



WINTER 2025

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



# All the fun of the festive fair



**Lyng folk got into the festive spirit at our Christmas Fair, which kicked off our programme of seasonal celebrations this winter.**

Around 200 people browsed the wide range of stalls at the event, held at the Church of the Good Shepherd with St John towards the end of November.

A raffle and ‘name the teddy’ stall raised over £200 towards the various community activities we organise for residents throughout the year.

LCA Community Events Co-ordinator Amy Rushton said: “The fair went really well – it was very busy, particularly considering how horrid the weather was.

“Lots of people asked when the next event was and commented on how good it was to see us working with the church, as we are both at the heart of the community.”

- We’re always looking for donations for our next event so, if you have any unwanted gifts left over after Christmas, please drop them by at the LCA office – they’ll be much appreciated!

## SPOOKTACULAR DAY OUT

**Our Halloween trip to Drayton Manor was a dazzling success, with 40 Lyng residents and friends joining us for the day, along with 10 members of Lyng Youth Club.**

After a day of thrills and spills on the theme park’s rides, we were treated to a breathtaking light, fire and laser show.



## Christmas opening

Here are the LCA office opening times over Christmas and New Year.

Wednesday 24th December – 10am-4pm (phone service only 1pm-4pm)

Thursday 25th December – CLOSED

Friday 26th December – CLOSED

Saturday 27th December – CLOSED

Sunday 28th December – CLOSED

Monday 29th December – 10am-4pm (phone service only 1pm-4pm)

Tuesday 30th December – 10am-4pm (phone service only 1pm-4pm)

Wednesday 31st December – 10am-4pm (phone service only 1pm-4pm)

Thursday 1st January 2026 – CLOSED

Friday 2nd January 2026 – 10am-4pm (phone service only 1pm-4pm)

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 attended to in January 2026.



# TENANT SURVEY ACTION PLAN

**Many of you took part in our tenant satisfaction survey this summer, with 29% of LCA residents giving us their views. We shared the results with you in a booklet we sent out in November and our Board has reviewed the findings.**

Now we have drawn up an action plan to address the issues you raised in the survey. Below is a summary of how well we performed in key areas compared to the national average, along with what we plan to do in response to what you told us.

- **Well-maintained homes – 88% (*above the national mid-figure of 81%*)**

We continue replacing our oldest kitchens, with those in homes built in 2006 to be done next.

- **Safe homes – 91% (*above the national mid-figure of 83%*)**

We continue to replace old wooden fences with concrete posts, gravel boards and close-boarded panels.

- **Repairs service – 97% (*above the national mid-figure of 80%*)**

We plan to offer the option of a fixed-time appointment (usually morning or afternoon) on top of the current process of our maintenance operative or repairs contractor phoning you to agree a specific time on a convenient day.

Our tenant panel-led review of the repairs service considered our target times and procedures, to ensure improvements are shaped by residents.

The government is still considering annual home visits by social landlords. Once requirements are agreed, we will let you know how we plan to carry these out.

- **Upkeep of communal areas – 90% (*above the national mid-figure of 78%*)**

A new record sheet allows you to see when the contractor calls to clean at each block of flats, and we will step up inspections following cleaning visits. We have just replaced communal area carpets in Frank Fisher Way flats.

We are laying fabric barriers and decorative stones in communal planted areas to reduce time spent weeding, and have employed a staff member to collect litter. Sandwell Council has introduced communal recycling bins for each block.

- **Positive contribution to the neighbourhood – 76% (*above the national mid-figure of 72%*)**

We run a range of community activities, trips and youth groups but are seeking to organise more events for older people by linking up with Vantage Point retirement scheme.

We continue to meet with Sandwell Council to discuss increasing estate parking, without success. We have also asked for dropping of permit charges for residents without a nominated off-road space and to allow use of residents' parking spaces that would otherwise stand empty. Only Sandwell Council can make this decision as spaces are on the public highway.

- **Managing anti-social behaviour – 65% (*below the national mid-figure of 67%*)**

This is an area where we would like to improve, so we are holding regular meetings with police to tackle people who are not from our estate but cause problems to Lyng residents.

- **Listens and acts – 66% (*below the national mid-figure of 69%*)**

We are running a tenants panel to advise us on reviewing our policies so we can better understand how we can meet your needs. If you would like to join the panel to share your views, please call us on **0121 525 5969**.

Two tenants have been on our Board for over 10 years but any tenant can apply to become a member. Let us know if you might be interested.

- **Keeping you informed – 83% (*above the national mid-figure of 71%*)**

Lyngline helps us keep you informed about our activities and policies, so we will continue to share tenancy-related information more regularly in this newsletter.

- **Treats tenants fairly and with respect – 89% (*above the national mid-figure of 82%*)**

We will hold more regular satisfaction surveys on specific subjects, such as asking 10% of tenants how they felt their last repair was dealt with. We will offer late-night opening on Thursdays for people who cannot call us during the working day, and we are reviewing our complaints service to see how we can improve.

- **Complaints handling – 77% (*above the national mid-figure of 40%*)**

We receive very few formal complaints as we try to resolve issues immediately, but we continue to review our approach to see how it could be more effective.

- **Overall satisfaction rate – 81% (*above the national mid-figure of 80%*)**

This is a slight improvement on our 2023 survey's 78%. We want to achieve 90%, so we are focused on working with tenants to achieve this in the next couple of years.

## Shape the Lyng

**If you'd like more say in what happens on the Lyng, why not consider joining the LCA Board as a tenant member?**

As well as their usual meetings, Board members have an annual 'away day' when they gather at a hotel to discuss LCA's strategic direction, what we offer tenants and our future plans.

Call **0121 525 5969** to find out more.

## Working with you

**Thank you to those of you who joined us and three local police officers to discuss ways to improve our estate at LCA's latest residents' meeting in October. You raised various issues:**

- **Anti-social behaviour** – the police urge you to report incidents directly to them straightaway (online or via Crimestoppers), so they can identify hotspots and step up patrols where necessary.
- **Parking, permits and charges** – we continue to ask Sandwell Council officers to attend our residents' meetings so they can address your concerns.
- **Lack of recycling waste collection** – a resident planned to register a formal complaint with Sandwell Council if this remained unresolved.

***Our next residents' meeting will be held in early summer 2026, when we hope the lighter nights and better weather will attract more people to attend.***

## HOW WE COMPARE

If LCA was a football club, we would still be in the second of four tiers in a social landlord league table – equivalent to the Championship. But we recognise we need to be in the top tier so will spend the next 12 months listening more, improving services and assessing progress with our next tenant satisfaction survey in 2027.



# Summer-time superheroes

**Spies, ninjas and superheroes took over the Lyng this summer, as children flocked to our holiday play scheme.**

Around 30 children aged 5-11 enjoyed the variety of crafts, activities and trips over two weeks in August.

The first week, themed around spies and ninjas, involved obstacle courses, investigations, crafts like magnifying glass-making, plus a trip to Hatton Adventure World where youngsters put their skills to the test – including exploring a maize maze, followed by a foam party.

The superhero-themed second week included crafts such as creating capes and shields, scavenger hunts, obstacle courses and a trip to Habberley Trail to try out the inflatables, rope swings and tightropes.



## Coastal adventures

**A coach-full of 50 Lyng residents, friends and family enjoyed a glorious day out in north Wales.**

The August trip took in Llandudno and Conwy, with attractions including a Punch and Judy show and the coastal town's Alice in Wonderland Trail.

## Fundraising bonanza



**Generous Lyng residents and their friends helped us raise hundreds of pounds for good causes this year.**

Our Macmillan Coffee Morning, held in September at the Church of the Good Shepherd with St John, raised £220 for Macmillan Cancer Support.

We are particularly grateful to Asda Great Bridge, which donated items like cakes, biscuits, tea and coffee for the event.

A table top sale, which we held at the church in July, also proved popular – attracting about 200 visitors and raising funds for the estate's young people's clubs.



# Awaab's Law – keeping you safe

Everyone deserves a home that is safe, secure and well maintained. New social housing legislation, Awaab's Law, means landlords like Lyng Community Association must investigate and fix emergency and significant hazards within strict timeframes after they are reported.

These new rules – named after two-year-old Awaab Ishak, who tragically died after prolonged exposure to extensive mould growth – cover the following hazards.

- **Emergency hazards posing an immediate significant risk of harm to your health (e.g. dangerous electrical faults, damaged external doors or windows, major leaks). These must be investigated and made safe within 24 hours of us being made aware.**
- **Dangerous damp and mould which poses a significant risk of harm to your health and safety must be investigated within 10 working days and then made safe within a further 5 working days.**



**If you have an issue with your home, particularly if it poses a health and safety risk, report it to us immediately – phone 0121 525 5969, email [info@lyng.org.uk](mailto:info@lyng.org.uk) or visit the LCA office at 3 Frank Fisher Way – and tell us how the problem is impacting your household.**

If you've reported an issue and it hasn't been sorted or you're not happy, you can complain via our complaints process. If you're not happy with our final response to your complaint, you can raise the matter with the Housing Ombudsman.

## Neighbourly spirit

**Please respect your neighbours over the festive season. If you're planning a party, warn them, don't have the music too loud and consider inviting them over to join the celebrations.**

If you are struggling with nuisance neighbours or any anti-social behaviour, please call us on **0121 525 5969**.

## Remember your rent!

**It's easy to get carried away with the festive season and end up facing debt in the New Year, so try to budget sensibly and get money management advice if you need it.**

Remember: your rent keeps a roof over your head – it is classed as a 'priority debt' which needs to be paid first.

## Investing in homes

We recently fitted new carpets at our three blocks of flats in Frank Fisher Way. The original carpets, fitted in 2011, had become worn and faded. We consulted residents on colour choices before starting work in October.

## Don't get conned online

**When you're looking for Christmas shopping online bargains, beware of potential scams.**

### DO:

- Research sites and sellers (e.g. read reviews) to check they're genuine before parting with any money.
- Type websites into your browser to open them, not by clicking links.
- Weigh up whether deals you see on social media seem too good to be true.
- View high-value items in person before buying them from sellers on social media.

### DON'T:

- Buy something an influencer is promoting without doing your research.
- Feel under pressure to buy something just because it says it's selling fast or the deal ends soon.
- Use gift cards to pay private sellers.
- Think everyone in a social media group is genuine – scammers join these to gain your trust.

**Check out [www.takefive-stopfraud.org.uk](http://www.takefive-stopfraud.org.uk) for more tips on protecting yourself online.**



## Look after your drains

**While cleaning up after your Christmas dinner, please remember – DON'T pour fat or oil down the sink.**

If you do, the hot fat will turn solid when it hits cold pipes and end up blocking your drains (as shown in this photo, taken on a call-out to one of our homes).

