



SUMMER 2024

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



Community events on a winning streak

Lyng residents turned out for a light-hearted flutter at our fundraising Race Night this summer.

Around 30 Lyng Community Association (LCA) tenants and friends gathered for the adults-only event at Vantage Point retirement scheme. The evening, held in May, raised around £200 for Lyng's various young people's clubs.

Proceeds will help fund activities and trips which are run for the estate's youngsters by our Toddlers Group, 5-11 Club and Youth Club.

LCA Community Events Co-ordinator Amy Rushton said: "We are keen to run inclusive, accessible events which cater for residents of all ages, so we are really pleased with how popular our adults-only events have already become.

"It is great to see people from across the community come together, have a laugh and forge new friendships, including with residents living at Vantage Point."

LCA's next adult-only event (details to be confirmed) will be on Friday 4th October, followed by a trip to Bath Christmas Market on Saturday 7th December.



Bank Holiday office closing

The LCA office, at 3 Frank Fisher Way, will be closed on:

- Monday 26th August – Summer Bank Holiday

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.

Tenants shine spotlight on repairs

Our newly-formed Tenants Panel met LCA staff to review our repairs service at a meeting in May.

We organised the event as part of our commitment to improving services, following last year's Tenant Satisfaction Survey when residents flagged up areas where they were unhappy.

As a result of the survey, we decided to update the policies and procedures setting out how our repairs service operates – but wanted to ensure our customers were fully involved.

The panel considered matters such as how tenants can report repairs and how appointments are booked in.

We found it useful to explain why we don't fix an appointment immediately and instead contact tenants as soon as we have the appropriate tradesperson available. But we appreciate that some people would prefer to book a definite date and time, even if it means waiting a few days longer.

The panel also considered target times and whether some repairs

were in the correct target timescales.

Our discussions with the Tenants Panel are helping us draw up proposed changes, which will need to be approved by the LCA Board. We will then publicise the new repairs policy and supporting procedures.

In the meantime, we would be delighted to hear from any tenant wanting to share their feedback on what could be changed or improved in our repairs service.



We also want to hear from anyone interested in joining the Tenants Panel. Our review meetings, held in the LCA office, are friendly and informal – complete with tea, coffee, cake or biscuits. Please come and join us!

Call us on **0121 525 5969** or e-mail **info@lyng.org.uk** to find out more.



Having your say

LCA has restarted its quarterly Tenants Meetings, which give you the opportunity to raise issues and ask questions with our Chair, Wendy Bodenham, and our General Manager, Tony Nash.

Our latest meeting was at the end of May, on a Saturday morning in the LCA office reception area.

Tenants from Charity Bick Way, The Sidings, Lyng Lane and Frank Fisher Way came along to talk about how we might be able to improve the estate and our services.

Parking

Every meeting brings concerns about parking on the estate. A key issue is that, when the estate was being planned, Sandwell Council insisted each home should have no more than one parking space.

We arranged a meeting with Sandwell councillors to discuss what could be done to improve the parking situation and they have agreed to bring along Sandwell Council's Head of Parking to a future public meeting to outline their proposals.

Play area

Residents living near the play area on the park in Turks Head Way, which is controlled by Sandwell Council, complained about older youths hanging around on the children's play equipment late at night.

Again, our 'Meet Your Councillor' meeting gave our residents the chance to discuss possible solutions with our local council representatives.

LCA issues

Of the issues that LCA has control over, we were pleased to report that:

- the communal carpets in our nine blocks of flats were being cleaned in July
- the cigarette butt waste bin outside the Frank Fisher Way block was being moved to the back door, facing the car park
- we are currently replacing all kitchens in our homes built in 2004 (based on replacement every 20 years), and in 2025/26 will start replacing kitchens in properties built in 2006
- bathroom replacements (due every 30 years) will start in 2034.

Our next Tenants Meeting will be held on an evening in October. Once a date and time are confirmed, we will send out invitations to all tenants a week or so before.

Quizzing local councillors

More than 30 Lyng residents turned out for our 'Meet Your Councillor' public meeting in April.

The event gave people the chance to quiz the three councillors who represent Greet Green and Lyng on Sandwell Council about lots of issues, including those outlined below.

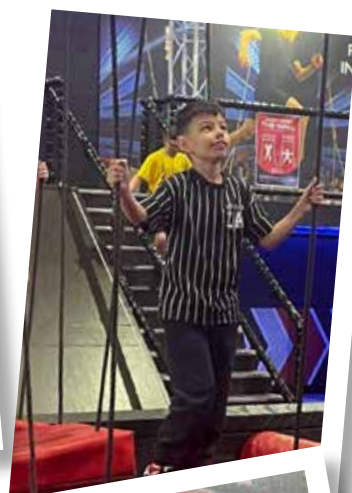
- Parking problems on the estate exacerbated by HGV vehicles unloading and parking outside the factories at the end of Sams Lane.

- Concern that traffic wardens are not fully enforcing yellow line restrictions.
- Fumes, smoke and dust from factory units on Pleasant Street.
- The slow response to matters reported on My Sandwell, such as a street light out for seven weeks until the local MP took up the matter and got it repaired.
- Anti-social behaviour, such as shouting and fighting, outside the Prince Albert pub on Saturday nights.
- A man being assaulted walking past the play area in Turks Head Way, which police have investigated but not yet identified the attacker.
- Fly-tipping on various pieces of land – council-owned, private and waste ground – around the estate.

- Dog waste bins not being emptied.
- The lack of police presence on the Lyng estate (the police say that, if no criminal incidents are reported, they will focus on other areas).
- Frustration with Sandwell Council refusing to issue parking permits for residents.

People were disappointed that a West Midlands Police representative did not attend the meeting as they wanted to discuss problems with drug taking and street drinking.

Police said they were unable to attend as the meeting date did not fit in with their shift rotas, and urged residents to report non-emergency crime by calling **101**. But we will again invite police to attend our next 'Meet Your Councillor' meeting.



Budding warriors rise to the challenge

Lyng youngsters battled it out during a fun-filled visit to Ninja Warrior UK in July.

Members of our 5-11 Club had a party with a difference at the Walsall adventure park to celebrate their group's 12th anniversary.

They tested out their skills by climbing, balancing and bouncing their way around the inflatable obstacle courses, from jungle swings and tilting beams to the spider wall.

They also got the chance to tackle the iconic Warped Wall and clamber up the formidable Mount Sasuke tower and slide.

LCA Community Events Co-ordinator Amy Rushton said: "We wanted to give the children a special treat, to mark the 5-11 Club's birthday, and it was wonderful to see them having such a fabulous time as Ninja warriors!"

Farmyard charity toddle

Members of our Toddlers Group stepped out for charity during the Big Toddle this summer.

A group of 14 children and their families took part in the national sponsored walk in aid of Barnardo's in June.

They completed their toddle at Forge Mill Farm, at Sandwell Valley Country Park, where they also got to meet and learn about the farmyard animals there.

The Toddlers Group meets every Tuesday and Thursday during term time at the Church of the Good Shepherd with St John (Bromford Lane, West Bromwich, B70 7SB), from 9.15am to 11am.

We are keen to recruit new members to our Toddlers Group, particularly for the Tuesday sessions. Just turn up on the day or call us on **0121 525 5969** for more information.



What's on

Here are some of the events we have planned for the coming months.

- **Saturday 24th August** – Community seaside trip to Porthcawl
- **Tuesday 27th August** – Community Cinema
- **Friday 4th October** – Adults-only event, to be confirmed
- **Saturday in late October/early November** (date to be confirmed) – Drayton Manor trip and fireworks
- **Saturday 30th November** – Winter Craft Morning
- **Saturday 7th December** – Adults-only trip to Bath Christmas Market
- **Saturday 14th December** – Children's Christmas Party
- **Saturday 21st December** – Family Christmas trip (to be confirmed)

Contact the LCA office or keep an eye on our Facebook page for further dates and details on how to book.

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.



Sunny riverside trip

LCA tenants and their friends joined us on a sunny day out to Stratford-upon-Avon in June.

A 30-strong group came along for our community summer trip to the historic market town, checking out tourist hotspots, sampling the characterful pubs, exploring the array of shops and enjoying a stroll by the river.

LCA General Manager Tony Nash said: "It was such a good day, the sun was shining and many asked if we could repeat the trip next year. It's great to be able to run trips like these for our residents, and extra rewarding when people tell us how much they enjoyed it."



Shakespeare's Birthplace

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