



SPRING 2026

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



Join our Easter eggs-travaganza

After the cracking success of our first estate-wide Easter Egg Hunt last year, we are delighted to be holding a similar event this spring.

Families are invited to join in the fun on Tuesday 7th April. Starting at the Church of the Good Shepherd with St John, there will be two hunts – one for toddlers and one for older children – with varying difficulty of clues.

Last year around 50 children joined us for our first such event, which involves searching for egg-shaped cards hidden around the estate which can then be exchanged for chocolate eggs.

LCA Community Events Co-ordinator Amy Rushton said: *"We were so pleased with the number of people who came to last year's event, and are looking forward to welcoming even more families this year."*

- **To book your place, visit the LCA office at 3 Frank Fisher Way.**



Last year's Easter Egg Hunt

Love is in the air!

Members of Lyng Toddlers Group recently tried their hand at themed crafts activities to celebrate Valentine's Day.

The popular group – which currently has spaces for new members – is a friendly, supportive, safe, fun-filled place to bring your little ones.

It offers a wide range of different activities, crafts, games and trips, as well as the chance to get to know other local families.

The group meets every Tuesday and Thursday (in term-time), from 9.15am to 11am, at the Church of the Good Shepherd with St John community hall.

It only costs £2.50 per session per family, with hot drinks for parents and snacks for the children. The first session is free, so please come along to find out more.



Valentine's Day crafts and painting

Bank Holiday office closing

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

- **Good Friday – 3rd April**
- **Easter Monday – 6th April**
- **Early May Bank Holiday – 4th May**
- **Spring Bank Holiday – 25th May**

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.

Modernising homes

We are continuing our work to modernise homes on the Lyng estate, with new kitchens and boilers due to be fitted at various properties this year.

This includes replacing the remaining original boilers that were installed in 2011 at homes in Frank Fisher Way, plus a few in Dingley Bells and the top end of Lyng Lane. We will contact affected residents ahead of work later this year.

In addition, we will be replacing 20-year-old kitchens in the older part of the estate – Charity Bick Way (odd numbers, 1 to 41), Southwell Walk (even numbers, 2 to 10), Lyng Lane (odd numbers, 201 to 219) and Turks Head Way (22, 24 and 28).

Tenants will have a choice of kitchen door finishes, worktop colour, tiles and flooring. We are currently finalising contractor agreements and will be consulting residents a few weeks before work starts. Work is due to be carried out between April and July 2026.

Keeping you safe

Lyng Community Association (LCA) is required to carry out annual servicing of all our gas appliances, such as boilers and gas fires in your home.

These checks are for your health and safety, to ensure there are no gas or carbon monoxide leaks which could potentially have tragic consequences for you and your family.

Our gas servicing contractor, Bournville Village Trust, will send you a reminder letter in advance with details about booking an appointment.

It is important you allow our contractor into your home for these vital checks, in line with the agreed access arrangements which are part of your tenancy agreement. If you don't, we will be forced to arrange capping of your gas meter until the service can take place.

To keep you and other local residents safe, please cooperate with our contractor so this essential servicing can be completed on time.

Making a complaint

LCA's Complaints Policy encourages a positive, collaborative and cooperative culture that welcomes complaints, seeks to improve our relationships with residents and allows us to learn and improve.



The policy aims to ensure it is easy for residents to complain, be heard and understood, and explain what they want to happen. This is in line with social housing regulations and the Housing Ombudsman's Complaint Handling Code.

You can complain to us in person, by phone, letter or email. We will then reply in writing, confirming details of the complaint and the deadlines for us to respond.

You can see LCA's full Complaints Policy on our website at <https://lyng.org.uk/complaints/> or get printed copies from our office. For advice from the Housing Ombudsman, call **0300 111 3000**.

Rent rise explained

Our rents are 'social rents' set by the Government. The Regulator of Social Housing is responsible for ensuring housing associations like ourselves increase rents in line with the Government's directive.

This year the Government decided to increase rents by its original method, calculated on the rate of inflation over 12 months to the previous September. That means a total rent increase of **4.8% from 1st April**, so your first increased payment is due on Monday 6th April.

If you receive Universal Credit, you need to notify them of the change. If you don't, you may be liable to pay the difference.

We wrote to you about the rent increase in February but, if you need more information, call us on **0121 525 5969** or pop into our office at 3 Frank Fisher Way (Monday-Friday, 10am-1pm).

We use our **rental income** to:

- provide and improve the services we deliver to you
- invest in maintaining and improving our homes with day-to-day repairs and planned maintenance
- build more homes for people in housing need.

Our **service charges** (which are eligible for Universal Credit or Housing Benefit) cover the cost of extra services provided to your home.

For houses, this includes lighting and cleaning of car parking and communal areas, maintaining planted areas and preparing for future reinstatement work or replacement of equipment.

For flats, this includes cleaning and lighting of communal areas, maintaining planted areas, fire alarms, emergency lighting and smoke clearance equipment, communal TV aerials, door entry systems and their replacement.

Mutual respect

We have noticed an increase in verbal abuse towards our staff, particularly by phone. Although we understand situations can be difficult, please remember it is a breach of your tenancy agreement to threaten, assault or abuse any of our employees or contractors.

Such abuse will not be tolerated, so staff are authorised to end any calls that involve malicious or aggressive comments.

Enjoying the festivities

Lyng residents of all ages enjoyed the various festive events we organised over Christmas.

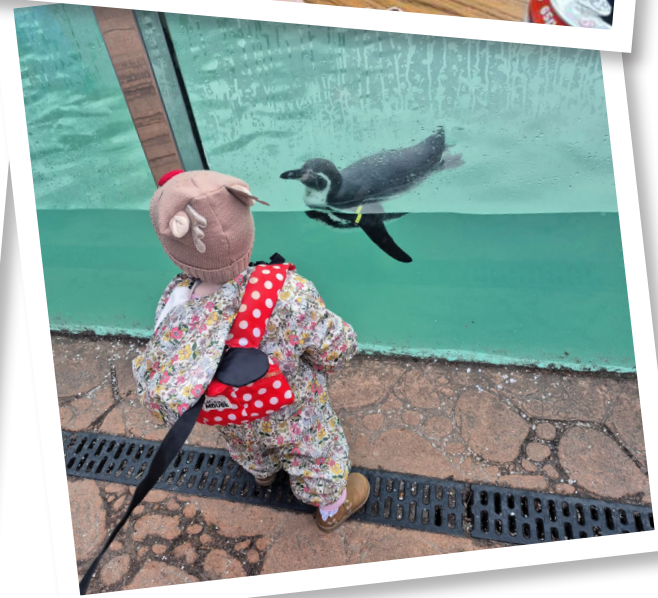
Celebrations kicked off with our adults-only trip to Bath Christmas Market early in December, with almost 30 people joining us for the outing.

A week later we held our popular Jingle Jubilee, attracting well over 50 children and their families who were entertained with an array of crafts. Activities included making bracelets, key chains, popcorn reindeer and reindeer food, plus dance breaks and visits to see Santa.

Just before Christmas, almost 50 people came along for our Santa Safari at West Midlands Safari Park. As well as a drive-through to see the animals, the trip included a magic elevator ride to the North Pole to see Santa and choose a gift.

LCA Community Events Co-ordinator Amy Rushton said: "Our festive events were a huge success. Some of the parents at the Jingle Jubilee said it just gets better every year!"

"Our trip to Bath was also a brilliant day, albeit cold. There were plenty of comments from people saying how much better it was to have some trips solely for adults, which was nice to hear."



Make a difference

Would you like to have more say about what happens on the Lyng and play your part in our estate's future? Then why not consider joining the LCA Board as a tenant member?

In addition to 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 us on **0121 525 5969** to find out more.

Calling all tenants



The next Lyng Tenants Meeting will be in May. We will deliver invites to all our residents a week or so before. Meetings are informal and provide an opportunity for open discussions on how we can improve our services.

What's on

A new year brings a fresh choice of fabulous events to attend! From family activities to kids' clubs, with adults-only events available too, here's a preview of what we have planned for the next few months.

- Estate-wide Easter Egg Hunt – Tuesday 7th April
- Trip to Whipsnade Zoo – Saturday 11th April
- Candle making and glass decorating class (adults only) – May (date to be confirmed)
- Community Cinema – May (date to be confirmed)
- Trip to Liverpool – June (date to be confirmed)
- Art class (adults only) – July (date to be confirmed)
- Table top sale – July (date to be confirmed)
- Summer trip to Barmouth – August (date to be confirmed)
- Animal-themed Summer Play Scheme (5-11-year-olds) – Monday 3rd - Friday 7th August
- Time travel-themed Summer Play Scheme (5-11-year-olds) – Monday 24th - Friday 28th August

For confirmed dates and further details, contact the LCA office or keep an eye on our new Facebook page (via a link on our old page or by searching for 'LCA – Lyng Community Association').

Make the most of leisure time



Why not boost your health, fitness and wellbeing by checking out the range of free, discounted or low-cost activities offered by West Bromwich Leisure Centre?

Current offers for Sandwell residents include:

- Free swimming for under-16s during school holidays
- Free swimming for over-60s before 1pm
- Free swimming for under-8s with a paying adult
- Free swimming for people with a registered disability
- Soft play (for children aged 3 months to 8 years) – Monday-Friday, 9am-6pm, and weekends, 9am-1pm (£3.50 per session)
- Family fun swim sessions
- Junior gym membership for 11-15-year-olds – open sessions and girls-only sessions (one-off session – £5.50, membership – £21 per month with a £20 joining fee, which includes swimming)
- Big Sister programme for girls aged 9-15 – free swimming, plus junior gym sessions for 11-15-year-olds, if parents claim benefits (or £9 per month for other girls).

People on certain benefits, over-65s and full-time students are also eligible for a discount on the centre's membership fees.

For more details, check out the West Bromwich Leisure Centre website at <https://www.placesleisure.org/centres/west-bromwich-leisure-centre/>

Help us recycle

We would like to remind all residents living in flats on the Lyng that Sandwell Council will NOT collect any recycling bins containing plastic bags.

If you collect your recycling in a black refuse sack, you must empty the contents into the recycling bin, then either re-use the bag or put it in the general waste bin.

Many residents may have seen blue recycling bins left uncollected for weeks, which will always happen if someone puts plastic bags in them. **Council staff will not sort out the contents or remove black bags, so it is vital that everyone follows the rules.**

Every bin has a large sticker showing what can and cannot be put into each type of bin – please follow the rules and encourage your neighbours to do the same.

