

Customer Newsletter

April 2025

Welcome

We're excited to bring you our brand-new quarterly newsletter, keeping you up to date with everything happening across our communities. From community events and support services to housing updates and exciting projects, we're here to keep you informed and connected.

This edition is packed with important news and community updates, including:



Tackling Anti-Social Behaviour (ASB)
What we're doing to keep our community safe.



Windows & Doors Programme
The latest on improvements to homes across Castle Vale.



Community News
Upcoming events and local initiatives.



Cost of Living Support
Help and advice to ease financial pressures.



Joy to the Vale
A look back at how we spread festive cheer over Christmas!

Reflecting on 2024

Over the '24 festive season, our team worked hard to support our community and customers, ensuring that no one in Castle Vale felt alone or without essentials at Christmas.

Our Joy to the Vale hampers returned once again, filled with all the ingredients for a festive meal, along with some extra treats. Thanks to generous donations from staff, we were also able to include toiletries and other useful items.

“

Quick message to wish you Happy New Year buddy. May 2025 bring you good health, prosperity and joy & peace. Thanks for your support through this very difficult year. I'm grateful my friend. I received a beautiful and very large Xmas hamper from Pioneer, if you had anything to do with it, I want to express a huge THANK YOU! It helped me alot.

Mr Willets, Pioneer Group Resident

In total, our staff made:

100
Deliveries

to households across Castle Vale, ensuring customers had a full fridge and could enjoy a proper Christmas dinner.

In 2024, we also introduced something new, a the Joy to the Vale Gift Tree. Set up in our community hub, The Sanctuary, the tree was decorated with gift tags, each representing a Castle Vale child and their favourite things, from colours and hobbies to TV shows. We invited the community to take a tag and donate a gift based on that child's interests.

Thanks to the incredible generosity of our community, **we delivered nearly 50 presents** to referred families, spreading joy to children across Castle Vale. Families who received hampers also received presents, thanks to additional donations from the community and Homestart.

The support we received was truly heartwarming. People constantly visited The Sanctuary to pick up gift tags and drop off presents, showing the incredible kindness and generosity of Castle Vale. We want to extend a huge thank you to everyone who donated, shared our initiative, and helped make Christmas special for local families.



A Thank You

From festive events to the overwhelming generosity of our residents, this Christmas truly reflected the spirit of Castle Vale. Whether you attended our celebrations, donated a gift, or simply helped spread the word, we are so grateful to be part of such a wonderful community.

Here's to another year of working together to support Castle Vale!

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What a Christmas our families have had. By using the Christmas tree tags at the Sanctuary over 25 of our children received some amazing gifts. Each gift was kindly donated by a member of the public, and without such kindness some of our children would of had nothing to open on Christmas day. We are truly grateful and thankful to everyone involved for making our children smile.

Rachel Blackledge, Lead DSL/Family Support Worker, Castle Vale Nursery School

Tackling Anti-Social Behaviour in Our Communities

We know that feeling safe and comfortable in your home and community is essential. That's why we take anti-social behaviour (ASB) seriously. ASB can range from minor nuisances to serious harassment, affecting the quality of life for residents, visitors, and those working in the area. We are committed to ensuring that our communities remain welcoming and safe places to live.

What is Anti-Social Behaviour?

The Anti-Social Behaviour, Crime and Policing Act 2014 defines ASB as:



Behaviour that causes, or is likely to cause, harassment, alarm, or distress to others. Actions that create nuisance or annoyance to people in their homes. Conduct that leads to housing-related nuisance or disruption.

ASB can include a wide range of behaviours, such as:



Our Approach

We are committed to acting swiftly and fairly when ASB is reported. We also encourage a reasonable level of tolerance between neighbours. Not every complaint will be considered ASB - for example, occasional noise from household activities, one-off gatherings, or children playing are part of everyday life in a community. However, if behaviour is persistent and negatively impacts others, we will step in.

How to Report ASB

We make it as easy as possible for you to report ASB. Any member of our team can take your report and ensure it reaches the relevant Community Housing Officer, who will investigate and take appropriate action.

Please note that anonymous reports limit our ability to act effectively, but we will still take them seriously.

Together, we can create safer, happier communities!



Your Community Housing Officers

Our Community Housing Officers (CHOs) are always out and about, ready to support you with housing queries, community issues, and anything else that helps make Castle Vale a great place to live.

What our Community Housing Officers do

Our CHOs are there to provide hands on support, whether it's helping you settle into your new home, looking into tenancy concerns, or working with local partners to improve services. They are here to listen and connect you with the right resources to make your life easier.

A visible presence
You'll often see our CHOs around your community, at drop-in sessions, events, or simply walking the patch.

Personal support
From tenancy advice to neighbour concerns, they work with you to find practical solutions and make sure you feel heard.

Community Engagement
They work with local groups, services, and partners to create new opportunities for our customers.

Listening to you
Every interaction is an opportunity to hear your feedback and shape services to better meet your needs.

Meet the team

Our CHOs cover different patches across Castle Vale. Find out who your dedicated officer is and how they can help:



Windows & Doors

We're continuing to invest in our homes with over **2,000 properties** across Castle Vale benefitting from brand-new, energy-efficient windows and doors.



What happens next?

Understanding the process of new windows and doors is important to know which is why we've put together this handy guide.

Nationwide Windows and Doors, a nationally recognised contractor, are delivering this project.

1

Survey & Timeline:

Nationwide Windows and Doors will contact you soon to arrange a survey of your property. Once the survey is complete, your installation is estimated within 6–12 weeks. A Resident Liaison Officer will work with you to confirm your fitting date.



2

Before your fitting date, you'll need to:

- Remove curtains, nets, blinds, and any hardware like tracks or brackets.
- Move furniture, ornaments, and other obstacles near windows and doors.
- Clear hallways, stairs, and pathways both inside and outside.
- Remove items like alarm contacts or doorbells (guidance will be provided if needed).

3

During Installation:

- An adult (18+) must be present.
- Keep children and pets away from work areas for safety.
- Be prepared for minor noise, dust, and vibrations. Installers will use dust sheets, but additional protection for furniture is your responsibility.

Frequently asked questions

Why replace my windows and doors?

We're addressing residents' feedback about repairs and energy efficiency. Many windows and doors have reached the end of their lifespan and need replacement. The new fittings will enhance thermal comfort, boost energy efficiency, and improve home security.

Can I move my property up the schedule?

The programme has been carefully planned for efficient delivery. While changes are rare, we will monitor and adjust if necessary.

Safety First:

Always check contractors' IDs before letting them into your home. Nationwide staff will carry ID cards with their name, photo, and company logo.



Need Help or Have Questions?

During Business Hours (8:30 AM – 3:30 PM):
01788 224466

After Hours, Weekends, and Holidays:
0808 1234 000

Money advice

If you're struggling with rising costs, support is available across Castle Vale. From energy and food assistance to free activities and financial advice, here's where you can get help:

Energy & Bills



Birmingham City Council Crisis Grant Provides financial help for food, energy, and essentials. No repayment needed.

More info: birmingham.gov.uk

Big Difference Scheme

Up to 70% off Severn Trent water bills for households earning under £22,010 (higher if you have children). Apply: stwater.co.uk

Warm Homes Network

Energy vouchers available for those in need. Call 0121 748 8111 for details

Household Essentials



Local Welfare Provision (LWP)

Immediate help with essentials.

Apply: birmingham.gov.uk/short-term-help

Upcycle Birmingham

Affordable second-hand furniture & home items.

Shop: 4 High St, B35 7PR

(Mon-Fri, 9am-4pm, Sat 10am-2pm)

Warehouse: St Gerards Church, B35 6JT

(Mon-Fri, 9am-4pm)

Warm Spaces



Stay warm and connect with others in a safe, welcoming space:

The Sanctuary

Tangmere Dr, B35 7PX (Mon-Fri, 9am-5pm)

Spitfire Advice & Support Services

10 High St, B35 7PR (Mon-Fri, 9am-5pm)

The Meeting Place Café

Yatesbury Ave, B35 6JT (Mon-Fri, 9am-1pm)

Food Support



Castle Vale Food Pantry

Spitfire Advice & Support, B35 7PR

FoodCycle Birmingham

Free community meals. Lakeside Children's Centre, B23 7UH.

Call 0121 752 1970

Spitfire Food Bank

No referral needed. Open Mon-Fri, 9am-5pm at Spitfire House.

Sainsbury's 'Feed Your Family for a Fiver' Recipes

Budget-friendly meal ideas: sainsburys.co.uk

Food Justice Network Map

Find local food banks & pantries: theaws.co.uk

Free Activities



Compass Support

Free health, youth & employment support.

Call 0121 748 8111 or visit The Sanctuary (Mon-Fri)

Young Stars

Youth group with fun sessions for children.

Call 0770 3392808 or visit: weareyoungstars.com

Community Environmental Trust

Free outdoor activities, wellbeing walks & kayaking.

Call 0121 747 3570 or visit: environmentaltrust.org.uk

Castle Vale Children's Centre

Weekly activities for parents & kids. Call 0121 752 1920

Financial Support



Advance Credit Union

Safe savings & ethical loans for 'B' postcode residents.

More info: advancecu.org.uk

For any other support, visit The Sanctuary or call 0121 748 8111.

Hire our Community Stadium

Our Stadium has a range of football pitches, including two new 3G pitches available for hire.

We also have a function room with a bar, selling a variety of drinks and snacks!

Our function room is perfect for all kinds of events, such as parties, community groups, meetings and more.

For more information:

dave.travers@compass-support.org.uk



Surveying

We are committed to ensuring our homes remain safe, comfortable, and well-maintained for all our customers. As part of this commitment, our team will be out and about in your communities, carrying out important stock condition surveys.

What Are These Surveys?

Stock condition surveys help us get a better understanding of our homes, what they're made of, how long components last, and when replacements might be needed. This information allows us to plan ahead and make sure that when the time comes, key elements of your home, like windows, fencing, and bathrooms, are updated as needed.

How Often Are Surveys Done?

We survey around 400-600 properties each year. This ongoing process feeds into our 30-year maintenance plan, helping us allocate resources efficiently and improve homes when they need it most.

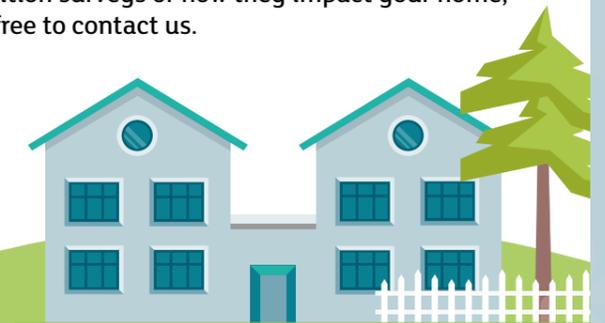
What Does This Mean for You?

If you have older windows, fencing, or a bathroom that may be due for replacement, these surveys could help identify those needs. By allowing our team to assess your home, you're helping us ensure that necessary upgrades are planned and carried out at the right time.

How Will Surveys Be Carried Out?

Our team will be calling you to arrange appointments or whilst they are in the area, knocking on doors also. If you receive a calling card, please can you call the office to re-arrange an appointment. If you're selected for a survey, we encourage you to participate, as it's a straightforward process that benefits you and your home in the long run.

We still have around 1,000 properties left to survey, so if you haven't been visited yet, you may be soon. If you have any questions about the stock condition surveys or how they impact your home, feel free to contact us.



Help us to improve

We're always looking for ways to improve the services and support we provide to you. To do that, we need to make sure the information we hold is accurate and up to date.

That's why we're inviting all residents to take part in our quick and easy survey and it takes just **5 minutes to complete!**

Your Data Matters

We take data protection seriously. Your information will only be used in line with strict guidelines to ensure we can support you and manage your tenancy effectively.

Got a question? Contact our Customer First Team on **0121 748 8100**.

How to Take Part

You can complete the survey:



Online
Quick and
easy, just 5
minutes!



On Paper
Pick up a copy from
our High Street or The
Sanctuary, fill it out, and
return it to reception.

If you're a Joint tenant please make sure both tenants complete a survey.



Scan here to
complete
the survey

Events coming up

*Every
Monday*

Chivenor House
Tea and Toast sessions
🕒 10am

Phoenix Court
Arts and Crafts Sessions
🕒 1pm

*Every
Wednesday*

Whittle croft
Tea and Toast sessions
🕒 10am



Saturday 30th August
Castle Vale Stadium