

Telford staff step out to Team-build

As part of their ongoing training and to help maintain delivery of a quality service to BVT tenants, Jason, Carol and Jane from the Trust's Shropshire Area Office - stepped out to enjoy a team-building day!

"The idea was for the staff to spend time away from the office, reviewing anti-social behaviour and harassment procedures and drawing up localised letting plans," BVT Shropshire Area Manager, Kevin Whitby, told Outlook.

Other topics discussed included 'working with outside agencies', such as the Police and Probation Service.

"As a result of the team-building day it is hoped more people will enjoy peace and quiet in their own homes and we, as landlords, will be able to combat anti-social behaviour swiftly and efficiently in conjunction with other agencies," Kevin added.



After consulting local residents in Telford, BVT has set up a Tenants Surgery that opened at Doseley on July 1st.

The surgery will be held every Thursday at the Grizedale Area Office between 11am and noon, where a member of Telford's housing team will be on hand to offer advice and assistance and tenants will be welcome to discuss any issue they wish concerning their tenancy.

Help at hand in Doseley

the Trust is now offering tenants the option of affordably insuring their belongings against perils such as theft, fire and storm damage.

Crystal Insurance scheme premiums are attractively priced and the company offers a number of practical payment options ... so peace of mind is now no more than a phone call away.

Use the local call rate telephone number 0845 601 7007 to contact Crystal Insurance and request an application form or write, including your name, address and telephone number, to: Crystal Contents Insurance Scheme, FREEPOST SL839, Maidenhead, Berks. SL6 7XL

In the unexpected event of a fire, flood or theft from your property, have you ever thought how you would replace your possessions?

Imagine the scene; you return home one day to find your home flooded and most of its contents ruined. Could you afford to replace everything? Without insurance, probably not!

At BVT we know many people find the big-name High Street insurers too expensive. That's why, in conjunction with Crystal Insurance,

Insurance choice is crystal clear

Cricket club 75 not out



The 75th anniversary of popular Weoley Hill Cricket Club was marked by a special anniversary match and the opening of its newly rebuilt clubhouse.

"Dennis Amiss, Chief Executive of Warwickshire County Cricket Club, officiated at the celebrations and opened the clubhouse between the innings of the match on the afternoon of July 22nd," Club Chairman, Howard Clay, told Outlook.

"The official opening and anniversary match was also attended by those who have helped to fund the rebuilding of our smart new club," he added.

Could you qualify for DIY compensation?

Did you know, if you are a BVT tenant, you have the right to claim compensation for any improvements you carry out to your home at your own expense?

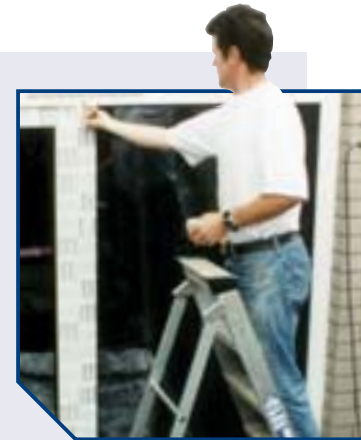
At the end of your tenancy, make a claim and you will receive compensation for the work, subject to the following conditions:

The improvement must appear on the BVT's list of qualifying improvements set out below:

- Only improvements approved by the Trust and carried out since the 1st January 1995 qualify
- You need to make a written application
- Compensation will be calculated by dividing the total cost - including VAT - to you, by the 'natural life' of the improvement and then

multiplying the number of complete years remaining of the natural life by that figure

If your rent account is in arrears, or if there are any unpaid debts, the account will be debited with these amounts and the remainder paid to you.



Typical improvements considered for compensation, and their natural lives, are:	
Bath, shower, wash hand basin or toilet	12 years
Kitchen sink, storage cupboards in bathroom or kitchen or work surfaces for food preparation	10 years
Space or water heating	12 years
Thermostatic radiator valves	7 years
Insulation of pipes, water tank or cylinder	10 years
Loft and wall insulation	20 years
Draught proofing of external doors or windows	8 years
Double glazing or other external window replacement or secondary glazing	20 years
Rewiring or provision of power, lighting or other electrical fittings	15 years
Any object improving the security of the home (except a burglar alarm)	10 years
Replacement of external doors or installation of extractor fan	5 years