



BIRMINGHAM AGEING WELL

Ageing Well Strategy Consultation

Help shape the Birmingham we want to grow old in

Share your views

birminghambeheard.org.uk
Ageing Well Strategy

Would you like to help shape a Birmingham where everyone can age with dignity? Have your say by taking part in the Ageing Well Survey, which has been extended to Monday, 31st August 2026.

As the city's population grows, it's vital that services, spaces and support for this age group truly reflect what people need. The best way to do that is to ensure their voices are heard.

The survey takes just a few minutes, but your feedback will have a long-lasting impact. Whether you care about safer streets, better transport, more social opportunities, accessible housing, brain health, community support or compassionate end of life care, this is an opportunity to influence the final Ageing Well Strategy for the next decade.

Please also share it with friends, neighbours, carers and community groups to ensure that as many voices as possible can be heard.

If you need help completing the survey or want to find out more about the strategy, please email: AgeingWell@birmingham.gov.uk

Urgent "Out of Hours" repairs should always be reported directly to Birmingham City Council on 0121 216 3330 i.e. Saturday, Sunday, Bank Holiday, or after 5pm and before 9am in the morning.

Polystyrene Ceiling Tiles

Whilst many of the flats have had polystyrene ceiling tiles removed, some have been left and coated with fire retardant paint.



If you have polystyrene tiles in your kitchen or bathroom they will automatically be removed as part of the retrofit works. If they are in any other rooms, please contact the TMO office to ensure they too are removed.

The reason they are being removed is whilst newer versions do contain some fire retardant properties, older versions do not and they are highly flammable.

Kitchen Refurbishment

With it potentially taking up to 15 working days to fit your new kitchen, as the contractor will be taking the walls back to concrete i.e. removing and re-plastering the walls, installing additional electrical sockets, etc. you've hopefully already given some thought as to how and what you are going to eat. Perhaps you've budgeted to eat out or get takeaways, have arranged with family/friends to eat with them or have decided to live on salads and sandwiches? If you're still unsure, one resident has advised Lidl currently has the following on offer:



Of course, other retailers may have similar products.

Repairs Reporting

Remember to report all repairs as soon as you see them. Don't let a small inconvenience become a big one !!!

To the office: 9am - 5pm Monday
9am - 1pm Tuesday - Friday
Via telephone: 0121 441 1195
Mobile: 07563 807 844
Via WhatsApp
Email: hollyrise@outlook.com
Via website: hollyrisehousingco-opltd.co.uk
Alternatively, please speak to a member of the resident management committee.

Complaint Handling

The Council is currently undertaking a review of how it manages complaints. This is to ensure it complies with the Housing Ombudsman's Code of Conduct i.e. how a complaint has been dealt with must be clearly evidenced with closure within a legally stated timeframe.

As part of this process BCC is also looking at how the 5x TMO's in Birmingham deal with complaints. The objective is we all adopt the same basic procedure to ensure all social housing residents are treated equitably. This does not mean every complaint will be found to be reasonable and justified. It means it will be investigated and appropriate actions taken. The Ombudsman is keen to ensure complaints are viewed as opportunities to learn, not to blame.

If you have an issue, for example, a noisy neighbour, you should first try to resolve the matter yourself. They may not be aware their TV, music, etc, is too loud. A quiet, claim word may just do the trick. ☺

If that doesn't work, you should contact the TMO office. This would be Stage 1. The TMO management team would review the issue, investigate and attempt to resolve. If they were unsuccessful or you felt they had not addressed the problem fully, you could then refer the issue to the council. This would be Stage 2. If the council then fails to resolve the situation to your satisfaction, you would then have the right to contact the Housing Ombudsman for them to review the evidence and act on your behalf.

It is worth noting that in the past any complaint to the council would have gone directly to the department it was about. It will now go to an independent team to investigate and resolve.

The review is still ongoing and a final version of the process is yet to be agreed by all parties, but this should give you an idea of some of the behind the scenes work going on to improve the service and support you get from BCC and also the TMO, when it's needed.

THE NAKED TRUTH ABOUT YOUR BODY



Your brain generates enough electricity to power a small light bulb—about 20 watts—even while you're sleeping!

Cyber Safety Basics

+ Install Updates - All software vendors release updates for their products. Make sure all software is up to date, so your device is not vulnerable to hackers.

🔑 Use Strong Passwords - Passwords are the first defence against hackers. Poor passwords can be easily guessed and leave people vulnerable to identity theft. Make sure your passwords are more than 15 characters in length, include upper and lower case letters, with symbols and numbers. Never use the same password on another website.

🛡️ Install & Update Security Software - Even today's smart phones have the option to install Anti-Virus software. Device protection does not have to be expensive.

🚫 Avoid Scams - If you do not believe everything you read in the papers, why would you believe what you read online? The internet is made up of open sources, which anyone can join. Always research what you find. Your best friend is a Search Engine.

🔒 Shop Online Safely - Always visit reputable Shopping Sites. If possible use a third party such as PayPal.com. Make sure the website is secure, by looking for the HTTPS padlock.

🌐 Monitor Your Online Privacy - Be careful what information you put on the Internet and Social Media. Do not leave yourself open to becoming a Victim of Cyber Bullying. If you  that you are flying away on Holiday, who else knows?

