



SUMMER 2023

Lyng Community Association is on Facebook - so look us up and "like" us!



Family farmyard frolics



Receiving their Big Toddle medals



Meeting the ferrets



Cuddling the guinea pigs

Children from the Lyng were thrilled to get up close to a host of cute and cuddly animals on a recent day trip to Staffordshire.

Members of our popular Toddlers Group were treated to a visit to Burntwood Alpaca and Animal Farm in June.

They got the chance to feed the pigs, goats and alpacas, as well as holding a variety of animals including guinea pigs, owls, chameleons and turtles.

While they were there, the youngsters also took part

in the annual Big Toddle fundraising event in aid of children's charity Barnardo's.

So far they have raised £300 with more donations coming in, and Lyng Community Association (LCA) has agreed to contribute to the final tally.

Amy Rushton, our Community Events Co-ordinator, said: "It really was a fantastic day. The children loved getting so close to all the amazing animals there, and the fact that they also raised so much for charity at the same time was the icing on the cake of a great day out."

Have your say

Please remember to take part in our tenant satisfaction survey this summer, if you haven't already. We are keen to hear what you have to say about LCA and the services we provide.

After inviting our residents to complete the survey online in June, we sent out a postal questionnaire, and we are now phoning round so that as many of you as possible give your views in a way that suits you best.

The survey closes on 5th August, so please take the time to take part. Your feedback will help us improve our services and shape LCA's future plans.

Bank Holiday office closing

The LCA office, at 3 Frank Fisher Way, will be closed for the Summer Bank Holiday on Monday 28th August.

The out-of-hours number is **0300 333 6540**. This is for **EMERGENCIES ONLY**, so engineers will only attend to make safe and/or contain. All reported repairs will be recorded, then booked in once the office re-opens.



Feeding the alpacas



Farewell to Alan

After a decade of dedicated service to Lyng Community Association, we are sad to announce that Board member Alan Moorhouse is stepping down from his role.

Alan, who lives in Worcester, joined the Board in 2013 to offer his experience and advice around housing management and development activities.

Over the past 10 years he has been a strong advocate of our growing community development activities, as well as offering sound advice on LCA's strategic aims and objectives.

LCA General Manager Tony Nash said: "Alan has been a highly valued member of the Board and a great believer in our ambition to make the Lyng a great place to live.

"Originally from Nottingham and a keen Notts County fan, Alan will be stepping down just as the Magpies rejoin the Football League after four years marooned in the National League.

"So Alan will have soon have the chance to visit Football League grounds once again, as he travels up and down the country in his new full-time job managing new developments for a national housing organisation."

We are always on the look-out for LCA residents to join the Board. We currently have two tenant members, with space for another four.

If you're interested, you can come along as an observer at one of our meetings to see what it's all about.

To find out more, pop into the LCA office or call us on 0121 525 5969.

Fire doors – what you need to know

Fire doors are an essential way of keeping you safe in the event of a fire by preventing flames and smoke spreading. However, fire doors only work if they are kept closed and not damaged.

**Fire door
keep shut**

We inspect all fire doors in communal areas every week to make sure they are in good working order. But you can help us keep you safe by following these rules:

- **NEVER alter, adjust, repair, modify or replace your fire door in any way because making changes like this will reduce their ability to keep you safe.**
- **KEEP fire doors closed at all times, and DO NOT wedge them open. They must be kept closed to prevent the spread of fire and smoke.**
- **DO NOT tamper with fire doors or their self-closing devices.**
- **CHECK that your front door shuts properly, there are no gaps around it, and the seals and hinges are fitted correctly.**
- **CONTACT us straightaway if you notice your front door or other fire door is damaged or altered in any way (including the glass, handle, letterbox or door closer).**

If your front door is damaged, call us as soon as possible on **0121 525 5969**.

Learning lessons

LCA always strives to provide high quality services, but we appreciate that occasionally things can go wrong or you may be unhappy with the way a matter has been dealt with.

Our recently updated Complaints Policy aims to make it simple and straightforward for you to make a complaint, ensure you are listened to and allow you to make clear what you want us to do.

We are accountable and transparent in the way we deal with complaints and, if you make a complaint, we will explain how the problem happened and what we are doing to resolve it. Residents are also involved in our Complaints Appeals Panel through LCA's tenant Board members.

Tony Nash, LCA General Manager, said: "We are keen to maintain a

positive complaints handling culture that improves our relationship with residents, while allowing us to learn and improve."

LCA is a member of the Housing Ombudsman Scheme and fully complies with its requirements, including the Complaint Handling Code.

- **You can find our Complaints Policy on the LCA website or you can ask us for a printed copy. If you want to make a complaint, please email our Complaints Manager at ralleyl@btconnect.com or info@lyng.org.uk**

Going wild!

Lyng families had a wild time on our spring community trip to Bristol.

We took a coachload of estate residents and friends for a day out at the Wild Place Project conservation zoo in March.

LCA Community Events Co-ordinator Amy Rushton said: "It was a truly memorable experience for everyone involved.

"We saw the bears that had just come out of hibernation and some of the children tried out the barefoot walk across different terrains, while some members of our group braved the Giant Swing which was winched 25ft into the air!"



Gathering at the zoo

Exploring the great outdoors

Young people from the Lyng got the chance to experience a host of adventurous activities during our latest day trips.

Members of our 5-11 Club visited Blackwell Adventure in July.

The 40-strong group went tree trekking, pedal go-karting, crate stacking, grass sledding and playing laser tag.

A week later, 40 members of our Youth Club visited the Bromsgrove outdoor activity centre to try their hand at laser tag, the multi-scramble high ropes course, abseiling and pedal go-karts. A great time was had by all!



Revvng up at the start line

Quiz and chips

LCA residents of all ages joined us for a community quiz night at a nearby retirement living scheme in May.

Hosted at Vantage Point in Blacksmith Way, the evening included a chip shop dinner for all those taking part and a prize hamper for the winning team.

LCA Community Events Co-ordinator Amy Rushton said: "This was our first time collaborating with Vantage Point's residents but it was a huge success, with people of all ages – a mixture of their residents and ours – joining in the fun."



The winning team

Anyone for tea?

We were delighted that our first afternoon tea event this spring was a great success.

Held during March in the church hall, we invited adults living on the Lyng to bring 'a special person in their life' along and join us for tea, sandwiches and cake.

LCA Community Events Co-ordinator Amy Rushton said: "The afternoon tea was so successful, with lots of positive feedback from all who attended, so we plan to arrange another one at some point in the future."



Toasting success with some fizz

What's on

- **Saturday 5th August** – Community trip to Cardiff and Barry Island.
- **Monday 14th - Friday 18th August** – Summer Play Scheme for children aged 5-11, with a pirates and mermaids theme (including a day trip on the Thursday and outdoor activities at Oak House Museum on the Friday). Spaces still available.
- **September (date to be confirmed)** – Community fundraising horse racing night.
- **Thursday 28th September** – Macmillan Coffee Morning.
- **Saturday 28th October** – Community trip to Warwick Castle, with Halloween events.
- **Saturday 25th November** – Christmas Craft Morning.
- **Saturday 2nd December** – Community trip to Manchester Christmas Markets.
- **Saturday 9th December** – Children's Christmas Party.

Keep an eye on LCA's Facebook and Twitter pages for further dates and details on how to book.

To find out about free activities in Sandwell to keep children entertained over the summer holidays, go to www.holidayactivities.sandwell.gov.uk or check out Sandwell Holiday Activities' Facebook or Twitter page.

Taking pride in the Lyng

Families did their bit to clean up the Lyng by taking part in a litter pick around the estate.

Tenants volunteered, along with their children and friends, to collect bags of rubbish in April. Youngsters then boarded Sandwell Council's Eco Bus to learn about recycling and sustainability, planting cress and making faces out of clay.

All the children who took part were given an Easter egg for their contribution to making the Lyng a great place to live.



Preparing to board the bus



Checking out compost

Protecting your home

Although LCA has buildings insurance to cover your home, this does not cover the items you keep inside it.

So it is important that you take out home contents insurance to pay for replacing your belongings, furniture and other items in case of fire, flooding, theft or vandalism.

Midlands housing association whg offers a special scheme for LCA tenants through Aviva, aimed at making such insurance more affordable.

However, you may well find a cheaper deal online by looking at price comparison websites – so we advise you to shop around.

For more information and an application form for the whg scheme, call in at the LCA office or phone us on **0121 525 5969**.

All the fun of the fair

Two coachloads of LCA residents and friends joined us for our community day trip to Stourport this summer.

We had a lovely day in June at the popular riverside town, complete with river cruises, fairground rides, the paddling pool, arcade and games of crazy golf.



Enjoying the thrills and spills

Summer safety tips

With the weather hotting up, here are a few tips to help keep you and your family safe this summer

- **Keep cool** – seek out shade and avoid exercising outside during the hottest part of the day (usually 11am-3pm).
- **Stay hydrated** – drink plenty of water throughout the day, and take a reusable water bottle with you when out and about.
- **Look after your skin** – when outside, use sunscreen with a 30+ SPF (sun protection factor) and reapply throughout the day. Wear a wide-brimmed hat, sunglasses and loose, long-sleeved clothes for maximum protection and comfort.
- **Keep your home cool** – close the curtains in rooms facing the sun.
- **Use common sense when parking** – never leave children or pets alone in a parked car, as it can heat up to deadly temperatures within minutes.
- **Be vigilant near water** – keep a constant eye on children and teenagers near pools, lakes, rivers, canals and even paddling pools. Remember, young children can drown in as little as two inches of water.
- **Take care with barbecues** – site barbecues or fire pits on flat ground away from fences, trees or shrubs, and never leave them unattended. Keep a bucket of water or sand nearby in case of emergencies.