

# hotnews

## from housing



The latest news for council tenants and leaseholders in Darlington

October 2007

Edition 23

# GET INVOLVED!

If you want to change and improve the way the Council delivers its Housing Services there is a range of ways to get involved:

- The Tenants Board
- Leaseholder Focus Group
- Task and Finish Groups
- Residents Associations
- Village Voice
- Estate Walkabouts
- Readers Panel



The Tenant Empowerment Team  
Lesley Coatsworth  
and Simon Callaghan

All these initiatives are designed to ensure that tenants and leaseholders get real opportunities to change and influence the Housing Service.

To find out more, call the Tenant Empowerment Team on 388515 or log on to [www.darlington.gov.uk/housing](http://www.darlington.gov.uk/housing) and click on to "Resident Involvement".

### Arabic

إذا رغبت الحصول على هذه النشرة بلغة أخرى غير اللغة الإنجليزية نرجو الاتصال بنا على رقم الهاتف التالي Tel: 01325 388515 مع ذكر رقم الإشارة.

### Bengali

যদি আপনার ইংরেজী ছাড়া অন্য কোন ভাষায় এই প্রকাশনাটির দরকার থাকে, তাহলে নম্বরে ফোন করুন এবং সূত্র নম্বর উল্লেখ করুন। Tel: 01325 388515

### Cantonese

如果你需要其它語言的版本，請與以下電話聯係並報出參考號碼：Tel: 01325 388515

### Hindi

यदि आप यह प्रकाशन अंग्रेजी के अलावा अन्य भाषा में चाहते हैं तो कृपया संदर्भ नम्बर (रेफरेंस नम्बर) बताकर निम्नलिखित Tel: 01325 388515 पर संपर्क करें।

### Punjabi

ਜੇ ਇਹ ਪਰਚਾ ਤੁਹਾਨੂੰ ਅੰਗਰੇਜ਼ੀ ਤੋਂ ਬਿਨਾਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਨੰਬਰ Tel: 01325 388515 'ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਰੈਫਰੈਂਸ (ਹਵਾਲਾ) ਨੰਬਰ ਦੱਸੋ।

### Urdu

اگر آپ کو یہ کتابچہ انگریزی کے علاوہ کسی دوسری زبان میں درکار ہو تو براہ مہربانی ٹیلیفون نمبر Tel: 01325 388515 پر فون کر کے حوالہ نمبر بتائیں۔

### Polish

Jeśli chciał(a)by Pan(i) otrzymać polską wersję językową tego dokumentu, proszę zadzwonić pod numer Tel: 01325 388515 i podać numer identyfikacyjny dokumentu.

## Inside this issue

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ROSEMARY COURT



BRAILLE

This document will be made available on request in Braille or large print

# WINTER FUEL PAYMENTS

Criminals take any opportunities afforded to them. One of the biggest opportunities for Doorstep Crime to reap cash benefits to the criminal falls around the Winter Fuel Payment period. The recipient often draws this payment in cash from the post office long before it is needed to pay bills. Doorstep criminals are well aware of this. Criminals will use many cover stories to gain access to homes where they believe this cash is available, they may distract the attention of householders in order to steal the cash, or offer their services as a trader charging large sums for little or no work. As the weather becomes worse an offer of work from someone who just happened to be working nearby may seem to be just in the nick of time, but please do take care to ensure who you are dealing with and that the problem really does exist before agreeing to having work completed. And remember, if you are a Council tenant, the Council is responsible for carrying out most repairs to your property. To report a repair, call 01325 388542 or go to [www.darlington.gov.uk/housing](http://www.darlington.gov.uk/housing) and click on ordering a repair.

## Making a Complaint

Despite our efforts to provide high quality services, you may on occasions be dissatisfied with a service that the Council provides. The Council has a specific complaints procedure to ensure that all complaints are dealt with properly.

A complaint is defined as:

**“Any expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the Council or its employees affecting an individual customer or group of customers”**

### How to make a complaint:

#### Stage 1 – Informal Complaint

- Contact the staff providing the service that you are dissatisfied with.
- Explain to them the reasons for your complaint. You will receive a reply within five working days of the initial contact.
- If a full reply is going to take longer than five working days you will be contacted.

#### Stage 2 – Formal Complaint

- If you remain dissatisfied after Stage 1 of the procedure you can take the matter further by making a formal complaint.

- Formal complaints should be made in writing using the Feedback Form available from the Town Hall or by calling the Customer Services Centre on 388542.
- If you need assistance in completing the form a Council officer will help you.
- The Director responsible for the service will look into your complaint and then assign a senior officer, who has not been involved, to investigate your complaint.
- You will receive an initial letter within five working days, detailing how your complaint will be dealt with, and by which officer.
- You will receive a second letter within fifteen working days detailing what the Council will do to resolve your complaint.
- If a full reply is going to take more than fifteen working days you will be contacted.

#### Stage 3 – What if I remain dissatisfied?

- If you remain dissatisfied with our response following Stage 2 of the procedure, you may wish the Chief Executive to review your complaint. You should put your request in writing to Chief Executive, Darlington Borough Council, Town Hall, Darlington DL1 5QT.

If you are still not satisfied, the Local Ombudsman can investigate complaints against the Council. **Please note that the Ombudsman will not normally undertake an investigation until the Council's internal procedures have been completed.**

We will provide contact details for the Ombudsman on request.



# Tenants Board Elections

**Darlington Borough Council has announced that the first elections for its Tenants Board will be held in February 2008.**

From its beginnings in 2005 the Board has been made up of volunteers but in line with its Constitution and in order to ensure that the Board is truly representative, every tenant and leaseholder of the Council will get an opportunity to vote in the elections, and those who fulfil the criteria will be able to stand for election themselves.

The Board fills an important role in the decision-making structure of the Housing Service, acting as a forum where tenants and leaseholders can comment on and alter Council policies, set targets and monitor performance, and ask questions of senior officers. Board members have been instrumental in shaping policies in areas like repairs and maintenance, allocations and homelessness, sheltered housing, choice based lettings and tenant involvement. They have been involved in mystery shopping Council services, inspected work done by partners, and have played an integral role in the selection of contractors.

As stated in the Board's constitution, six of the longest serving members are standing for re-election. They are:

**Richard Westmorland**  
**Paul Blakeborough**  
**Arthur Raper**  
**Terry Taylor**  
**David Reeves**  
**John Lumsden**

Ballot papers will be issued in the next edition of Hot News, due out on 1st February 2008, which will also contain details of who is standing together with a short personal statement from each candidate. Standing for election to the Board is open to all Council tenants and leaseholders, provided they are not in significant rent arrears and have never had action taken against them for anti-social behaviour. The Board meets once a month and meeting times can be amended to allow candidates with work or childcare commitments to take part. If you wish to put your name forward for consideration, and join with the Council in working to improve services for you and your neighbours, then complete the attached form and return it to The Tenant Empowerment Team, Town Hall, Darlington DL1 5QT or you can contact us by e-mail at [housing@darlington.gov.uk](mailto:housing@darlington.gov.uk)

Name .....

Address .....

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.....

.....

Postcode .....

E-mail .....

Telephone .....

# Housing survey reveals improvement in tenant satisfaction

**A SURVEY of council tenants in Darlington has revealed 87.3 per cent are satisfied with the overall housing service they receive – an increase of more than two per cent on last year's figures.**

**The Status Questionnaire gathers tenants' views about their homes and the services provided.**

**The results show:**

- 86.3 per cent of tenants believe their rent is good value for money.
- 89.1 per cent of respondents said they were very or fairly satisfied with their accommodation.
- 85.9 per cent said they thought the condition of their homes was good or fairly good.
- 73.6 per cent said it was easy to get hold of their landlord.
- 85.3 per cent said they found staff helpful.
- 91.6 per cent said they thought the speed which work was carried out at their homes was very or fairly good.
- 90.1 per cent said they thought the standard of work was good or fairly good.
- 83.8 per cent said the Council was good at keeping them informed.
- 64.4 per cent said they were very or fairly satisfied with opportunities for participating in management and decision-making.

Councillor Bill Dixon, Darlington Council's Cabinet member for Neighbourhood Services and Community Safety, said: "It is pleasing to see that on the whole satisfaction levels with council accommodation are rising.

"But we won't be resting on our laurels, we will use the information gathered in this survey to help us identify improvements."

## Redhall Residents Association

Redhall Residents Association meets on the second Wednesday of the month, every other month.

The meetings are held at the Community Centre and the next one is due to be held at 11.00 AM on Wednesday 14th November. All residents of the area encouraged to attend as the group is always seeking new members.

## Haughton Residents Association

There may be some spooky goings on at the Education Village thanks to Haughton Residents Association!

The group agreed to give a donation to the School to enable them to publish some ghost stories written by the children for Halloween.





**WHEN IT COMES  
TO TACKLING  
CRIMINAL DAMAGE...**

**...THERE IS STRENGTH  
IN NUMBERS**

**IF YOU SEE SOMEONE DAMAGING YOUR OWN, OR SOMEONE ELSE'S  
PROPERTY, RING THE FOLLOWING NUMBERS:**

**FOR A POLICE RESPONSE:**

**0845 6060365**

**(NON EMERGENCY)**

**OR**

**999**

**(EMERGENCY ONLY)**

**UNIFORMED WARDENS: (01325) 346831**

**MOBILE: 07816 820048**

**YOU REPORT IT, WE'LL SORT IT**

**Darlington Crime and Disorder Reduction Partnership**

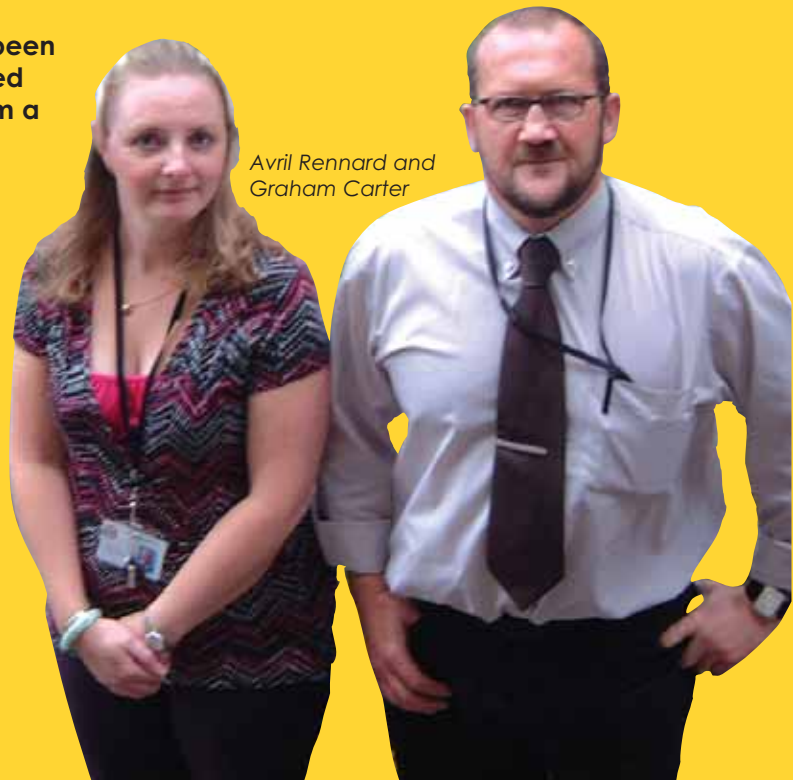
# New Tenancy Enforcement Team

The Tenancy Enforcement Officer, Graham Carter, has been joined by Avril Rennard, formerly a Housing Officer based at the Branksome and Cockerton Housing Office, to form a new team dedicated to dealing with allegations of nuisance and anti-social behaviour.

Graham and Avril will be based at the Town Hall and will be responsible for dealing with all incidents of anti-social behaviour involving Council tenants.

Avril said: "I'm looking forward to starting my new role. Having two officers specialising in ASB will allow us to spend more time dealing with problems and hopefully let us look at prevention as well as cure. The creation of the Enforcement Team is a real demonstration of the Council's commitment to ensuring that its tenants have the right to live in peace and quiet."

If you want to report nuisance or anti-social behaviour, you can speak to your Housing Officer or the Enforcement Team on 388 542, or you can e-mail [housing@darlington.gov.uk](mailto:housing@darlington.gov.uk)



Avril Rennard and  
Graham Carter

## Housing Surgeries

The Council has announced the opening hours of its new Housing surgeries, which commenced on 15<sup>th</sup> October.

Surgery	Venue	Day & Time	Day & Time
Redhall Centre	Redhall Community Centre	Monday mornings 9.15-11.15am	Wednesday afternoons 1.30-3.30pm
Firthmoor	Maidendale House	Tuesday mornings 9.15-11.15am	Wednesday afternoons 1.30-3.30pm
Branksome & Cockerton	Branksome Housing Office	Tuesday mornings 9.15-11.15am	Thursday afternoon 1.30-3.30pm
Skerne Park	Coleridge Centre	Tuesday afternoons 1.30-3.30am	Thursday mornings 9.15-11.15am

All surgeries are on a drop-in basis so it is not necessary to ring in advance to obtain an appointment. However you can ring if you prefer on (01325) 388542.

A Housing Advisor will be available at the surgeries with access to a laptop so it will be possible to deal with all enquiries.



**A couple in Firthmoor were struggling to hear their front door intercom, which had been placed in their entrance hall. They made a request to their Housing Officer to see if anything could be done.**

The Council have since been able to move their intercom into their front room so that they can always hear when they have callers and they are delighted with the work.

Residents in Mowden Terrace were overjoyed with the work done to the rear of their flats. The Council arranged for the backs to be paved, with new access ramps and handrails, together with brand new fencing.

The rear of the flats, which had previously been an eyesore, is now an attractive place for residents to sit outside and enjoy the autumn sunshine.



# Garages for Rent

The Housing Service has some vacant garages available for rent in the following areas :

Aldborough Walk

Aviemore Court

Epsom Court

Lock Street

Melsonby Crescent

Scargill

Skeeby Road

Spring Hill

Streatham Road

White Hart Crescent

Garages cost £5.43 per week for Council tenants. Non-Council tenants pay slightly more as they are eligible for VAT.

Anyone wishing to rent a garage can obtain an application form by calling 01325 388 542. Alternatively, you can apply on line by going to [www.darlington.gov.uk/housing](http://www.darlington.gov.uk/housing) and clicking on "Your Tenancy", then follow the prompts on screen to download an application form.



# Rosemary Court

**Rosemary Court has re-opened after over 18 months of extensive works have transformed it into a first class Extra Care development for older people.**

Prior to the first residents moving back to their flats, Darlington Council held an Open Day for Housing professionals from across the region to visit the Complex and see for themselves the innovative and ground-breaking nature of the project.

Housing Estates Manager Hazel Neasham said "With this development, and the other Extra Care work we have already undertaken in Darlington, the Council is really putting itself at the forefront of providing the very best for older people. I'm sure that many of the other Councils and Housing Associations that took advantage of the Open Day to see Rosemary Court will be thinking right now of how they can implement something as impressive in their own areas."

The scheme was developed in partnership with Hanover Housing Association at a cost of over £4m, with the Department of Health providing £3.2m.

In addition to 42 self contained flats there are a range of communal facilities including dining area, hobbies and nostalgia rooms, guest room, hair salon and assisted bathing.

Hanover Housing Association has also developed 8 bungalows on the site that will be made available for shared ownership.

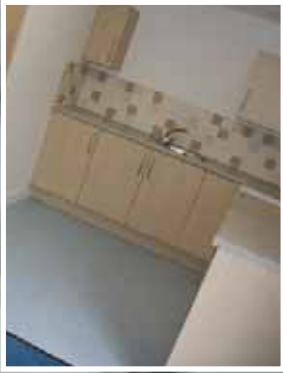
Rosemary Court follows on from previous Extra Care schemes developed by the Council at Dalkeith House and Oban Court and aims to provide the very best available care for older people who require more assistance than is currently provided in mainstream sheltered housing.

If you require any more information about Rosemary Court and the other Extra Care schemes in Darlington, or would like to know more about sheltered housing in general, then go [www.darlington.gov.uk/housing](http://www.darlington.gov.uk/housing) and click on "Independence for Older People".

**Alternatively you can call the Contact Centre on 388542.**









# HAVE A SAFE BONFIRE NIGHT

If you are going to have a bonfire on Guy Fawkes Night make sure it's a safe one. Durham and Darlington Fire and Rescue Service and Darlington Community Safety Partnership are asking people in the town to follow their advice to ensure that your local firefighters don't become unexpected guests at your Bonfire Night party.

The period leading up to and including bonfire night is a very exciting time especially for children. Unfortunately, this is also a time when many children get hurt playing with fireworks and bonfires. To avoid serious injury from bonfires you should follow the Firework and Bonfire Code.

The Chair of the Darlington Community Safety Partnership said "We urge people to go along to an organised event, where the fireworks are handled by professionals. If households do want to hold a firework display at home, following a few common sense rules should avoid accidents happening."

## Bonfire Safety

Build your bonfire well clear of buildings, sheds, fences and hedges; at least 15m

Don't leave bonfires unattended

Don't build the bonfire too high; a max of 3m

Don't put dangerous rubbish on your bonfire like aerosols, batteries, paint or old foam furniture. They may cause explosions or give off poisonous fumes.

Never leave children unsupervised and, before lighting the fire, check that no children or pets have crawled inside to hide.

Don't light the fire if it's windy in case burning embers blow away and start fires.

Don't use liquids like petrol to start the fire - they can

ignite too quickly and cause burns.

If you are having a firework display, light the bonfire afterwards so there's no risk of sparks or heat from the fire setting off the fireworks. Never put fireworks on the fire.

Have a bucket of water available and douse the embers at the end of the evening.

## Firework Safety Rules

Only buy fireworks from a legitimate retailer. Check the fireworks you buy are suitable for the size of the garden and conform to British Standards (BS 7114).

Alcohol and fireworks don't mix.

Light fireworks at arm's length with a taper.

Stand well back and keep others back.

Never go back to a lit firework.

Never play with fireworks or put fireworks in your pocket.

Always supervise children around fireworks.

Store fireworks in a metal box, kept closed between use.

Keep pets indoors.

Sparklers can cause serious injury to children if not handled correctly. It is particularly important not to give sparklers to children under five and to closely supervise children over five. We are aiming to have a safe bonfire night this year, with no casualties caused by fireworks or bonfires. Our message is to enjoy the celebrations, but do so carefully and responsibly.

# Estate Walkabout Timetable

Estate Walkabouts are your chance to join Housing staff, Street Scene, Police, Councillors and wardens on inspections of your area,

where you get the chance to point out the issues that concern you.

Estate	Inspection One	Inspection Two	Inspection Three
Firthmoor/Brankin Moor Geneva Road		28/11/07	9/1/08
Rise Carr/Whessoe Road Harrowgate Hill		28/11/07	9/1/08
Skerne Park/Parkside		29/11/07	10/1/08
Cockerton		29/11/07	10/1/08
Hundens Lane/Albert Hill	7/11/07	5/12/07	16/1/08
Whinfield/Brafferton/Bishopton Stainton/Sadberge		5/12/07	
Springfield	7/11/07		16/1/08
Middleton St George Lingfield	8/11/07		17/1/08
Mowden Tce/Coniscliffe Thornton/Hilda/Town Centre		6/12/08	
Heatherwood Grove Heighington	8/11/07		17/1/08
Dalkeith House	13/11/07		23/1/08
Redhall	14/11/07	12/12/07	23/1/08
Hargreave Terrace Hurworth/Neasham	14/11/07		
Branksome	15/11/07	13/12/07	24/1/08
Bank Top/Yarm Rd Dinsdale Crescent	21/11/07	19/12/07	30/1/08
Haughton	21/11/07	19/12/07	30/1/08
Lascelles Park	22/11/07	20/12/07	31/1/08
High Coniscliffe/Killerby Piercebridge Summerhouses/Walworth	22/11/07		31/1/08
North Road		20/12/07	

If you wish to attend one of these inspections, please call 388542 to arrange to meet up with Housing staff on the given day.



# To pay or not to pay your rent – this is the question!

The consequences of getting into rent arrears are serious, not only can you lose your home but it can also affect your credit rating as well. Since the beginning of this year Housing Services have evicted 22 people for not paying their rent.

If you fall behind with rent payments you should contact your Housing Officer on 01325 388542 immediately to discuss your circumstances. They can offer advice and arrange a payment plan to reduce your arrears over a reasonable period. **Do not ignore arrears letters.** If you ignore attempts to contact you, or break an agreement to pay your rent, action could be taken to evict you. **Not paying your rent breaks your tenancy agreement and puts you in danger of eviction.**

Failure to deal with your arrears may result in the following actions:

## Possession orders

You could be sent a **Notice of Seeking Possession/Notice of Proceedings for Possession.** If this happens and an arrangement to pay the arrears is not made within four weeks, the Council will apply to the court for a **Possession Order.** There will then be a court hearing, which you should attend. Please note you may be made liable for the costs of this hearing. The court can grant the Council two types of Possession Orders:

## Postponed Possession Order

This means that provided you keep to the agreement made in court to pay off the arrears, nothing more will be done. If you break that agreement, the Council can evict you.

## Forthwith or Outright Possession Order

This means you will be evicted straightaway. If the court grants either of these orders you become what is known as a Tolerated Trespasser and lose many of your rights as a tenant. You may also have to pay an additional £150 court costs.

If you are evicted from your home:

- The Council are under no obligation to re-house you.
- You may have problems gaining credit such as loans or hire purchase.
- You may not be able to receive a mortgage.
- You will not be considered for a transfer or mutual exchange until the arrears are cleared.



## Advice on help with paying your rent

If you are on a low income, or having financial problems, you can contact one of the Council's Welfare Rights Officers direct on telephone number 01325 388656/388688. Alternatively, view their website at [www.welfarerights@darlington.gov.uk](mailto:www.welfarerights@darlington.gov.uk). They will check if you qualify for any benefits. You don't have to be out of work to claim benefits and you could qualify for more than one.

If you feel that you may be entitled to Housing Benefit you can contact the **Housing Benefit Department** direct on 01325 - 388514

**Citizens Advice Bureau (CAB)** offers free, confidential advice face-to-face or by phone. Most CABs also offer home visits, and some give email advice. They can be contacted on 01325 – 256999 and are available between 10.00 – 1.00pm. Their website is [www.darlingtoncab.co.uk](http://www.darlingtoncab.co.uk)

**National Debtline** is a free, confidential service offering independent advice about dealing with debt. You can get information online or by calling the free helpline on 0808 808 4000.

**Community Legal Services Direct** aim to provide residents of Darlington with a network of high quality legal and debt advice. Contact them direct on 0845 345 4345 or view their website at [www.clsdirect.org.uk](http://www.clsdirect.org.uk).

## All of the above services are FREE

And remember – you can always speak to a Housing Officer by calling 01325 388542 or e-mailing [housing@darlington.gov.uk](mailto:housing@darlington.gov.uk)





# ESTATE NEWS

## **Lascelles**

MITIE Ltd, the Council's partner, have recently completed an external painting programme in the Lascelles area for both Council houses and garages. Doors, gutters and external woodwork and brickwork have been painted as part of the Council's ongoing maintenance project.

## **Skerne Park**

MITIE have also recently completed similar work in Skerne Park and Parkside. The Council operates a rolling programme of painting works every year to ensure that their properties remain in good condition.

## **Hurworth**

Foundations have now been laid for the new Sheltered Housing scheme at Linden Court, and the next few months should see the site really begin to take shape. The work is being completed by the Council's own Building Section and will be completed next year.

In order to keep the residents informed about the progress of the scheme, and to ensure that friendships can be maintained, Housing Services organise regular afternoon teas in Hargreave Terrace.

This provides an opportunity for the residents to get together in a social setting and keep to date with each others news, as well as giving Housing Officers the chance to keep everyone updated on the progress of the work.



## Are you worried about domestic abuse?



If you are experiencing Domestic Abuse or have experienced abuse and would like to join a support group with women who have had similar experiences.

**Please phone: Anita on 01325 388548  
or txt Anita on: 07947 159 566  
or email: [anita@darlington.gov.uk](mailto:anita@darlington.gov.uk)**



See back  
page to  
win tickets

Odos Pantomimes presents

# A Truly Wicked Pantomime!

'CHARITY DINGLE' From  
**EMMERDALE**

**EMMA  
ATKINS**

as The Wicked Queen

'NICK COTTON' From  
**EASTENDERS**

**JOHN  
ALTMAN**

as The Henchman

DARLINGTON'S OWN POP IDOL

**ZOE BIRKETT**

as Snow White

Executive Producer  
**MICHAEL  
HARRISON**

# Snow White AND THE Seven Dwarfs

**PETER PIPER**

as Muddles

**STEVE ARNOTT**

as Nurse Gertie

Fri 7 Dec 2007  
Sun 20 Jan 2008



THE  
**MAGNIFICENT  
SEVEN**

Media Partner  
**103.2**  
alpham

**Darlington Civic Theatre**

**BOX OFFICE 01325 486555**

**100  
YEARS**  
1907-2007





# Garden Competitions

**Three of the Town's Residents Associations ran Garden Competitions this summer and the winners are listed below.**

## Lascelles

The overall winner of the first ever Lascelles Garden Competition was Jim Parker. Joe Prettyman also won a prize for best hanging basket, and Doreen Storey claimed the award for best planter. All the winners received a £30 B&Q voucher and were invited to a presentation evening with the Mayor at the Copper Beech Pub.



*Garden winner Jim Parker with Andy Neasham of Street Scene*

Local Street Scene Team Leader Andy Neasham was called on to do the judging.

## North Riverside

At the North Riverside estate, off North Road, former Councillor Bill Holmes undertook the judging duties



*Teresa Lambert with her winners trophy*

and awarded the overall prize to Teresa Lambert. Teresa received a trophy and shopping vouchers at the presentation function held at the Community Centre in Havelock Street.

## Branksome

Branksome Residents Association organised their first garden competition this year and local Councillors Jenny Chapman and David Regan agreed to take on the role of judges.



Mr Allan claimed first prize for both overall garden and hanging baskets and received his vouchers, courtesy of B&Q, from Councillor Chapman at a presentation ceremony held at Branksome Community Centre.

All the competitions were a great success and it is hoped that next year even more people will enter.

To find out more about Residents Associations in your area, or get advice on how to set one up, go to [www.darlington.gov.uk/housing](http://www.darlington.gov.uk/housing) and click on "Getting Involved", alternatively you can contact the Tenant Empowerment Team direct on 388 515.

# PANTOMIME COMPETITION

N	E	T	E	C	P	S	R	G	C	M	G	L	V	J
N	O	Z	L	D	P	N	N	U	F	O	P	N	X	V
Z	Y	S	G	H	E	I	T	U	Y	M	D	W	M	F
G	S	K	D	C	V	K	C	D	I	O	U	M	X	X
N	Z	G	L	R	C	P	U	U	P	I	R	O	S	X
O	N	O	I	L	A	O	W	G	T	L	K	O	M	E
B	R	A	N	A	G	H	B	L	Q	W	R	L	H	P
T	S	L	E	L	A	U	C	E	M	Y	M	K	O	Y
H	X	S	L	U	R	Z	N	I	W	L	V	Q	X	X
J	S	X	O	T	R	E	D	G	R	A	V	E	E	R
K	Y	Y	O	G	I	M	I	N	A	S	E	U	Q	Y
R	T	N	T	G	C	P	F	V	U	J	R	W	L	A
K	A	I	O	T	K	K	W	N	I	W	Z	K	C	W
A	I	T	F	O	J	W	D	D	B	L	Y	X	C	I
V	L	H	S	S	R	Z	S	B	W	U	O	G	W	P

**BRANAGH  
BURTON  
GARRICK**

**GIELGUD  
HOPKINS  
IRVING**

**OLIVIER  
OTOOLE  
REDGRAVE**

**RICHARDSON**

To win tickets for for a family of four for this years Panto, courtesy of the Civic Theatre, simply find the names of the 10 famous actors in the word search and send your completed entries to **Simon Callaghan, Darlington Town Hall DL1 5QT**. Entries should be recieved before 19th November.....Good Luck!

The winner of the wordsearch in the last edition of Hot News was Mr Wood of Parkside. He wins £25 of Boots vouchers. The winner of the £100 prize draw for the STATUS Survey was Mrs Wells of the North Road area. Mrs Wells chose to receive her prize in Morrisons vouchers.

## TALK BACK

HAVE you ever felt that you wanted the chance to tell the Housing Service just what you thought of it? Whatever your opinion; good, bad or ugly, we want to hear it.

To tell us how you think we are **REALLY** doing, fill in the slip below and send it to Simon Callaghan, Tenancy Empowerment Manager, Darlington Town Hall, Darlington DL1 5QT

I'm: (please tick)

- ☐ Overjoyed
- ☐ Happy
- ☐ Disappointed
- ☐ Furious

Please tell us why: .....

.....  
.....  
.....

Name: .....

Address: .....

.....

.....

.....

Tel No: .....

Please note – we do have a separate procedure if you wish to make a formal complaint.

**If you want to know more about making a complaint call the Contact Centre on (01325) 388542 or log onto [www.darlington.gov.uk/resident](http://www.darlington.gov.uk/resident)**