

your council housing matters

Winter 2025 | *Special Edition*

WELCOME TO YOUR 2025 WINTER SPECIAL NEWSLETTER!



As winter approaches, we're here to help you stay safe, warm, and supported. In this edition, you'll find tips on keeping warm, gas safety checks, and financial help over Christmas, plus updates on how we're supporting tenants and what's on in your community. Let's make this season safe, festive, and connected!

KEEPING YOUR HOME SAFE AND WARM THIS WINTER



At Lancaster City Council, your safety and comfort are at the heart of everything we do.

As your landlord, we're proud to help keep your home secure, warm, and welcoming all year round.

One of the most important ways we do this is through your annual gas safety check. This quick visit isn't just a box-tick—it's a vital step to make sure your heating and appliances are working safely and efficiently, so you can enjoy peace of mind at home.

It also means we can provide you with a valid Gas Safety Certificate, which is part of our legal duty and your guarantee that everything is in top condition.

Thank you for helping us keep your home safe and warm—because together, we make winter worry-free.

Warm Home Discount Scam Alert!

We will never text or email for bank details. If you are unsure of a contact you have received
- call us on 01524 582929

BOOK YOUR GAS SAFETY CHECK

EMCOR will send your appointment details. If you need to change it, call 0800 111 4521 or 01744 833398, or email: service.desk@tbr247.com

LET US IN

Your gas check is vital for safety and part of your tenancy agreement. Missing it could lead to legal action and costs—so please work with us to keep your home safe.

SMELL GAS? ACT FAST!

- Call 0800 111 999 (National Gas Emergency).
- Put out flames and cigarettes.
- Open windows and doors.
- Turn off your gas tap.
- Don't use electrical switches.

WHAT'S ON - WINTER HIGHLIGHTS



IN OUR INDEPENDENT LIVING SCHEMES



- **Alders Grove:** Festive decorations, craft projects, and regular pudding club.
- **Parkside Court:** A recent coffee morning raised £450 for Bee Adventure Charity.
- **Ripley Court:** The Remembrance Day event raised £23 for the Poppy Appeal.
- **Morley Close:** Held a Christmas fair for its residents in December providing entertainment for its tenants and guests.
- **Prospect Grove:** Bingo and coffee afternoons are held at the scheme every Thursday.
- **Kingsway Court:** Held a Christmas meal for residents on the 18th of December. And arranged for a carol service by a local school.
- **Penhale Gardens:** Recently had a trip to Cleveleys and Blackpool for 'chippy tea' and the illuminations.
- **Gummers Howe:** Held a Christmas party for residents on the 12th December and have arranged a Christmas coffee Morning for later in the month.

IN YOUR NEIGHBOURHOOD/AREA

RIDGE COMMUNITY CENTRE



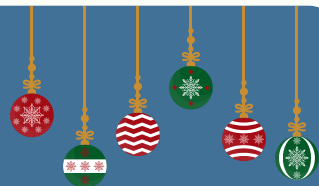
The next tenants meeting is to be held on the 27 January at 5pm



BINGO! Nights are held every Saturday at 5:30pm



The Ridge Running Club is held each Friday at 9am meeting at the centre.



CHRISTMAS EVE BAG PROJECT

You can help make Christmas brighter for local children by helping create Christmas Eve Bags.

How to help: Drop off toys, pyjamas, food items, or make a small financial contribution at the Ridge Community Centre or make an online donation at:

<https://www.gofundme.com/f/spread-christmas-joy-to-the-children-on-the-ridge-estate>



MARSH COMMUNITY CENTRE

The Marsh Community Centre recently held its Christmas raffle.

they wish to extend their sincere thanks to the Westminster Foundation and Dunelm for their festive support.



OTHER KEY UPDATES

- Langridge & Westgate: Plans for safer crossings—view online or email chengagement@lancaster.gov.uk to get involved.
- Recycling Bin Rollout: 14,000 bins delivered; report missed deliveries online or email wastechanges@lancaster.gov.uk.



WINTER WELFARE CALLS

Our Customer Services team is making Winter Welfare Calls to tenants aged 75+ in general needs properties. These calls help ensure you have the support you need during the colder months.

We'll ask about repairs, heating, and whether you'd like extra help with bills or welfare. There's no obligation to answer, but a few minutes of your time would be greatly appreciated.

Missed our call or need support (at any age)? Contact our friendly team on 01524 582929.

BIN COLLECTIONS, GARDEN WASTE & FOOD WASTE



As we head into the festive season, please take a moment to check your bin collection calendar for any changes over the holiday period.

◀ Scan the QR Code -or- Visit:

<https://www.lancaster.gov.uk/waste-and-recycling/household-waste/bin-collection-calendar>

Garden Waste Collections

Please note that garden waste collections are currently suspended for winter. They will resume in the New Year, so check your calendar for your next scheduled collection.

What's New in January?

The rollout of wheelie bins for recycling and caddies for food waste continues in January. These changes are designed to make recycling easier and more efficient for everyone.

👉 Read more about the changes – Lancaster City Council

Thank you for helping us keep our community clean and green!

'RENT FREE' WEEKS

'Rent-free' or Non-collection Weeks are on the:

22nd December 2025, 29th December 2025 and the 30th March 2026.

If you're in arrears, please continue paying during these weeks to reduce your balance.

Monthly payers: Don't adjust your payments—your plan already spreads the yearly rent over 12 equal payments.

Questions? Contact the Income Management Team on 01524 582541.

STRUGGLING WITH RISING COSTS THIS WINTER?

If you're finding it hard to manage the cost of food, energy bills, rent, or other essentials, help is available through Lancaster City Council and local partners.

FOOD & ESSENTIALS

- Food Banks for those in urgent need
- Food Clubs offering affordable groceries (£3–£5 per week) and a chance to connect with your community
- Details on places where children can eat free or for £1 during school holidays
- Help with school meals and other basic supplies



FINANCIAL SUPPORT



- Household Support Fund for residents aged 16+ facing financial hardship
- Assistance with utility bills, rent, food, appliances, and debt advice
- Vouchers for children's meals during school holidays
- Guidance from Citizens Advice on budgeting and long-term support

HOW TO APPLY:

Scan the QR Codes or Visit : www.lancaster.gov.uk/sites/cost-of-living

Call: 01524 582000 (option 7). You'll need recent bank statements and proof of benefits.

We're here to help—please reach out if you need support.

*Happy
Holidays*

NEED TO GET IN TOUCH?:



01524 582929



councilhousing@lancaster.gov.uk

OFFICE CLOSURES:



Early Closure (3pm): 24/12/2025, 31/12/25
Closed: 25/12/25, 26/12/25, 01/01/25

EMERGENCY CALL CENTRE (OUT OF HOURS):



01524 67099