

# Housing CONNECT

December 2019 | Edition 11



## INSIDE



[www.darlington.gov.uk/housing](http://www.darlington.gov.uk/housing)



WIN a family  
Pantomime  
Ticket



WIN a pair of Beats  
Headphones when  
you go digital



Tenants Survey  
Results and  
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Information on  
saving money off  
your Household bills





# Win a Family Ticket to see Jack and the Beanstalk.

We have joined up with the Hippodrome to offer the chance to win tickets to this year's spectacular pantomime on Thursday 2nd January 2020. It's the ultimate family treat.

To be in with a chance of winning a Family Ticket (4 tickets, minimum 1 adult) simply find the four stars of the show hidden within the pages of Housing Connect.

You must submit your results to us by **Thursday 19th December 2019**. A draw will be made the following day. We will contact the winner by phone. Make sure you give us your name address and phone number when you submit your entry.

You can use the form below for your entry or you can submit your entry via email.

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Name .....

Address .....

.....

Phone Number .....

Send Entries to: Housing and Building Services,  
Town Hall Feethams, Darlington. DL1 5QT

Email: [customerengagement@darlington.gov.uk](mailto:customerengagement@darlington.gov.uk)





# In the Community



## Firthmoor Live

**Another successful summer!** 'Firthmoor Live' took place with large crowds turning up for this popular annual event. Housing Services were present at the event and took the opportunity to gather views from residents.

Those who took part in the survey were entered into a prize draw to win tickets to this year's Jack and The Beanstalk Pantomime at the Hippodrome.

Congratulations to Mrs Longstaff from Tennyson Gardens who was the winner of our Firthmoor Live 'Panto ticket' prize kindly donated by Darlington Hippodrome.

A family ticket for 4 to see Jack and the Beanstalk was presented by Housing Officers Dean Morris and Becci Gardner-Queen.





# In the Community

## Branksome & Cockerton Residents Association



**A group of residents have come together to help identify issues and concerns of the Branksome & Cockerton Area. Their aim is to work in partnership with residents and businesses to help the area thrive.**

The group are now hoping to provide social activities for residents and community-based projects such as litter picks. They have set up a Facebook page where you can get more information, search: Branksome and Cockerton Residents Association.



## Skerne Park



**Two residents have set up a Children's Group on Tuesdays after school at Skerne Park Community Centre where the children can enjoy a variety of games, arts and crafts and cooking activities.**

They are hoping to increase the level of provision at the centre, offering family activity throughout the year. They have already held a summer fayre which raised a fantastic £409, a sellout Halloween party and are planning a Christmas trip to Beamish.

They are working with the community association to update the Community Centre and have secured the support of Sainsburys Darlington who provided cleaning equipment and manpower to do a deep clean and Glenwoods who supplied paint to re-decorate the centre.

More information about the group and activities on offer can be found on Facebook by searching 'Skerne Park Community Center'.



# 100 years of Council Housing



A 100 years ago in 1919 the Addison Act was introduced to help Councils to build 500,000 homes for “working people” to rent. This is recognised as the beginning of Council housing.

First proposed by the then Prime Minister Lloyd George the new housing was intended to raise standards in housing for working people. Lloyd George promised “Homes fit for Heroes” returning from the 1st World War. The new homes were intended to be good quality and healthy to live in. A complete contrast to the “slum” housing conditions many working people found themselves living in. The Act was named after Christopher Addison, who was the Health Minister and recognised the significance of good housing for improving health.

In recognition of the anniversary, Housing Staff have held information days at the Town Hall, the Dolphin Centre and the Cornmill.





# In the Community



## Red Hall Summer

**This has been a busy summer in Red Hall. The Red Hall Partnership, a community group made up of residents, worked with Stockton International Riverside Festival to provide opportunities for the children.**

The children learned to play brass instruments with Back Chat Brass. They learned a piece of popular music to perform alongside the band. They were then able to take part in Darlington Community Carnival, the Waterfront Festival in Hartlepool and Stockton International Riverside Festival. An amazing experience was had by both the children and their families who thoroughly enjoyed the events and the partnership are hoping to continue the learning by working with the local college.

In addition, during the summer holidays families also enjoyed a performance by Fully Booked Theatre Company, 'Once Upon A Wall' comprising of a hip-hop style work shop followed by a performance by Let's Circus entitled 'The Greatest Red Hall Show', a show filled with the thrills of the big top! They also organised a trip to the seaside and at the end of the summer they had a picnic in Red Hall. Looking ahead, they have planned a trip to the Pantomime and a trip to Beamish at Christmas.

## Why is it always Red Hall?

Members of the community were determined to initially provide opportunities for their children and formed a group to take this forward. Their wider aim is to make sure Red Hall is a great place to live. They came up with their own plans for what they wanted to do, and they have sought their own funding. The Council gave them a bit of help when they asked for it, but they are very much in control of what they do.

## You could do this too!

If you have some ideas for activities in your community and want some help or advice you can contact us at [customerengagement@darlington.gov.uk](mailto:customerengagement@darlington.gov.uk)





# We are winners!



Housing & Building Services team L-R Dean Morris, Anthony Sandys, Veruta Barlow, Alistair Jackson, Pauline Mitchell, Chris Pallister, Mike Chapman

## We have won the Municipal Journal Award for Best Social Housing Development for our programme of new Council Housing.

This was a great achievement particularly as we are one of the smallest Unitary Authorities in England. The award was a team effort including tenants who have commented on our designs and the quality of the build. Pictured are a group of tenants who recently visited several of our recent developments including the just completed Lancaster Close.



### Mickleton Close

Our next development is well under way at Mickleton Close off Fenby Avenue in Lascelles. If you are interest in our new properties visit: [www.darlington.gov.uk/housing/finding-a-home/](http://www.darlington.gov.uk/housing/finding-a-home/)





# Extra Care Housing In



## What is Extra Care Housing?

**Extra care housing is often misconceived as a Nursing or Residential home. It really isn't...**

The aim of Extra care is to offer you the security of renting your own home and the peace of mind of knowing that there is 24/7 care and support available on site if you need it.

**Extra Care is different because you can:**

- Live at home and not 'in a home'
- Have your own front door and decide who comes in
- Live with another person or partner
- Choose to join in the social activities or enjoy your own privacy
- Have access to 24 hour care and support from the homecare team on site
- Enjoy a delicious daily meal served in a relaxed dining area
- Get any Housing related support from a dedicated Scheme Manager who works in the building and have regular contact with a Housing Officer for any tenancy related support

Extra Care housing offers tenants their own self-contained flat in a bright and modern complex which also offers the services from an onsite home care team who will deliver any social care support needed.

Extra care housing aims to promote the independence of residents and reduce social isolation and for many people it can be the perfect alternative to residential care.



# Darlington

## What will my flat be like?

Each scheme varies slightly but generally each apartment is of a similar layout with a modern kitchen, living room, bedroom, modern wet room with level access shower, good storage and access to a pull cord system that alerts to your scheme manager or to the Darlington CCTV office. There is also a communal mobility scooter storage area at each scheme.

Pets are welcome at three of our four Extra care schemes which we can talk about when you apply.



## Where are the Extra care housing complexes?

There are 4 complexes in Darlington, all offering the same excellent high standard accommodation and homecare services.

If you would like to have a look around or even spend the day, have meal and take part in our activities, please call any one of the scheme managers.

Dalkeith House, Dalkeith Close,  
Darlington, DL3 8BD.

**01325 355770**

Oban Court, Whinbush Way,  
Darlington, DL1 3PT.

**01325 464203**

Rosemary Court, Blackton Grove,  
Darlington, DL1 4UB.

**01325 354228**

Mayflower Court, Yarm Road,  
Darlington, DL1 4AG.

**01325 364904**



## How do I apply?

You will need to complete a housing application form, an extra care application form and have a social care assessment.

You can apply on line at [www.darlington.gov.uk/housing/older-and-disabled-people/](http://www.darlington.gov.uk/housing/older-and-disabled-people/) or contact Housing Services on 01325 405333 to request the application forms and get further advice.



# Community Fund in

The Housing Service provide a Community Fund that supports activities that benefit Council Tenants and their local communities. Bids can be made for up to £1000 and a wide range of ideas have been supported.

You don't have to be a formal group and if the bid fits in with the general aims of the fund we will consider it. If you have an idea you can obtain an application form from the Council Website: [www.darlington.gov.uk/housing/customer-engagement/community-fund/](http://www.darlington.gov.uk/housing/customer-engagement/community-fund/)

Below are some recent examples of successful applications:

## Skerne Park Scouts

27th Darlington Scout Group made an application for camping equipment to the Community Fund. As most of the children involved live in Council tenancies the Scouts were eligible to make a bid. They meet on Tuesday's at the Coleridge Centre from 5pm with Beavers, 6pm Cubs and 7pm Scouts. If you are interested in joining you can email: [Sandra-badger@12darlingtonscoutgroup.co.uk](mailto:Sandra-badger@12darlingtonscoutgroup.co.uk)



## Battle Bus

Following a successful application to the Darlington Borough Council Community fund, the young people of Red Hall enjoyed a visit from the Battle Bus. The project involved members of the Councils Housing Team, Tenancy Enforcement, Police and Fire Service speaking with the young people about their issues and how to keep themselves and the areas they live in safe, especially over the winter months.

During the day all the organisations were on hand to speak to the residents of Red Hall and collated their views and opinions of their area. Residents were able to report their concerns and helped to identify any issues and areas for improvement.

## Havelock Centre VE Day

The Havelock Summer Fayre in August which was based on VE Day was designed as a community event. Funding was obtained from the Community Fund to support the wide range of events including stalls, games and live music. The day was extremely well attended with approximately 250 people attending.





# action



## Bank Top Blossoms

Residents from Wesley Court and King William Street formed a gardening group called Bank Top Blossoms and applied to the Housing Community Fund for money to buy plants and flowers. They have planted containers and communal areas with flowers and shrubs.



## Thriving

Tenants at Windsor Court on Newton Lane in Cockerton were awarded £1000 from the Housing Community Fund to buy a greenhouse, plants and gardening equipment to help them make their gardens at Windsor into a stunning floral oasis that everyone can enjoy. This year they entered the Britain in Bloom 'It's your Neighbourhood' category and received a "Thriving" award which is a fantastic achievement. If you would like to see the gardens, then everyone is welcome to the coffee morning every Tuesday at 10 o'clock.

# A Day in the life: Scott Richardson

## Tenancy Enforcement Officer

- 0630** I get up, have a quick cup of coffee before setting off for the commute into work.
- 0800** Arrive in the office, I catch up with colleagues and partner agencies. I'm passed information regarding an incident of youth disorder on one of our estates and concerning a serious incident which occurred over the weekend. I make arrangements to visit the youths identified and make a formal request for information relating to it.
- 0830** The Magistrates Court is contacted to request a hearing to obtain warrants to gain entry into properties where access is not being given to carry out essential Gas Safety Checks. I start to prepare the paperwork I'll need for the hearing later in the week.
- 1030** Heading out to speak with tenants where complaints have been made against them. The first visit is to an introductory tenant where allegations have been made that their visitors have been causing a disturbance outside of the home. The tenant has already taken steps to stop the issues from occurring by requesting that their visitors do not return.
- 1300** There is an appointment with a tenant who has been experiencing issues from one of their neighbours. I spend some time with them explaining how the investigation is progressing and how I propose to deal with the issues raised.
- 1400** I attend a Child in Need meeting with partner agencies.
- 1530** Next, I carry out joint visits with the Police to the parents of the youths identified who have been involved in disorder. DBC have an excellent working relationship with the Police in Darlington, it's one of the best that I've come across in over 10 years working in Tenancy Enforcement.
- 1730** Time to tackle the A1 northbound as I head home for the day.





# Digital Tenancy **IS LIVE**

Win a fantastic pair of wireless "Beats by Dre" Headphones when you register for your digital tenancy!

Manage your tenancy online at your own convenience.

Access/Create your account at:  
[www.darlington.gov.uk/tenantsaccount](http://www.darlington.gov.uk/tenantsaccount)



- Check your current rent balance and transactions
- Make online payments
- Report repairs
- Send messages to Darlington Borough Council
- View and print your statements

- Use your tablet, smartphone and laptop/PC
- Use outside of office hours
- Use in your home or when out and about
- Convenient/fast
- Reduces phone calls and wait times
- Do it all with the touch of a button
- No need to visit Customer Services

**Coming in 2020: A new repairs appointment system allowing tenants to book their own appointment slots. Set up a Direct Debit on your account.**

Everyone who signs up for a digital tenancy before 21st December 2019 will be included in a prize draw to win a pair of digital headphones and we will deliver them to you before Xmas. The Beats by Dre solo wireless headphones are worth £190.

All you need to do is go to [www.darlington.gov.uk/tenantsaccount](http://www.darlington.gov.uk/tenantsaccount) and register for your Digital Tenancy.



# STAR Survey

## 1000 tenants

took part in a telephone survey during the summer. Responses came from a wide mix of tenants and we want to start by thanking everyone who took part.



Overall satisfaction with our housing service is at

# 78.3%

## The top 5 things important to you:

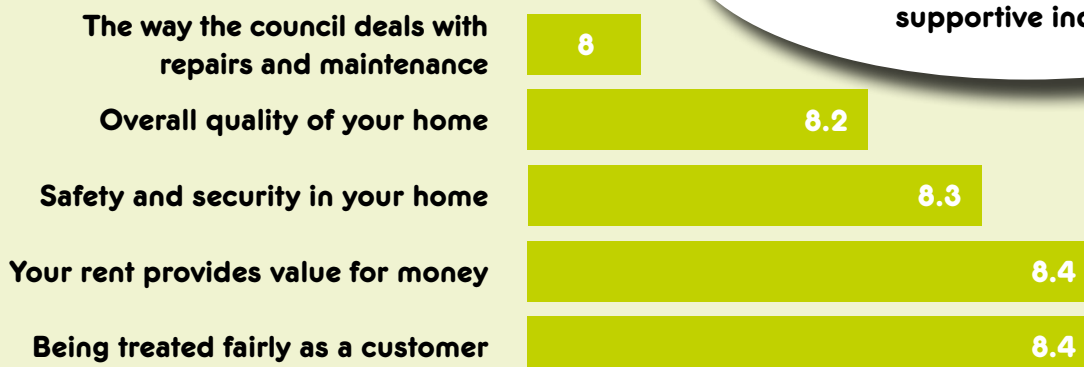
Over all you said that safety and security of your home, its quality and being treated fairly as a customer were they most important things:



"I would recommend them as its affordable and its better compared to going private."

You also said you were most satisfied with being treated fairly and the value for money that the rent represents. These were followed closely by safety, security and the quality of your home:

## Top 5 services - Satisfaction



"I have lived in other parts of the country and I think that this Council are purely fantastic. Every time I have had dealings with them, they have been fantastic, very supportive indeed."



# The top 2 areas for improvement

**“I recommend Darlington because they provide great properties to live in. Darlington Borough Council are very good at what they do, and they do what they say they are going to do without hesitation or unnecessary delay.”**

## Make Contacting us Easier

We have already made changes to the way you can make contact with us and we are continuing to make improvements. The shift to the Digital Tenancy will provide a much easier means of managing your tenancy and we are already planning to increase the number of things you can do digitally.

## Listening to views and acting on them

- Provide better information about community events and opportunities to get involved in the way the service is delivered
- Use a range of means of communicating with you

## Detailed Results

We will provide a full break down of the results on the Council Website at [www.darlington.gov.uk/housing/](http://www.darlington.gov.uk/housing/)

**“I have noticed a huge improvement in Darlington Borough Council in the last six months. The council are now much more active in supporting me and I receive very good service.”**



# Survey Draw Winner

**Congratulations to Mr David Smith from Branksome who was chosen at random as the winner of an iPad Air in a Council tenant satisfaction survey that recently took place.**

1000 tenants provided their views on the Council's Housing Service. The results of the survey will form a key part of our future service plan. If you want to help influence our plans then please get in touch. Email [customerengagement@darlington.gov.uk](mailto:customerengagement@darlington.gov.uk) and we will add you to our list of contacts.





# Getting Involved!

Housing Services are committed to involving our tenants in shaping the future of the housing service, we need your views on what we are doing right and how we can improve.

As part of this we are looking for tenants who would like to get more involved. There are a variety of ways tenants can get involved such as Mystery shopping, joining the Readers or Tenants Scrutiny Panel or simply having your say on decisions which directly affect your community.

We are coming to you to give you a chance to have your say. Housing staff have been attending events across the town meeting residents and gathering views based on what people like about their area. The feedback is really positive and Housing Staff are also working closely with the Police, Civic Enforcement and StreetScene on some of the broader issues that have emerged.

In the coming year we will be out and about identifying issues and more areas for improvement. If you are interested in getting involved email: [customerengagement@darlington.gov.uk](mailto:customerengagement@darlington.gov.uk)

## Changes to the rent rules

**From April 2016 the government brought in a 4-year rent policy which meant that your rent charge was reduced by 1% each year, this reduction applied to your rent charge and not to any service charges.**

The rules around rent setting are now changing, so from April next year, all social housing providers will be able to increase the rent each year, by a maximum of inflation (the Consumer Price Index) plus 1 per cent. This will apply until 2025.

If you are in receipt of Housing Benefit or Universal Credit your housing allowance will increase, however you must remember to tell Universal Credit on April 1st each year about the changes. We will write to you at least 4 weeks before the beginning of April so that you will know what your rent has changed to.





# Do it online

Did you know that you can report, apply and pay for some Council services on-line, and that there are several public PC's available at the Town Hall to access our on-line services?

Take a look below at just some of the tasks you can complete or visit [www.darlington.gov.uk/your-council/report-it](http://www.darlington.gov.uk/your-council/report-it) for more details.

## View your rent account and report repairs

If you are a council tenant, you can register for your on-line account and view your rent account balance and report a repair. Register at [www.darlington.gov.uk/tenantsaccount](http://www.darlington.gov.uk/tenantsaccount)

## Benefit claim forms

Apply for Housing Benefit or Council Tax Support if your circumstances mean you're eligible to receive it from Darlington Borough Council. Find the online forms to make a quick and simple application at [www.darlington.gov.uk/council-tax-and-benefits/benefits/online-forms](http://www.darlington.gov.uk/council-tax-and-benefits/benefits/online-forms)

## Apply for a job

Apply for vacancies within Darlington Borough Council at [www.darlington.gov.uk/jobs-and-careers/current-vacancies/](http://www.darlington.gov.uk/jobs-and-careers/current-vacancies/)

If the service you require is not available on-line you can contact us on the following numbers, and for any department not listed please visit [www.darlington.gov.uk/your-council/contact-us](http://www.darlington.gov.uk/your-council/contact-us) for their phone number:

- **StreetScene & Environmental Services** 01325 405111
- **Transport and Projects (inc parking)** 01325 405222
- **Planning & Property** 01325 405777
- **Civic Enforcement and Anti-Social Behavior** 01325 406999
- **Council Housing inc homelessness** 01325 405333
- **Housing Benefit** 01325 405444
- **Council Tax** 01325 405555
- **Business Rates** 01325 405666
- **Adult Social Care** 01325 406111
- **Children and Families Social Care** 01325 406222
- **Complaints, Comments and Compliments** 01325 406777
- **Lifeline Services** 01325 406888



## Housing Management Income Team

The Housing Management Income Team have two key aims 1) to maximise the amount of income that Darlington Borough Council has to ensure the maximum amount is available to spend on services and 2) help tenants who get into difficulties with their rent.

The Housing Management Income Team is working hard to ensure over £26 million worth of rent due is collected in 2019/20. We aim to collect 100% of the rent due. Of course, some tenants fall into arrears, we understand this can happen through no fault of the tenant and we will offer help. However, we must take firm action if someone does not cooperate with us.

Eviction is always the last step in the rent arrears process and staff will always work with people experiencing difficulties to avoid this happening but if tenants do not co-operate, they will be evicted. So far this year we have evicted 12 households for non-payment of rent and obtained 57 possession orders.

The team aim to provide an excellent service for our customers, and we are always keen to find out what tenants think. We now compare Best Practice with our neighbouring housing providers. We have introduced digital tenancies for home and garage accounts to make it more convenient for customers to access their rent account online. We are always looking at ways to improve the way we work and are currently making changes to our letters.

### Not important to pay your rent? – think again!

Some tenants think that being in rent arrears is okay. This is not the case – if you do not make regular rent payments then the Council will take legal action, which could result in you losing your home.

#### Did you know?

- If a rent arrears case goes to Court the tenant must pay court costs ranging from £325 to £355, in addition to their rent arrears
- If the Council apply for an eviction warrant, it costs £121, which the tenant must pay, in addition to their rent arrears
- The Council do trace tenants who leave without providing a forwarding address
- It is unlikely that the Council or another social landlord would rehouse anyone who was evicted due to rent arrears

### What you **MUST** do if you cannot pay your rent

It is important that you contact the Housing Management Income Team if you are unable to pay your rent on time. We can put you in touch with our Tenancy Sustainment Officers that give free confidential benefit advice.

You can contact the team on 01325 405333 – don't bury your head in the sand – we are here to help!



# Help with water charges

## Water Tariff Reduction Scheme – Could this be money with your name on it!

The Council work closely with Northumbrian Water Authority to assist with the collection of water rates and sewerage charges as part of your rent each year.

## Did you know...

The Council have worked with our tenants to receive money off water rates due to limited incomes and other financial difficulties. So far, in 2019/20 we have been successful in receiving over £80,000 towards reducing water charges for our tenants. If you are on a low income or struggling with payments due to other demands, get in touch. A quick check over the phone, home visit or office appointment will inform you of the likelihood of your application being successful.

## Priority Services **NORTHUMBRIAN WATER** *living water*

Priority Services is the name of the support service Northumbrian Water offer to their customers with communication, mobility, mental health, sensory impairment or medical problems. They can help:

- Set a password to guard against bogus callers
- Deliver water to customers during an interruption to supply if they can't get to water stations due to mobility or illness
- Arrange for information to be sent in Braille, large print or CD
- Help with checking that the water supply is running clear if we are working in the area and our customer is visually impaired and can't check it themselves
- Allow extra time to answer the phone or door if mobility is a problem
- Contact our telephone translation service if speaking in English is a challenge during the call so we can speak via an interpreter
- Accept calls from Text Relay service for deaf and hard of hearing customers

**Why not tell friends, family members or neighbours about the free services? It's easy to sign up on their website [www.nwl.co.uk/priority](http://www.nwl.co.uk/priority) or you can ask for an application form 0345 717 1100.**

## Warm Home Discount Scheme for Winter 2019/20 has begun

- You could get £140 off your electricity bill under the Warm Home Discount Scheme
- This is a one-off discount on your electricity bill between September and March, the money is not paid to you
- You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity
- This discount will not affect cold weather payments or winter fuel

If you want any more information about these two benefits please go to: [www.gov.uk/cold-weather-payment](http://www.gov.uk/cold-weather-payment)

## Who is eligible?

There are two ways to qualify for the warm home discount scheme:

If you get guaranteed credit element of pension credit or you are on a low income and meet your energy supplier's criteria for the scheme.

You can still qualify for the discount if you use a pre-pay or pay as you go electricity meter.

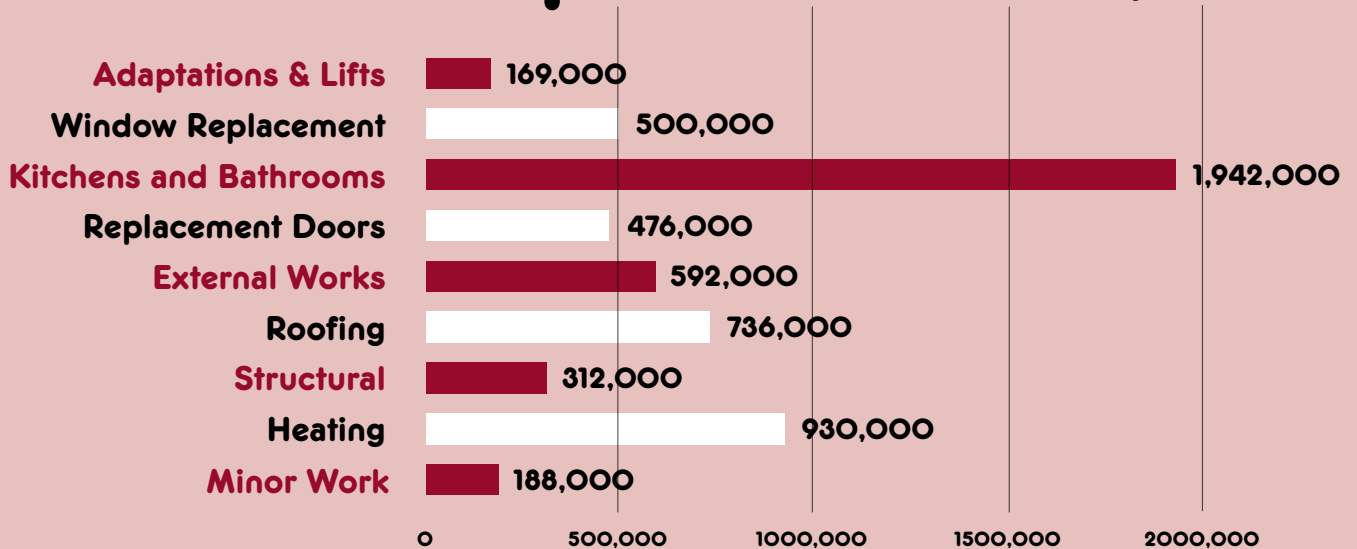
In these instances, your electricity supplier can tell you how you will get the discount if you qualify, for example a voucher you can use to top up your meter.

If you think you may be eligible you should contact your energy supplier. However if you need additional help to do this contact the Tenancy Sustainment Team 01325 405333 or email [Sustainment@Darlington.gov.uk](mailto:Sustainment@Darlington.gov.uk)



# Annual Review 2018-19

## Repairs and maintenance expenditure 18/19



**8,208**

Repairs completed  
in 2018/19

We evicted

**43**



tenants last year,  
41 for rent arrears\*

\*We try to avoid getting to this stage by carrying out affordability checks when letting properties, acting quickly when people fall into arrears including offering advice on financial matters and support to deal with Universal Credit.

**UC**  
**729**

This is the amount  
of tenants on Universal  
Credit at 31st March 2019

In rent  
overall we  
collected

**£25.3**

million

**206**

Adaptations on  
our properties  
last year\*\*

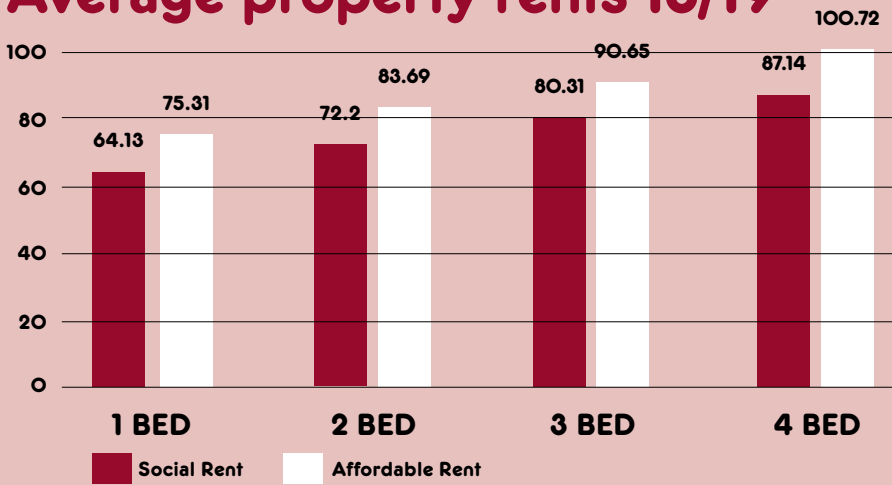


\*\*This has helped tenants to stay in their own home and it also saves Adult Social Care additional costs.



In total expenditure was £24.7 million. Of the total amount £5.8 million spent on repairs and maintenance in 2018/19

## Average property rents 18/19

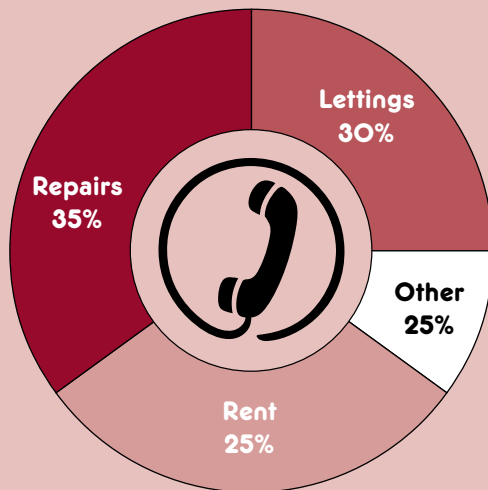


\*!?!\*

**39**

Complaints down from 53 in 2017/18

**43,948**  
Telephone Calls

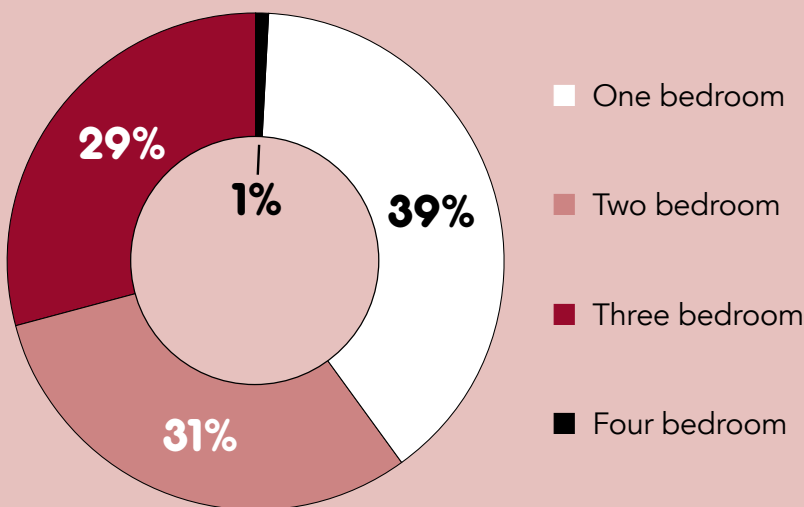


**81**

New council homes Let

## Our housing stock

The total stock now totals 5314 homes with the Council planning to develop a further 1000 homes over the next 10 years.



**669**

**LET**

Properties in 2018/19

**1,579**

Households on the waiting list

If you want to see the full Annual Review you can find it on the Council Website at [www.darlington.gov.uk/housing/](http://www.darlington.gov.uk/housing/)

# Around the schemes

## It won't hurt!

Dinsdale Court in Middleton St George is some distance from the nearest GP practice and as a result it's difficult for residents to get to the surgery. With flu jabs due and all the residents being registered at the one surgery Housing and Lifeline staff were able to negotiate for the Practice to provide a flu clinic at Dinsdale Court. It only took 20 minutes for everyone to be inoculated so everyone saved time! It was turned into an occasion with cakes and tea being provided.



## Supporting Good Causes

The residents of Branksome Hall Drive, Branksome held a garden party in the summer and raised £500 for charity. £250 each was awarded to Cancer Research UK and Alzheimer UK.

## Singing in the afternoon

Northgate Community Choir visited Dalkeith House Extra Care Scheme, Hummersknott to provide a relaxing afternoon of songs and memories.



## Pony Therapy

In a busy summer Dalkeith House also were visited by miniature horse 'Tazz' who was brought by owner Katie from KL Pony therapy. For many people the opportunity to be with animals is a very pleasant experience. This well attended session seems to have gone down very well with the residents.



## We are all going on a summer holiday

Tenants at Oban Court, Whinfield had an afternoon of holiday memories. They all brought photographs and memorabilia such as postcards and holiday camp brochures of their holidays from when they were younger. They covered a lot of local seaside towns like Redcar, Scarborough, Whitley Bay and further afield to Wales, Scotland and down to the South Coast.



### Hen Power!

The Hens are now part of the community at Ted Fletcher Court, Haughton and the residents are really enjoying the experience. Even those who were a bit apprehensive about this project have joined in. The early indications are this will be a great success.



### I am Innocent

Knitters at Roxby Court, Firthmoor got together for 'The Innocent Big Knit' campaign and knit 127 hats to fit the top of Innocent Smoothies bottles and for each one 20p was donated to Age UK.



### Remembering

The residents of Windsor Court celebrated VE day by inviting the local community to come into the scheme where there were stalls and activities and even a few people who dressed up for the occasion.



### Rotovating

Roxby Rotovators are a group of tenants from Roxby Court who got together to make their garden a better place for all to use. They secured money from the Housing Community Fund to buy plants, pots and equipment to transform their small garden into a tranquil haven. They are also about to start on the front gardens by buying large planters that will be filled full of flowers for all to enjoy.



## Wordsearch Winner

Winner of the Darlington Events wordsearch from the May edition was Maureen Hain from Swan Street with her prize of £25 of Love 2 Shop vouchers.

Julie Snowball from Dunrobin Close was chosen as the winner of the Doggie word search who won a £20 voucher courtesy of the Designer Dog Company on Northumberland Street.

# Panto Wordsearch

B	N	O	S	P	M	A	S	E	G	R	O	E	G	Q	X	H	S	D	C
G	S	P	E	U	S	N	Q	J	U	L	K	R	R	F	H	I	X	E	K
S	Y	A	S	D	L	R	O	L	Y	A	T	L	E	I	N	A	D	M	L
L	L	T	L	W	I	L	R	E	K	L	A	W	L	I	H	P	B	I	A
S	Y	L	I	L	J	T	T	U	H	Y	R	P	E	V	Q	X	K	M	T
H	B	X	L	V	A	K	E	P	F	I	E	T	T	F	E	O	G	O	S
R	Q	J	E	T	I	B	A	L	P	E	A	B	A	Q	E	C	T	T	N
S	A	Q	C	M	G	T	Y	V	U	I	R	T	D	O	K	N	K	N	A
T	A	Y	L	L	O	J	A	E	L	Y	H	E	T	N	Q	H	P	A	E
O	Z	P	S	T	S	Z	Y	N	L	E	V	E	E	Q	X	W	V	P	B
C	D	B	W	N	U	H	W	Y	R	R	L	E	R	D	E	C	G	M	E
K	J	F	C	G	O	D	Y	C	E	T	I	E	H	M	N	N	Z	X	H
I	K	B	B	J	A	I	H	A	S	K	S	H	O	H	P	I	V	J	T
N	Y	N	A	J	R	R	T	I	Q	S	R	R	S	R	P	I	E	Y	D
G	F	I	N	G	I	N	M	A	P	S	D	U	E	H	U	W	M	R	N
S	P	J	V	S	G	Q	U	E	R	O	T	S	T	Y	O	V	D	Z	A
U	L	D	T	K	S	E	L	C	P	O	E	X	L	I	L	L	R	F	K
B	S	M	B	O	V	V	E	P	V	N	C	L	I	X	K	I	L	T	C
P	A	R	T	S	E	W	I	R	T	X	U	E	U	E	Y	K	X	Y	A
S	J	V	V	S	M	H	U	S	T	I	O	B	D	X	D	U	O	P	J

- DANIEL TAYLOR
- DECORATIONS
- ELVES
- FATHER CHRISTMAS
- GEORGE SAMPSON
- HIPPODROME
- HOLLY
- JACK AND THE BEANSTALK
- JOLLY
- MISTLETOE
- NATIVITY
- PANTOMIME
- PHIL WALKER
- PRESENTS
- REINDEER
- SHIRLEY BALLAS
- STOCKINGS
- TREE
- TURKEY
- YULETIDE



For the chance to win £30 of Love2Shop vouchers, find all of the words in our Christmas word search and send your entry to Housing & Building Services, Town Hall, Darlington DL1 5QT or email your entry to: [customerengagement@darlington.gov.uk](mailto:customerengagement@darlington.gov.uk) please include your name and contact number. Entries to be received by 19th December 2019.



Name ..... Address .....

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Postcode ..... Telephone number .....