



## Cosmic fun at the Big Bang



**Children and teenagers from the Lyng enjoyed an exciting day out at The Big Bang Fair this spring.**

The Big Bang UK Young Scientists & Engineers Fair is the country's largest young people's celebration of science, technology, engineering and maths.

Lyng Community Association (LCA) arranged for a group of 35 youngsters, from our Media Club and Youth Club, to attend the March event at the National Exhibition Centre in Birmingham.

LCA Community Development Officer Rachel Jennings said: "They took part in various activities and experiments including coding, forensics, testing reflexes and a whole lot more."

*"We heard a lot of 'oohs', 'aaahs' and 'no ways' from our young people and the volunteers. It was a truly inspiring day for us all."*

The trip was funded by a Curiosity Grant, a programme run by BBC Children in Need and the Wellcome Trust to support fun projects that engage young people in science-based activities.



## LITTER BUG BUSTING

**A dedicated team of 50 youngsters took to the streets to give the Lyng a spring clean.**

They spent two hours clearing up rubbish around the estate during the litter pick in April, collecting numerous bags of waste.

LCA Community Development Officer Rachel Jennings said: "They did a grand job and we were very proud of their commitment to helping make the Lyng a great place to live."



## Bank Holiday closing

The LCA office will be closed for the Spring Bank Holiday on Monday 28th May.

On these days, for emergency repairs, call 0300 333 6540 – but please remember this number is for emergency repairs only.

## Out-of-hours repairs

Please remember that the LCA office opens at 9.30am. If you need to report a repair first thing in the morning, please call us after this time as the out-of-hours service closes at 8.30am.



## Lyng in Bloom

Having scooped awards in previous Britain in Bloom competitions, we'll be entering the national contest again this year.

In preparation for judging, we are continuing to improve the estate and park area through additional planting, to make the Lyng a greener and pleasanter place to live.

If you are interested in helping or have any ideas about improving the estate, please call us on **0121 525 5969**.

## Our policies

**LCA has clear policies covering adaptations, allocations, anti-social behaviour, Board member recruitment, compensation for tenants' improvements, data protection, health and safety, pets, property improvements by tenants, rechargeable repairs, redecoration, rent arrears, repairs, service charges, tenant compensation (if a service is not provided for a long time), and void management (of empty properties).**

To see the full policies, or for leaflets which summarise the key points, please get in touch. Call in at our office at 3 Frank Fisher Way (Monday-Friday, 10am-1pm), call **0121 525 5969** (Monday-Friday, 10am-4pm), email [mail.lca@btconnect.com](mailto:mail.lca@btconnect.com) or write to us at 3 Frank Fisher Way, West Bromwich, B70 7AW.

## Don't be fooled by email scams

To help keep you safe from email or messaging scams, look out for these warning signs.

- Asking for personal information.
- Badly written emails or threatening language.
- A link with a slightly different website address from the legitimate one it claims to be.
- The message, and fraudulent links, being placed in a file attachment.
- The sender's email address not matching the name or domain they claim to be from.

If you think you've received a scam email or message, DON'T reply to it, download any attachments or click on any links within it.

To help catch cyber scammers, report it to the legitimate organisation the message claims to be from.

## WHAT IS AN EMERGENCY?

We are sometimes asked what is classed as an emergency repair, so here is a list of some examples:

- Fire damage
- Burst pipe
- Flooding
- Severe storm damage
- Major fault with the electricity supply
- Unsafe electrical fitting
- A breach of security to outside doors and windows
- Gas leak
- Blocked flue
- Blockage in the main drains, soil pipe or toilet (if there is no other toilet in your home)
- Space heating or hot water loss for elderly or vulnerable customers



Complete loss of your water or electricity supply would also be an emergency but may be caused by a problem with South Staffs Water or your electricity provider.

Any other event that needs immediate action to ensure your safety or security would be considered an emergency too.

**Please note** – You may be charged a call-out fee if:

- the repair you reported is not a genuine emergency
- you have deliberately caused the damage
- you are not at home when we visit in response to your emergency repair request.

**WEST BROMWICH**

**FRIDAY NIGHT SPORTS TAKEOVER**

KEEPING YOUNG PEOPLE ACTIVE IN SANDWELL

**EVERY FRIDAY 6:30PM – 9:00PM**  
**@ WEST BROMWICH LEISURE CENTRE**  
 (MOOR ST, WEST BROMWICH B70 7AZ) STARTING FROM FRIDAY 27TH APRIL 2018

**FREE ACTIVITIES FOR YOUNG PEOPLE AGED 12-18YRS:**

**FOOTBALL STREET GOLF BOXING**  
**UV SPORT SWIM HANDBALL**  
**BASKETBALL SMASH UP BADMINTON**  
**TENNIS DODGEBALL SKATEBOARDING**

FOR MORE INFO PLEASE CONTACT [SPORTS@CREATIVEACADEMIES.CO.UK](mailto:SPORTS@CREATIVEACADEMIES.CO.UK) OR 0121 524 3232

CHECK US OUT ON!

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## Universal Credit – how it works if you work



**The new welfare benefit, Universal Credit, will be introduced across Sandwell this November for anyone who is unemployed or on a low income.**

If you are employed, you can work as many hours as you like – but the amount you earn will affect how much Universal Credit you receive each month.

If you have a work allowance, you can earn up to this amount before your Universal Credit is affected. You'll be entitled to this if you're responsible for dependent children and/or you can't work as much because you are disabled.

Once you earn more than your work allowance, your Universal Credit monthly payment will reduce by 63p for every £1 you earn above the allowance. If you aren't eligible for work allowance, your Universal Credit will be reduced by 63p for every £1 you earn.

It's important to remember that, if your earnings change each week or month, the level of Universal Credit you receive will also change. So, if you've earned more in a particular month, you need to set some money aside to ensure you can cover any shortfall on your rent the following month.

If you earn enough that you won't receive any Universal Credit the following month, you still need to make sure you pay your rent and any amount towards arrears in full and on time.

- You must report any changes in your circumstances to the Department for Work and Pensions straight away, via your Universal Credit online account or the freephone helpline on **0800 328 9344**.

### Further help

For help and advice on whether you will be better off financially taking up a new job, extra hours or increased pay, please contact Sandwell Citizens Advice Bureau on **0344 411 1444** or drop in at their office in Lombard Street, West Bromwich.

You can also use these online benefits calculators:

Turn2Us – <https://benefits-calculator.turn2us.org.uk/AboutYou>

Policy in Practice – <https://www.betteroffcalculator.co.uk>

entitledto – <https://www.entitledto.co.uk/>

**If you have any concerns about Universal Credit or your rent account, please call our Income Recovery Team on 0121 525 5969.**

## Play your part

**Why not play your part in the Lyng and its future by joining the LCA board as a tenant member?**

It's a great opportunity to influence our services and your local community, so please get in touch to find out more.

The role is open to all, as long as you are not in breach of your tenancy – and you can remain anonymous if you'd rather keep your involvement private.

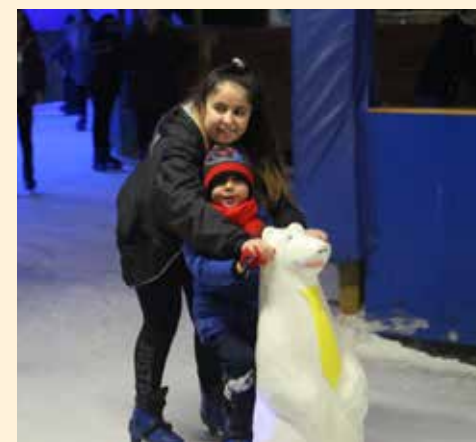
Interested? Then call us on **0121 525 5969**.

## Fun in the snow

**Sledging, ice skating and skiing were all part of the fun and games for Lyng families during a celebratory half-term visit to the Snowdome.**

Over 50 of our residents had a fantastic day out at the Tamworth visitor attraction in February.

The free trip, for 5-17-year-olds and their families, was funded by LCA and a Children in Need grant.



## Youth club grows

**Our Tuesday Youth Club is growing every week, with over 50 youngsters attending recent events.**

Members have enjoyed visits to the Black Country Museum, Fab Lab and Snowdome, with future trips to include Drayton Manor and Alton Towers.

If you are aged 11 to 17, please come along to the Church Hall, at the corner of Lyttleton Street and Moor Street, on Tuesdays from 4pm.

For more youth club news, go to [www.lyng.org.uk](http://www.lyng.org.uk)



## Curious adventures

**Members of our Curiosity Club, previously the Media Club, will enjoy a host of activities during Science Week in August.**

The club, funded by a £10,000 Curiosity Grant, meets on Thursday evenings at the Church of the Good Shepherd with St John.

## Green-fingered help

**If you need a helping hand to keep on top of weeds in your garden this spring, please get in touch!**

We have a team of young volunteers who can come out to you and put down some weed control fibre, topped off with chippings, to help keep the pesky plants at bay.



# Keep up online

You can keep up with what's happening on the Lyng and at LCA by going online.

Check out our:

- **website** – <http://www.lyng.org.uk/> – for an overview of what's going on
- **Facebook page** – <https://www.facebook.com/lyngcommunityassociation/> – for photos of our events
- **Twitter page** – @LyngLCA – for the latest news and updates.



# Handy numbers

Here's a few useful numbers worth keeping to hand in case of emergencies.

- **Lyng Community Association (including repairs)** – 0121 525 5969
- **Repairs out-of-hours** – 0300 333 6540
- **Allpay** – 0844 225 5729
- **Sandwell Benefits** – 0121 368 0800
- **Sandwell Council Tax** – 0121 368 1001
- **Sandwell Council** – 0121 358 2200
- **National Gas Emergency Service** – 0800 111 999
- **National Electricity Emergency Service** – 0800 404 090
- **Police/Fire/Ambulance emergency** – 999
- **Police non-emergency** – 101
- **Fire brigade non-emergency** – 0800 389 5525
- **NHS non-emergency** – 111
- **Sandwell General Hospital** – 0121 553 1831
- **City Hospital** – 0121 554 3801
- **Crimestoppers** – 0800 555 111
- **South Staffs Water** – 0800 389 1011

# Magical summer

This year's Summer Play Scheme will be themed 'Magic School', with a host of activities on offer including a trip to a magical destination!

The scheme runs from 6th to 10th August and we will start taking bookings for places from 2nd July.



# Seaside trip

Lyng residents are invited on a day trip to Wales this summer.



LCA has organised the visit to Barry Island for some seaside family fun in August. But, in the event of bad weather, we'll find alternative entertainment in nearby Cardiff.

Look out for a flyer we'll send out with all the details in July.

# Privacy changes

The way LCA collects and processes personal data about our tenants is changing, with the introduction of the General Data Protection Regulation.

To find out more, check out our Privacy Notice at <https://www.lyng.org.uk/> or contact us if you'd like us to send you a copy.

# Smoke out trouble

As the weather hots up, many of us will be getting outdoors to enjoy a barbecue this summer.

But, when you do, please remember to be considerate of your neighbours so they aren't too disturbed by smoke or noise.

