



BRIGHTER CHOICE FOR HOMES

Autumn Winter 2024/25

NEWSLETTER

Welcome to your Lumen newsletter

Inside this edition you will find information on:

- Safety advice
- How to get involved
- Support with your tenancy
- Benefit Advice
- Reporting Repairs
- Christmas opening hours



Community Engagement

Working together with My Blackpool Home, Contractors and other local services we arranged community clean up days throughout the year.

Unlike other social housing providers our properties are spread across the inner areas of Blackpool, so by working together we are able to have an impact on areas of Blackpool that have a mixture of tenure ie: privately owned, social housing and private rented accommodation.

If you would like to get involved in our next community clean-up day please contact a member of the team to register your interest on 01253 477222 or by email: hello@myblackpoolhome.co.uk

The Community engagement days produce many benefits:

- Fostering a sense of pride and community spirit
- Cleaner, safer and more visually appealing neighbourhood
- Building stronger relationships with our tenants
- Strengthening community bonds and social connections
- Taking a proactive approach encourages customers to report maintenance issues promptly



Community Clean-Up

We will be attending the above properties to improve the communal areas by completing works such as cleaning, painting, weeding and minor repairs.

All tenants are welcome to get involved, meet the team and learn more about the services we provide.

Refreshments will be available.



Domestic Abuse

We believe that our customers should not live in fear of violence or abuse from a partner, former partner or any other member of their household.

People experiencing domestic abuse will be treated by ourselves in a sympathetic, supportive and non-judgemental way. We will provide advice, assistance and referrals to support services.

If you are in immediate danger call 999 and ask for the police. If you can't speak and are calling on a mobile phone press 55 to have your call transferred to the police.

Contact our office on: 01253 477222

Help and support: <https://www.gov.uk/guidance/domestic-abuse-how-to-get-help-get-help-and-support>



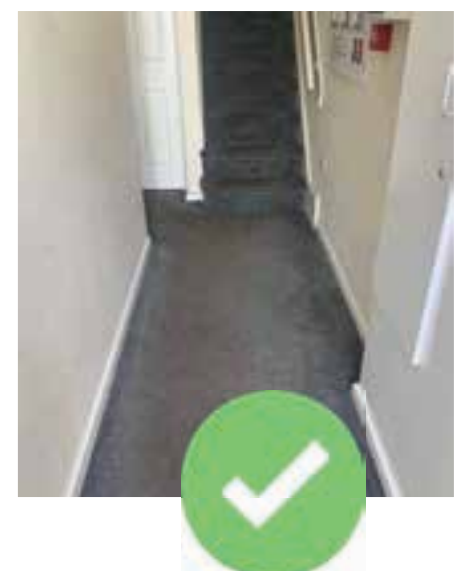
Communal Areas

We actively manage and monitor both internal and external communal areas to maintain a safe environment. To ensure the health and safety of yourself, fellow residents and all building users please refrain from leaving items in these spaces.

It is important that communal areas are not used to store your belongings or as a place to leave unwanted goods or waste items.

Clear and unobstructed spaces will enable the Fire and Rescue Service to gain access in an emergency situation and in the event of a fire will eliminate the risk of such items acting as a further accelerant.

We appreciate your cooperation in maintaining a tidy and respectful living environment.





Have



Your



Say

We would love to hear your views on how we are performing as your landlord. Customer engagement gives you the opportunity to influence the services that we provide and gives you the chance to make a real difference.

Getting involved brings many rewards. You can meet new people, learn new skills and influence how services are provided to improve homes and the communities where Lumen tenants live.

If you would like more information about getting involved call us on 01253 477 222 or email hello@myblackpoolhome.co.uk



Supporting Our Customers



Tenancy support is a key area of focus for Lumen Housing. We provide tailored support packages to meet the individual needs of our customers with the aim to overcome barriers to sustain their tenancy and to live independently.



We can support you to overcome challenges being faced with:

- Health & Wellbeing
- Paying your Rent
- Money and Benefit Advice
- Taking care of your home
- ASB and neighbour disputes
- Connecting you to other support services such as healthcare, job training and child care

If you would like to find out more information about the support that we offer please contact a member of the team on 01253 477222 or email hello@myblackpoolhome.co.uk





Paying Your Rent



Housing Benefit:

If you feel that you may be entitled to your rent being paid by Housing Benefit then you should make enquiries at Housing Benefit, Municipal Buildings, Blackpool FY1 1NF. You can also call 01253 478847. It is your responsibility to claim Housing Benefit. If you are entitled to partial Housing Benefit you must pay the remainder of your rent or charges by one of the other methods.

Universal Credit:

If you are no longer able to claim Housing Benefit as you are in receipt of Universal Credit then you should apply for the Housing Costs Element from Universal Credit. It is your responsibility to make the claim for Housing Costs Element of Universal Credit. If this does not cover all of your rent then you are responsible for paying the top-up of rent to us directly.



Struggling to pay your rent?

We understand that there may be times during your tenancy when you struggle to pay your rent, and we want you to know we are here to help.

If you are in rent arrears, we can agree an affordable repayment plan based on your financial circumstances; however, we can only do this if you get in touch with us. Our dedicated team can provide advice and assistance in relation to money matters

Have a question or require support with benefits? Our rents team are here to help
Tel: 01253 477222 (SELECT OPTION 2) Email: hello@myblackpoolhome.co.uk



Safety in the home

Gas

We have a legal responsibility to conduct a gas safety check in your home every 12 months. Annual gas safety checks are vital and required by law to ensure your gas appliances are working correctly and safely. We will contact you when this is due and it is important that you allow us access to your property for this check to be completed.

If you smell gas, think you have a gas leak or are worried that carbon monoxide fumes are escaping from a gas appliance, please call the gas emergency number immediately on 0800 111 999.

- Turn off the gas at the meter
- Contact us on 01253 477222 once you have reported the gas leak
- Do not smoke, strike a match or operate lights/switches
- Open the property windows



Electric

We will carry out a five year electrical testing program on all Lumen properties. We will contact you when this is due to make an appointment to complete this test, it is important that you provide us with access to your property to complete this test.

You are responsible for any electrical equipment you have brought into your home and how to use it. You must never attempt to do any electrical related work or repairs yourself.

If you have electrical faults please contact the office on 01253 477222.

To report a power cut in your area or to see if there is a power cut in your area please visit: <https://www.enwl.co.uk/forms/ping-form/>

For more information on electrical safety please visit:

<https://www.electricalsafetyfirst.org.uk/>



Fire Safety in the home



Most fires in the home start accidentally and the consequences can be devastating. However, the majority of these fires can be prevented by taking some simple precautions:

- Make sure your smoke alarm is checked regularly to ensure it is still working.
- Know your escape route/plan should a fire occur
- Never leave cooking unattended
- Put cigarettes out carefully, although MBH operate a no smoking policy.
- Keep candles away from items that could catch fire and remember to blow them out
- Do not overload extension leads or adapters and check wires are in good working order.

In the unfortunate event of a fire - get out of the property, stay out and call 999.

For more information on fire safety or if you would like to receive a free Home Safety Check from Lancashire Fire and Rescue call: 0800 1691125 or visit the website: <https://www.lancsfirerescue.org.uk/>



Damp and Mould



Everyday jobs such as cooking and doing the laundry can create lots of moisture in your home. Too much moisture can cause damp, mould and condensation. Condensation is created by warm air on a cold surface to form droplets of water

Here are some handy tips to avoid that happening

Bathing and showering

Keep the doors closed when having a bath or shower.

Ventilate the bathroom by using the extractor fan and having the window open or on the trickle vent.

Always open the window when you have finished in the bathroom and close the door to allow moisture to escape.

Cooking

If you have one always use the over-hob extractor unit to remove steam from boiling pans. Use lids on saucepans.

Try to open the window whilst cooking.

Keep the kitchen door shut whilst cooking.

Don't allow kettles and pans to boil for longer than necessary

Doing the laundry

Dry clothes outdoors if possible. If you dry your clothes inside open a window and do not dry clothes on the radiators.

If you have a tumble dryer ensure it is properly vented to the outside.





Damp and Mould Continued



Some day to day tips

Open a window for about 30 minutes every day but always leave your property secure.

Don't put damp clothes or boots in a wardrobe and try to dry them outside a living area for example in a porch.

Don't overfill cupboards or wardrobes and make sure the air can circulate freely.

Wipe wet windows straight away during the very cold months when condensation build up is likely overnight.

Ways to help prevent condensation

Improve ventilation, for example opening a window.

Reducing the amount of moisture.

Having steady background heating at a comfortable level



How to treat mould and mildew

Mould and mildew looks like lots of black spots and can be easy to remove. Wipe the affected area every few days with a disposable cloth and a fungicidal cleaner. If you suspect that you have a damp problem caused by a building defect please contact us on 01253 477875.



Help stop the block



Lumen Housing is responsible for keeping drains, sinks, baths and toilets in your home in good working order. However, sometimes blockages are caused because of objects being flushed down toilets or fats being poured down sinks.

If we attend to a blockage and establish that it has been caused by objects or fats then you may be recharged.



What not to flush:

- Cotton Buds
- Nappies
- Condoms
- Baby wipes (even flushable wipes)
- Medicines
- Plasters
- Cigarettes
- Toilet roll tube
- Sanitary pads or Tampons
- Facial wipes or cotton wool
- Household cleaning wipes

Prevent blocked drains:

DO

- Dispose of leftover oil and grease by pouring it into an empty can or cup, allow it to cool and set before throwing it in to the bin.
- Use strainers in sink plug holes to catch leftovers and throw it in the bin.
- Wipe and scrape plates before washing.

DON'T

- Put fats, oils or grease down the sink.
- Put food scrapings into the sink.
- Pour harmful chemicals down the sink or drain to try and dissolve fats, oils or grease.



Reporting Repairs



We want to ensure you have a comfortable home and we handle most repairs needed in your home. However, if any damage occurs due to tenant actions, it will be the tenants responsibility to address those repairs.

We ask that you keep your home clean and well maintained. If you notice any issues like leaks, please report them promptly so we can prevent further damage.

To report a repair or if you have a question relating to a repair please contact us:

Telephone: 01253 477875

Email:
repairs@myblackpoolhome.co.uk

Our office is open Monday – Friday 9am – 5pm. If you have an emergency repair when our office is closed you can call the same number and you will be diverted to our out of hours service.



Our top 5 tips to enjoy Christmas on a budget

If your current finances make you dread the holiday season or you're looking to spend less on gifts this Christmas, we have five ways you can enjoy Christmas on a budget.

Before you start splashing out on gifts, check your finances to see how much you can realistically spend this Christmas, and do your best to stick within your budget.

1. Buy pre-loved or second-hand items

Sites like eBay, Facebook Marketplace, Vinted, Preloved and Gumtree are some of the many online sites, where people are selling their pre-loved items. You could probably grab yourself a lovely gift for a steal of a price.

2. Search online for discount codes

Save money on your shopping with the latest voucher codes, store promo codes or by buying your gifts using Groupon.

3. Consider doing secret santa this year with your family (or friends)

With secret santa, everyone has to buy one gift for a member of the family, at an agreed price. You then pick someone's name at random, and have fun choosing them a gift for the agreed amount. This way everyone receives a gift and spending is kept to a minimum.

4. Make your gifts

Get creative this Christmas and show your friends and family how much you love them by spending a bit of time making them something special. Not sure what to make? Head over to Pinterest for some inspiration.

5. Get creative with your presentation

Why not find creative ways to wrap your Christmas presents this year? You could wrap your presents in old newspaper sheets or magazines you no longer need.



Bonus tip: Start preparing for Christmas 2025 early

If you've got a little extra left over, why not take advantage of the Boxing Day sales to tuck away a few bargains ahead of next Christmas? You could also save wrapping paper from the gifts your family receive and re-use it in 2025.

For more tips on how you can spend less this Christmas, visit [Moneysavingexpert.com/shopping/christmas-savings/](https://moneysavingexpert.com/shopping/christmas-savings/)



Christmas Opening Times

Office opening times 2024

Tuesday 24th December 2024 – 9am – 2pm

Wednesday 25th December 2024 – Closed

Thursday 26th December 2024 – Closed

Friday 27th December 2024 – 9am to 4pm

Saturday 28th December 2024 - Closed


Sunday 29th December 2024 – Closed

Monday 30th December 2024 – 9am – 4pm

Tuesday 31st December 2024 – 9am – 2pm

Wednesday 1st January 2025 – Closed

Thursday 2nd January 2025 – 9am to 5pm



348-350 Lytham Road Blackpool, FY4 1DW
For emergency repairs outside of office hours
please call : 01253 477678/ 0800 073 0184