

Progress

SUMMER 2004



Housing Association

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MORGAN & FONE
(SERVICES) LIMITED



Housing Association



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www.bpha.org.uk



The members of the Progress Tenants Advisory Group are: Ella Beardmore, Linda Clark, Bill Gillan, Robert Jones, David Waterston
Deadline for the next edition: 29th July. Mark your envelope "Progress" or email progress@bpha.org.uk



If you have an idea for an item, please contact Carol Solaiman on tel 01234 221343 or email progress@bpha.org.uk

Front Cover: 'Summer Sky' supplied by Polaprint

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A word from... Julie Wittich

Thank you to everyone that took part in the 'clear rent account' £500 cash draw - we had 1600 entries in total!

Congratulations to Mrs Waller of Bedford who was our lucky winner, pictured here being handed her prize!



12 Months Home Contents Insurance from only £26.42*

Bedfordshire Pilgrims Housing Association

Pay As You Go Home Contents Insurance

(a special scheme for Bedfordshire Pilgrims Housing Association)

Low cost insurance for all of your possessions - 12 months insurance from only £26.42

Easy payment options - see premiums below

All post codes included at no additional cost

No security requirements

No long term commitment - you literally 'pay as you go'



Sum Insured	For tenants aged 60 or over			All other tenants		
	Fortnightly Premium	Monthly Premium	Annual Premium	Fortnightly Premium	Monthly Premium	Annual Premium
£6,000	£117	£230	£2642	N/A	N/A	N/A
£8,000	£130	£263	£3122	N/A	N/A	N/A
£9,000	£207	£330	£3983	£238	£356	£4255
£12,000	£258	£440	£5281	£299	£428	£5140
£15,000	£309	£530	£6984	£360	£540	£6792
£20,000	£394	£734	£8886	£461	£681	£8105
£25,000	£478	£934	£11007	£563	£810	£9729
£35,000	£648	£1284	£15410	£766	£1141	£13693

Premiums are available from £6,000 to £35,000; all premiums, terms and conditions are stated within a free information pack.

For more information please call:
or enter the Free Prize Draw below.

01234 221292

Free Prize Draw

Please enter me into a free prize draw for £25 worth of store vouchers and send me a free information pack regarding Contents Insurance:

First Name: _____ Last Name: _____ Telephone No: _____
Address: _____
Post Code: _____

Please post to: Insurance Prize Draw, BPHA, Freepost ANG5 107, Bedford MK40 1ZZ.

Free Prize Draw Terms and Conditions

1. The Free Prize Draw is open to all who return their request for a tenants contents information pack to Insurance Prize Draw, BPHA, Freepost ANG5 109, Bedford MK40 1ZZ. 2. The closing date for receipt of entries is Friday 30th July 2004. 3. The winner will be notified by post by Friday 5th August 2004. 4. The winner's name can be identified after that date by sending a stamped addressed envelope to Insurance Prize Draw, BPHA, Freepost ANG5 109, Bedford MK40 1ZZ. 5. Employees of BPHA and Jaxine Lloyd Thompson are not eligible to enter. 6. The winner will receive £25 worth of High Street Stores Vouchers. 7. No cash alternative is available. 8. BPHA cannot accept responsibility for entries lost or delayed. Proof of posting is not proof of receipt. 9. No purchase is necessary. An entry into the draw can be made by supplying your details on a postcard to INSURANCE PRIZE DRAW, BPHA, Freepost ANG5 109, Bedford MK40 1ZZ. 10. The draw will be attended by an independent observer to ensure fair play. 11. The free prize draw is open only to residents of Bedfordshire Pilgrims Housing Association.



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Tel: Polaprint on 01234 213885

The ABC of ASBOs

The police and local authority now have new measures, under the Anti-social Behaviour Act 2003, to tackle persistent anti-social behaviour, such as loud music, graffiti and intimidation –

Acceptable Behaviour Contract (ABC)

A voluntary contract signed by individuals who undertake to improve their behaviour in the future. A breach may result in an ASBO.

Anti-Social Behaviour Order (ASBO)

This stops someone from specified actions, entering certain places or associating with named people. A breach is a criminal offence. An order can be made against anyone over 10 and last at least 2 years.

At the moment, Housing Associations don't have the power to ask magistrates for ABCs or ASBOs, but we do work closely with the police and local authorities. You can help too by being prepared to stand up and be heard as evidence is needed for a successful ASBO application.

Don't suffer in silence. ●

Useful Contacts

Ann Louis-Stephenson, Anti-Social Behaviour Reduction Co-ordinator, Bedfordshire Police - 01234 275 260

Alan Paul, Community Safety Officer, Bedford Borough Council - 01234 221881

Anti-Social Behaviour unit for Corby & Kettering, Corby Police Station - 01536 400400

Davertry District Anti-Social Behaviour Action group - 01327 303202



Real Lives

You do not have to tolerate anti-social behaviour. This time we hear from an owner occupier who took action against their noisy neighbours

December 2003

I complained to a BPHA Housing Officer about the very noisy neighbours who live in the BPHA flat above.

The Housing Officer asked if I have approached the neighbours yet to discuss the problem with them. I have thought about it but would be worried about their reaction as they can be very intimidating – and after all, I still have to live here. BPHA offered to arrange mediation between us, but I don't think that would work.

The Housing Officer has left me with diary sheets to fill in with details of the nuisance over the next 28 days. This will give BPHA evidence to take action against the neighbour. I might also contact the Environmental Health Department - they may be able to prosecute the neighbours or confiscate their music equipment. Then I might get a good night's sleep....

Let's see what happens when the Housing Officer writes to the neighbours.

January 2004

I've sent in the diary sheets and know that the Housing Officer is going to visit the neighbours soon. I am a bit worried but know that I have done the right thing.

The Housing Officer visits me and says the tenants refute the allegations saying that they are not true and they are not making too much noise.

February 2004

It still hasn't stopped! At least an Environmental Health Officer has heard it for himself and is serving them with a noise abatement notice.

And BPHA serves a Notice of Seeking Possession (NOSP) - the first stage of re-possessing the property.

March 2004

Time's up. The NOSP has now expired and as the Association still gets complaints, they are now considering taking court action.

The Housing Officer has visited us both to discuss what happens next.

Thank Goodness! The thought of losing their home must have prompted the tenant to stop causing a nuisance and now it's lovely and peaceful. ●

BPHA expects all tenants to show consideration and respect towards their neighbours. It is a breach of your tenancy agreement to behave in a way that causes a nuisance to others.

The threat of being homeless is not always enough to stop people from behaving in an anti-social way. Some individuals and families have no regard for the people living around them and they can make people's lives a misery.

If you are experiencing problems and have tried to resolve it amicably, report it to your Housing Officer as soon as possible – we want to help you.

Focus on Elstow

BPHA has approximately 100 properties in Elstow including the bungalows at Bunyan's Mead, which are thought to date back to the Jacobean period. They were originally owned by the Whitbread estate and were sold to and restored by Bedford Council in the 1970s.

One of Elstow's long time residents is Freda Roberts who has lived there all her life and has lived in her bungalow in Bunyan's Mead for 26 years! Visitors to Elstow are frequently asking about the connection with John Bunyan, so much so that Freda refers to herself as "one of John Bunyan's relics!"



Freda & Doris

Freda said that her neighbours are all very friendly and she actually went to Elstow School with one of them, Doris Simmonds. Both of them left school at the tender age of 14 and in those days it was a case of "left on Friday, went to work on Monday". Being the time of World War II Freda went to work for a local factory to make boxes for gas masks. Of Elstow, Freda said that she "wouldn't want to live anywhere else".

We must mention that in May, Doris and her husband Charles celebrated 64 years of marriage – congratulations to you both! ●



Moot Hall

Did you know?

Elstow is small village to the South of Bedford and is steeped in history. It is probably most famous as John Bunyan's birthplace (author of "The Pilgrim's Progress") but it also hosts some beautiful buildings. One of them is Moot Hall, which dates back to around 1500, now a museum showing 17th century life.



Abbey Church of St Mary and St Helena

Next Focus On: Brickhill

Information and articles welcome from tenants living in this area.

Contact Cathy Martin

tel: 01234 221219

New Customer Services Committee

I'm John Norman, Chairman of the new Customer Services Committee (CSC). I am originally from North London but now live in Harpenden as a self-employed management consultant. I have a long-standing interest in social issues and have been a BPHA Board of Management member for 5 years.



homes, progress with the Modern Homes Secure Homes programme, and priorities for the coming year.

We approved the Tenant and Community Participation Strategy and policies on : Building New Homes, The Support and Protection of Vulnerable People, Supported Housing, Homelessness and Tackling Poverty.

Our current 6 tenant members all served on the Regional Committees and have brought a range of skills and experience to the CSC. They are - Bill Gillan, David Waterston, Knorah Bedeau, Marion Denton, Doug Parsons and Robert Jones. They will be on the CSC for one year only, after which elections will be held. In the Spring of 2005 voting papers will be sent to all tenants.

I'd be really pleased to hear from any of our customers who would like to be co-opted onto the CSC. A co-opted committee member comes to meetings and learns from the discussions but does not have any authority to make decisions. Then, after a year of being involved and providing there is a vacancy, the Co-optee can stand for election and if successful becomes a tenant member with voting rights.

In order to ensure that the CSC is

representative of our communities, we welcome interest from under-represented groups such as

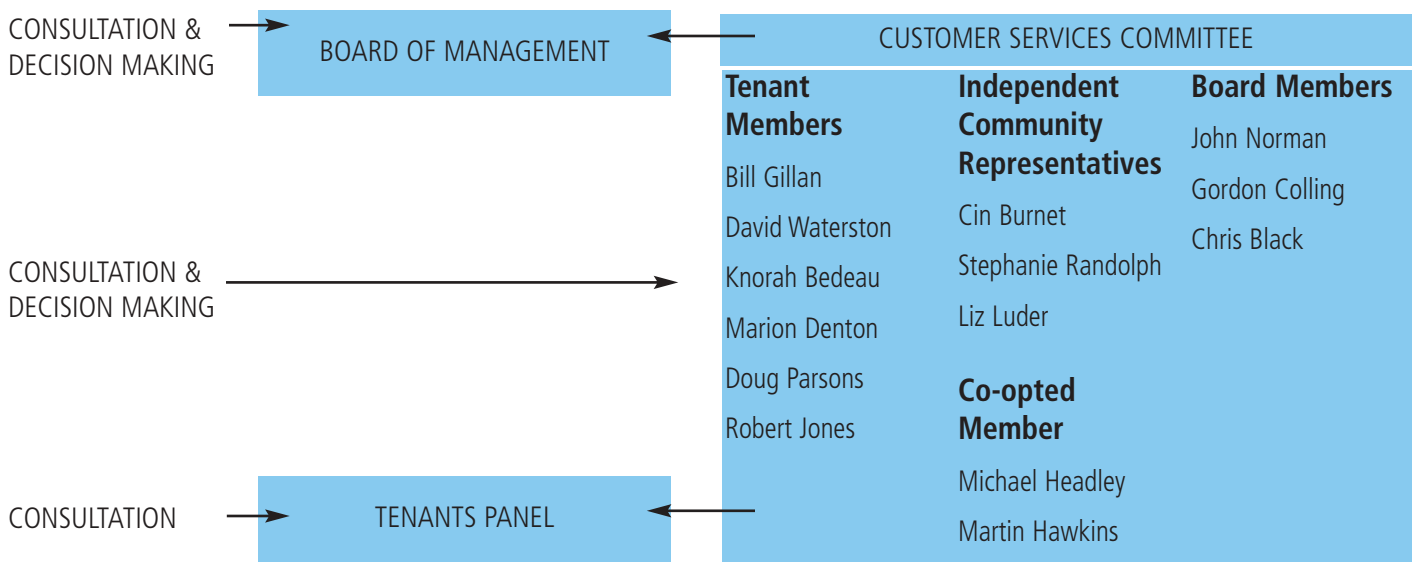
- people who live in areas other than Bedford, including Huntingdon, Cambridgeshire, Luton, Mid and South Bedfordshire, Northamptonshire, and Peterborough
- younger people
- people from Black and Minority Ethnic communities.

All new CSC members will be trained in accordance with their individual training requirements. They will not be required to attend more than 6 meetings per year. The dates for this year's meetings are 8 June, 27 July and 26 October.

Reasonable expenses such as travelling and child care expenses are paid by BPHA.

I am extremely confident that BPHA's customer service will continually improve as a result of the work of the CSC and will ensure that all customers are kept informed of progress made.

Those interested in becoming a co-optee should contact Maureen Little, Community Development Manager at Pilgrims House.



Me, Volunteer?

A lot of tenants already volunteer, either for BPHA projects, clubs or residents associations or for other schemes in their community. If you have been thinking about giving some of your time to a worthy cause, here we answer some questions you may have.

Why should I volunteer?

Because volunteering is a great way to:

- Meet people
- Use skills
- Gain new skills
- Fill spare time
- Gain satisfaction
- Get involved
- Develop new interests.
- Feel valued
- Have fun!

What sort of volunteering opportunities are there?

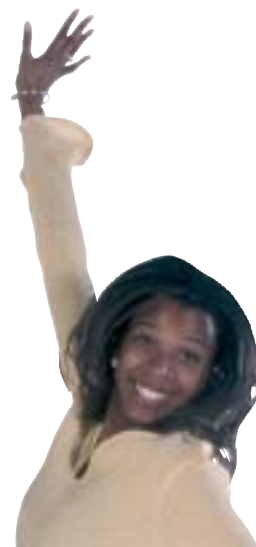
A lot of people think of volunteering work as being in a charity shop or serving refreshments. Of course those opportunities do exist, and volunteers are always needed to do this work, but there are many, many other opportunities. You may want to work on reception for an organisation, meeting and greeting people; you may want to do computer work or administration work; you may want to work with children in a school setting or in an open contact centre; you may want to befriend elderly or disabled people - the list goes on and on.

Will volunteering affect my benefits?

The short answer is no. Volunteering does not affect your benefits, and there is no limit to the number of hours work you can do each week. However you do need to inform your benefits advisor. If you are claiming Job Seekers Allowance, you need to look for paid employment as well as doing your voluntary activity, you need to be willing and able to attend a job interview at 48 hours notice and you need to be willing and able to take up a job at one week's notice.

How do I go about volunteering?

Contact your local Volunteer Bureau, make an appointment to come along for a informal, confidential chat and find out if there is a volunteering opportunity which appeals to you. If there is, the Bureau can make arrangements for you to visit the organisation and meet with the staff there. You can also check out the website www.do-it.org.uk which holds details of local volunteering opportunities..



Useful information

Bedford Volunteer Bureau

Tel: 01234 213100. E-mail: vb@bedfordvb.org.uk

Mid Beds CVS

Tel: 01525 841160

South Beds Volunteer Bureau

Tel: 01525 850559

Luton Volunteer Bureau

Tel: 01582 733418

www.do-it.org.uk



Volunteers were treated to a night out by BPHA at the Acropolis Greek restaurant in June as a thank you for all their hard work, as part of National Volunteers Week.

Community Champions

Four members of the same family who are committed to improving their neighbourhood have been crowned BPHA Community Champions.

The Woodward family, of Wyatt Road, Kempston, received the award – the first of its kind - at a presentation afternoon at Seasons Bistro, Nene Park, in June.

Theirs was one of three Community Champions awards presented by Bedfordshire Pilgrims Housing Association (BPHA) in recognition of invaluable voluntary work carried out by its tenants and residents across the areas it serves.

Dave and Jane Woodward and their two youngest children, Dannie and Nia, are involved in numerous community and voluntary groups, including Balliol Community Action Group, TOC-H and St John Ambulance.

BPHA Community Development Manager Maureen Little said:

"Community Champions are residents who go the extra mile to benefit their



neighbours and their neighbourhood.

"They work tirelessly in partnership with BPHA staff, local authorities and voluntary and community groups to ensure that the quality of life for people in their communities is improved.

"The Woodward family are a shining example of this and are an inspiration to our tenants and other residents in

the Bedford area and beyond. We are delighted to present them with this award, which we hope will help them keep up the good work."

The other Community Champions were Jane Donnelly, of Dumble Close Community Action Group, in Corby, and Willie Hall, also of Corby, who campaigns for the rights of the less-abled. (See Progress Spring 2004)

Volunteer at BPHA

BPHA already benefits from the work of a lot of volunteers – perhaps you are thinking about being one of them? Here are some ways that you can help

Opportunity

- Silver surfers – ICT project for older people
- Fit & B. Healthy@60 – exercise project for older people
- After School Clubs
- Your local residents association
- Customer Services committee
- Tenants panel

Who to contact

- Liz Harris – tel 01234 221386
- Liz Harris – tel 01234 221386
- Liz Harris – tel 01234 221386
- see back page of Progress
- We will be asking for nominations next year
- Jim Playle tel 01234 221289 see page 8

Tenants Panel update

We now have 80 tenants who have stepped forward to join the Panel, and we are actively seeking more members, so if you feel you would like to be involved please let me know.

Welcome Packs have been sent to all those who have completed and returned their membership forms. The first consultations took place during May 2004. I'll let you know how they went in the next edition of Progress.

Feedback on Welcome Pack

I asked members for their thoughts on the content of the Tenants Panel Welcome Pack and am pleased to say the feedback has been very good. I will take forward many of the suggestions to make the information clearer for new members. My thanks go to those of you who returned your Feedback Questionnaires.

Future consultations

- Speed of re-letting empty properties
- Postal, email and telephone surveys.
- Rent Arrears
- Neighbourhood Management
- BPHA Customer Charter
- Reception at Pilgrims House
- Tenant Involvement

Other areas will be identified as the year progresses.

If you are a panel member, please watch this space.

Joining the Tenants Panel

If you would like information on joining the Tenants Panel please contact Jim Playle on 01234 221289, he will be happy to send you details.



Panel report

Two focus groups were held, as part of an extensive consultation process, with 13 panel members to look at the BPHA name and logo. Views were very mixed – some want to keep the John Bunyan link through "Pilgrims", others think that this may not be so important to those outside the Bedford area.

A summary report has been sent to those who attended. This will also be used to help make the final decision.

Feedback from Arthur



Arthur - Tenants Panel member

I think it is very important for tenants to help the Association in this way. The meetings I have been to have been both very informal, and friendly. I've been given the opportunity to have my say honestly and am confident those views will be heard. Obviously not all our suggestions can be taken on board - but I'm confident that Pilgrims are serious about this - I wouldn't give them my precious time otherwise.

Join The Tenants Panel!

The Tenants Panel is a list of our tenants who have volunteered to give us feedback on our services from time to time.

We use informal meetings, home visits, telephone, postal and email surveys to gain your views on how well we do things.

The Panel isn't a group of people that meet up on a regular basis, so demands on your time will be small. We anticipate you will be contacted no more than 5 times a year.

We are seeking people who are willing to give us honest feedback on how well we do things, in a constructive way.

If you want to join the Tenants Panel please contact Jim Playle on 01234 221289 or email at jimp@bpha.org.uk, or write to him at Pilgrims House.



A Tribute: Rod Gascoyne

It is with great sadness that we must report that Rod Gascoyne died suddenly in March – he was just 63 years old.

Rod had been a BPHA tenant since 1994 and quickly became involved in fighting for tenants' rights through his involvement with BPHA, initially through his local tenants association in Bromham and the work of the Tenants Federation.

Rod went on to become an elected Tenant Board member in 1998 and also served on the Regional Committees and our audit committee. Rod was also a significant contributor to the Bedfordshire Tenant Participation Group which he chaired for four years.

Despite on-going ill health, Rod was always committed to attending meetings and actively contributing in all the debates, demonstrating his broad understanding of the complex world of housing. He was a great ambassador for Pilgrims and a committed enthusiast fighting for tenants' involvement in decision-making and improved services throughout his six years on the Board.

His presence, wisdom and enthusiasm will be greatly missed.

John Cross
Chief Executive



On behalf of all members of the Pilgrim Tenants Forum, I would like to express our sadness at Rod's untimely passing. He will be sorely missed not only as a colleague but also as a friend.

Despite not being a well man, Rod was always available to help residents with problems – nothing was too much trouble for him.

Our sincere sympathy goes to his wife and family

Lucy Law, Pilgrims Tenants Forum

TELL US

As part of the national 'TELL US' campaign against Racial Harassment, BPHA is an official reporting centre. This means that if you have witnessed a racial harassment/hate incident, or have been a victim of an incident you can report it directly to us – even if it happened some time ago. You do not have to report it to the police if you don't want to. We can complete your incident report form and advise you on the best course of action, which may involve other agencies (including the police) if you so wish.

Hate crimes can range from graffiti, verbal abuse, bullying, harassment and criminal damage to actual physical assault. It is important to report all incidents even if you do not want us to take any action, in order to get an accurate recording of the number of incidents experienced by our residents.

So, if you have previously experienced any form of racial/hate crime and did not report it at the time, please contact Amy Jdali at Pilgrims House to report the incident in the strictest confidence.

If you don't 'TELL US' it won't be a recognised problem.

New Street Rangers

Bicycle-riding rangers are becoming a familiar (and popular) sight in Kingsbrook and Cauldwell, Bedford. Street rangers Heidi Weight (Kingsbrook) and Jamie Hall (Cauldwell) are now out and about in their communities after completing five weeks' training.

Residents have welcomed the duo, who join two existing street rangers to boost the service which is funded by Bedfordshire Pilgrims Housing Association and Bedford Borough Council.

Based from Bedford Town Hall, but working in the community most of the time, their role is to work with residents and local agencies to improve the environment, reduce crime and the fear of crime, and tackle anti-social behaviour.



Useful Contacts

Street Rangers 01234 227254

The £100 competition



This time we want you to consider the Reception area at Pilgrims House and come up with some exciting ideas for improving it. Don't worry if you haven't been to Reception before – we have provided you with some photos to give you a feel for what it looks like now.

List a minimum of 5 improvements to the Reception / Cash Hall area. Or, if you are artistic, you can design your ideal Reception area, ensuring that any futuristic designs are explained fully.

Your suggestions could include things like better carpet, or improving the queueing system etc. We can't promise Brad Pitt on the front desk – but we will look at all suggestions and introduce improvements where and when we can.

All well-thought out entries, however sensible or wacky, will be entered into a draw.

1st prize: £30 Runner up £20 Two categories will be judged - under 16s and 16 and over.

Improvement suggestions

1. _____
2. _____
3. _____
4. _____
5. _____

Name: _____

Address: _____

Daytime Tel: _____

COMPETITION RULES

1. Competition only open to residents of BPHA
2. Entries received after closing date will not be accepted
3. Judges decision is final



(Competition Sponsor)

Post your completed entry to:
The £100 Competition,
BPHA,
FREEPOST ANG 5107
Bedford MK40 1ZZ.
(no stamp needed) by 31st July.

Congratulations to:
Mrs W of Queens Park,
Bedford who won the
Spring Competition

News in Brief

Goldington Family Centre

Goldington Family Centre has recently opened the new Smarteez Nursery in Downside Bedford on a site owned by BPHA.

The site was originally used as garages but when these were demolished, the Family Centre approached BPHA about the possibility of providing a facility for up to 43 children of pre-school age.

As the area is right in the middle of one of BPHA's estates, this provided the ideal opportunity to show BPHA's commitment to our communities and we readily agreed to help.

Part of the money used was provided by the National Lottery and the building work took place over last summer. The Nursery opened in November last year. ●

Balliol Community Action Group

Balliol Community Action Group would like to thank Montell Neufville (Balliol Street Ranger) for providing them with a digital camera. This will be put to good use recording improvements in

the area and events that they are involved in. For more information on Balliol Community Action Group contact Cathy Martin on 01234 221219. ●

Pilgrims Tenants & Residents Forum

The Pilgrims Tenants & Residents Forum aims to look after the interests of BPHA tenants. We are seeking new members to help us continue this work – remember, there is always strength in numbers!

We meet approximately every 2 months and use various venues in the area for our meetings. Details of when and where the next meeting is can be obtained by telephoning the Community Development Manager at Pilgrims House on 01234 221348.

Please come and join us and help us to work together for the benefit of all tenants.

All reasonable travelling and childcare expenses will be reimbursed to those who attend.

Secretary, Pilgrims Tenants & Residents Forum

Pilgrims House closed

Pilgrims House will be closed on Thursday 8th July for the annual staff conference. ●

Facelift

The Garden at Leeson Court, Towcester has benefitted from a recent award from the estate improvements budget.



Fridgesavers

If you've got an old fridge or fridge-freezer, you're probably using more energy and paying higher bills than you need to. If you're on certain benefits and already have an old, or worn-out fridge (or fridge-freezer) you could be eligible for a new, highly energy efficient replacement for a fraction of the sale price through the FridgeSavers Scheme.

Because these new models will be more energy efficient you could also save more than £25 on your electricity bills every year, which could add up to more than £375 over the life of the appliance.

Who is running this Scheme

Powergen and N-Power.

How much will it cost

The cost of the appliances will depend on the model and cubic capacity:

	Fridge	Fridge-freezer
Powergen	£50	£75
N-power	£35	£60

You would need to check which is the most suitable for your needs.

Powergen will charge £15 to remove your appliance. N-Power will not remove appliances and you will need to

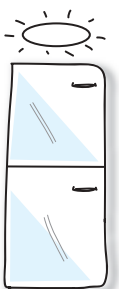
make your own arrangements.

Who can apply

People who are receiving certain state benefits (details on request), who already have a fridge or fridge-freezer that needs replacement because it is worn or damaged.

How to apply

Contact your local Energy Efficiency Advice Centre on 0800 512 012 and they will check whether you are eligible and give you more details.



Housing Officers

These are often your first point of contact. They can help with all tenancy matters, rent queries, home visits, aids and adaptations etc. Your quarterly rent statement tells you your Housing Officer.

Tel (01234)

Stuart Bennett	221352
Joanne Bennett	221316
Rose Khan	221379
Philip Keech	221374
Catherine Andrews	221351
William McFarland	221344
Mark Joseph	221361
Sohan Sihota	221372
Rosemary McCabe	221371
David Register	221373
Tricia Roberts	221362
Richard Garnham	221354

Maintenance surveyors

David Imrie tel 01234 221358
Barry White tel 01234 221358

Counties

Janice Anderton tel 01234 221360
Steve Parsons tel 01234 221353
Rob Stanley tel 01234 221363

Maintenance surveyors

Keith Houson tel 01234 221358

Intermediate team

Harpreet Chander (Shared ownership) tel 01234 221209

Wayne Breed (Private lettings & sales) tel 01234 221347

Welfare Benefits advice

BPHA tel 01234 221292 / 221287

Jobseekers Allowance Contact your local Job Centre

Housing & Council Tax Benefit Contact your local Council

Disability Living Allowance - Benefit enquiry helpline 0800 822 200

Disabled Persons Tax Credit - Tax Credit Office 0845 605 5858

Invalid Care Allowance 01253 856 123

Attendance Allowance Benefit Enquiry Helpline 0800 882 200

Incapacity Benefit Contact Local Dept for Works & Pensions

Statutory Maternity Pay Contact employer

Maternity Allowance/ grant Contact Local Dept for Works & Pensions

Residents & Tenants Associations

Abbott Crescent - Michele Wray tel 01234 854730

Balliol Community Action Group - Cathy Martin tel 01234 221219

Brickhill Roundabout - Sue Threapleton tel 01234 270735

London Road Community Action Group - Karen Nicholson tel 01234 268807

Shortstown - Derek Jones tel 01234 403644

Tavistock - Hilda Nixon tel 01234 306864

If you are interested in setting up a new tenants or residents association, or want to tackle a community matter, BPHA's Community Development team can help. Contact us on tel 01234 221348

Miscellaneous BPHA

Carelink tel 01234 211095

Bedford Foyer tel 01234 221270

Repairs reporting 0800 581707 - free

Tenants Insurance scheme enquiries tel 221292 / claims tel 01962 844454

Other Useful Numbers

Credit Union (Anglia) tel 01223 893642 (Cambridge) tel 01733 371760 (Bedford) tel 01234 346352 (Corby) tel 01536 747918

Bedfordshire Drug & Alcohol Action Team tel 01234 408348 Ext 44358

Bulk rubbish collection (Bedford) tel 01234 221708 - fee payable

Disability Information Service tel 01234 349988

Furniture Link tel 01234 353578

Handyperson Scheme for the over 60s (check with Age Concern for fee) tel 01234 215995

Morgan & Fone (Heating Contractors) 01582 414100

Tell Us - Racial Harrassment: 01234 350459

National Domestic Violence Helpline: 0800 2000247

When things go wrong...

The booklet, Making a Complaint, explains what to do if you are not happy with how you have been treated or the service offered by BPHA. You can pick up a copy from Reception at Pilgrims House

or we can send you one.

You can also make a complaint by phone, email or letter - and it can be anonymous, if necessary.



For a large print, audio or Braille version please tel 01234 221232

এটা বুঝতে সাহায্যের জন্য অনুগ্রহ করে 01234 221232 নম্বরে টেলিফোন করুন

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اس کو سمجھنے میں مدد کیلئے،

براه کرم فون کریں ٹیلی فون نمبر 01234 221232

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