

Tenants Voice



The magazine for East Suffolk Council tenants



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system
installed**
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WINTER 2020



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Changes to carton recycling

Last year, the Suffolk Waste Partnership – which comprises Suffolk County Council and the district and borough councils – took the decision to remove cartons and Tetra-paks from the list of materials that could be placed in household recycling bins. New industry regulations require cartons to be sorted separately from cardboard, cartons should now be taken to local recycling centres. More details about what can and cannot be recycled in household bins can be found here: www.eastsuffolk.gov.uk/features/recycling-in-suffolk/

First day for new East Suffolk Council

Monday 1st April 2019 marked a new era for local Government. It was the first day for East Suffolk Council - a brand new local authority replacing Suffolk Coastal and Waveney.

Three years ago, in January 2017, the two previous councils agreed to create a new 'super district' to deliver services to communities across east Suffolk and now, after 11 years working in partnership, the two have become one.

The councils were long recognised as innovators, working in partnership since 2008. They already boasted a fully integrated workforce, which enabled them to save over £22 million since 2010, keep council tax low and

yet still enjoy a reputation for high standards.

However, both councils understood how important it was to not stand still and have now created a powerful and influential local authority delivering vital services for communities from Lowestoft in the north to Felixstowe in the south.

Stephen Baker, Chief Executive of the new Council said: "On the one hand we have introduced a major change to our local



government structure, something that has never before been achieved in this way, and yet it will very much be business as usual.

"We will continue to work and deliver services much as we have been doing - carefully, diligently, efficiently, united around our shared values."

Thank you Ali

East Suffolk Council would like to thank Ali Smith for all her years of hard work as Editor of our Tenants Magazine. Ali selflessly gave up her time to edit, produce some of the articles herself and work with our publisher to ensure our magazine was produced and sent to you on time. We have had some fantastic editions of the magazine over the years and since 2013 this has been down to Ali's commitment and hard work. Whilst Ali is no longer editing the magazine we wish her well and hope to produce a magazine that you enjoy and is informative and fun.

Could your area benefit from the Fit Villages project?

The Fit Villages project, which is run by Active Suffolk and is supported by the National Lottery Community Fund, helps villages in rural locations to set up physical activity sessions by using village facilities such as community centres, village halls, libraries and playing fields. The project has already helped many villages across Suffolk to set up activities such as Pilates, Yoga, Table Tennis, Nordic Walking, Zumba, Badminton, Keep Fit, Walking Football and many more!

The project plays a vital role in combating social isolation and loneliness whilst also supporting those living in rural parts of the county to become more physically active and venture out of the house. If you think your area could benefit from a Fit Villages project, get in touch with the team at Active Suffolk today at info@fitvillages.co.uk / 01394 444605.

Sprinkler system completed at St Peters Court



At a cost of around £275,000, the installation of a brand new sprinkler system has been completed at St Peters Court in Lowestoft; East Suffolk's only residential tower block.

Following the tragic events at Grenfell Tower in July 2017, the Council undertook a thorough examination of the building's fire safety measures and at a subsequent meeting with tenants - hosted by Mark Bee, the Council Leader at the time - it was announced that the system would be installed to provide additional reassurance and enhanced safety for everyone living in the 16-storey building.

The Council appointed BMS Sprinklers to undertake the work and on Friday 5 July the system went live and is now operational in every flat. This work follows the installation of new 'one-hour' fire doors for every flat and other improvement works to ensure East Suffolk's fire safety procedures meet the highest possible standards.

Cllr Richard Kerry, Cabinet Member for Housing, is delighted that the system is now in place. He said: "The residents of St Peters Court have told us that they are really happy with the Council and the steps that we take to ensure the safety of all tenants."

"However, after the dreadful events at Grenfell Tower, we entirely understood that there would be some anxiety, so although the sprinkler system was not absolutely required, we felt it was the right thing to do – not just to provide additional safety but also peace of mind."

Mark Bedford of BMS Sprinklers said: "It has been a pleasure to work with East Suffolk Council on this project. Everyone has pulled together, tenants, our engineers and the council's own staff to complete on time and on budget. It is refreshing to work with a proactive authority who clearly hold their residents' best interests at heart."

East Suffolk declares a climate emergency

East Suffolk Council has declared a climate emergency and has committed to doing more to reduce the council's carbon emissions and encourage communities to fight climate change.

The declaration was unanimously approved at a Full Council meeting on the 24th July and aims to build on Suffolk's good record of tackling environmental issues.

The Council is working towards the goals of this declaration by:

- Commissioning an independent

review to identify the work needed to reduce carbon emissions and a plan for achieving this reduction

- Setting up a cross-party task group to consider the results of this review and to recommend future priorities for action on climate change. The ultimate ambition is to make East Suffolk Council carbon-neutral by 2030
- Strengthening cooperation with partners across the region in order to work towards making

Suffolk carbon neutral by 2030.

Following the climate emergency declaration Councillor James Mallinder, East Suffolk's Cabinet Member with responsibility for the Environment, said:

"East Suffolk Council cannot solve this issue ourselves, but we can be part of the solution. We can also help create the right environment for this work to be carried out, by working with our partners and also encouraging people in our communities across East Suffolk to do their bit to help in this battle."

Heart and Home

Local charity The Benjamin Foundation helps people across Norfolk and Suffolk to deal with some of the challenges that life throws at them. Whether it's the prevention of youth homelessness, helping families to build stronger relationships or providing positive activities for young people with limited opportunities in life, their work brings hope, opportunity, stability and independence to the people it supports.

They are tackling the problem of youth homelessness locally by providing a home and support to over 100 vulnerable young people every night. They give them a stable home and the skills they need so they can go on to forge an independent life.

Forming part of this work is the 'Heart and Home' service; a network of hosts who are trained and supported by The Benjamin Foundation to look after young people in the hosts' own homes. This hugely successful service was winner of a Guardian Public Service Award in 2018 and is appealing for more potential Hosts to get in touch.

Hosts offer a bedroom, stability, support, tolerance and understanding to young people, who are usually aged between 16 and 18 and are leaving the care system. Many young people benefit far more from a home-like environment and the support of a family or individual than from a more formal hostel environment.

Heart and Home works closely with hosts, other



agencies and local authorities to provide the young people with the support they need to become independent. This includes providing them with important life skills, such as cooking, shopping and budgeting money, as well as supporting their education, training and career.

Sally and Chris have been hosts for several years and in that time have supported a number of young people, helping them to prepare for independence.

"We felt quite confident that this change in our life, as well as the change in the life of the young person would be managed in the right way. There is support for us as well." Chris explains.

Sally says: "It's not the big gestures – it's the very simple day-to-day things that really matter to young people."

Can you open your heart and your home? To find out more about becoming a Host and helping local vulnerable young people, please contact The Benjamin Foundation on 01603 886930 or email heartandhome@benjaminfoundation.co.uk

For more information about The Benjamin Foundation, visit www.benjaminfoundation.co.uk

IMPORTANT SAFETY ANNOUNCEMENT TUMBLE DRYER RECALL

Did you know that Whirlpool is recalling some of the tumble dryers sold under its **Hotpoint, Indesit, Creda, Swan and Proline** brands?

This is due to a risk of fire caused when pieces of fluff come in contact with the heating element. There have already been some serious fires and as a result this recall has been put in place.

If you think you might have a tumble dryer from one of these brands, you can check whether

it needs to be recalled by calling 0800 151 0905 or by visiting the web site www.dryerrecall.whirlpool.co.uk/.

If your tumble dryer has a green 'dot' sticker in or around the door area, then this is safe. Likewise, if it was purchased brand new after 1st January 2016 there is no danger.

If your tumble dryer is affected, you'll get the choice either to have it replaced free of charge, to opt for an upgrade from £59,

to have it fixed by an engineer or to choose a refund, which will be dependent on the age of your tumble dryer.

Please note that appliances under the Whirlpool brand are not affected.

Martin Swan
Support Services Manager

If your tumble dryer is affected, please unplug and do not use until it has been replaced or modified.

Thinking of buying your flat?

A brief guide to leaseholds

As a council tenant you may have the right to buy your home. Buying a house is fairly straightforward but if you live in a flat and are thinking of buying it there are a few things you should know before you do:

There are two different ways of owning property in England and Wales. Freehold is typically for houses and leasehold is usually for flats.

Freehold means that you own the land and the building that sits on it.

Leasehold means that you own a lease, which is a contract that gives you the right to live in the property for a set number of years (for example, 99 or 125 years).

The lease will set out the detailed terms on which you are entitled to live in the property, including your rights and responsibilities as a leaseholder.

As a council tenant you can report any repair issues and the council will generally repair these if due to normal wear and tear (see tenants charter for more details). However, once you have bought it you will be responsible for all repairs inside your flat and will also have to pay towards any repairs and maintenance which the council carries out to the

main building (including any communal areas). These costs will vary each year depending on what work has been done and the leaseholder is sent a detailed invoice each year for these costs.

There is also ground rent which is a yearly charge which you pay to the landlord, typically this is just £10 p.a. with East Suffolk Council.

Whilst all of the above should be explained to anyone buying a flat by their solicitor, we often have new leaseholders who are surprised to receive a bill from the council for works carried out to their building.

I would recommend visiting the website of the Leasehold Advisory Service (LEASE) at www.lease-advice.org for further guidance.

Martin Swan

Support Services Manager

Disclaimer

This information is general and you should not rely on it in relation to any particular property you are considering buying. You should only use it to understand some of the differences between leasehold and freehold. It only applies to properties in England and Wales. You will need to ask your solicitor for advice about any property you have agreed to buy before you commit to buy it – this will usually mean before you enter into a contract to buy it.



Hello Alice!

Hello, I would like to introduce myself to you all. I started my new role as Housing Manager in October 2019 and am very pleased to be working for East Suffolk Council. Everyone within my team and who I have met so far have been very friendly and welcoming. In my first week alone, I was out

and about straight away and had already met various tenants, met a local councillor and visited an amazing property which had been refurbished by the Council which has now been let.

Prior to this new role, I was working at Suffolk Constabulary investigating serious and complex crimes, whilst this is a very different role, I previously worked for a Housing Association for eight years, so it is nothing too unfamiliar for me. I actually started off my career working as a Housing Officer 10 years ago in Lowestoft and am very pleased to be working here once again. I have always been passionate about making a positive difference to peoples lives and I will certainly do my best to do so.

Community Partnerships

Community Partnerships are an innovative new way for the Council, partners and communities to work together to 'bring ideas to life' by taking a solution focussed approach to local priorities.

They will get under way this year and see communities around east Suffolk benefit from the funding they actually need! So what's the story...?



Why?

- During the consultation on forming the new East Suffolk Council (ESC), concerns were expressed about the 55 Councillors covering larger geographical areas and more people, and becoming disconnected from local people

How Many?

- 8 Community Partnerships (CPs), based on natural groupings of communities and using the new ESC ward boundaries as the 'building blocks'
- Each ESC Councillor for an area will sit on their CP – which means between 4 and 14 ESC Councillors per CP area and between 13,731 and 52,766 population

Who?

- Key partners will be Town and Parish Councils (through SALC), Suffolk County Council, Suffolk Police, the two CCGs, businesses, voluntary organisations (through Community Action Suffolk), community groups and youth representatives
- Will complement our three Place Based Initiatives - Lowestoft Rising, Leiston Together and Felixstowe Forward

How?

- Informal bodies with a solution-focussed workshop style, rather than a formal board or committee
- Focused on priorities identified using data (facts and figures) and local insight

- First Community Partnership meetings from January 2020
- Each CP will have simple Terms of Reference, a short Work Plan and report annually to Cabinet
- All eight CP Chairs to sit on the strategic Community Partnership Board, alongside key partners including the CCGs and Police, SALC, CAS and the Greenprint Forum
- Ambition is that CPs will evolve organically in each area to reflect local distinctiveness
- Annual Forum bringing representatives from all 8 CPs together

Resources?

- Each CP will have a £10,000 budget in 2019/20 and then £25,000 per year for the next three years to be spent against one or more priority agreed by that Partnership
- There will also be a Strategic budget of £150,000 in 2019/20 and £300,000 a year for the next three years, overseen by the Strategic Community Partnership Board, that CPs can bid into (both funded through New Homes Bonus)
- Each of the 55 East Suffolk Councillors has an Enabling Communities Budget of £7,500
- CPs will be supported by a Community Partnerships Manager and staff in the ESC Democratic Services, Communities, Communications, Economic Development and Funding Teams

Fresh look for leisure venue

Development partner, Pulse Design & Build are bringing state-of-the-art leisure facilities to Bungay Pool & Gym, as part of a £3.4 million scheme, ensuring that the venue is fit for purpose for decades to come.

It is expected to re-open between July and September this year.

Cllr Letitia Smith, East Suffolk's Cabinet Member for Communities, Leisure and Tourism said: "We're delighted that work is to get underway on the improvement of Bungay Pool & Gym. The plans are exciting and reflect our determination to ensure that our communities have access to high quality facilities."



"The work is detailed and will take around 10 months to complete with the venue reopening in summer 2020. With this in mind, I would like to thank members for their support and understanding. The refurbishment will cause some inconvenience but it is vital that we improve the standards of an ageing facility for generations to come."

A Payday loan doesn't have to be the solution

If you need to borrow money and are thinking of getting a payday loan, stop to consider your options. Although easy to set up, a payday loan can quickly turn into a problem debt for many people. It can also affect your credit rating if you don't pay it back on time.

The Money Advice Service have put together some advice to help you look into alternatives to pay day loans. Including alternative loan organizations that have been set up to offer loans to people who have been turned down by their bank or credit card company. They also suggest getting together with a money and debt adviser who can help you identify ways of making savings that you may not have considered. Your local Citizens Advice have knowledgeable and experienced money and debt advice staff available to help you, visit nesuffolkcab.org.uk to make an appointment.

Think about why you need to borrow money. Are you borrowing to help pay your rent?

If you're struggling to meet the shortfall in your rent because your Universal Credit award or Housing Benefit doesn't cover it in full, you could get help with a Discretionary Housing Payment. Discretionary Housing Payments are not loans, and won't usually

need to be paid back. They are awards used to top up your Housing Benefit or Universal Credit award if you are suffering financial hardship. Visit angliarevenues.gov.uk and look for Discretionary Payments for further information and to apply.

Visit moneyadvice.service.org.uk and look for "Alternatives to payday loans" to read their useful article in full.

Before you look into a loan -

1. Check whether there is help available that won't need to be paid back (like a Discretionary Housing Payment)
2. Check whether there is help available that will be affordable in the long run (consider the credit union or visit findingfinance.org.uk)
3. Save yourself the cost of interest and look into ways you can save first, this could be addressing some of your normal expenditure or current debt repayments (contact a debt and money adviser like Citizens Advice)

Local group bowled over by funding!

Following a successful funding application to East Suffolk Council, a new carpet bowls group has been officially launched in Lowestoft.

East Suffolk ward councillor for Oulton Broad, Cllr Keith Robinson, has donated £972 from his Enabling Communities Budget to enable the Lowestoft U3A Carpet Bowls Group to purchase a second set of equipment. This has allowed the group, who meet twice each month at Colville House on School Road, to expand and allow more members to participate.

Cllr Robinson said:

“I am delighted to show my support for this new group, which is just one activity provided by the Lowestoft U3A especially for retired and semi-retired members of the community. Local groups such as these are vital for bringing people together, reducing loneliness and improving the health and wellbeing of our residents.”



East Suffolk Council’s Enabling Communities Budgets support activities delivered by community, voluntary and social enterprise organisations. A total of £412,500 has been allocated for 2019/20 from the New Homes Bonus, funding generated through new houses built in the district.

Distributed equally amongst each of the Council’s 55 members, each ward councillor has a £7,500 Enabling Community Budget to spend on community projects or to develop new projects which tackle community needs in their area.

Community groups wishing to apply for Enabling Community Budget funding should contact their district councillor or visit www.eastsuffolk.gov.uk/enabling-communities-budgets

Cultural Lowestoft

The first ever Cultural Strategy for Lowestoft was launched at a ‘Celebrating Culture on the Edge’ event at the Seagull Theatre on Thursday 10th October, with speakers from Arts Council England, Historic England and the Chief Executive of East Suffolk Council.

Culture is very much at the leading edge of economic growth and supports health and wellbeing agenda. This strategy wants to use culture to make communities healthier and more connected, build aspiration in young people and put cultural organisations and creatives at the heart of Lowestoft’s growth.

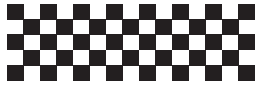
The event showcased the amazing work of the sector, including Lowestoft Rising Cultural Education Partnership working with schools and cultural groups to ensure that 10,000 children and young people have access to cultural activities.

Cllr Steve Gallant, Leader of East Suffolk Council said: “East Suffolk Council is absolutely delighted to have played an important role in helping to shape the first ever Cultural Strategy for Lowestoft, alongside our

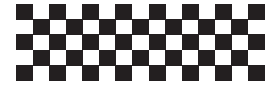
colleagues from the creative and cultural community. Culture is hugely important and has far reaching benefits, driving economic growth, boosting the visitor economy and helping deliver health and wellbeing benefits.”

The cultural strategy was all made possible through the work of the Lowestoft Cultural Leadership Group, which is made up of local, regional and national representatives from the cultural sector, like Suffolk Wildlife Trust, Suffolk Art Link and local town organisations, like Lowestoft Town Council, East Suffolk Council and Lowestoft Vision.

The Lowestoft Cultural Strategy is now available at www.eastsuffolk.gov.uk/assets/Business/Regeneration-projects/Lowestoft-Cultural-Strategy.pdf



POLICE CONNECT



Police Connect is a messaging service connecting you to the very latest policing news for your area via e-mail, text or phone.

There is no charge for this service - all messages you receive are free.

You can register to receive information about the issues that most matter to you and be among the first to be alerted by police in the case of an emergency affecting your area.

All the information you need about the service and how to register can be found here:

www.suffolk.police.uk/services/police-connect

You can choose to receive regular updates on crime and public appeals, safety advice and meetings and events. There is the option to receive information about a range of specific interest areas – such as ‘rural’ or ‘rivers and coastal’ – as well as updates for business owners

and news from your Police and Crime Commissioner.

News, appeals and information can also be accessed 24 hours a day, seven days a week by going to the Suffolk Constabulary website page here <https://www.suffolk.police.uk/news/latest-news>

You can also follow us on Facebook or Twitter for regular news and information.

Benefits of Police Connect

There are lots of advantages to knowing what is going on in your local area or areas you are interested in - such as where you work or where a vulnerable relative lives.

You can take steps to safeguard yourself and your property, you may need to change plans, or re-route, because of an incident nearby or you may even be able to help us solve a crime.

If you are a member of a ‘watch’ scheme, Police Connect information keeps you up-to-date with the latest issues. It’s also a

great way of finding out about local policing events and meetings.

By receiving messages through Police Connect, you are kept in the loop.

Keeping you informed, keeping your community safe

Information from the public is a major help in the fight against crime. We need your help to make your community a safer place.

By taking a few moments to fill out a simple form, you become more informed about what’s happening in your community and can become more involved in helping to prevent and reduce crime.

For those with no internet access, forms are available at the Public Enquiry Desk at Lowestoft Police Station, open Monday to Saturday 9am to 5pm. Please complete the form at the desk and hand it to one of the Enquiry Officers, asking for it to be forwarded to Community Engagement Officer, PC 1330 Yeldham”

SUFFOLK CONSTABULARY COMMUNITY ENGAGEMENT OFFICERS

C.E.O.s are dedicated officers who work with the Safer Neighbourhood Teams (SNTs) to build engagement opportunities to keep communities better informed of what the force is doing, identify crime trends in their area and be responsible for organising some particular public meetings.

Each CEO uses a dedicated Facebook account for their locality to ensure residents are aware of, and can take part in, events, campaigns, initiatives and meetings. They also look at how they can support and develop volunteer schemes in their areas such as Community Speed-Watch and Neighbourhood Watch.

The CEO is a uniformed operational role, operating from the nine existing locality bases with the officers’ working day and evening shifts.

The nine Community Engagement Officers are:

PC Helen Self	Mildenhall
PC Paul Fox	Bury St Edmunds
PC Stefan Henriksen	Stowmarket
PC Amy Yeldham	Lowestoft
PC Simon Green	Halesworth
PC Rachael Partridge	Ipswich East, Felixstowe & Woodbridge
PC Jonathan Cuff	Ipswich Central
PC David Wright	Ipswich West & Hadleigh
PC Jon Gerrish	Sudbury & Haverhill

Full details of the nine officers can be found here on the Suffolk Constabulary website:

www.suffolk.police.uk/contact-us/other-contact-options/community-engagement-officers



Royal FAMILY WORD SEARCH

Enjoy hunting out all the hidden Royal Family related words.

WIN £50
Jewsons Voucher

Kindly donated by Jewsons

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| ENGLAND | RULES |
| FAMILY | THRONE |
| GUARD | TOWER |
| HEIR | TRADITION |
| HISTORY | WEDDING |
| HORSES | WINDSOR |

Find the words and when you have completed it send to:

Your Tenants Magazine,
c/o Charlotte Read, East Suffolk Council,
Rotterdam Road, Lowestoft, NR32 2EF.

**Entries should arrive no later than
30th April 2020.**

The winner, who will be picked at random, will
receive a £50 Jewsons Voucher

*Employees of the Council and members of the
Editorial Board are not eligible to enter.*

Name: _____

Address: _____

Postcode: _____



Are you “Ready to Burn”?

Open fires and wood-burning stoves have become increasingly popular, yet you may be unaware of the impact they can have on air pollution.

Burning wood releases small particulates and exposure to these, especially below a certain size, has been linked to health issues. It can have an immediate impact on some people, such as exacerbating breathing problems or triggering asthma attacks and when inhaled they can also become lodged in the heart, brain, lungs or other organs. These particulates not only pollute your home but also contribute to national pollution.

There are simple steps which you can take to reduce these emissions:

- Minimize how often you use your wood-burning stove;
- Only burn dry (seasoned) wood, as wet or unseasoned wood creates more smoke and releases more particulates. You can buy wood marked as “Ready to Burn” which verifies that it has a low moisture content. Visit www.readytoburn.org for more information on where to find a local supplier;
- Only burn clean wood. Burning treated waste wood (such as old furniture and pallets) and household rubbish can emit harmful or toxic fumes
- Consider using an approved smokeless fuel, a list of which you can find at <https://www.hetas.co.uk/solid-mineral-fuel-search/>
- If you are buying a new stove check it is Defra approved and installed by a qualified person. You can use www.hetas.co.uk to search for a registered installer
- Check how to operate your appliance efficiently, such as controlling the air supply. This will both save you money as well as reduce emissions



- Service your stove annually and get your chimney swept up to twice a year.

You can find more information on how to use a wood-burning stove safely at <http://www.eastsuffolk.gov.uk/environment/environmental-protection/air-quality/biomass-and-wood-burning/>. If you need advice or financial help with your energy bills, you can visit <https://www.eastsuffolk.gov.uk/housing/energy-efficiency-and-warm-homes/>.

KEY AMNESTY

OWN UP, GIVE UP, AND AVOID PROSECUTION...

Are you a tenant who is not living in, or is illegally subletting, a Council home? Own up by 31st March 2020 and avoid prosecution.

WHAT IS ILLEGAL SUBLETTING?

An East Suffolk Council Tenant moves out and lets the home to someone else, pocketing the rent they charge.

It is a criminal offence and many homes within East Suffolk Councils area could be affected.

If you want to own up, or if you are one of the majority of honest tenants and you suspect that a property is not occupied or illegal subletting is going on, contact us in complete confidence using the contact details:

fraud@eastsuffolk.gov.uk or 01394 444444



SATISFACTION SURVEY 2019

As an ongoing commitment to ensure we provide a quality service to you our customers, we employ an independent company to carry out a monthly survey on our behalf.

If you receive our postal survey, please fill it in and return it to us, we value your feedback and your views are important.

100 households were asked:

OVER THE LAST 12 MONTHS

The Tenant Services Support Team have received 21,260 repair calls, of these 19,429 were answered

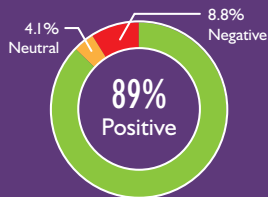
= **92%**

They also received a further 12,795 non-repair calls making

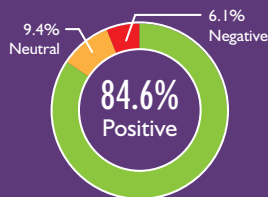
34,055

calls received in total.

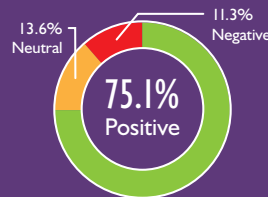
Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by East Suffolk Council?



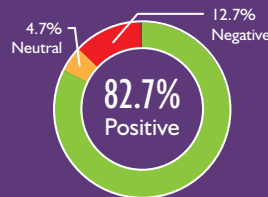
Q2 How satisfied or dissatisfied are you that your rent provides value for money?



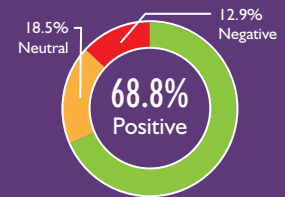
Q3 How satisfied or dissatisfied are you that your service charges provide value for money?



Q4 Generally, how satisfied or dissatisfied are you with the way East Suffolk Council deals with repairs and maintenance?



Q5 How satisfied or dissatisfied are you that East Suffolk Council listens to your views and acts upon them?



TENANT SERVICES CONTACTS An update of useful names and contact numbers



Housing Manager

Alice Moore
Alice.Moore@eastsoffolk.gov.uk
(01502) 523424



Housing Officer

Gary Mortishire
Gary.Mortishire@eastsoffolk.gov.uk
(01502) 523166



Rent Officer

Elizabeth Allen
Elizabeth.Allen@eastsoffolk.gov.uk
(01502) 523120



Housing Officer

Angie Woodrow
Angie.Woodrow@eastsoffolk.gov.uk
(01502) 523121



Tenant Involvement & Support Officer

Charlotte Read
Charlotte.Read@eastsoffolk.gov.uk
(01502) 523173



Rent Officer

Jo Barber
Jo.Barber@eastsoffolk.gov.uk
(01502) 523516



Housing Officer

John Barber
John.Barber@eastsoffolk.gov.uk
(01502) 523128



Rent Officer

Tracey Fitchett
Tracey.Fitchett@eastsoffolk.gov.uk
(01502) 523122



Financial Inclusion Officer

Tracey Pike
Tracey.Pike@eastsoffolk.gov.uk
(01502) 523578



Housing Officer

Kirsty Ayers
Kirsty.Ayers@eastsoffolk.gov.uk
(01502) 523169



Rent Officer

Myles O'Connor
Myles.OConnor@eastsoffolk.gov.uk
(01502) 523126



Nuisance Enforcement

Mike Hill
Michael.Hill@eastsoffolk.gov.uk
(01502) 523127

REPORT A REPAIR

Tenant Services
Repairs@eastsoffolk.gov.uk
(01502) 523593

**Out of Hours Emergencies/
Home Alarm Service**
0800 440 2516

GASWAY
0800 047 0120

USEFUL NUMBERS

24hr Rent/Council Tax Payments
www.angliarevenues.gov.uk
0300 790 0509

Police – non emergency
101

Marina Customer Service Centre
0333 016 2000

Norse
(01502) 527100

TENANT & RESIDENTS ASSOCIATIONS

East Suffolk Tenants Forum Chair (01502) 451466

Gunton Estate (01502) 564601

Beccles (01502) 219100

Whitton Estate (01502) 584973

Halesworth & Holton Tenants Representative 07526 274776

**THINK YOU SMELL GAS?
GAS EMERGENCY 0800 111 999**