

Update on Covid restrictions and our services

At the time of this newsletter going to print, all Covid-related restrictions are expected to be lifted by the government on 19th July. So what does this mean for the services you receive from Bournville Village Trust (BVT)?

For the past 15 months, we have had to change the way we provide some services, like repairs, lettings and maintenance, to keep you and our staff as safe as possible.

The impact of Covid has also meant some of our services have been placed under more pressure, like Customer Services, which has managed a big increase in calls and emails.

We want to make sure you keep receiving a high quality service from us and we are looking closely at our key services to see where we can make improvements.

We have also:

- Partially re-opened our office in Birmingham for pre-booked appointments so you can meet us in person if you need to. We are also working on a plan to re-open our Telford Office and fully re-open our Birmingham office. To make a payment, report a routine repair or apply to make an alteration to your home, we are asking you to keep doing this on our website



where possible. We are also not taking cash payments or accepting cheques at offices.

- Made good progress in reducing the backlog of routine repairs caused by this year's lockdown. We are looking at providing additional resource in our maintenance team to speed up this progress whilst maintaining a good standard.
- Kept our planned maintenance

programme on track despite some ongoing shortages of materials. We have installed new UPVC windows to 29 homes, fitted 10 kitchens and five bathrooms and replaced 106 boilers.

- Re-opened our museum Selly Manor, which all BVT tenants can enter for FREE with proof of address.

We are continuing to provide services to help you manage the impacts of

the Covid pandemic. These include:

- Our befriending service for anyone in our communities in Birmingham or Telford who may be isolated, lonely or struggling with their health and wellbeing.
- Impartial welfare, benefit and income information and signposting if you have money worries or concerns.
- Putting you in touch with organisations that can help you with food and energy bills, finding work, health and wellbeing, services for families and young people and services specifically for the LGBT community.

If you or someone you know could benefit from one of the services above, you can call us on 0300 333 6540 or email enquiries@bvt.org.uk

There is also information on the support available in your area on our website www.bvt.org.uk/our-communities/community-support-and-covid/ If you don't have access to the internet, please ask a family member or friend to check these details for you.

Keep fire safe this summer

With the warmer weather here, you may be enjoying BBQs or spending time tidying up your garden.

If you're having a BBQ or a bonfire, it is vital that you consider how to keep yourself and your home safe. Instead of having a bonfire, why not consider disposing of your garden waste in a more environmentally-responsible and neighbourly way. For tips on how to do this, turn to page 3.

Join Village Voices and be heard

Over 400 residents have signed up to our Village Voices involvement database.

Village Voices allows you to feedback on things that are important to you and get involved in one-off projects, events and activities.

By signing up, you may even get offered FREE tickets to fantastic events. Find out more on page 5.

Free course offers path to healthcare career

Are you interested in a career in healthcare but not sure where to begin?

The Healthcare Careers and Development Team at University Hospitals Birmingham are offering free employability training for Birmingham and Solihull residents who are unemployed. For details, turn to page 5.

Telford residents join in spring clean

In June, residents in Telford and BVT staff joined together to volunteer their time for the Great British Spring Clean.

During the last year our outside spaces have been more important than ever, so it seemed apt this was the first event the community could take part in (in a socially distanced way). Read more on page 2.

Bitesize news

New structure for our Telford Estates and Stewardship team

Following feedback from residents and taking account of the very different needs of our Lightmoor and Lawley villages, we have successfully recruited for a number of new posts that will enable us to provide estate and stewardship services that meet residents' needs.

In the next issue we'll be able to introduce the new team members, although if you follow us on social media, you'll get to see them there first. You can follow us on Facebook, Instagram or Twitter, details are available on our websites for the villages www.lightmoorvillage.org.uk and www.bvtlawleyvillage.org.uk

Appeal for unwanted bicycles

Our office in Birmingham is once again accepting second-hand bicycles to donate to charity The Bike Project.

The Bike Project refurbishes and gives bikes to refugees and asylum seekers who struggle to afford other forms of transport.

You can drop off bikes at 350 Bournville Lane, B30 1QY, between 12pm and 2pm on Wednesdays or Fridays. You don't need to make an appointment but you must register the bike on The Bike Project website (<https://thebikeproject.co.uk/pages/dropoff-checkin>) to get a unique number to fix to your handlebars.

If you need to arrange a drop off outside of the hours above, please contact us in advance by emailing communityadmin@bvt.org.uk or calling 0300 333 6540 and ask for a member of the Community team.



BVT resident Bill Rice with a bike he donated to the project.



Jess Allan (BVT Community Development Manager) with BVT residents Eyad and Ghenwah Abo-Allabn who appear in the report.

Latest BVT annual report out now

Information about how we have done over the last year and how satisfied you are with our services is now available to read on our website.

You can read our latest annual report at www.bvt.org.uk/publications/reports-and-plans

or ask for a copy to be sent to you in the post by calling us on 0300 333 6540.

The report explains how our services have done over the last year, what we have spent our income on and how satisfied you are with us.

Refreshed guidance on making changes to your home

Two new design guides have been launched this year, but what is changing and why?

New versions of the Bournville Estate Design Guide and the Lawley Design Guide were launched in July.

Both guides have been reviewed to make sure they are fit for the future and reflect what you have told us is really important to you.

If you want to make any changes to your property, including your garden, you must read the design guide for your area and gain permission from us before carrying out any work.

Our website is being updated with new information and guidance about the design guides and what this means to you as a BVT resident, please keep a look out for this.



Volunteers including Fleur Hemming (Stewardship Manager) at the litter pick in Lawley.

Telford residents and BVT team join in spring clean

During the weekend of 12th and 13th June, BVT residents in Telford and BVT staff joined together to volunteer their time for the Great British Spring Clean.

During the last year our outside spaces have been more

important than ever, so it seemed apt this was the first event the community could take part in (in a socially distanced way).

A huge thank you to everyone who came along and we hope you enjoyed the team spirit as much as we did.

Construction begins on final phases for Telford's Lightmoor village

This July will see the start of construction work on the final two phases of housebuilding in Lightmoor Village.

Due to finish by spring 2025, the phases will signal an end to the construction work in the Village and enable all the roads to be adopted.

In total 298 homes will be built, with 150 for sale, 74 owned and managed by BVT and 74 owned by GreenSquareAccord, which will be offering the properties for a mix of shared ownership and affordable rent.

If you would like further details, you can email LightmoorStewardship@bvt.org.uk, call 01952 898524 or check out the updates on our website www.lightmoorvillage.org.uk/village-management/croppings-2/

Home & living



Keep BBQs well away from buildings.

Make fire safety a priority this summer

With the warmer weather here, you may be enjoying lots of BBQs with family and friends or spending time tidying up your garden.

If you're having a BBQ or a bonfire, it is really important that you consider the things you need to do to keep yourself and your home safe.

If you're having a BBQ the Gas Safe Register advise that:

- The cooking area should be well away from buildings and well ventilated with fresh air.
- Check the BBQ for damage before you use it.
- When using your BBQ ensure it is on a level ground. In the case of disposable BBQs, use on a non-combustible surface.

- Ensure disposable BBQs are cold before disposing of them responsibly. Even a slightly warm BBQ could cause a fire.

It is not illegal to have a garden bonfire but there are laws against the nuisance it can cause which include fines of up to £5,000.

Instead of having a bonfire, why not consider disposing of your garden waste in a more environmentally-responsible and neighbourly way.

For advice on disposing of garden waste, you can go to www.birmingham.gov.uk/info/20009/waste_and_recycling if you live in Birmingham or www.telford.gov.uk/info/20358/pollution/103/smoke_nuisances if you live in Telford.

What am I responsible for repairing in my home?

Last year we launched a brand new standard for housing repairs, shaped using feedback from you.

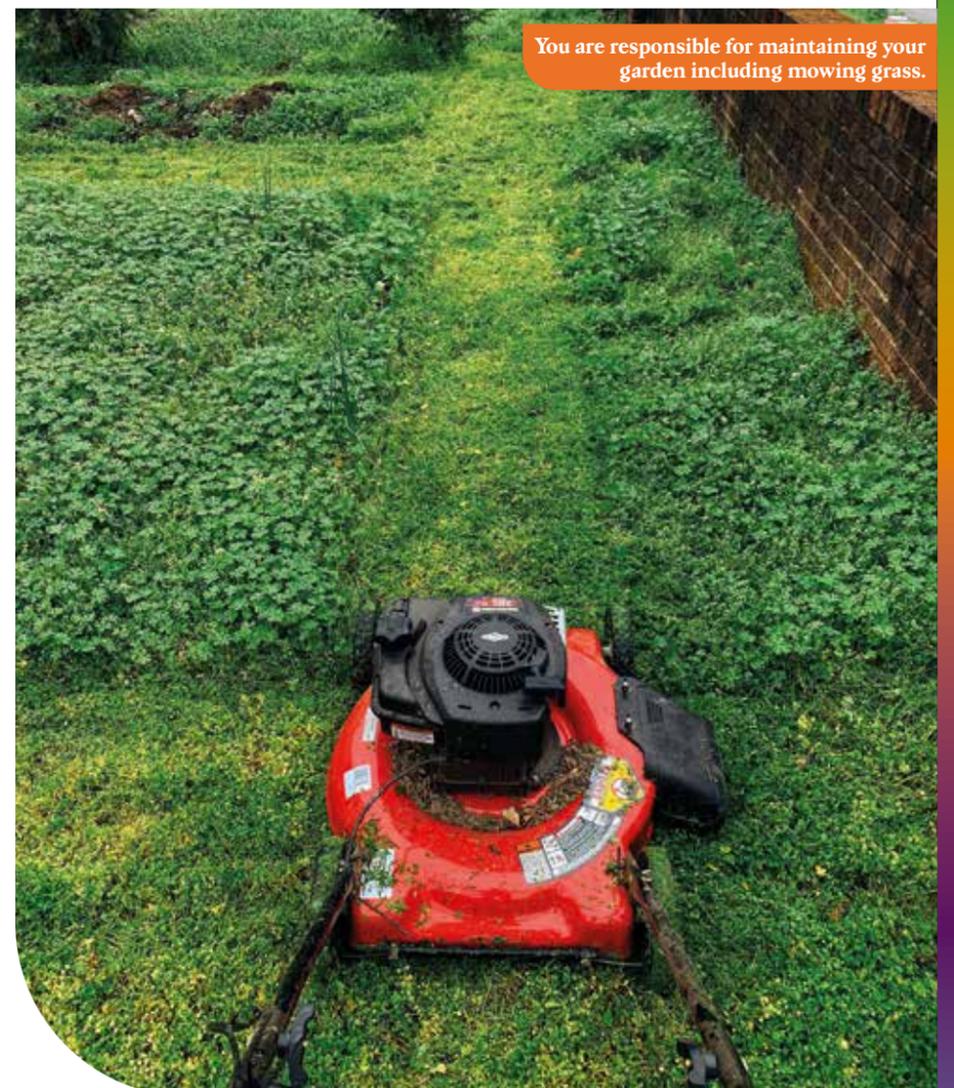
The standard includes repairs that we are responsible for doing in your home and the things you need to do yourself.

So what are you responsible for fixing or maintaining in your home? Here are a few examples.

- Gardening
- Household infestations (ants, wasps, bees, etc unless included in service charge)
- House keys
- Replacing light bulbs and fluorescent tubes (excluding design for life LED fittings)
- Bleeding radiators

- Unblocking minor internal blockages to basins, sinks, a bath and toilets etc
- Repairing or replacing broken glazing (unless you're a victim of crime)
- Decoration (except if detailed in your tenancy agreement)
- Repairing or replacing toilet seats.

We do not complete repairs due to neglect or wilful or accidental damage. To read the full list of repairs you are responsible for, please go to our website www.bvt.org.uk/your-bvt/repairs-and-tenant-responsibilities/ If you don't have internet access, call us on 0300 333 6540 to request a copy of our housing repairs standard.



You are responsible for maintaining your garden including mowing grass.

Builders merchants donates to community garden

A builders merchants has gifted materials to support the development of a community garden.

Jewson Partnership Solutions (JPS) donated a tonne bag of building sand and gravel for the communal garden at flats at Alder Lane in Bournville.

Throughout lockdowns, residents have cleared and developed an unused area of land into a garden space with raised beds, growing vegetables which they can all enjoy.

In addition to the generous gift of the sand and gravel, JPS were also kind enough to provide new tools to enable residents to continue to develop the site and keep the garden area clean.



Resident Laurinda Rafael tending to the community garden.

Money & savings

New store brings affordable furniture to town

A charity that offers quality pre-loved and repurposed furniture at affordable prices has opened a new store.

CT Furniture has expanded with a new shop in Northfield, Birmingham. Based on Bristol Road South, the store provides a better shopping experience and with new stock arriving every day, you can pick up and order furniture while out shopping.

Nick Tomlinson, CT Furniture's Retail Operations Manager, said: "All our stores are stocked with items ranging from small electrical appliances through to beds, sofas, wardrobes all available at

affordable prices. I'm eager to hear from anyone who would like to volunteer for the charity, we have several roles and always need an extra pair of hands."

Anyone looking for more information about volunteering or donating furniture to the charity, can ask instore or apply by going to www.communitytransport.org.

Looking for affordable furniture in Telford? Reviive sells affordable items ranging from dining tables and chairs to vacuum cleaners and microwaves. To view their online store, you can go to www.reviive.co.uk/onlineshop.aspx or call 01691 679817.



BVT Financial Inclusion Officer, Louise Williams.

Eviction ban lifted – what does this mean?

In June the government lifted England's coronavirus eviction ban.

During the pandemic, landlords were asked not to evict tenants if anyone living in the property had Covid symptoms or was self-isolating.

Eviction notice periods were then extended to six months as an emergency measure but have now been reduced to four.

At BVT, eviction is a last resort. If you are struggling to pay your

rent, we can work with you to put a payment plan into place and put you in touch with organisations that can support you with money management and debt.

We can also help you maximise your income by ensuring you are claiming for all the benefits you are entitled to.

If you are currently behind on your rent, please speak to us today by calling our income team on 0300 333 6540 or you can email enquiries@bvt.org.uk and ask for a member of our staff to call you.



BVT Housing Officers Jo Fellows and Karen Perrin at the opening of the new CT Furniture store in Northfield.

Three affordable snacks to rustle up this summer

Whether you want to get creative in the kitchen or need inspiration to feed hungry children, here are five affordable snacks you could try making this summer.

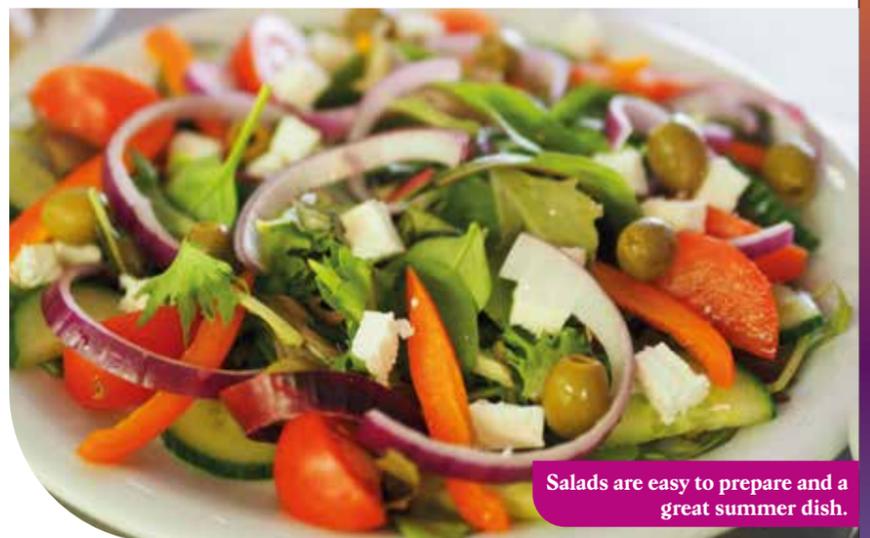
1: Greek-style salad. Taking just 15 minutes to prepare, this salad is straightforward, colourful and packed full of Mediterranean flavour.

2: Falafels. This popular Middle Eastern dish features chickpeas, which you can buy canned for around 30p. They are

easy to make and can be eaten as a snack or with pitta bread and salad as a larger meal.

3: No pastry mini mushroom quiches. Light and tasty and no need for pastry, these mini quiches only take 15 minutes to cook and can serve four.

To find recipes for all of the above, go to the Change4Life website <https://www.nhs.uk/change4life/recipes/bbq-picnic> Don't have internet access? Ask a friend or family member to print a recipe for you.



Salads are easy to prepare and a great summer dish.

Skills & involvement

Free course offers path to **career in healthcare**

Are you interested in a career in healthcare but not sure where to start?

The Healthcare Careers and Development Team at University Hospitals Birmingham are offering free employability training for Birmingham and Solihull residents who are unemployed.

The training provides you with:

- An overview of opportunities and careers available in healthcare
- Tailored employability support including application forms and interview preparation
- An opportunity to meet new people, improve your confidence



BVT Housing Officer, John McNamara with Emma Dalton Project Manager from University Hospitals Birmingham.

and learn new skills

- Pastoral support and guidance throughout the training.

To join the course or find out more about the training and opportunities available, please email onefrontdoor@uhb.nhs.uk or John McNamara (BVT Housing Officer) johnmcnamara@bvt.org.uk



Becoming more digitally able can help you with a range of different day to day tasks.

Don't be left behind by **digital divide**

Nearly half of the global population are not connected to the internet and this includes families in Birmingham and Telford.

With lots of people relying on the internet during Covid for shopping, home-schooling and more, the pandemic has shone a light on the impact of not being able to get online.

Get Families Talking is helping to bridge the digital divide by supporting you to become more digitally able. If you are a parent in Birmingham, they can help you learn new skills and improve your English (if it isn't your first language) using smart phones, tablets and laptops. They can

also help you with the cost and connectivity of internet provision.

Get Families Talking host a weekly radio show every Thursday from 5pm-6pm on Unity FM 93.5 Community Radio Station. To find out more, listen in or ask a family member or friend to go to www.getfamielstalking.co.uk

In Telford, libraries offer IT basic support sessions. Due to Covid, the sessions are currently suspended but you can still get support over the phone or via video call. For more information, contact Madeley Library (01952 382950), Newport Library (01952 382965), Oakengates Library (01952 382390), Wellington Library (01952 382990) or Southwater Library (01952 382915).

From free tickets to having your voice heard – **why you should join Village Voices**

Over 400 residents are now signed up to our Village Voices involvement database but what is it and how can it benefit you?

Village Voices gives you the chance to feedback on a range of issues, from services for tenants like repairs and lettings, to how we manage green spaces and look after our estates.

You could be invited to attend focus groups covering issues you are interested in, give feedback online or get involved in fun one-off projects, events and activities.

By joining Village Voices, you can register your interest in getting involved in and hearing about any of the following:

1: Green spaces and the environment.

During 2021 we will keep you updated about a recent bio-diversity survey in Birmingham, share information about community gardens and allotments, and ensure your voice is heard on important environmental issues.

2: History and heritage:

Selly Manor Museum is now open again and there will be a full programme and ideas on how you can volunteer and get involved.

3: Tenant services:

We continue to review our maintenance services and there will be opportunities for you to shape any change via focus meetings and online feedback.

4: Communications:

If you are interested in communications, we are developing new ways for you to contribute to this via social media and more traditional means.

5: Estate stewardship / management charge:

We reviewed the Bournville Estate Design Guide in 2020 and launched it in July. It will be followed by a review of our estates service which you will

hear more about by signing up to Village Voices.

6: Community halls and activities:

Local halls will be opening over the next few months and we will keep you updated via Village Voices with information on activities and events in your area.

7: Young people and families:

We will continue to share information about events and activities for young people and families. From time to time, we offer FREE tickets to activities and events and these will always be advertised via Village Voices. A great reason to sign up.

8: Scrutiny:

We have a resident-led Scrutiny Panel but for 2021, we are asking you to tell us if you would like to be consulted with and included when the Panel carry out a review of one of our services. You won't need to come to regular meetings, but you will be invited to contribute your ideas and experiences. A great way to really influence change at BVT.

To find out more about Village Voices or to register your interest, you can go to our website www.bvt.org.uk/our-communities/join-village-voices. Don't have access to the internet? Call our Community team on 0300 333 6540.



Dean O'Leary, resident and member of the Scrutiny Panel.

Health & wellbeing

Former College campus transformed into **health village**

A previously derelict site has now been transformed into a care and health village creating a new health centre, hundreds of homes and new jobs.

The site on Bristol Road South in Bournville was previously occupied by Bournville College but became vacant when it moved to Longbridge.

Following a seven year regeneration project involving the ExtraCare Charitable Trust, BVT, Avery Healthcare and local GPs, the land is now home to College Green.

As well as a 212-apartment retirement village, care home and 19 independent living homes, College Green includes a health

and wellbeing centre incorporating the College Green Medical Practice.

The dementia-friendly Practice will provide general medical services as well as Covid vaccinations, cryotherapy, minor surgery and a full range of contraception services. A paramedic will also be permanently joining the Practice's team.

Duncan Cadbury, Trustee and former Chair of Bournville Village Trust, said: "We are so pleased to see the completion of College Green, creating a new community where older people can thrive and good-quality housing and healthcare is the focus."



(L-R) Rebecca Gallimore-Barnes from ExtraCare Charitable Trust, Dr Philip Western from College Green Medical Centre, Duncan Cadbury from Bournville Village Trust and Lianne Sturme from Bourn View Care Home at College Green.

'I hope sharing my care experience will **help others**'

Resident Jackie McCartney was just five years old when she was taken into state care. Here, the 54-year-old speaks to Claire Page (Head of Communications at BVT) about why she has chosen to share her story now.

Jackie has two very clear reasons for sharing her story of a childhood spent growing up in care, she wants to break down the stigma wrongly associated with being a care leaver and raise awareness of the support available.

Like many care leavers of the 1970s and 80s, Jackie left state care at 16 moving straight into a 'halfway house'. From there, with no roots or family support, she moved from one studio flat to another, never feeling as though she had a 'real' home.

After living abroad, Jackie moved back to Birmingham and started a journey to access her care records, a journey that has led her to where she is now.

"Initially I wanted to access my care records to understand more about my biological parents. I ended up writing to Birmingham Children's Trust (formally social services) about the impact state care had



Jackie on stage at UCL for the Mirra Project.

on me. I spoke to staff in social services and from there, that's when I started to talk more openly about my own experiences."

The mother of two and grandmother has been involved in countless projects and activities, all with the aim of raising awareness of the support available to those who have been through the care system and tackling stigma.

She is an Ambassador at the Rees Foundation, has spoken publicly about her experience at Wolverhampton University, the National Leaving Care Benchmarking forum and the University College London (UCL) for the Mirra Project and is an organiser of the Birmingham Christmas Dinner for care leavers.

"I think the stigma is still there about care leavers which is why it's so important to speak about my own

experiences. You can get through it and you can be ok. There is support and help now."

Now settled in a BVT home in Bournville, where she has enjoyed living for 20 years, where does Jackie see her future?

"I'll be continuing to speak out and raise awareness that being in care was not my fault. I was not a naughty child. I was removed from my family. I never saw myself having a future as a care experienced adult. It was just getting by each day. Now it's my chosen path to raise awareness of care records and signposting to organisations and support that is out there. I want to bring a positive voice into this and when you start talking about your experience others have the confidence to talk too."

The Rees Foundation offer help and advice to care experienced individuals, to find out more go to www.reesfoundation.org

Every Child Leaving Care Matters is group campaigning against discrimination for children in residential care who want support to 21, to find out more go to <https://eclcm.dns-systems.net/>

Community & people



Funding win will help older gardeners blossom again

Seasoned gardeners who face being forced to give up life on the allotment are to get support to keep up their hobby thanks to a brand new project.

Hay Green Allotment Association is to provide new opportunities to older gardeners after being awarded a £5,000 grant from the Selly Oak Neighbourhood Network Scheme.

The Association will provide up to ten raised beds for older gardeners experiencing health and mobility problems. The grant will also fund a store for keeping tools as well as several benches across the site for ageing members to sit, relax and enjoy a cuppa.

The raised beds will initially be offered to existing gardeners who wish to downsize, but any not taken will be offered to residents in the area.

Richard Trengrouse, Chair of Hay Green Allotment Association, said: "Allotments have changed a lot over the last 20 years and at our allotment we have members ranging from 86 years old to families in their 30s with children.

"We want to make sure the allotment continues to be a mixed and inclusive community. These raised beds will be very manageable for older members who can't manage a full or half plot any longer.

"By providing facilities for all, older gardeners can continue to enjoy all the physical and mental health benefits of the allotment and we don't lose their experience and expertise which can be shared with younger members."

Arthur Tsang, Director of Communities at Bournville Village Trust, said: "It's brilliant to see a project supporting our older residents to keep doing something they really value as well as inspiring budding gardening of all ages to give it a go. Access and support can be a real barrier for some and this project offers a really practical way for people to get involved and stay involved."

Hay Green Allotment, which slopes down from High Heath Close off Heath Rd to Woodlands Park, is made up of 80 plots and features woodlands and wetland which are a haven for wildlife.

Changes to management of Shenley Court Hall

Shenley Court Hall is a fantastic community centre in Shenley, Birmingham. You may be aware that for many years it has been managed by Shenley Youth Community Trust (SYCT).

Following discussions between SYCT and ourselves, a joint-decision was made to transfer the management and services of the Hall, on Green

Meadow Road, to BVT.

This decision will help secure the future of the Hall and allow it to adapt to meet the needs of the wider Shenley community.

Services will continue to be run as they are currently (taking account of any Covid restrictions) and you can get details of the services provided by calling 0121 475 7521.

You said, **we did**

In this newsletter, we will explain how we are listening to your views and acting on them.

You said: We have concerns about some anti-social behaviour in Lightmoor Village.

We did: We contacted the local Safer Neighbourhood Team and arranged for a mobile police station to visit the Village and a walkabout was organised to help the police team understand the issues. Residents arranged their own meeting which we also attended.

Dig in for National Allotments Week

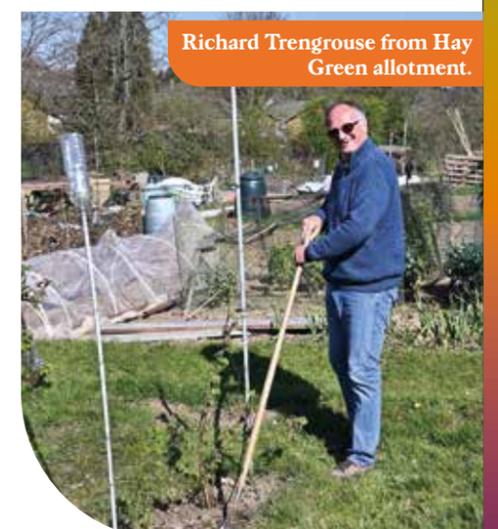
August marks National Allotments Week (9th-15th) and this year the National Allotment Society is celebrating the contribution allotments make to a sustainable future.

Did you know we manage a number of allotments in Birmingham? These include the Fox Hill allotment and Burdock Road / Lower Shenley allotment. There is also Hay Green allotment off Heath Road managed by Hay Green Allotment Association.

Allotments are not only a great way to grow your own fruit and vegetables, but maintaining a plot can boost your health and wellbeing too.

Whilst we don't manage any allotments in Telford, there are Council-run sites in both Wellington and Brookside.

To apply for a plot at one of our allotments, please contact



Richard Trengrouse from Hay Green allotment.

our Estates team by emailing enquiries@bvt.org.uk or calling 0300 333 6540. There is a small charge for each plot and there may be a waiting list on some sites. For details of Council-managed plots in Telford, you can go to www.telford.gov.uk/info/20630/allotments

Puzzles & fun

Quiz

To be in with the chance of winning a £20 Love to Shop voucher, which can be redeemed at over 130 leading stores, complete the Quiz and email your answers to InView@bvt.org.uk – with subject header 'Quiz' by Friday 6th August 2021. All correct entries will be placed into a prize draw with one winner chosen at random.

- 1: What is typically the main ingredient in hummus?
- 2: Which two countries compete in the Ashes?
- 3: What desert plant provides water?
- 4: What colours are featured in South Africa's flag?
- 5: What is the national dish of Spain?
- 6: In which country would you find the city of Inverness?
- 7: What is the missing word in this Agatha Christie novel – Murder on the xxxx Express?
- 8: Who plays the character Kate Fleming in the BBC's Line of Duty?
- 9: 'What about us', 'Just like a pill' and 'Get the party started' are songs by which artist?
- 10: Which Minister for Health is popularly considered the founder of the NHS?

Wordsearch

To be in with the chance of winning a £20 Love to Shop voucher, which can be redeemed at over 130 leading stores, complete the wordsearch and email the MISSING word to InView@bvt.org.uk – with subject header 'wordsearch' by Friday 6th August 2021. All correct entries will be placed into a prize draw with one winner chosen at random.

- 1: Labrador
- 2: Dalmatian
- 3: Bulldog
- 4: Poodle
- 5: Husky
- 6: Chihuahua
- 7: Greyhound
- 8: Pomeranian
- 9: Terrier

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