

TENANT NEWSLETTER

SUMMER
EDITION
03



Shaping Services Together

Welcome to your 2026 Summer Tenant Newsletter



National Award Success

Our team won a top UK award, all thanks to the hard work and support from our tenants. p8



Scan Sort Fix

Report new repairs, track work, scan new QR codes for home help and key safety advice. p6



Putting tenants first

Councillor Neil Furey encourages tenants to get involved and help shape services. p10



Blooming Marvellous!

GROWING TOGETHER

Pupils helped plant wildflowers, creating greener spaces. p5





CONTACT US

We want it to be easy for you to reach us. Here's how:

1

Ring-back Service

No more waiting on the phone! Leave your details and we'll call you back. For all enquiries, call 01695 577177. Our phone lines are open Monday to Thursday, 9am–5pm, and Friday, 9am–4.45pm.

2

Online

Visit westlancs.gov.uk to find information or request services anytime.

3

In Person

Visit a Customer Service Point at our Derby Street offices, Ormskirk (Mon–Thurs 9am–5pm, and Fri 9am–4.45pm) and the Concourse Shopping Centre, Skelmersdale (Tues–Thurs, 10am–3pm).

Save our contact details somewhere handy - you never know when you might need them!

Share your views

Scan the QR code to tell us what you think of this newsletter and what you'd like to see in the next edition. Complete the survey for the chance to win a £30 Love2Shop voucher.



Welcome to Your Summer Tenant Newsletter

Hello everyone,

As fellow tenants, we're proud to introduce our Summer Newsletter 2026. This edition is all about celebrating our communities, sharing updates that matter to us and highlighting the positive changes that we're seeing across our homes and neighbourhoods.

Summer is a time when our communities come alive.

Whether it's through local events, neighbourly support or simply enjoying the longer days together.

In this newsletter, you'll find updates on improvements,

opportunities to get involved and useful information to help support you in your home.

Telling us what you think helps us to shape the services that we deliver and it's encouraging to see how our tenants' voices are making a difference. Whether you're already involved or just starting to explore ways to have your say, there's something here for everyone.

We hope you enjoy reading, feel inspired to get involved and, most of all, feel proud to be part of our community.

Linda & Steve



TENANT VOICE MATTERS

Linda and Steve welcome you to the Summer 2026 newsletter and latest tenant updates.



GET INVOLVED TODAY

Every tenant can help improve services by sharing ideas, feedback and experiences that matter locally.

Your Ideas Can Make Real Change To Our Community

At the heart of every strong community is the voice of its tenants.

Your experiences, ideas and feedback help shape the services you receive and the future of your neighbourhood.

That is why we are committed to giving you opportunities to get involved, have your say and more importantly listen.

We want to hear from tenants. Whether you have a suggestion, concern or experience to share, every comment helps us understand what works well and where improvements are needed.

There are several ways to get involved, depending on your interests and availability.

Tenant empty home inspections give you the opportunity to see services first hand and provide valuable feedback before homes are re-let.

If you want to influence decisions, you can take part in policy reviews to help ensure services reflect real tenant needs.

You can also join impact days, where tenants and staff work together to review services, share ideas and identify

improvements. Community walkabouts provide another opportunity to highlight local issues and celebrate what is working well in your area.

Getting involved does not have to be a long-term commitment. You can take part in one-off activities, complete online surveys or become a participant. Every contribution makes a difference.

If you would like to learn more about tenant involvement opportunities, email tenantvoice@westlancs.gov.uk. Together, we can build stronger communities and services for everyone.



Updated tenancy agreement takes effect in July 2026 following extensive consultation

Following consultation and service of formal section 103 notices, the terms of your tenancy agreement will change with effect from 27 July 2026.

The changes will enable us to take more robust action against the minority of tenants who do

not respect their homes and neighbours.

We would like to thank everyone for their contributions to the consultation. If you would like more information or have any questions, please contact Customer Services, who will be happy to help.



DID YOU KNOW?

Making Every Rent Pound Count

During the 2025/26 financial year, we collected £31.6 million in rent from our tenants.

This income helps us deliver the housing services you rely on every day. Around 34p from every £1 collected was spent on day-to-day repairs and maintenance, while 30p funded staffing and the running of housing services. A further 22p was invested in major improvements to existing homes and the delivery of new homes. Around 13p went towards loan interest payments and the remaining 1p covered bad debt provision.

Paying your rent on time is important. It helps you maintain your tenancy and ensures we can continue investing in homes and services for all tenants. The easiest way to pay is by Direct Debit. You can do this by emailing incometeam@westlancs.gov.uk

If you are struggling to pay your rent or are experiencing financial difficulties, please contact us as soon as possible on 01695 577177. We can discuss your situation and explain the support that may be available.



Putting Tenants at the Heart of Housing

We are working to make our housing services better for you.

You told us that you would like to see us more often in your neighbourhood.

After speaking with officers about how we work and how we can spend more time in our communities, we reviewed whether our current specialist roles were the best approach, or whether broader tenancy management roles would help us provide a more effective service.

Our teams helped us identify changes that would improve the way we work and deliver a better service for you.

As a result, we have started to change the way our teams work.

- You will start to see more staff out in your neighbourhood, making them easier to contact and better able to support you.
- We are introducing a new Tenancy

Review programme to help us better understand your needs and improve the services we provide.

- We are introducing a new Tenancy Management approach to deliver a more responsive service for customers who need additional support. You can read more in our Tenancy Support article on the next page.
- By spending more time in our communities, speaking with you and visiting your homes, we can put you at the heart of what we do while helping to keep your homes safe and compliant.
- We are making sure we have good plans in place for future staffing, so our services remain consistent.

Improving our performance for you remains a priority. We will keep you updated as we continue to make these changes.



CHANGES THAT MATTER

Our housing teams are spending more time in neighbourhoods to better support tenants.



GROWING GREENER COMMUNITIES

Pupils from Little Digmaor Primary School helped sow the wildflower area at Alderley in Skelmersdale.

Schoolchildren help create new community orchard

Eighteen new trees and a wildflower area are bringing more colour and wildlife to Alderley, thanks to a community project involving local schoolchildren and council teams.

The Growing Futures Together project has created a new community orchard and wildflower area for tenants, residents and local families to enjoy.

Funded through the Bupa UK Foundation Green Community Grant, the project saw West Lancashire Borough Council's Clean & Green Team

prepare the land, remove the grass and plant 18 trees.

Pupils from Little Digmaor Primary School also took part. After learning about biodiversity and the natural environment, they helped sow the wildflower area and put what they had learned into practice.

The orchard and wildflowers will help increase biodiversity by creating new habitats and food sources for insects, birds and other wildlife. They will also improve the appearance of the area and

create a more welcoming green space for people living nearby.

Several council teams helped make the project possible. Technical Services completed the initial site analysis, ordered the trees and supported the promotion of the project.

By involving young people, the project also gives the next generation a chance to learn more about nature and play an active part in caring for their local environment.



New service offers tailored support to help tenants successfully maintain their tenancies

A new tenancy support service is being introduced to help tenants who need extra support to maintain their tenancy.

Led by Tenancy Support Manager Rebecca Griffiths, the service will support tenants facing poor mental health, vulnerability or changing personal circumstances.

A new team of Tenancy

Sustainability Officers will provide pre-tenancy training, offer tailored support and step in early to prevent problems from escalating. They will also help tenants connect with relevant services and organisations.

Rebecca will oversee the Furnished Tenancy Service and Independent Living Team. Tenants may also be invited to share their views as the new service develops.

Reporting a New Repair to WLBC

If you need to report a new repair, this must be done directly with West Lancashire Borough Council. There are several ways to do this, depending on the urgency and your preference:

- 1 Online**
You can report non emergency repairs by visiting westlancs.gov.uk and using the online repairs facility.
- 2 Phone**
You can call the Council's Customer Services Team on: 01695 577177. Our phone lines are open Mon-Thurs, 9am-5pm, and Fri, 9am-4.45pm.
- 3 In Person**
Visit a Customer Service Point at our Derby Street offices, Ormskirk (Mon-Thurs 9am-5pm, and Fri 9am-4.45pm) and the Concourse Shopping Centre, Skelmersdale (Tues-Thurs, 10am-3pm).
- 4 Out of Hours**
We only attend emergency repairs that pose an immediate risk to your safety or home. Temporary repairs may be carried out until a permanent repair can be arranged. Do not report non emergency repairs outside normal working hours.

Contacting Wates

If you have a repair that has already been raised and you need an update, want to rearrange an appointment, or have a question, Wates team is here to help.

- 1 Call Wates**
You can speak to Wates Team by calling: 01695 814 060
- 2 Email Wates**
For non urgent queries or written updates, email: tenantsupport@wates.co.uk
wates.co.uk
Please include your name, address and some details about your repair.



REPAIRS AND SUPPORT

Reporting repairs is easier with clear guidance and new QR codes across council properties.

Your Guide to Home Repairs

New QR code stickers are being placed in tenants' homes, making it quicker and easier to access repair information, home safety guidance and advice about damp and mould.

Simply scan the code with your smartphone to find the information you need. You'll find a sticker on your boiler or inside your front door if your home does

not have a boiler. If you live in a block of flats or sheltered housing scheme, you'll also find one on the communal entrance door.

Whether you need to report a new repair or follow up an existing one, it's important to contact the right team.

When reporting a repair, give as much information as possible about the problem. If you're reporting it online, include photographs where possible. Please also tell us if anyone in your household has additional needs or vulnerabilities that may affect the urgency of the repair.

Emergency repairs can be reported outside normal working hours. Contact details, opening times and QR codes can be found in the information panel opposite.



Keeping your home safe & healthy

1 Home Safety & Compliance Healthy

Learn how to keep your home safe and compliant. From fire safety checks to gas and electrical awareness. Scan the QR code to watch.



2 Understanding Damp & Mould

Find out how to spot, prevent and report with damp and mould to keep your home healthy. Scan the QR code to watch our video.





LOOKING AFTER YOUR HOMES

Meet the Property Services Team, helping deliver home improvements and planned surveys across West Lancashire communities.

Meet the Team Helping Plan Future Home Improvements

As part of our commitment to maintaining your home to the highest possible standard, we carry out a property survey every four years.

These surveys help us make sure your home is safe, warm, in good condition and continues to meet the Government's Decent Homes Standard.

The information we collect is extremely important. It helps us plan and deliver future investment programmes, ensuring we continue to improve and maintain our homes.

What happens during the survey?

The survey usually takes around 30 minutes and involves a visual inspection of both the inside and outside of your home.

During the visit, the surveyor will inspect key features, including:

- Windows and doors.
- Kitchens and bathrooms.
- Heating systems.
- Roofing.

Photographs may also be taken of these key components to help us assess the condition.



If your visit includes an energy survey, we'll collect some additional information to help us understand how energy efficient your home is.

Keeping you safe

All our surveyors carry an official West Lancashire Borough Council identification badge displaying their name, photograph and job title. Please ask to see their ID before allowing anyone into your home.

If you have any concerns about a visit, please contact our Investment Team on 01695 585294. The team is available Monday to Friday, 9am to 5pm.

We're here to help

We understand that some tenants may need additional support during a home visit. If you need help understanding the



process, arranging a suitable appointment, having someone with you during the survey, or have any health, mobility or accessibility requirements, please let us know. Our team will do everything they can to make your visit as comfortable and stress free as possible.

We'll write to you approximately six weeks before surveys begin in your area, so you'll know when our surveyors will be visiting.

Even if everything appears to be in good condition, allowing us to carry out the survey helps us plan future improvements and continue investing in our homes, making them safe, comfortable and enjoyable places to live.

If you'd like more information, please contact our Investment Team on 01695 585294.



NATIONAL AWARD SUCCESS

Proud Moment At Council Awards

We were delighted to receive Silver in the Medium Team of the Year category at the Local Government Chronicle (LGC) Awards in London this June.

The LGC Awards celebrate the very best of local government, so being recognised on a national stage is something we're incredibly proud of.

This award reflects the hard work, commitment and dedication of staff across the council, who work every day to deliver services, support residents and improve communities across West Lancashire.

Whether it's maintaining council homes, supporting tenants, keeping our neighbourhoods clean and safe or delivering the many other services residents rely on, every team has played a part in this achievement.

We're proud of everyone who helped make this possible and would like to thank our tenants, residents and partners for their continued support. We look forward to building on this success and continuing to provide the best possible services for our communities.



COMMUNITY IMPACT DAYS

Impact Days brought tenants, contractors and council teams together to resolve repairs.

Community in Action Together

Six of our nine Impact Days for 2026 have now taken place, with three more planned for September and October.

This year's events are focusing on repairs and bringing tenants, Council officers, contractors and property surveyors together to tackle local issues and improve neighbourhoods across West Lancashire.

The remaining Impact Days will take place on:

- Monday 14 September 2026 at Furnival Drive, Burscough
- Monday 28 September 2026 at Manfield, Skelmersdale
- Monday 12 October 2026 at Dear-don Way, Up Holland

At each event, tenants can report repairs, ask questions about existing repairs and speak directly with the teams responsible for maintaining their homes.

Skips are also provided to help residents dispose of unwanted items and support cleaner, tidier communities, while litter picking and community walkabouts help identify areas where further improvements may be needed.

We're already planning future Impact Days and would love to hear your ideas. Where should we hold them? What issues matter most in your neighbourhood?

You can suggest a location, identify a local priority or volunteer at a future event. Your feedback helps us make each Impact Day as useful as possible.

To share your ideas, find out more or ask about volunteering, contact the Tenants' Voice Team at tenantvoice@westlancs.gov.uk.

Your feedback will help us bring future Impact Days to the communities that need them most.



SARA, JAMES & DENISE

The Anti Social Behaviour Team works with tenants, partners and police to investigate concerns and improve community safety.

Supporting Tenants Through Anti Social Behaviour Issues

Hello, I'm Sara, the Anti-Social Behaviour Manager at West Lancashire Borough Council.

I joined the Council in October 2025 and have enjoyed getting to know our communities and learning more about the issues that matter to our tenants.

Our Anti-Social Behaviour Team includes me alongside Anti-Social Behaviour Officers Denise and James. Together, we investigate reports involving council tenants and help create safer, more welcoming neighbourhoods for everyone.

We work closely with partner organisations to make sure every report is

handled fairly and appropriately. We investigate reports of anti-social behaviour involving council tenants and support residents affected by it.

We also work with Housing Officers when concerns relate to tenancy agreements. Where necessary and proportionate, we can use legal powers and enforcement action to address more serious or ongoing problems.

If you're unsure whether an issue is classed as anti-social behaviour, you can find guidance, examples and our expected response times on the Council's Anti-Social Behaviour webpages by scanning the QR code below.

Over the next 12 months, we'll hold regular Anti-Social Behaviour drop-in sessions across West Lancashire.

The sessions will take place every four to six weeks and move between different communities, making it easier for tenants to speak with us.

You'll also be able to meet representatives from Lancashire Police and our Tenants' Voice Team, who will be available to offer advice and answer your questions. Whether you want to report a concern, ask for advice or learn more about how we deal with anti-social behaviour, we encourage you to come along. We look forward to meeting you.



Get the Right Advice for Reporting Anti-Social Behaviour in Your Neighbourhood Today

Think you may be experiencing anti social behaviour? Scan the QR code to find out what counts as ASB,

when to contact the Council or the police and how to report a problem. You'll also find response times,

examples of the issues we can investigate, advice on resolving neighbour disputes and

details of the support available to Council tenants affected by anti social behaviour.



RECOGNITION FOR INNOVATION

Repairs Service Earns Praise

In February, we attended the Housing Digital Awards alongside two of our tenant volunteers.

We were delighted to be shortlisted for the Best Repairs and Maintenance Innovation award. While we didn't take home the trophy, being recognised at a national level was a fantastic achievement and reflects the hard work, commitment and fresh thinking behind our repairs service.

It was also a great opportunity to celebrate the success with our tenant volunteers, who enjoyed being part of the evening. We're incredibly proud to have been recognised and will continue working to improve the services we provide for our tenants.



TACKLING KNIFE CRIME

Real Talks Save Young Lives

Working with Wates, we recently helped deliver the Lives Not Knives project at Upholland High School. Thanks to funding from Wates, students heard powerful real-life stories from guest speakers Steve and Kelly, helping them understand the devastating impact knife crime can have on individuals, families and communities. The session encouraged positive choices through shared lived experiences together.

Working With You For Better Homes

Councillor Neil Furey shares his thoughts for housing, tenant engagement and improving services across communities in West Lancashire

Following the recent local elections and changes to the Council's structure, West Lancashire Borough Council has appointed a new Chair of the Landlord Services Working Group (LSWG).

Councillor Neil Furey has taken on this important role, helping to oversee housing services and ensure tenants' voices are heard at the highest level.

The LSWG brings together Councillors, officers and Tenant Representatives to review performance, shape priorities and strengthen accountability across landlord services.

With increased national focus on housing standards, regulation and tenant engagement, the group's work is more important than ever.

We spoke to Cllr Furey about how he plans to put tenants at the heart of decision-making. He said: "I'd like tenants to know that I genuinely care about landlord services and the people who use them.

"Most importantly, I want tenants to know that I'm on their side. I'm committed to maintaining and improving the services we provide and making sure tenants' voices are taken seriously.

"My message is simple: please get involved and speak to us. We want you to feel confident approaching us,

sharing your views and raising any concerns you may have.

"We're here to help and the more we hear from tenants, the better we can shape services to meet their needs. Tenants' voices are essential to improving what we do and I'd encourage anyone to take that first step and get involved."





Standing with tenants to help stop social housing stigma

We've joined the national Stop Social Housing Stigma campaign, reinforcing our commitment to championing dignity, respect and fair treatment for all social housing tenants across the Borough.

The campaign was founded following the Grenfell Tower tragedy in 2017, when residents across the country identified social housing stigma as one of the most urgent issues affecting their lives.

Stop Social Housing Stigma has since grown into a powerful tenant-led movement supported by hundreds of residents, housing professionals, registered providers and local authorities nationwide.

Its mission is to challenge negative stereotypes, encourage cultural change within the housing sector and promote pride in social housing communities.

Councillor Neil Furey, Committee Chair for Communities and Environment, said: "Stigma has no place in our communities. Every resident deserves to feel respected, listened to and valued. "By joining this campaign, we are making a clear and public commitment to challenging outdated perceptions and ensuring that social housing tenants in West Lancashire are treated with dignity and fairness."

As part of its involvement, the Council plans to:

- Participate in the campaign's national network and events
Invite campaign speakers to engage with Council housing teams and partners
- Raise awareness among staff, contractors and community groups
- Use the campaign's Journey Planner tool to assess and improve how services address stigma
- Work closely with tenants to shape future actions and cultural change

It's important that tenants in West Lancs continue to play a central role in shaping the work to tackle social housing stigma.



Awaab's Law helps us act fast to keep your home safe, warm and well all year round

Awaab's Law strengthens protections for social housing tenants when serious hazards are reported. It currently covers damp, mould and emergency hazards, with further protections coming into force from Monday, November 30, 2026. We have updated our Damp and Mould Policy and reviewed how we keep homes safe from risks involving gas, water, lifts, asbestos, electricity and fire. We have also completed 100% of

communal door safety checks, made fire safety information available in every block of flats and are publishing compliance data online. One tenant said: "Regular surveys, boiler servicing and electrical checks help me feel safe, which is really important to me." If you notice damp, mould or another potential hazard, please report it to us as soon as possible by using the information on page 6.

LOCAL GOVERNMENT REORGANISATION LANCASHIRE



Lancashire councils: what comes next?

The Government has announced its preferred option for Local Government Reorganisation in Lancashire. Subject to Parliamentary

approval, four new unitary councils will be created to replace the current 15 councils, bringing all council services for each area

under a single authority. This means that residents in the West Lancashire area will, from April 2028, be served by a new council covering

Chorley and South Ribble as well as West Lancashire. Scan the QR code or visit the Lancashire LGR website to find out more.

How to Get in Touch & Access Our Services



1

In-Person

West Lancashire Borough Council has two main customer service points in the Borough. The Council offices in Ormskirk, which are open Monday to Thursday from 9:00am to 5:00pm and Friday from 9:00am to 4:45pm, and the Customer Service Point in Skelmersdale, which is open Tuesday to Thursday from 10:00am to 3:00pm.

2

By Phone

The main contact number for all enquiries is 01695 577177, you can contact us during office hours – Monday to Friday

3

By Post

West Lancashire Borough Council, PO Box 16, 52 Derby Street, Ormskirk L39 2DF



HELP AVAILABLE ONLINE OR
BY CONTACTING THE TEAM
Scan the QR code to find out more

WHY NOT GIVE US A FOLLOW



Keep up to date with what's happening by following us on our social media channels