

Summer 2018

The magazine from Central Bedfordshire Council
for our tenants and leaseholders

Central
Bedfordshire

Housing Matters

great
services

Wheelie Fantastic

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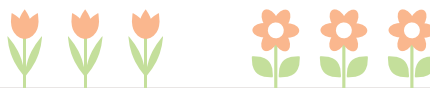
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Welcome to the Summer edition of Housing Matters

This edition features more responses to your feedback from the tenant's survey, along with an update from another successful course to help people get into work.

Learn about the new data protection legislation and what this means for you, alongside some more stories and updates from our staff and the resident involvement groups.



If you attend one course this year...

...let it be this one!



We're always looking at how to support local groups and projects. One such project is Inspire, which is a course for jobseekers, jointly funded by Housing Services and Bedfordshire Education Skills Service.

The course is free to learners who want to get back into work, and who would like to increase confidence, learn skills with CVs, applications, interviews, and to meet others in a similar situation.

The programme offers considerable individual support including an initial in-depth 1-2-1 mentoring session with each learner, prior to starting the ten-day workshops which span over five weeks. The course is followed by some post-programme support. Much emphasis is focused on building confidence and helping to address any personal barriers, as well as building relationships with fellow learners.

The groups are small, allowing each attendee time with the trainers so they can receive the support they need. The last session had learners from across the community, the majority of whom were council tenants. Training is offered, such as a Level 2 in Food Hygiene, basic IT skills, and literacy and numeracy courses, which learners can add to a CV, alongside the knowledge that they have achieved a qualification.

“Thanks for your support. I have found the course to be a positive experience and it has given me a real boost taking part. It's brilliant seeing people realising they are worthy and growing in confidence.”

At the end of the course, each learner has a mock interview with local job providers and volunteers in a relaxed environment, to help build experience in an interview situation.

At a recent course, the learners were very professional in their approach and showed great enthusiasm. Many advised they had not had an interview in years, with one learner telling us this was his first interview in 20 years. Advice was given during the interview to help each individual improve their skills, with some interviewees demonstrating knowledge and skills they did not realise were transferable.

By the end of the course, attendees secured job interviews, of which the majority were successful, in a range of administration, caring and hospitality roles. One attendee is now a Contract Manager and another volunteering at a local charity, with three others registering their interest to volunteer, which is a great success.

The feedback from learners was that they were sad the course was nearly over. They made great friends and were very positive. They said:

“I have not worked for years and have learnt self-worth. It's been a brilliant course.

I told people about the course, and at least two of them would be interested in signing up. There is definitely a need for it.

It does work!”

Whilst we cannot promise a place for everyone, if you are interested please contact us so we can plan future opportunities.

Please contact **Tenant Involvement** on email tenantinvolvement@centralbedfordshire.gov.uk or call our **Employment Officer** on **0300 300 5201**.

Apprentices

We're on the lookout for new Apprentices – do you know any likely candidates?



University of Bedfordshire

Central Bedfordshire

Following on from the success of our ongoing Apprenticeship Programme in the Housing Service, we're looking to recruit eight more over the next six months. If you, or anyone you know is interested in finding out more, go to www.centralbedfordshire.gov.uk and search for apprenticeships.

We've currently got seven apprentices in post now and they are all getting great work experience whilst studying for an NVQ at the same time. Gone are the days of apprentices being expected to make the coffee and do the filing. We're a modern service and our apprentices are learning whilst they're earning. Yes, they start off by learning the basics of being at work and customer

service but within a few months they all have their own responsibilities and become a valued part of the team.

For this month's edition of Housing Matters, meet two of our apprentices, Megan and Georgia. In next month's edition we will be kicking off a regular feature 'The Apprentice blog...a day in the life'

Q&A

Tell us a little bit about yourself

Megan: My name is Megan. I am 19, I love helping customers and also love sports. I used to be a national trampolinist.

Georgia: My name's Georgia, I'm a Housing Solutions apprentice in the Let's Rent department. I enjoy helping others and I'm very enthusiastic.

What's the last film / band that you saw

Megan: The last film I watched was Red Sparrow which is an action film.

Georgia: The last film I watched was Black Panther.

What's the best thing about being an apprentice

Megan: The best thing about being an apprentice is that I am learning on the job and doing an NVQ on the side, experiencing what work life is all about and gaining knowledge, having new experiences and meeting new people every day.

Georgia: The best thing about being an apprentice is that I'm treated more as an adult, given actual responsibilities and treated like a reliable colleague.

...and the worst

Megan: Upskilling my time-keeping priorities.

Georgia: Nothing so far!

If you were in charge, what's the first thing you would change in the Housing Service

Megan: I would change the desks, I think that the desks that you can move up and down will come in very useful to the housing service.

Georgia: If I were in charge I would keep everything the same as I think it's an important service and every customer is treated equally.

Describe your perfect meal

Megan: Very hard question! I would have to say a spaghetti bolognese with meatballs and garlic bread with a glass of wine, and nice warm cookie dough with vanilla ice cream for pudding.

What will you be doing in ten years' time

Megan: In ten years I will hopefully have a full time job at the council, helping customers and hopefully working my way up the ladder.

Georgia: Hopefully in ten years I will still be working in the council having completed my course for my apprenticeship.

What three words would you use to describe the housing service

Megan: Friendly, diverse and motivated.

Georgia: Great, brilliant, magnificent!

If you won the lottery what's the first thing you would buy?

Megan: The first thing I would do I'd take all my family on a nice holiday and buy somewhere abroad where they can go at any time.

Georgia: A nice car

What are you doing at work next week

Megan: Next week I am putting a mini video together, spending a day at college and supporting the Housing Repairs team on calls and emails.

Georgia: A wide variety of things, like processing applications and completing Experian checks on our clients.

0300 300 8131

academy@centralbedfordshiregov.uk

www.theacademy-inspiringfutures.co.uk

@academyinspiringfutures

The Academy
of Social Work and Early Intervention

Working together to give people their independence back

What is Tenancy Sustainment?

The aim of tenancy sustainment is to offer support and guidance to some of our more vulnerable tenants, to help them live as independently as possible.

Some tenants may struggle with mental health issues, learning disabilities or complex family needs. We help with things like money advice, help to move to a more suitable property or support to maintain their tenancy.

Shelley, our Tenancy Sustainment Officer, explains a little about what her job means...

She said:

“We had a recent case with a man who struggled to manage on his own after his father died – people abused him financially, taking over his property, and he struggled to keep on top of his complex issues.

It really came to a head when a safeguarding alert was raised and he was referred to me. I was able to support him to move away from the area into a new place that suited him better and was near family. I worked with all sorts of other organisations...from mental health professionals, to local charities, social workers and the police.

In the end, we agreed with the tenant that he would benefit from living in supported accommodation and I was able to make that happen. Now, with help from our Money Management and Community Mental Health teams, we've been able to get this tenant the 24-hour support he needs, help with day to day life skills and a new home that means he is safe, well and living as independently as possible.”



Working together made all the difference

Shelley went on:

“Having all the different support services working together and on the same page meant we could act quickly and have the best outcome for this tenant. After seeing him recently, I can honestly say that it has been life changing for him. He was so happy to show me his new clothes, tell me that he'd been helping with jobs in the garden and he said he was 'snug as a bug in a rug' in his new home.”

If you need support maintaining your tenancy and would like to know more about the service, search for **Tenancy Sustainment** on the council's webpage, email: itenancy.sustainment@centralbedfordshire.gov.uk, or call **0300 300 6745**



When the grass is greener

During the ever-changing weather of spring, with plenty of rain and eventually the sunshine, the Estates Services Officers have been busier than usual. Grass and shrubs have grown thick and fast, and the weeds taken hold.

With usual vigour, the team has been out weed spraying. For the Estate Service Officers who focus on the communal gardens within the independent living schemes, this has also involved trimming back of bushes and cutting the grass.

This team, including an apprentice who is learning a trade with the council's Housing Estates team, take pride in their roles. As one resident of a supported scheme said:

“The officer is polite, courteous, and bends over backward to help. He has time for anybody, speaks to everybody, and apologises for any disruption. The lads are lovely and I especially enjoy the singing”

The resident advised that the team listens to the residents.

“He did a beautiful job, avoided the flowers, and left the grass stripy.”



Tenant Investment Panel (TIP)

The Tenant Investment Panel provides a perspective on how the Housing Department are spending the Housing Revenue Account.

We have recently responded to the Council's Local Plan calling for more affordable housing, especially in the Dunstable area where nothing is planned at present.

We are also monitoring the financial benefits of the new Repairs delivery model.

If you are interested in finding out about budget monitoring and what investments are being made in respect of affordable social housing, please contact

tenantinvolvement@centralbedfordshire.gov.uk

Way Forward Panel (WFP)

I hope you are enjoying the summer so far.

The Council are going planning to introduce a new way of working with one contractor doing all the work to your home.

The Way Forward Panel have been talking to the team for some time about this because some people, myself included, are still not sure this new way of doing repairs will work, but we are happy to be proved wrong.

If you would like to get involved with the panel in 2018 please email

tenantinvolvement@centralbedfordshire.gov.uk

Supported Involved Residents Forum (SIRF)

Hi everyone,

This is a short update on SIRF and what is happening.

We have a historian coming along in either August or September to give a talk on the history of Dunstable. Prior to this we are looking forward to our Summer Event in July which has always been a great success. Here's to the future of SIRF.

SIRF Committee

Maggie, Anne and Val

If you would like more information on SIRF please contact

tenantinvolvement@centralbedfordshire.gov.uk

Tenants' Scrutiny Panel (TSP)

Hello everyone, from the TSP

We have just finished our project on homelessness and awaiting to do our report to the Overview and Scrutiny Councillors at Chicksands.

The most over riding factor that emerged from the Homelessness project was the lack of housing. This has become a major factor. We are looking at our balanced score card to see what project we can tackle next.

If you have something you think we could look at please feel free to call the Tenant Involvement team at Central Bedfordshire Council.

Chair of TSP

Thanking you.

Mal Miles

If you are interested in joining us then please contact

tenantinvolvement@centralbedfordshire.gov.uk

Estates Management Team

We know that we don't always get it right first time, but we are committed to trying to solve a problem if we know about it.

Over the last few months we've had enquiries from local MPs about problems that some of you have raised with them before you've even told us that the problem exists.

It's easy to get in touch with us, and the sooner we know about something that's not right, the sooner we can do something about it.



So next time there's a problem why not send us an email on EstateManagementOfficers@centralbedfordshire.gov.uk, use the tenant app, or call **0300 300 8302**.

What Local Support is on offer...

We offer a range of free support to help you, as tenants, move into employment or improve your confidence so that you're better able to think about moving into employment.

Job Fairs

During 2018 we are running a number of Job Fairs across Central Bedfordshire. We started in February with one at the Dunstable Methodist Church, followed by Houghton Regis and Leighton Buzzard in June. The next event is taking place again at The Dunstable Methodist Church on 5 September with free access between 10.30am and 12.30pm. There will be up to forty local organisations on hand for you to talk to about current vacancies, careers opportunities or training. Organisations have told us that they recruit people as a direct result of attending the Job Fairs and many people sign up for training or employment support.

Inspire employability training

We have provided this training programme several times over the last couple of years and are hoping to offer it again later in 2018. This training is unique in the local area as it offers a large amount of one-to-one support before, during and after the training takes place. The intention is to support people who may not have worked for some time or possibly face their own personal challenges in finding employment. Over the years the support, training and series of workshops have been very successful in helping people move into work.

If you would like to be a part of a possible future programme please contact our

Housing Employment Officer by emailing tenantinvolvement@centralbedfordshire.gov.uk



Food Hygiene

This is a training course taking place over three half-days. It starts with a hands-on session showing you how to work in a commercial kitchen, explaining all the health and safety requirements where you create your own tasty lunch. The third half-day is a revision session followed by a 45minute examination for a Level 2 qualification. This course is an excellent start if you haven't been in a classroom for a long time or normally find this type of thing challenging. The group is friendly and full support is offered to help those who have difficulties facing examinations.

If you would like to learn about food hygiene or enhance your job prospects and would like to be a part of a possible future training course please contact our

Housing Employment Officer by emailing tenantinvolvement@centralbedfordshire.gov.uk



Wheelie Fantastic

The weather may not have been the brightest, but the local residents still came to the Wheelie Fantastic event at Beecroft Recreation Park.

Each year, Dunstable Town Council run an event to encourage local

communities to decorate a wheelbarrow. This year's theme was World War One, and the Beecroft Association have really embraced it. One wheelbarrow, planted by a member of the Association, will be displayed outside the Co-op in Westfield Road. The barrow has a wreath with a focus on those who fought in the Great War. The second barrow, which was decorated and planted by the children on the day, is outside the old Co-op site in Westfield Road, and features a football – a reminder of the Christmas Day truce.

Alongside the wheelbarrows, the children were colouring in and making their own magnets and key rings. The event was very popular and caught a lot of attention.

One resident said:

“ I remember last year's wheelie event, where two wheelbarrows were planted and placed in the local school. They were decorated on a musical theme and are still maintained. ”

The Beecroft Residents Association is a local group run by and including local residents. We actively encourage local groups, as they are the heart of the community and know what the community wants. We are keen to encourage and support local events in communities where we have a presence.



For more information on how you can get involved, or maybe start a resident's group, please contact tenantinvolvement@centralbedfordshire.gov.uk, look at the website or call **0300 300 8302**.

Volunteering with Independent Living

Volunteers are really valuable to us. Our Independent Living team are looking for more volunteers, to help with community events, to befriend or mentor residents in need (such as independent living residents) and to run activities in our schemes.

So why do we need volunteers?

- You can bring a different perspective to our work; often one that reflects the diverse views of the local community.
- You can help to extend services we currently offer.
- Volunteering empowers you to actively influence decision making and how we provide services.
- Volunteering provides opportunities for you to develop your skills. It can be a valuable pathway to employment or training opportunities.
- Volunteering can provide opportunities to meet like-minded people.
- Volunteering can give you the chance to be involved with something interesting, absorbing and rewarding.
- And it can improve general health and wellbeing.

What skills will I need?

Of course, it will depend on the volunteering option that you choose, but generally you would ideally have professional knowledge, experience or a qualification (or are studying for it) in the relevant theme/subject that you want to volunteer in. It's essential that you have a friendly disposition and good interpersonal skills.

We would love to hear from you.

If you think you would like to get involved, call us on **0300 300 5904** or email prioryview@centralbedfordshire.gov.uk

Don't forget your gas safety check!

As a landlord, the council has a legal obligation to ensure all gas and fossil fuel appliances are checked and serviced yearly. Carrying out these checks significantly reduces the risk of your appliance producing harmful carbon monoxide.

When you receive your appointment letter, it's important to keep your appointment, or contact Sunrealm to rearrange.

Keep your family, neighbours and yourself safe. Make time for your annual safety check.

Local Support and training

Supported or co-funded by Central Bedfordshire Council



Advice Central

We offer advice on disabilities, benefits, jobs, education, communities, legal, relationships, debt, immigration, housing, health and care and consumer rights.

For more information, visit www.AdviceCentral.org.uk, email info@AdviceCentral.org.uk or call **0300 303 6666**

Courses for life

Do you want to learn computer skills, relax and feel calm, build your confidence and get back into work? Courses for Life offers training to help you move forward if you are looking for work or want to learn new skills.

To learn more, contact the **Disability Resource Centre** at www.drcbeds.org.uk, email hlw@drcbeds.org.uk or call **01582 470900**

The Disability Resource Centre is an award-winning registered charity. We are here so that disabled people and their families have somewhere to turn if they feel alone and need help in any situation. We want all disabled people, those with long term health conditions, older people and their carers to know that we are here to support them.



Café Connect

NOAH Enterprises and Community Action Bedfordshire, funded by Central Bedfordshire Council and Public Health, are working together as Café Connect. The Connect groups support local people to share their skills, experiences and lives together.

For further information on location and dates, contact academy@noahenterprise.org, or call **01582 726152**

IT for Work and Life

This free course, run by The NOAH Academy, looks at helping you improve your IT skills. Aimed at beginners, you will learn to use email, iCloud, the internet, and use basic Word to create letters and a CV.

The NOAH Academy also runs six week courses for people experiencing barriers to employment. The course aims to help build confidence, explore possible routes into employment and help you to plan a way forward.

For information about events, please contact academy@noahenterprise.org, or call **01582 726152**

Updating our Allocations scheme

The council wants to maximise and make best use of the supply of affordable housing stock in Central Bedfordshire. And that includes making sure it is as affordable as housing finance allows and appropriately targeted.



Why has it changed?

The Allocations Scheme outlines how we and Housing Associations should allocate properties across the area. Recent changes to housing legislation has meant that the council needed to amend it's Allocations Scheme to ensure it complies with these legal requirements.

We want to encourage applicants who are out of work to seek employment and offer practical help to those threatened with homelessness, as well as supporting low paid workers in the private sectors, households who work locally and older people in their desire to live close to established networks. We must also balance reasonable preference with local priorities at the same time as offering choice.

What has changed?

One of the notable changes is that we have introduced a new Band – Band 3 – for those who have housing need but do not meet the residency criteria. Existing council tenants and housing association tenants are unlikely to be affected by these changes.

The Housing Solutions team will be writing to applicants on the Housing Register and Older Persons Register to advise them of the changes. If applicants think they meet one of the criteria for Band 3 then they will need to complete a Band 3 enquiry letter (found on our website). These changes will not affect those who are currently on the Register and awarded Band 1 and Band 2.

I want to know more...

For more information about these changes please go to www.centralbedfordshire.gov.uk/housing/apply/qualify.aspx, where you will also find a copy of the amended Allocations Scheme.

If you have any questions about these changes, please contact the **Housing Service** on **0300 300 8302**.

Performance Update

How are we doing?

Results
for April and May
2018

Target
for 2018

Repairs completed on time

97.18%

97%



Satisfaction with repairs

90.46%

90.5%



Sign up to the Tenants App

452

No target

Actions on Tenants App

79

No target



Download the Housing Tenants App

Report repairs, manage your rent, apply to move home and more...



What do we do with your data?



You may be aware that a new data protection law was introduced on the 25th May 2018.

Known as General Data Protection Regulations or GDPR, these regulations give you greater control over your personal and sensitive data and introduces stricter rules for gathering and storing sensitive data, as well as increasing the powers of the national regulator, The Information Commissioner's Office (ICO).

What is 'personal data'?

This is any information relating to an individual, personal or professional and includes name, address, email address, financial details, posts on social networks, photographs and medical records.

What is 'sensitive data'?

This is information such as your racial or ethnic origin, political opinions, religious beliefs, trade union activities, your physical or mental health, your sexuality, or details of criminal offences.

How do we use your personal data?

We collect information about you when:

- You apply for housing
- Request any of our services
- Voluntarily complete our customer surveys
- Provide feedback or make a complaint

We also process personal information using CCTV systems and we monitor and collect visual images for:

- Security reasons
- The prevention and detection of crime
- Staff safety and monitoring purposes

And we use this information to:

- Enable us to provide you with accommodation and to contact you to provide services which meet your needs
- Ensure that we meet all our legal and statutory duties such as those which apply under the Equality Act 2010
- Help with crime prevention and the prosecution of offenders
- Protect individuals from harm
- Provide you with welfare services including advice and appropriate support
- Carry out research and to provide anonymised information

Sharing your information

We may sometimes need to share the personal information we process with other organisations where it is necessary to fulfil a contract, such as our repairs contractors, or where we are legally required to do so. Where this is necessary, we ensure that we comply with the regulations.

The Council provides regular returns to the Ministry of Housing, Communities and Local Government (MHCLG) on new tenancies. This is called CORE (Continuous REcording of Lettings and Sales in Social Housing in England). As this return contains personal information, a data sharing agreement has been signed between the Council and the MHCLG. The privacy notice can be found on our website

at http://www.centralbedfordshire.gov.uk/Images/core-privacy-statement-mhclg_tcm3-28776.pdf

We do not share your information with third parties for marketing purposes.

What are we doing?

Over the next few months, we will be reviewing all our processes that use personal and sensitive data and updating them in line with the regulations.

The Council has produced a Privacy Statement, outlining how we use information and protect your privacy, which can be found on our website www.centralbedfordshire.gov.uk/contact-us/website/data-protection.aspx.

The Housing Service will be producing specific privacy statements for our services.

All staff have completed corporate training on Data Protection and Information Security and GDPR has been a regular item on staff meetings.

Your Rights

Under the new regulations, you have the following rights regarding your data.

- You can ask to change information you think is inaccurate
- You can ask to delete information (right to be forgotten)
- You can ask to limit what we use your personal data for
- You can ask to have your information moved to another provider (data portability)



Further details about these rights can be found in the Council's Privacy Statement.
If you would like to find out more information on GDPR, please visit the ICO's website www.ico.org.uk



Right to Buy

The dream could become a reality



With the current discounts available, there has never been a better time to buy your council home.

You only need a minimum of three years public sector tenancy to qualify for the Right to Buy scheme.

For full details visit our website:

<http://www.centralbedfordshire.gov.uk/housing/right-to-buy/overview.aspx>

In the last financial year, Central Bedfordshire Council sold 32 properties through the Right to Buy Scheme. You could be entitled to up to £80,900 discount off the market value of the property, depending on the length of time you have spent as a social housing tenant.

To get a rough guide of how much discount you may be entitled to, visit the following website

<https://righttobuy.gov.uk/right-to-buy-calculator/>

Below are some examples of how the discounts are applied.

BUYING A HOUSE

Discounts start at 35% for 3 to 5 years, at year 6 add 1% for each extra year of tenancy up to 70% or the cash maximum of £80,900

Current house value	£120,000
Years as a tenant	10 years
Eligible discount	40%
Discount value	£48,000
Price you pay for a house	£72,000

BUYING A FLAT

Discounts start at 50% for 3 to 5 years, at year 6 add 2% for each extra year of tenancy up to 70% or the cash maximum of £78,600

Current flat value	£100,000
Years as a tenant	10 years
Eligible discount	60%
Discount value	£60,000
Price you pay for a flat	£40,000

*Before applying for the Right to Buy Scheme, you may want to consider the current value of properties in your area. Below is a table showing *valuations of council housing stock carried out between December 2017 and April 2018.

Type of Property	Dunstable	Leighton Buzzard	Villages
2 Bed House	*£190,000	*£220,000	No Valuation Available
3 Bed House	*£245,000	*£275,000	*£275,000

For more information and advice, contact the Housing Rents team on **0300 300 5541** or visit the Department for Communities and Local Government's (DCLG) website: www.communities.gov.uk/righttobuy



How to avoid unnecessary bank charges

If you find that you do not have enough money in your bank account to cover this week's or month's rent and your direct debit payment is due, you can give the Housing Rents team a call on **0300 300 5186** and ask them to cancel the instruction to the bank, which will avoid you incurring bank charges for failed direct debit payments.

Please bear in mind the team need at least **three working days notice**. So, for example, if your payment is due on the tenth of the month you will need to contact us three working days before this date.

Once the instruction has been cancelled you will need to make alternative arrangements to pay your rent.

More and more people are choosing to pay their rent by direct debit

Direct Debit is the hassle-free way to pay all your rent, whether it is for your home, garage or Lifeline.

We offer monthly collections, any day from the 1st to the 28th of the month or weekly collections each Monday, and you can still take advantage of the 'rent free weeks'!

If the payment date falls on a weekend, we will take the payment on the next working day and don't worry you can still pay by Direct Debit if you receive some Housing Benefit, all you need is a bank account!

All banks and building societies operate a direct debit guarantee as set out below:

- If the amounts to be paid or the payment dates change, Central Bedfordshire Council will notify you at least ten working days in advance of your account being debited, or as otherwise agreed.
- If an error is made by your bank you are guaranteed a full and immediate refund of the amount paid.
- You can cancel a direct debit at any time by writing to your bank or building society. Please also send a copy of your letter to the Housing Rents team. You would need to make alternative arrangements to pay if you still owe any rent.

No forms to fill in, just give the **Housing Rents team** a call on: **0300 300 5545** or **0300 300 5186**

It's simple to arrange, just have your bank account details to hand and we will do the rest!

Ways to pay your rent



Telephone

Call **0300 300 8030** and select Option 3 for rents – you will need your debit card and rent reference number, along with a pen and paper to note the receipt number given.



Internet

Log onto www.centralbedfordshire.gov.uk and select: pay online, click on 'pay online' again, then select housing and garage rents (including Lifeline) – you will need your debit card and rent reference number, along with a pen and paper to note the receipt number given.



Direct Debit

Telephone **0300 300 5186** to set up a direct debit over the telephone. You will need your bank details, i.e. sort code, account number, a name/address of your branch, and the account name, or you can request a Direct Debit mandate. A mandate will be posted to you and then you complete the details and post back to the council offices using the free envelope provided.



Post Office or Paypoint

Take your Allpay card along with cash/cheque to your nearest participating outlet and hand both items to the assistant. You will receive a receipt of your payment.



Cheque

Write a cheque payable to Central Bedfordshire Council for the amount that you wish to pay, record on the reverse your rent reference and post to: **Housing Rents High Street North, Dunstable, Bedfordshire LU6 1LF.**



Download the App at

For Android smartphones:
<https://market.android.com/details?id=net.allpay.consumer.allpay>

For Apple smartphones:
<http://itunes.apple.com/us/app/allpay/id500135368?mt=8>

Or Visit the allpay website: <http://www.allpay.net/allpay-payment-app>

Your rent statement explained

Statement of Rent Account

Private and confidential
Mr Watling
1 High Street North
Dunstable
Bedfordshire
LU6 1LF

Correspondence Name & Address

Rent Reference

Dear Mr Watling,

Rent payment number 8409999995

Below is your rent statement, please take a moment to read the following points:

- The first line shows your current balance. If you rent a property and one or more garage(s) each one will have a separate statement.
- Tenancy movement relates to money being moved between your accounts.
- You can pay weekly or monthly by Direct Debit by calling 0300 300 5545 with your bank details to hand.
- You can pay by ringing 0300 300 8030, pressing option 3 and having your rent payment number and debit card to hand.
- If you are having any difficulties making a payment, please contact your Income Management Officer on 0300 300 5378 who is happy to help you.
- If you have a credit balance and believe that you are due a refund you can call 0300 300 5186 to request this.

This statement is for the Dwelling: 1 High Street North and covers the period 13 October 2016 to 11 January 2017.

Address the statement relates to

Date	Description	Charges	Payments	Balance
09/01/17	Rent Debit	£101.52		£333.00
08/01/17	Allpay Pay Point		£10.00	£231.48
08/01/17	Allpay Pay Point		£100.00	£241.48
02/01/17	Rent Debit			£341.48
23/12/16	Allpay	£101.52		£239.96
19/12/16	Rent Debit		£100.00	
12/12/16	Rent Debit	£101.52	£339.96	
09/12/16	Allpay	£101.52	£238.44	
05/12/16	Rent Debit		£110.00	£136.92
28/11/16	Rent Debit	£101.52	£246.92	
25/11/16	Allpay	£101.52	£145.40	
21/11/16	Rent Debit		£60.00	£43.88
18/11/16	Allpay	£101.52	£103.88	
14/11/16	Rent Debit		£110.00	£2.36
11/11/16	Allpay	£101.52	£112.36	
07/11/16	Rent Debit		£110.00	£10.84
04/11/16	Allpay	£101.52	£120.84	
01/11/16	Housing Benefit		£110.00	£19.32
31/10/16	Rent Debit		£41.05	£129.32
28/10/16	Allpay	£101.52	£170.37	
25/10/16	Housing Benefit		£110.00	£68.85
24/10/16	Rent Debit		£41.05	£178.85
21/10/16	Allpay	£101.52	£219.90	
17/10/16	Rent Debit		£80.00	£118.38
17/10/16	Housing Benefit	£101.52	£198.38	
14/10/16	Allpay		£41.05	£96.86
13/10/2016	Opening Balance		£110.00	£137.91
				£247.91 In Arrears

Statement produced: 11 January 2017

Central Bedfordshire Council
Watling House,
High Street North, Dunstable
Bedfordshire LU6 1LF

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Diary Dates

August • September • October
2018

Date	Time	Title	Event
7th August High Street, Leighton Buzzard	9:00am-1:30pm	Just Ask Bus	Local information brought to you.
16th August Beecroft Academy, Dunstable	11:00am-3:00pm	Be-Fest	Family festival, with music, live band and entertainment, fun and games.
5th September Methodist Church Hall, Dunstable	10:30am-12:30pm	Jobs Fair	Meet local employers in one place.
16th September Priory House, Dunstable	Starts at 10:30am	Medieval Dunstable	The sights and smells of the town as it was. Tickets cost £5 and need to be booked in advance from Priory House Heritage Centre, Dunstable 01582 891420.
19th October Morrisons, Houghton Regis	9:00am-1:30pm	Just Ask Bus	Local information brought to you.

There are many events taking place in your local town over this summer.
For details, visit the town council websites or call your local town council.

Working with children is so rewarding!

No two days are the same and you'll never get bored!

There are more opportunities than ever to work with children, so if you're the type of person who comes alive around young children, our NCFE/CACHE Level 1 Award in an Introduction to Early Years Settings can help you take your first step into a fantastic career.

Our next course starts Thursday 04 October 2018, Central Bedfordshire College, Leighton Buzzard Campus, from 9.30am to 12.30pm. You'll need to attend 1 session a week for 7 weeks.

For further information, contact The Academy Team:

-  **0300 300 8131**
-  **academy@centralbedfordshire.gov.uk**
-  **www.theacademy-inspiringfutures.co.uk**
-  **@academyinspiringfutures**

Offering careers information, advice and guidance daily, delivering quality qualifications, helping practitioners and children in Central Bedfordshire to achieve their full potential.

The Academy
of Social Work and Early Intervention

Central
Bedfordshire

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