

# OpenHOUSE

Residents' newsletter



## Join us at the Tenants' Conference on 25 March 2020

See page 4

## Tribute to Robert Cooper and Shirley McCall

See page 3

### INSIDE

Invitation to leaseholders	4
Come and join us!	5 / 7
In your area	6
Communal areas repairs survey	9

Visit our website: [lewes-eastbourne.gov.uk/eastbournehomes](http://lewes-eastbourne.gov.uk/eastbournehomes)



Working in partnership with Eastbourne Homes



# Welcome to Open House



**Ian Fitzpatrick**  
Managing Director

## Welcome to our winter edition of Open House.

This edition has been sent to you along with a new design of Eastbourne Homes' Annual Report and an invitation to join us at the Joint Tenants' Conference on 25 March 2020 at Plumpton Race Course. We welcome nominations for the 'Tenant of the Year' who will be announced at the conference and we would also like to hear your views on having a joint Homes First tenants' newsletter – see page 9.

This year we sadly lost two of our long-standing volunteers Robert Cooper and Shirley McCall. We are indebted to them for their tireless work supporting Eastbourne Homes and local charities. This leads me to thank all of our Area Panel members and volunteers who are committed to making a positive difference to our neighbourhoods. Thank you all for your time and support this year.

On behalf of Eastbourne Homes and Homes First, I wish you the very best for the festive season and a happy and healthy New Year.

**Ian Fitzpatrick**  
Managing Director



## CUSTOMER CONTACT CENTRE 1 Grove Road – Tel: (01323) 410000

Some Council services will be limited over the Christmas and New Year period. However, essential services are being maintained and the altered opening times are listed below. On 2 January 2020, all services will revert back to normal opening hours (8.30am until 5pm).

**24 December** – Open from 8.30am to 3pm

**25 – 26 December** – Closed

**27 December** – Open 10am until 3pm

**30 December** – Open 10am until 3pm

**31 December** – Open 10am until 3pm

**1 January** – Closed

**2 January** – Open as normal - 8.30am until 5pm

Many of our services can be accessed via our website: [lewes-eastbourne.gov.uk](http://lewes-eastbourne.gov.uk)

### Eastbourne Homes Out of Hours & Christmas period contact information:

Our telephone number **(01323) 410000** will be in operation 24-hours-a-day, 7 days a week.

When the office is closed, the number is diverted to our out of hours call centre. This is for any emergency matters such as a water leak, loss of heating or loss of power.

When the call is answered, you will be given some options to select. This is to ensure your call is sent to the correct team so that the issue can be dealt with by the correct contractor.



## This issue



### Community

Homes First winter update	3
Homes First Tenants Conference 2020	4
In your area	6
Area Panel information	7
Come and join us!	5 / 7
Are you winter ready?	7
Tenant of the Year nominations	9
Winter wordsearch	11
Christmas tree recycling	12

### Business

Customer Contact Centre Christmas opening times	2
Paying your rent	3
Eastbourne Homes Annual Report	4
An introduction and invitation for leaseholders	4
Pay your rent by direct debit	8
Communal areas repairs survey	9
Tenants and leaseholders newsletter survey	9
Know the facts on housing fraud	11

### What's on

Holocaust Memorial Day event	5
What's on Eastbourne Homes	10
What's on around town	10
Eastbourne Carbon Neutral 2030 event	10

## Winter update 2019...



**HOMES FIRST**

# Gary Hall

## Head of Homes First

Since the Spring edition of *Open House*, Homes First have been working hard to realign staffing teams to build resilience to address key strategic and operational challenges. These include:

- High risk and complex anti-social behaviour in cases with significant safeguarding implications
- Lettings and empty-property management
- Ways of working to address issues of rent arrears
- Customer insight, involvement and experience (including complaints handling and resolution)
- Anticipated strengthening of external regulation following the Green Paper: 'A new deal for social housing'

The new teams have already made a positive impact on the way we work, for example, having a dedicated team focusing on tenancy resolution has provided the opportunity to focus on our more complex cases, leading to a better understanding of the issues whilst working with partner organisations.

We have seen an increase in fire safety referrals and staff are undertaking more home visits with the fire service and working collaboratively to find solutions and minimise risks. We have also uncovered hoarding and safeguarding cases and increased our referrals to STEPS, Safe from Harm and adult social care, bringing these cases to the attention of a range of agencies, making sure we are able to offer the support needed.

The new teams have helped to provide more clarity around customer enquiries, which means we are better able to ensure that your enquiries are dealt with more quickly and effectively by getting them to the right staff. This will enable us to respond more efficiently, providing a better customer service and make sure that we can respond quickly to emergencies. We are also using complaints and feedback to develop our services and ensure they reflect the issues identified and the challenges we all face.

**HOMES FIRST**

# Paying your rent

**Put paying your rent top of your Christmas list this year and don't let your spending snowball out of control.**



We know Christmas puts a strain on your budget, but please do not delay your rent or arrears payments. Every year, some people opt for a quick fix at Christmas – then struggle to catch up in the New Year.

If you really can't pay, contact us as soon as possible. We can help you maximise your benefits and refer you to other agencies for support and financial advice.

But if you choose not to pay, we may have to take action and you could lose your home, so...

**Pay your rent before it's spent!**

## Sadly, we have had to say goodbye

to two of our most committed and valued tenant representatives who have been pillars of the community and supporters of EHL and its residents.

**Robert Cooper** who served on the Hampden Park Area Panel as a Member and Secretary for many years, as well as being a member of Residents Voice.



**Shirley McCall** served on the Hampden Park Area Panel as a Member and Treasurer for many years, as well as being a member of Residents Voice.



Robert and Shirley were members of many other clubs and societies within East Sussex and were committed to making a difference for others. They worked tirelessly and raised funds for disability charities locally. Shirley was twice invited to Buckingham Palace in recognition of her voluntary work.

We cannot under estimate the impact they had locally – they will be sadly missed by all the staff and residents of Eastbourne Homes.

**Our deepest condolences go out to Robert and Shirley's friends and family.**

## Eastbourne Homes Limited Annual Report to Tenants and Calendar 2020

You will find enclosed with this issue of Open House, Eastbourne Homes Limited's Tenants' Annual Report for the financial year 2018-2019, which also includes a useful wall calendar for 2020.

We hope you will find the report interesting.

As well as providing information on EHL's housing performance, it contains a list of useful contact numbers, and information about how to get involved and the difference you can make.

The calendar includes key dates, which may be of interest to you, such as Area Panel meeting dates, estate walkabouts and bank holidays.



## An introduction and an invitation

### A message from the Leaseholder Panel

The Leaseholder Panel has been set up to represent leaseholders in their dealings with Eastbourne Borough Council as the freeholder. The need for a formal group was agreed at a meeting with the council on 20 April 2019 to review Block Fund arrangements.

Many leaseholders are capable of dealing with leaseholder issues individually, however by working together to share views and experience, EHL leaseholders will be better placed to negotiate with Eastbourne Borough Council and Eastbourne Homes Limited.

At the first meeting held on 23 May 2019, the Leaseholder Panel agreed to formally request a meeting with Eastbourne Borough Council officers to review progress they have made with updating the proposed Block Fund policy as well as other issues of concern to leaseholders. These discussions are ongoing.

All EHL leaseholders are invited to join the leaseholder group, which currently has over 100 members. The Leaseholder Panel post reports of its actions on a closed Facebook page and by email.

To cover the expenses of the group coordination, there is a membership fee of £1 per year. The group aims to hold periodic open meetings and an Annual General Meeting in early Spring 2020.

To join the group, email: [ebleaseholders@gmail.com](mailto:ebleaseholders@gmail.com) – following this you will be sent the details to pay your £1 annual fee.

If you wish to leave the group you can opt out of the emails at any time.

## You are warmly invited to...

Eastbourne Homes and Lewes District Council  
Tenants' Conference on Wednesday 25 March  
2020 at Plumpton Racecourse.

- Meet Homes First Staff and contractors
- Free raffle with fantastic prizes
- Meet Area Panel and Residents Voice members
- Free lunch and travel provided
- Workshops on: promoting active communities, first aid, in the home plus using a defibrillator, resolving issues with your neighbours and health walks
- Find out what tenant scrutiny have done to improve services

To book your place please see enclosed flyer and booking form.



The 2019 Tenants' Conference.

## EU Settlement scheme

The Home Office EU Settlement Schemes provides EU citizens and their families with a route to living and working in the UK beyond 31 December 2020.

If you're an EU, EEA or Swiss citizen, you and your family can apply to the scheme. If your application is successful, you'll get either settled or pre-settled status. The deadline for applying is 30 June 2021. To make an application, please visit: [www.gov.uk/eusetledstatus](http://www.gov.uk/eusetledstatus)

## New landmark development of affordable homes unveiled



The first development of new council properties completed through **Aspiration Homes** has been unveiled in Northbourne Road, Eastbourne.

Aspiration Homes is a partnership between Eastbourne Borough Council and Lewes District Council. The properties will be known as 'The Addison' to mark 100 years since Dr Christopher Addison introduced social housing.

Following the end of the first world war, housing was a priority in the UK. The government and the then minister of health, Dr Addison, stepped in to create The Housing and Town Planning Act of 1919, known to many as **The Addison Act**.

Aspiration Homes has built 12 one and two bedroom affordable homes following the demolition of four council properties on the site which had been blighted by subsidence. The scheme provides much-needed accommodation at affordable rents for local residents.

By coincidence, the great, great niece of Dr Addison, Christine Matthews, works for Eastbourne and Lewes councils as a caseworker and was invited to officially open the new homes named after him.

Christine said: "I'm delighted to be here, but it's a bit surreal! My great, great Uncle Chris was originally a surgeon, but went into politics after seeing the affect slums had on people's health. The Housing Act is still relevant today."

The ambition is to deliver 215 new homes through Aspiration Homes across Eastbourne and Lewes by 2021/22.



## Eastbourne's Holocaust Memorial Day Event

**Thursday 23 January 2020  
6.30pm to 9pm**

Welcome Building, Compton Street,  
Eastbourne, BN21 4EQ  
(next to the Congress Theatre)

The event will commemorate those who suffered in The Holocaust under Nazi Persecution, and in subsequent genocides such as those in Cambodia, Rwanda, Bosnia and Darfur.

This year marks the 75th Anniversary of Auschwitz liberation and the 25th anniversary of the genocide in Bosnia.

Booking is essential. Book online at:  
[www.lewes-eastbourne.gov.uk/HMD](http://www.lewes-eastbourne.gov.uk/HMD)

Sponsored by



## Calling for volunteers For our communications panel

- Do you have you an eye for detail?
- Are you passionate about communicating well?
- Are you keen to ensure that the council's publications and polices can be understood by everyone who needs the information?
- Are you keen to ensure that people with sight, hearing or communication difficulties can access our services, along with those where English is not their first language?

If the answer to any of the these is "yes", then please get in touch as we are currently looking for **Communication Advisors** to join our panel.

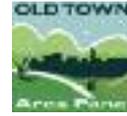
As a volunteer communications advisor you can attend meetings or make contributions from the comfort of your armchair!

In return we will provide:

- training and support
- the opportunity to influence publications
- help you get involved and have your say
- the opportunity to meet with like-minded people.

Contact us at [tenant.involvement@lewes-eastbourne.gov.uk](mailto:tenant.involvement@lewes-eastbourne.gov.uk)

# In your area... What's been happening



Here are some details of the projects funded by the Area Panels:

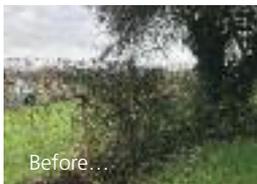
## Hampden Park and Willingdon Trees

### Winchester House games equipment

The panel funded flat mat bowls, a snooker table and darts board for residents. In future they hope to compete against residents in other schemes.



### Manor Road allotment fencing



The Panel funded the replacement of the perimeter fencing around the allotments.



### Dates for your Diary

**Over 50s Tea Party**  
Saturday 22 February 2-4pm  
at Hampden Park Community Centre,  
Brodrick Rd, Eastbourne BN22 9NR.

## Langney Area Panel

Following a change in committee, the group had their AGM in September.

The panel funded some garden furniture at Roxburgh Court, which the residents enjoyed this summer (below).



Langney Area Panel also supplied planters to two retirement schemes (below).



## Old Town Area Panel

The panel have funded a presentation bench for the Old Town Park and garden furniture for Upwyke House (below).



Old Town Park bench.



Above: The Central & Archery Panel's opening of the Gwent Court shed .

## Central & Archery Area Panel

The panel have reformed and have already financially supported a new shed for residents in Gwent Court, and a dropped kerb near Fort Fun. They are also looking at dustbin areas in Hudson Court.

Currently the group are meeting at New Derby House, but are considering other more central venues.

Since the last edition, a presentation of money was made to **JPK Project, Families for Autism and Eastbourne Foodbank** following the money made at the last Sunday Funday event.



Above: JPK Project.



Above: Families for Autism.



Above: Eastbourne Foodbank.

# Area Panel information



## Langney Area Panel

**Email:** langneyap@hotmail.co.uk  
**Meetings:** Last Thursday of the month 6pm – 7pm  
 (No meetings in August and December)  
**Venue:** Langney Village Hall, Etchingam Road,  
 Eastbourne, BN23 7DX

Chair: Peter Wathen



## Old Town Area Panel

**Email:** ehl.otap@gmx.com  
**Meetings:** Last Tuesday of the month 4.30pm – 6.30pm  
**Venue:** JPK Project, Church Street, Old Town  
 Eastbourne BN21 1HP

Chair: Cecile Slater



## Hampden Park & Willingdon Trees Area Panel

**Email:** hpwtap2@btinternet.com  
**Meetings:** First Friday of the month 10am – 12pm  
**Venue:** Hampden Park Community Centre,  
 Brodrick Road, Hampden Park, BN22 9NR

Chair: Andy Evans



## Central & Archery Area Panel

**Email:** centralarchery@gmail.com  
**Meetings:** Last Tuesday of the month  
**Venue:** New Derby House, 506 Seaside,  
 Eastbourne BN23 6NP

Chair: Terry Smart

If you are aged  
 60 or over and  
 facing housing  
 difficulties...



**STEPS can  
 support you**



**We can visit you at home  
 and support you to maintain  
 your independence**

### STEPS can support you with:

- 🏠 Ensuring your home is safe
- 🏠 Looking into more suitable accommodation
- 🏠 Dealing with tenancy or mortgage worries
- 🏠 Keeping warm and reducing energy bills
- 🏠 Managing household bills and debts
- 🏠 Obtaining daily living equipment

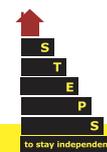
### Contact STEPS, if you live in:

#### Eastbourne, Lewes & Wealden

Phone: 01323 436 414  
 Text: 07970 668 106  
 Email: referrals@stepswest.co.uk

#### Hastings & Rother

Phone: 0300 123 2422 (local rate)  
 Text: 07944 140 016  
 Email: referrals@stepseast.co.uk



STEPS can also support with a range of other issues in conjunction with housing support.

# Come and Join us! Get involved in Eastbourne

## Do you...

- Want to know what is going on in your area and community?
- Want to get involved and have your say, helping the Area Panel allocate their annual budget to good causes and projects in Eastbourne?  
 Each panel has money to allocate to good causes
  - Have you a suggestion?
  - A cause that needs financial support?
  - A project that the panel could champion?

## Want to know...

- What Neighbourhood Housing and Neighbourhood First are doing in your area?
- How Homes First are performing in your area?
- What services are available to you from housing to waste disposal and parks and gardens?

## If so, then the Area Panels are a good place to start.

The four Panels meet monthly, but you can get involved in many ways. To find out more, or for general information, contact:

[tenant.involvement@lewes-eastbourne.gov.uk](mailto:tenant.involvement@lewes-eastbourne.gov.uk)

# Dealing with condensation and mould

As the weather turns colder, condensation and mould can form more easily. We receive a significant number of reports of mould during the colder winter months, but very few over the warmer summer months.

## What is Condensation?

There is always some moisture in the air, even if you cannot see it. If air gets cold, it cannot hold all the moisture produced by everyday activities and some of this moisture appears as tiny droplets of water, most noticeable on windows on a cold morning.



Have you ever noticed you get more condensation on a cold drink if you're on holiday in a warm humid country? It's exactly the same principle. Dampness caused by excessive condensation



can lead to mould growth on window frames/sills, walls, ceilings, furniture etc.

The main factors that cause condensation in a property are;

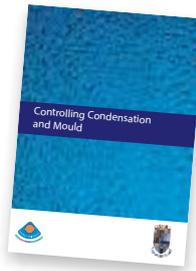
- Too much moisture being produced
- Not enough ventilation
- Cold surfaces
- Temperature

You need to look at all of these factors to cure a condensation problem.

Please see the "Controlling Condensation and Mould" leaflet – search for the title at [lewes-eastbourne.gov.uk](http://lewes-eastbourne.gov.uk) – for advice on how slight changes can help you

better manage condensation issues in your property.

If you have a damp problem and, having undertaken recommended actions in the leaflet, the problem persists, and you consider the damp is as a result of a required repair to the construction of the building, inadequate means of ventilation or heating issues, then please report these via the normal "report a repair" contact numbers or on our web site



[lewes-eastbourne.gov.uk](http://lewes-eastbourne.gov.uk)

# Are you Winter Ready?

The UK's gas and electricity supply is more reliable than ever before, but severe winter weather can still cause damage and disruption.

Here are some steps you can take to be prepared in case you have a power cut or gas emergency:

- **Know your free emergency numbers.**

In a power cut call **105** or, for a gas emergency, call **0800 111999**.

- **Prepare your home.**

Keep a torch handy and get your gas appliances serviced by a Gas Safe registered engineer to prevent carbon monoxide poisoning.

If you are a Homes First tenant, these checks will automatically be completed as part of your annual gas safety checks carried out by BSW Heating Ltd who can be contacted on **0800 1422761** or **0208 7635300**.

- **Register as a vulnerable customer.**

Vulnerable households can get extra support by signing up to the Priority Services Register. To find out more about the Priority Services Register or to sign up, visit:

[www.ukpowernetworks.co.uk](http://www.ukpowernetworks.co.uk) or call **0800 316 3105**.

- **Keep your eyes open.**

Keep an eye on the weather forecast and, if you have a power cut or a gas emergency, check on your neighbours.



## Direct Debits are an easy, simple and convenient way to pay your rent.



- You no longer have to worry about paying your rent on time.
- It costs nothing to set up and can be cancelled by you at any time.
- It costs Eastbourne Homes less to collect, and any money we save means there is more money available to help improve the service you receive.

### We offer:

- Monthly Direct Debits, taken on the first of every month.
- Fortnightly Direct Debits, taken on the Monday of every rent paying fortnight.
- Weekly Direct Debits, taken on the Monday of every rent paying week.

### Pay your service charges by Direct Debit and get £10 credit!

Eastbourne Borough Council tenants and leaseholders who switch to Direct Debit for the first time and pay their service charges by Direct Debit continuously for three months, are eligible for a one-off credit of £10. This applies to the first Direct Debit on your account only. If your Direct Debit bounces or is cancelled within three months, the credit will be removed.

Contact us on (01323) 410000 to set up a Direct Debit, or to download a form: [lewes-eastbourne.gov.uk/payments/pay-your-rent/](http://lewes-eastbourne.gov.uk/payments/pay-your-rent/)

## Your chance to nominate your Eastbourne Homes "Tenant of the Year"

Do you know a tenant who makes a positive difference to their community?

It could be a neighbour who helps those living around them, or someone who organises events and activities for people living nearby, or a selfless carer for a family member.

If you do know someone, let us know what they do, and how they make a difference to those they help.

The winner will be selected by a judging panel, and will be presented with their prize at our next Homes First Tenants' Conference on 25 March 2020.



Last year's EHL "Tenant of the Year" Hazel Lewis.

To nominate your "Tenant of the Year", we need the following information:

- Your name and contact details
- The name and contact details of the person you are nominating
- The reason why you think they are "Tenant of the Year"

You can tell us by:

- Email to [tenant.involvement@lewes-eastbourne.gov.uk](mailto:tenant.involvement@lewes-eastbourne.gov.uk)
- Completing the form in the enclosed Conference Flyer
- Text us on: **07800 689302**
- Call us on: **01273 487249**

## What do you think of repairs to your communal areas?

### Our Tenant Scrutiny Team needs your views

Our new Tenant Scrutiny Team have started their investigation into the council's communal repairs service. Basically, that's any repairs to property that are shared with other tenants, such as communal hallways, external works to blocks of flats etc.

The team have looked at information provided by the council's Homes First team, setting out how the current service is provided. They are now doing a "reality check" to see if the service provided meets tenants' needs. From this they will produce a report suggesting where improvements might be made.

As part of the reality check they plan to interview staff and tenants and to attend block inspections. They would also like the views of tenants who report communal repairs. If you report repairs to your communal areas and would like to tell us about your experience, please go to the following online link and take a very short survey: [www.smartsurvey.co.uk/s/CommunalRepairs/](http://www.smartsurvey.co.uk/s/CommunalRepairs/)

**Survey closes on 12 December.**

Or call the Tenant Involvement staff on **01273 487249** and tell them your views.

Once the scrutiny review is complete, the team will be sending a report with recommendations to the Homes First Senior Leadership Team. The team then aims to report back to tenants on agreed actions at our Tenants Conference on 25 March next year.

## Tenant and leaseholder newsletter survey

We are looking to streamline our housing publications by creating a new **Homes First magazine** to incorporate elements of Open House / Tenants Voice (Lewes tenants newsletter). This will enable us to communicate key messages to tenants and leaseholders in both Lewes and Eastbourne at the same time.

The publications will include independent local sections relevant to either Eastbourne or Lewes written by tenants.

Before making any changes, we wish to consult with you to find out what you enjoy reading. You can complete the whole survey online at: [lewes-eastbourne.gov.uk/consultations/housing-news-survey/](http://lewes-eastbourne.gov.uk/consultations/housing-news-survey/) or complete the short version opposite, and return to:

**Tenant Involvement Service,  
2a Horsfield Road, Lewes BN7 2TA.**

All our publications are available online. We are working towards reducing our carbon footprint and improve accessibility by increasing our use of email contacts and so are asking for your updated email addresses where you have one.

The Tenant Involvement and Empowerment Panel will be reviewing the results in the New Year.

1. Please tell us what articles and information you find most helpful or enjoyable to read. Please tick as many as are relevant to you:

- Updates from tenant and leaseholder groups
- Money and benefits advice
- Housing services and new builds
- Crosswords, quizzes and other similar games
- Council services – e.g. waste & recycling, council tax, Neighbourhood First
- Safety advice
- Opportunities to get involved in council decision making
- Grants and funding opportunities for tenant or leaseholder projects
- Events for tenants and leaseholders
- Other (please specify): \_\_\_\_\_

2. Do you support the idea of a Homes First magazine? Please tell us why this is.

\_\_\_\_\_

\_\_\_\_\_

3. How would you like to receive a housing newsletter in future?

- Paper copy     Electronic copy     Both
- Other format such as large print or in a different language.

4. Your contact details

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Email \_\_\_\_\_

# What's on around the town

## Eastbourne Homes

### AREA PANEL MEETING DATES for 2020

#### Hampden Park and Willingdon Trees Area Panel

**January** – Friday 3 at 10am to 12pm

**February** – Friday 7 at 10am to 12pm

**March** – Friday 6 at 10am to 12pm

**April** – Friday 3 at 10am to 12pm

#### Old Town Area Panel

**January** – Tuesday 28 at 4.30pm to 6.30pm

**February** – Tuesday 25 at 4.30pm to 6.30pm

**March** – Tuesday 31 at 4.30pm to 6.30pm

**April** – Tuesday 28 at 4.30pm to 6.30pm

#### Langney Area Panel

**January** – Thursday 23 at 6pm to 8pm

**February** – Thursday 27 at 6pm to 8pm

**March** – Thursday 26 at 6pm to 8pm

**April** – Thursday 30 at 6pm to 8pm

#### Central & Archery Area Panel

**January** – Tuesday 28 at 1pm to 3pm

**February** – Tuesday 25 at 1pm to 3pm

**March** – Tuesday 31 at 1pm to 3pm

**April** – Tuesday 28 at 1pm to 3pm

## Other Events Around the Town

### JANUARY

#### Jack & The Beanstalk

Fri 6 December – Sun 12 January – Devonshire Park Theatre

#### Michael McIntyre: Big World Tour Continued Warm Up Show

Mon 20 & Tues 21 January – Congress Theatre

#### Eastbourne's Holocaust Memorial Event 2020

Thurs 23 January – 6.30pm to 9pm

Welcome Building, Compton Street, Eastbourne BN21 4EQ



#### Spirit Of The Dance

Sun 26 January – Congress Theatre

#### The Story of Guitar Heroes

Fri 31 January 7.30pm – Royal Hippodrome Theatre

### FEBRUARY

#### The Jersey Beats 'Oh What A Nite!'

Fri 7 February 7.30pm – Royal Hippodrome Theatre

#### Beautiful – The Carole King Musical

Mon 10 – Sat 15 February – Congress Theatre

#### Happily Ever After: The Magical Disney Celebration

Wed 19 – Sat 22 February – Royal Hippodrome Theatre

## Climate Emergency declared in Eastbourne What can you do to help?

Eastbourne Borough Council has committed to do all it can to reduce carbon emissions to net zero by 2030 and has declared a climate emergency for Eastbourne.

The council cannot tackle this problem alone and is calling on all local people, businesses, community groups and others to come together and play their part.

A new organisation – **Eastbourne Carbon Neutral 2030 (ECN2030)**

has been set up to tackle this challenge.

This enthusiastic group, with

representatives from a wide range of



Eastbourne organisations, will be seeking support from local people, businesses and community groups all to do their bit.

To launch this important new work, a free event is being held on **Saturday 18 January 2020** at the new **Welcome Building, Compton Street, Eastbourne, BN21 4EQ (next to the Congress Theatre) starting at 10am and continuing throughout the day.**

This is open to members of the public as well as representatives of local organisations and businesses and will address the question: What can I do to help tackle climate change?

A wide range of groups and organisations will be represented on

the day – to let you know more about how much is already going on in Eastbourne to address the climate emergency.

We hope that as many people as possible will come along to hear about carbon reduction initiatives, give their views on what should be a priority locally and to get ideas about how they can reduce their own carbon footprint. There will be refreshments and activities for all ages to participate in, as well as talks on a range of interesting topics throughout the day.

More information can be found on the council's website: [lewes-eastbourne.gov.uk/ecn2030](http://lewes-eastbourne.gov.uk/ecn2030)

# Winter Wordsearch Competition



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

**MARCH**

**Eastbourne Music & Arts Festival  
60th Anniversary Concert**

Sun 1 March – Royal Hippodrome Theatre

**Beacons**

Mon 2 – Wed 4 March - Devonshire Park Theatre

**New Jersey Nights**

Thurs 5 - Sat 7 March - Congress Theatre

**Joe Brown In Concert; 60th Anniversary Tour**

Wed 18 March – Congress Theatre

**Carmen**

Sat 21 March – Congress Theatre

**A Murder Is Announced**

Mon 23 – Sat 28 March – Devonshire Park Theatre

**The Circus of Horrors 25th Anniversary Tour**

Thurs 26 March – Royal Hippodrome Theatre

**The Sound Of Music**

Tues 31 March - Sat 4 April – Congress Theatre

## Know the facts on housing fraud?

Housing fraud deprives people in need from having a home. It can take many forms including:

- Subletting without permission
- Giving the wrong information when you apply
- Not telling us you have left your property
- 'Fraudulent succession' - not telling the council when someone else has left the property or passed away
- Fraudulent right-to-buy applications
- 'Key selling'
- 'Right-to-buy' fraud – this happens when someone applies using false information, where a property has already been subject to tenancy fraud, or where someone is buying a property on someone else's behalf.

The council has **zero tolerance** of housing fraud. We investigate all reports and, if we find it is taking place, we take swift action, including prosecution if needed.

The punishments include: losing your home, maximum fine of £50,000 and in some cases a possible criminal conviction.

If you think housing fraud is being committed, you can report anonymously online at [lewes-eastbourne.gov.uk/housing-fraud](http://lewes-eastbourne.gov.uk/housing-fraud) or call our hotline on **0800 7317029**. You can also discuss your circumstances in confidence if you have any concerns about your own situation.



Angels	Families	Seasons
Baubles	Fir Trees	Greetings
Bells	Frost	Sledge
Cake	Garland	Sleigh
Candles	Gifts	Snow
Cards	Icicles	Snowflakes
Celebrations	Lametta	Snowman
Children	Lights	Stars
Christmas	Mince Pies	Stocking
Christmas Pudding	Nativity	Tinsel
Comet	Reindeer	Turkey
Crackers	Ribbon	Wrapping Paper
Decorations	Robin	
	Santa Claus	

In the word search grid, try to find all of the words listed. However, one of the words doesn't appear in the grid!

If you can find which word it is, you can enter the competition!

For the chance to win a **£10 shopping voucher of your choice**, just send us the missing word, together with your name, age and address, to:

**tenant.participation@lewes-eastbourne.gov.uk**

Or you can post your entry to us:

**Tenant Involvement Service,  
2a Horsfield Road, Lewes BN7 2TA.**

The winning entry will be drawn at random on 31 January.

The winner will be notified after this date.

No data received in connection with this competition will be retained after the winner has been notified.

# CHRISTMAS TREE RECYCLING

**From 2nd January to 26th January 2020**

Real Christmas Trees that will not fit inside a garden waste bin can be taken to one of the Christmas Tree Recycling Sites across Eastbourne.

*Please remember to remove the decorations.*

Site details listed below:

**Parks:** Hampden Park, Princes Park, Gildredge Park and Archery.

**Council Car Parks:** Atlantic Drive, Fisherman's Green, Treasure Island, Holly Place, Sevenoaks Road and College Road.

**Stores:** ASDA, B&Q, Homebase, Langney Shopping Centre and Tesco (Lottbridge Drove)

There are fenced off areas with signs indicating that real Christmas trees may be left there.

**Eastbourne Household Waste Recycling Site,  
St Philip's Avenue**

**Opening times:**

Monday to Thursday: **9am to 4pm**

Friday: **9am to 3.30pm**

Saturday and Sunday: **8am to 12noon**

Christmas Eve & New Year's Eve: **Close at 1pm**

Bank Holidays: **Closed**

**ENVIRONMENT FIRST**