td>Gas Services</td>
<td>01274 254040</td>
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<tr>
<td>Income Team</td>
<td>01274 254777</td>
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<tr>
<td>Leasehold/Home Ownership</td>
<td>01274 254275</td>
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<tr>
<td>Repairs Hotline (24-hour)</td>
<td>01274 257003</td>
<td></td>
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<tr>
<td>Bradford Council’s Housing Options Service</td>
<td>01274 435999</td>
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</tr>
</tbody>
</table>

**Sheltered schemes**

Manager: **Bev Mullaney 07837 999381**
Team Leader: **Jayne Checkley 07837 999200**

<table>
<thead>
<tr>
<th>Schemes</th>
<th>Scheme Coordinator</th>
<th>contact tel:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ivy Bank</td>
<td>Ade Amidu</td>
<td>07769 966589</td>
</tr>
<tr>
<td>Greenbank &amp; Knoll Gardens, Baildon</td>
<td>John Raynor</td>
<td>07944 209446</td>
</tr>
<tr>
<td>Earlswood, Wyke</td>
<td>Alison Whiteoak</td>
<td>07947 611216</td>
</tr>
<tr>
<td>Manor Court, Cottingley</td>
<td>Amanda Nommik</td>
<td>07506 741045</td>
</tr>
<tr>
<td>Wellesley House, Norton House &amp; Fortesque House, Laisterdyke</td>
<td>Dayvid Cox</td>
<td>07795 812498</td>
</tr>
<tr>
<td>Derby Place, Thorne</td>
<td>Ernest Labad</td>
<td>07837 999396</td>
</tr>
<tr>
<td>Shuttleworth House, Thornton Road</td>
<td>Helen Rector</td>
<td>07950 523750</td>
</tr>
<tr>
<td>Maple Court, Bingley</td>
<td>Janet Warren</td>
<td>07768 792487</td>
</tr>
<tr>
<td>Forester Court, Denholme</td>
<td>Jayne Currell</td>
<td>07768 217861</td>
</tr>
<tr>
<td>Ormond House &amp; Brentwood Gardens, Wibsey</td>
<td>Kelly Halpin</td>
<td>07837 999655</td>
</tr>
<tr>
<td>Staincliffe Court &amp; Brierdene, Silsden</td>
<td>Louise Craven</td>
<td>07950 523769</td>
</tr>
<tr>
<td>Goodwin House, Queensbury</td>
<td>Naseem Akhtar</td>
<td>07795 801085</td>
</tr>
<tr>
<td>Southfield House &amp; Aynholme Drive, Addingham</td>
<td>Peter Collins</td>
<td>07837 999510</td>
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<tr>
<td>Farish House, Keighley</td>
<td>Sinade Galindo</td>
<td>07990 520421</td>
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<tr>
<td>Northdean House, Heights Lane</td>
<td>Val Bradbury</td>
<td>07947 611225</td>
</tr>
<tr>
<td>Ashfield Court (Bingley) &amp; Northcliffe View, Windhill</td>
<td>Shirley Collins</td>
<td>07500 339524</td>
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**Shipley, East and North**

Manager: **Michelle Cull**

<table>
<thead>
<tr>
<th>area</th>
<th>neighbourhood officer</th>
<th>contact tel:</th>
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<tbody>
<tr>
<td>Alma &amp; Rosebery</td>
<td>Gemma Drayton</td>
<td>07796 996194</td>
</tr>
<tr>
<td>Baildon Green &amp; Village</td>
<td>Christina Earl</td>
<td>07837 999409</td>
</tr>
<tr>
<td>Coach Road, Owlet Hall &amp; Glenwood</td>
<td>Lesley Wilson</td>
<td>07837 999412</td>
</tr>
<tr>
<td>Hoyle Court, Southcliffe, St James, St John’s &amp; Esholt</td>
<td>Mandy Flatters</td>
<td>07837 999791</td>
</tr>
<tr>
<td>East Bowling, Eccleshill, West Royd &amp; Wrose</td>
<td>Hannah Emery</td>
<td>07837 999771</td>
</tr>
<tr>
<td>Fagley</td>
<td>Caroline Busfield</td>
<td>07837 999405</td>
</tr>
<tr>
<td>Greengates &amp; York House</td>
<td>Natalie Bateson</td>
<td>07957 444741</td>
</tr>
<tr>
<td>Idle End of Thorpe Edge</td>
<td>Debra Parsons</td>
<td>07937 999792</td>
</tr>
<tr>
<td>Laisterdyke, Leeds Road &amp; Hendford Drive</td>
<td>Rebecca Simpson</td>
<td>07919 211492</td>
</tr>
<tr>
<td>Leeds Road &amp; Otley Road</td>
<td>Martin Lacey</td>
<td>07507 849796</td>
</tr>
<tr>
<td>Owlet and Crag</td>
<td>Amanda Turner</td>
<td>07837 999581</td>
</tr>
<tr>
<td>Ravenscliffe</td>
<td>Lucy Woodman</td>
<td>07837 999227</td>
</tr>
<tr>
<td>Saltaire, Shipley, Norwoods, Shipley Town Centre &amp; Wycliffe Gardens</td>
<td>Catherine Roberts</td>
<td>07837 999408</td>
</tr>
<tr>
<td>Thackley, Lower Thorpe Edge &amp; Idle Village</td>
<td>Lucy Woodman</td>
<td>07837 999227</td>
</tr>
<tr>
<td>Thorpe Edge Upper &amp; Swain House</td>
<td>Lucy Fontaine</td>
<td>07795 283316</td>
</tr>
<tr>
<td>Undercliffe, Thornbury &amp; Bradford Moor</td>
<td>Muminul Islam</td>
<td>07956 429364</td>
</tr>
</tbody>
</table>

**Our opening hours at The Quays are:**
Monday - Friday 8.45am - 4.30pm

**Telephone lines are open:**
Monday - Thursday 8.30am - 5.00pm, Friday 8.30am - 4.30pm

**Our address:** The Quays, Victoria Street, Shipley BD17 7BN

**Estate walkabouts**
Look out for regular dates via: [www.incommunities.co.uk](http://www.incommunities.co.uk) Facebook and Twitter or contact your local Incommunities office.
Tenancy Fraud

Incommunities is committed to preventing, detecting and actioning tenancy fraud.

What is tenancy fraud?

Tenancy fraud occurs when a housing association or council home is occupied by someone who isn’t entitled to live there, or has obtained the use of the property fraudulently.

What are Incommunities doing about it?

Our approach is to try and prevent tenancy fraud in the first place and this is done by staff in their day to day activities. For example, we check the identity and circumstances of applicants who want a home with us.

Where we have evidence that a person has obtained a tenancy by providing false information, is not living there, or has swapped with another customer without our consent, we may take legal action to repossess the property.

When we are out in the neighbourhoods or visiting you in your home we look out for things such as properties which don’t appear to be occupied, have been vandalised or perhaps we cannot get access to carry out a repair.

We also follow up on all reports from customers and external agencies such as the Housing Benefits Service and the Police.

Incommunities’ staff have been trained in how to detect, investigate and deal with all aspects of tenancy fraud.

Why is it a problem?

Every property being used dishonestly reduces the number of homes available for people who really need it. It’s not fair, it’s illegal, and it’s not a victimless crime.

Tenancy fraud has an impact on all of us. Most importantly, it limits the number of affordable homes that are available for people who really need them.

There are other effects too. There can be an increase in anti-social behaviour in communities where homes are sublet or not occupied by the people they are meant for.

How can you help?

Be aware

• Has there been a change of occupants in your neighbouring property?
• Do you notice any unusual activity from neighbouring properties?
• Have you overheard any mention of the property being sublet?
• Does the neighbouring property appear not to be lived in?

Report it

You can report your suspicions in confidence in a number of ways:

By telephoning 01274 254777 or your Neighbourhood Housing Officer

By email: customer.enquiries@incommunities.co.uk

Or writing to your Neighbourhood Housing Officer at The Quays. You can be assured all information received will be taken seriously and treated in the strictest confidence.

If you would like this information in any other format including large print, audio CD/tape, Braille or translated into another language please telephone 01274 254321