

Summer

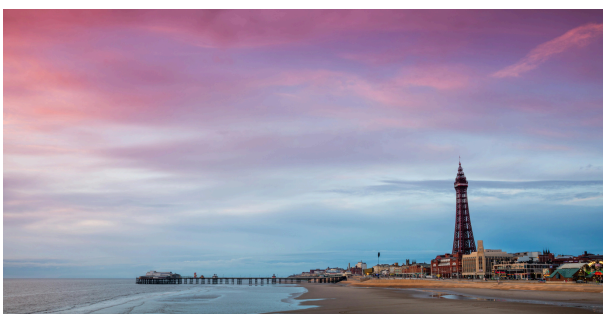
NEWSLETTER



Welcome to your Lumen newsletter

Inside this edition you will
find information on:

- Contact Information reminder
- Disposing of rubbish
- Cost of Living Support
- Advice on pets
- Contents Insurance
- Things to do in Blackpool this summer!





Getting to know you better

We are asking our customers to update their contact details and let us know who lives in their home. If you or anyone in your household has specific needs, we want to be aware so we can offer the right support.

For example, if English isn't your first language, we may be able to arrange a translator to help when speaking with us.

Updating your contact details helps us tailor our services to better meet your needs, especially if you have additional support requirements. By sharing this information, our Tenancy Sustainment Service can connect you with the right support to help you maintain your tenancy and access the services you need.

If you need documents in large print or prefer that we call or visit only at certain times, we can accommodate that. If you or someone in your home has a disability or other needs, we may be able to provide extra support.



Dispose of your rubbish safely



Tenants are responsible for disposing of their own household waste during and at the end of their tenancy. Please ensure that your rubbish is placed in the correct bins and in the designated area for collection to help keep Blackpool tidy.

If you have large items that you cannot dispose of such as furniture, electrical appliances, kitchen items etc. You can book a collection online from as little as £21 for 3 items through the Blackpool Council- Bulky Matters service. If you come across any fly-tipping please report this to the Blackpool Council Environmental team on 01253 477222



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Supporting you through the cost of living



We understand that many of our customer are facing financial challenges due to the ongoing cost of living crisis, particularly with rising energy costs. At Lumen Housing we want to reassure you that you are not alone during this difficult time.



We work closely with several services who offer a range of support to help customers manage these pressures. Whether it's assistance with energy costs, budgeting advice or access to emergency financial support, there are resources available to help you.

Struggling to pay your rent?



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. We can also connect you with the right organisations that can provide the support you need to navigate these challenging circumstances. Our dedicated team can provide advice and assistance in relation to money matters. Please contact us on 01253 477222 / hello@myblackpoolhome.co.uk

Who can I contact?



The government is providing one-off Cost of Living Payments for people on low-income benefits like Universal Credit, Child Tax Credit, Income Support, Jobseeker's Allowance, Employment and Support Allowance, and Pension Credit.

More info on GOV.UK



If you receive Housing Benefit or Universal Credit (with housing allowance) but are still struggling with rent, you can apply for extra help through a Discretionary Housing Payment.

Apply on Blackpool Council's website



More info on Blackpool Benefits
Universal Credit helps with living costs and is paid monthly. You may qualify if you're on a low income, out of work, or unable to work.

Learn more on GOV.UK

If you think you're entitled to Housing Benefit, contact:
Housing Benefit, Municipal Buildings, Blackpool FY1 1NF
Call: 01253 478847

Citizens Advice

Citizens Advice Blackpool offers free, confidential help on:



Debt and
Money



Benefits



Employment



Housing



Family Matters



Consumer
Rights



Loan Sharks

They can help with forms, letters, and speaking to third parties like creditors.

To speak to someone or book an appointment, visit blackpoolcab.org.uk or call 01253 308405

alternatively get in touch with debt line on : 01253 308401

Pets

Lumen Housing recognises the benefits to tenants of keeping pets. Keeping a pet at one of our properties will depend on the following information:



The size of your garden.



Where you live, the size and type of your home.



The type of pet and how many pets you want to keep at your home.

A request to keep a pet must be made in writing to our office: 348-350 Lytham Road, Blackpool, Lancashire, FY4 1DW or via email hello@myblackpoolhome.co.uk

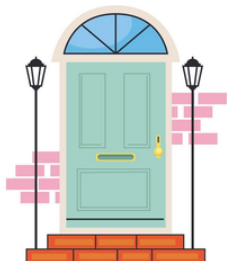
You will receive a response to your request and the reasons as to why the pet has been granted approval or refused. Please do not obtain a pet prior to a response from us.

If due to medical conditions or a disability you require an assistance animal please contact us on 01253 477222 or hello@myblackpoolhome.co.uk to discuss further.



You must get our permission before getting a pet — not doing so breaches your tenancy and could lead to legal action.

General rules that apply to keeping pets:



The property type is suitable: A house or a flat with its own entrance (not communal) and access to an outdoor garden/yard) (not shared).



The Tenancy Agreement is complied with.



The pet's welfare will be assured at the address.



Pets (if applicable) must be vaccinated, microchipped, frequently flea treated, wormed and insured; we will require a copy of your pet insurance.



You can't keep an illegal animal- this is explained in the Dangerous Wild Animals Act 1976. If you own an XL Bully dog, you will need a certificate of exemption to legally keep your pet beyond 31 January 2024.



If we allow you to keep a pet, you must keep it under control, prevent damage or nuisance, clean up any mess, and repair any damage at your own cost. We take neighbour complaints seriously.

Contents Insurance

Your household contents are your responsibility and not the responsibility of the landlord. Contents insurance is designed to help protect possessions.



No matter how careful you might be, there's always a risk that belongings could be broken, damaged or stolen, so home contents insurance can help provide peace of mind should the worst happen. Additionally, home contents insurance can be claimed in the event your possessions being damaged in a fire or flood. Some insurers will assist with recharge repair costs such as changing locks when keys are lost.

There are lots of Insurance companies you can choose from who provide contents insurance specifically for tenants with affordable rates. Please see below some comparison websites:



Confused.com



Summer in Blackpool

Sometimes, the best things in life are free – or require just a handful of small change. Having a great time in Blackpool doesn't need to cost you a fortune.

Here's a round-up of some things you can do in Blackpool with very little budget:



Stroll along the Prom – Whether you're clearing your mind, soaking up the sun, or enjoying a leisurely walk, Blackpool's Golden Mile offers plenty to see and do along its six-mile stretch.



World-famous events – Blackpool hosts spectacular, large-scale events, most of them free to enjoy. From the thrilling two-day Air Show in August to dazzling fireworks in autumn, the biggest highlight is the star-studded Illuminations Switch-On.



The Comedy Carpet and Tower Festival Headland – Stroll through this giant tribute to British humour, set beneath the iconic Blackpool Tower. One of the UK's largest public art pieces, it celebrates comedy on an impressive scale.

Summer in Blackpool



Piers- Blackpool is the only UK seaside resort to have three piers and, what's more, you can enjoy the delights of all three for FREE.



Stanley Park – Spanning 390 acres, this scenic retreat combines stunning architecture, lush gardens, and recreational spaces. It also hosts events like classic car shows, adding to its charm.



Fun at Stanley Park – Skate at the park, explore the Italian Gardens, or let the kids enjoy the Adventure Playground. For budget-friendly fun, take a boat ride, grab ice cream at the Art Deco café, play tennis, or test your skills at crazy golf.



Check out the amusements – Explore Coral Island on the Promenade, where the lively sounds of arcade games fill the air as visitors test their luck on the machines.

*Thank you for
Reading our Summer
Edition Newsletter*

