

carlisle focus

autumn-winter 2019/20

CARLISLE
CITY COUNCIL



www.carlisle.gov.uk



INSIDE THIS EDITION • St Cuthbert's Garden Village
• Free after 3pm • The Sands Centre • Carlisle Fireshow



PLUS Your chance to WIN a Panto Family Ticket!

Benefits Online

If you are not currently claiming Housing Benefit or Council Tax Reduction, apply online at www.carlisle.gov.uk/eclaim



Paying by Direct Debit is Simple



Pay your Council Tax and Business Rates by Direct Debit and Switch to E-Billing

To sign up visit www.carlisle.gov.uk



Welcome to our autumn-winter edition of Carlisle Focus.

This edition includes an update on a variety of exciting projects for Carlisle and the Borderlands. As well as The Sands Centre redevelopment and the St Cuthbert's Garden Village development, there is also information on our Free after Three parking promotion and proposals for improvements at Carlisle Station.

As well as the Fireshow, we also have other sparkling events planned for the festive season. These include our Lights Switch-On event and our Christmas open-air Market. We are also giving you the chance to win some Sands Centre panto tickets.

Information on how to recycle for Carlisle and get winter ready are also featured. There include grants for residents who need help making their property safe and warm.



Leader of Carlisle City Council, Cllr John Mallinson

Contents

Changing Carlisle.....	4
Sparkling Events.....	6
Christmas in Carlisle.....	8
News in Focus.....	10
News in Brief.....	12
Keep Safe and Warm this Winter.....	14

Get in Touch

Visit: www.carlisle.gov.uk

Email: customerservices@carlisle.gov.uk

Telephone: 01228 817200

Follow: @CarlisleCC on Twitter and like our Facebook page

Visit: our Customer Contact Centre during normal office hours

Images courtesy of: beckerphoto.co.uk; Cumbria's Museum of Military Life; Electricity Northwest; (c) Eduardo Martino; Hospice at Home; The Sands Centre; Stuart Walker Photography and www.sjstudios.co.uk

All details correct at time of going to print and are subject to change. Carlisle City Council does not accept responsibility for any goods or services offered by advertisers.

100% recycled This magazine is printed on 100% recycled paper

Where to Contact Your Carlisle City Councillor

BELAH & KINGMOOR
Cllr Helen Davison (Green)..... 07939 196441
Cllr Gareth Ellis (Con)..... 07984 441329
Cllr David Morton (Con)..... 01228 515486

BOTCHERBY & HARRABY NORTH
Cllr Robert Betton (Ind)..... 01228 530747
Cllr Jeffrey Bomford (Ind)..... 07368 501294
Cllr Jack Paton (Ind)..... 07922 144726

BRAMPTON & FELLSIDE
Cllr Keith Meller (Con)..... 07821 518310
Cllr Mike Mitchelson (Con)..... 016977 2871
Cllr Raymond Tinnion (Ind)..... 07801 531262

CATHEDRAL & CASTLE
Cllr Louise Atkinson (Lab)..... 07429 700260
Cllr Anne Glendinning (Lab)..... 07807 895706
Cllr Chris Robinson (Lab)..... 07375 522571

CURROCK & UPPERBY
Cllr John Denholm (UKIP)..... 01228 817062
Cllr Colin Glover (Lab)..... 01228 543042
Cllr Lucy Patrick (Lab)..... 01228 591767

DALSTON & BURGH
Cllr Trevor Allison (Lib Dem)..... 01228 523923
Cllr John Collier (Con)..... 01228 818282
Cllr Ann McKerrell (Con)..... 07736 855050

DENTON HOLME & MORTON SOUTH
Cllr Ruth Alcroft (Lab)..... 07862 254575
Cllr Lisa Brown (Lab)..... 07864 339211
Cllr Chris Southward (Lab)..... 01228 520183

HARRABY SOUTH & PARKLANDS
Cllr Jo Ellis-Williams (Lab)..... 07773 443485
Cllr Niall McNulty (Lab)..... 07979 551999
Cllr Lee Sherriff (Lab)..... 01228 544168

LONGTOWN & THE BORDER
Cllr John Mallinson (Con)..... 07968 251365
Cllr David Shepherd (Con)..... 07720 906976
Cllr Val Tarbitt (Con)..... 01228 791483

NEWTOWN & MORTON NORTH
Cllr Pam Birks (Lab)..... 07452 969522
Cllr Calvin Rodgerson (Lab)..... 07877 921079
Cllr Les Tickner (Lab)..... 07784 186043

SANDSFIELD & MORTON WEST
Cllr James Bainbridge (Con)..... 07896 300997
Cllr Jeanette Bradley (Lab)..... 07933 882873
Cllr Christine Finlayson (Con)..... 07498 620439

STANWIX & HOUGHTON
Cllr Elizabeth Mallinson (Con)..... 01228 533746
Cllr Paul Nedved (Con)..... 07745 302097
Cllr Fiona Robson (Con)..... 07765 502949

WETHERAL & CORBY
Cllr Marilyn Bowman (Con)..... 07591 164096
Cllr Nigel Christian (Con)..... 07854 374006
Cllr Stephen Higgs (Con)..... 01228 560815

Changing Carlisle

Funding Boost

Carlisle has been confirmed as one of the 100 areas shortlisted for the £1 billion Future High Street Fund. The city has progressed to the second phase and will receive up to £150,000 to support the development of detailed project proposals.

Carlisle has also been included in the £3.6 billion Towns Fund and will receive up to £25 million to support further regeneration of the city centre. This funding will stimulate greater growth and investment in Carlisle, promoting the regeneration of the city centre and the wider area.

Free After Three

Free parking after 3pm, seven days a week, continues to be available in three Carlisle City Council car parks. The Free after 3pm scheme aims to support high street businesses in Carlisle by encouraging more visitors to park-up and discover the many city centre attractions, shops and places to eat.



The pilot scheme started on Thursday 1 August 2019 and will run until the end of March 2020. It provides around 1,000 free parking spaces after 3pm in Caldew Riverside; Castle; and Viaduct car parks, for all permitted vehicles.

On the build-up to Christmas the scheme will be extended to include other city centre car parks on Late Night Thursdays.

Free parking after 3pm will be available on the following Thursdays: 21 and 28 November and 5, 12 and 19 December in the following city centre car parks: Bitts Park; Caldew Riverside; Castle; Civic Centre; Lowther Street; Paddy's Market; The Sands Centre; Viaduct and West Walls.

Find out more at www.carlisle.gov.uk/freeafterthree

FREE after 3pm 

The Sands Centre

Work will soon get underway on the £25 million scheme at The Sands Centre. The major redevelopment of the leisure facility will include pools provision as well as significant improvements to the existing site.

The improvements will include a 25-metre x 17-metre eight lane main pool, a learner pool and a spectator seating gallery. There will also be four court sports halls, a 120-station fitness suite, dance studios, a spinning studio, an NHS Physiotherapy suite and improvements to the café and drinks areas.

Construction on The Sands Centre redevelopment will start this winter and is scheduled to be completed by summer 2021. The existing Pools provision on James Street will remain in place until all construction at The Sands Centre has been completed.

Find out more at www.carlisle.gov.uk/sands-redevelopment



Carlisle Station Gateway

This summer, the Leaders of the Borderlands Councils and UK and Scottish Government Ministers signed an agreement setting out the projects and programmes in the Borderlands Inclusive Growth Deal. This has secured a £394.5 million investment package for projects in our region.

One of these projects is the Carlisle Station Gateway and Citadels proposal. It aims to create a new high-profile gateway development for Carlisle centred around the Railway Station, the Citadel buildings and Caldew Riverside. It aims to boost economic prosperity by attracting people to live, study and work in the area.

Local residents, businesses, commuters and visitors were recently given the opportunity to have their say on the first phase - ambitious new proposals for Carlisle Railway Station and its surrounding area.



For further information on the Borderlands Inclusive Growth Deal, visit www.borderlandsgrowth.com and to find out more about the plans for Carlisle Railway Station, visit www.cumbria.gov.uk/CSGC



St Cuthbert's Garden Village

A further stage of public consultation on the development of St Cuthbert's Garden Village, an ambitious and unique new development scheme for Carlisle, was held earlier this year.

St Cuthbert's Garden Village will enable Carlisle to continue to grow in a planned way across the coming decades. It will make the most of opportunities to build innovative, mixed-use, self-sufficient communities equally well-connected to each other and the city to help create healthy, green environments and encourage more active lifestyles.

The next stage of consultation will be held in early 2020. Visit www.stcuthbertsgv.co.uk for more information, including feedback on the consultation events.

Sparkling Events



FIRESHOW

This year's Carlisle Fireshow will celebrate the 50th anniversary of the Apollo 11 Moon Landing

The event will be held in Bitts Park on Saturday 2 November. Pre-entertainment will start at 6.30pm and the Bitts Park bonfire lit at 7pm. A fairground will be open between 5pm and 9pm on Castle car park (formerly known as Devonshire Walk car park). The event will be hosted by BBC Radio Cumbria's Caroline Robertson.

Admission is free. A charity collection will be held with all donations going towards the Rotary Club of Carlisle South and the Mayor's Charity Fund (CFM's Cash for Kids, Guide Dogs UK and Jigsaw Children's Hospice).

Festive Events

The countdown to Christmas is underway in Carlisle.

This year's festive programme of events will include the Christmas Lights Switch-On, outside the Old Town Hall, on **Sunday 17 November** between 3.30pm and 5.30pm. Local dance groups and school choirs will join celebrity acts - East 17 and Max George - at this year's event. It will be hosted by Britain's Got Talent's Barbara Nice.



Tullie House will also be getting festive and will be staging their Christmas Family Fun Weekend on **Saturday 7 and Sunday 8 December**. Visit www.tulliehouse.co.uk/events for more details.

This year's festive programme also includes a Carlisle Market Hall Festive Fun Day on **Saturday 14 December**, between 11am and 3pm. Santa and friends will be there alongside children's entertainers. There will also be the chance to WIN a festive voucher prize.



Carlisle Christmas Market

Carlisle city centre will stage an open-air festive market between **Saturday 30 November** and **Sunday 8 December**. The chalets will be based outside the Old Town Hall and will include a wide range of food, drink and gifts. For opening times, and more information about the event, visit www.discovercarlisle.co.uk



Tea at Talkin Tarn

This Christmas, Talkin Tarn Tearoom will be offering homemade festive afternoon teas. So come along and enjoy a cosy fireside afternoon catching up with friends and family and enjoying the beautiful surroundings of Talkin Tarn in their winter colours.

Afternoon teas will be available from **Sunday 1 December - Monday 23 December**, served between 12pm

and 3pm from £10 per head with the option to celebrate in style by adding a glass of Prosecco.

All dietary requirements are catered for and pre-booking is needed. Minimum two people per booking. Large groups are also catered for bookings throughout December. Call **016977 41050** or email Heather.Thomlinson@carlisle.gov.uk



Snow White at The Sands

Mirror, Mirror on the wall... What's the greatest panto of them all? It's Snow and the Seven Dwarfs at The Sands Centre in Carlisle. Featuring the songs 'Heigh-Ho' and 'Whistle While You Work' from the movie! Join them for the most magical pantomime ever told, where poor Snow White is doomed to live UN-happily ever after with her horrid stepmother the Wicked Queen. In a true rags to riches story Snow White manages, with the help of her madcap friend Muddles, to meet a handsome Prince and make all her dreams come true.

A pantomime bursting with great songs, fantastic dance routines and plenty of laughter, this is a tremendous treat for all the family you won't want to miss! The show opens on **Wednesday 11 December** and runs until **Tuesday 31 December**, with matinee and evening performances.

For more information visit www.thesandscentre.co.uk or call the Box Office **01228 633766**.



WIN a Panto Family Ticket

For the chance to **WIN** a family ticket for the **6pm performance on Tuesday 17 December**, answer the following question correctly to be entered into a free draw. Entries by **Wednesday 4 December 2019**.

Q Name one of the songs that will be featured in this year's Sands Centre panto?

Enter online at www.carlisle.gov.uk/carlislefocus or send your answer (remember to include your name, address and daytime telephone number) to: Communications, Carlisle City Council, Civic Centre, Carlisle, CA3 8QG.

One entry per household.

Christmas in Carlisle

Festive Opening Times

Civic Centre

The Civic Centre's Customer Contact Centre will **close to the public at 3pm on Tuesday 24 December** and will **reopen on Thursday 2 January**.

Crematorium

Open 8.30am to 4.30pm:

Monday 23 December, Tuesday 24 December, Friday 27 December, Monday 30 December and Tuesday 31 December.

Open 1pm to 4.30pm:

Saturday 21 December, Sunday 22 December, Wednesday 25 December, Thursday 26 December, Saturday 28 December, Sunday 29 December and Wednesday 1 January.

Open as usual from Thursday 2 January.

Bereavement Services

Open 8am to 4.30pm:

Monday 23 December, Tuesday 24 December, Friday 27 December, Monday 30 December and Tuesday 31 December.

Closed:

Wednesday 25 December, Thursday 26 December and Wednesday 1 January.

Open as usual from Thursday 2 January.

Christmas Remembrance Event

Local residents are being invited to Carlisle Crematorium's Annual Christmas Remembrance Service on **Saturday 14 December**. Held in the Crematorium Chapel, the service will start at **3pm**.

The annual festive event is an opportunity for partners, relatives, friends and colleagues to take time out to join in an afternoon of remembrance. All are welcome to attend.

A collection will also be taken for the Mayor of Carlisle's Charity Fund.



Christmas Tree Recycling

Do you need help recycling your real Christmas tree this year? Do you live or work in the CA1, CA2, CA3, CA4 8, CA5 6, CA5 7, CA6 4, CA6 5, CA8 9, or CA8 1 postcode area? Hospice at Home is organising a festive fundraising initiative that not only recycles trees after the festive season but will also raise funds for the local charity. Book your tree collection after **Thursday 14**



November at www.charityxmastreecollection.com and make a donation of your choice to Hospice at Home. On **Wednesday 8 January 2020** the charity team and volunteers will collect the trees and take them to be recycled locally. Just leave the trees in your front garden or outside your property and Hospice at Home will do the rest. For more information about the Charity or the Christmas Tree Collections please visit www.hospiceathome.co.uk

Refuse and Recycling Collections

There will be some changes to the days you need to put out your refuse and recycling over Christmas and New Year.

Usual refuse and recycling collection day:	To be collected:
Monday 23 December	As normal
Tuesday 24 December	As normal
Wednesday 25 December	Friday 27 December
Thursday 26 December	Saturday 28 December
Friday 27 December	Sunday 29 December
Monday 30 December	As normal
Tuesday 31 December	As normal
Wednesday 1 January	Thursday 2 January
Thursday 2 January	Friday 3 January
Friday 3 January	Saturday 4 January

Collections return to normal Monday 6 January.

Planning an Autumn Clear-out?

On the build-up to the festive season, we're encouraging Carlisle families to think about how they can reuse and recycle.

Before Santa arrives with new gifts, why not follow the lead of these local youngsters by sorting through toys and games and donating any unwanted items to a local charity? You can also donate new and quality used toys to children based at our Water Street accommodation. Either drop them off direct at Water Street or with the Homeless Prevention and Accommodation Services team at the Civic Centre. New toys and gifts for children and young people aged between 0-18 years old can also be donated to CFM Radio's Cash for Kids Mission Christmas.

If your autumn pre-Christmas clear-out also includes electrical items and/or furniture you can also donate these to Impact Furniture Services or other local charities. Visit www.carlisle.gov.uk/Residents/Bins-and-Recycling/Reuse-Charities to find out more.



Help us Recycle for Carlisle

Use one of your green bags for plastic and the other for paper, cardboard and food/drinks cartons. Use your green box for tins, cans and glass.



- ✓ Check your collection calendar online and remember to put your containers out by **7am** on your collection day. We will not return if you miss your collection.
- ✓ Please take your containers back onto your property the same day after collection.
- ✗ In high winds, please do not leave containers out overnight. Please keep hold of your recycling until your next collection or use a local recycling site to reduce the risk of materials littering your streets.
- ✓ Please note, we **CAN** collect black plastic trays and clean foil trays (no tin foil).

- ✗ Please remember that we **CANNOT** collect Christmas wrapping paper for recycling. Wrapping paper is often shiny, dyed, laminated, glittery or plastic backed, and covered in sticky tape. None of these can be recycled. This also applies to glittery Christmas cards. Please place wrapping paper and the fronts of glittery cards into your refuse. Please remove the backs of glittery cards and place in your recycling.
- ✓ Consider reusing materials to make Christmas items e.g. crackers, decorations, cards, or using a reusable gift bag instead of wrapping paper.

Visit www.carlisle.gov.uk/refuseandrecycling for more information.



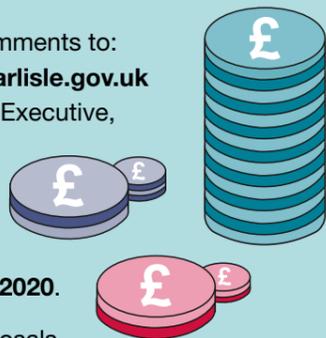
News in Focus

Budget Consultation

Later this year you will be given the chance to have your say on the draft 2020/2021 City Council budget. The budget consultation will start on **Monday 16 December** and a copy of the draft budget will be available to view at the Civic Centre's Customer Contact Centre. Information will also be available online at www.carlisle.gov.uk/Council/Council-and-Democracy/Budget

Please email your comments to: communications@carlisle.gov.uk or write to: The Chief Executive, Carlisle City Council, Civic Centre, Carlisle, CA3 8QG by 9am on **Monday 13 January 2020.**

The final budget proposals will be discussed at Carlisle City Council's Full Council meeting in **February 2020.**



Cutting out Fraud

We are supporting the National Fraud Initiative (NFI) to stamp out fraud. This means that computer records held by one local authority are compared to records held by other public bodies.

We have a statutory requirement to take part in the campaign. The use of data does not require the consent of the individuals concerned under the Data Protection law.

For further information, visit www.carlisle.gov.uk/nfi



Climate Change

We are committed to making the city a healthier place to live. We are actively working to improve the health of residents across the district and are committed to helping tackle climate change and making our district a better place to live.

We are installing electric charging points within the city, making sure our future building schemes include eco-friendly features, installing a new water drinking unit at the base of the Old Town Hall and striving to have a more efficient fleet of council vehicles. We will continue to do all we can to look at how we can be more carbon neutral and environmentally friendly.

Borders Rail

The Campaign for Borders Rail is putting rail at the heart of regeneration within the Borderlands region. They are helping realise Carlisle and the region's economic growth plans by lobbying for the extension of rail services north through Longtown and on into the Scottish Borders, linking up with the highly successful Borders Railway, to Hawick, Galashiels and Edinburgh. Find out more at www.campaignforbordersrail.org

Have Your Say

We need your support to help us provide the best services we can. Tell us what you think by taking part in our online customer satisfaction survey.

Have your say at www.carlisle.gov.uk/consultations and you could **WIN** a £50 One4All gift card.

Don't Lose Your Right to Vote



Local residents are being warned not to lose their right to vote by completing their annual canvass form and returning it to the City Council as soon as possible.

To make sure that you can take part in any future elections, the form needs to be completed and returned to the council's elections team.

It's important that residents respond as soon as possible, so we can make sure we have the right details on the electoral register for every address in Carlisle. To make sure you are able to have your say at elections, simply check the form when it arrives and respond as soon as you can. We have tried to make it as convenient as possible for people to register so you can respond via the registration website, by phone, by text or by returning the form by post.

If you're not currently registered, your name will not appear on the form. If you want to register, the easiest way is online at www.gov.uk/register-to-vote

People who have moved address recently are particularly encouraged to keep an eye out for the form and check the details.

There's lots of helpful information about registering to vote on our website www.yourvotematters.co.uk or call our Electoral Services team on **01228 817555** or **01228 817556**.

Pest Control

Our pest control team offer a fast and cost-effective service to combat a variety of nuisance pests. Our friendly and professional team offer a confidential pest control service for homes and businesses, including a discounted rate for pensioners.

All their pest control officers are fully qualified and experienced, using professional grade pesticides. They comply with national guidance to ensure non-target animals are protected.

The pest control service can deal effectively with a wide range of pests including rats (free for domestic properties); mice; wasps; ants; fleas; cockroaches and bedbugs.

To book a visit call us on **01228 817200** or visit www.carlisle.gov.uk/pestcontrol



Help us Keep Carlisle Clean

It's an offence if you fail to clean up after your dog fouls, if you dump your waste illegally or if you drop litter.

You could get a fine of between £1,000 - £50,000.

Report dog fouling, fly-tipping, littering and other enviro-crimes to: customerservices@carlisle.gov.uk



Keep
Carlisle
Clean

News in Brief

Armed Forces Support

Our support for the Armed Forces has been recognised with a national award. The Government's Defence Employer Recognition Scheme (ERS) encourages employers to support defence and inspire others to do the same. We have pledged to support the armed forces and have received a bronze award.

We are part of a new project that offers support for the ex-service community and their families in Carlisle and Eden. Forces Link is also supported by Cumbria CVS, The Armed Forces Covenant Small Grants Fund, Eden District Council and Cumbria County Council.

It is being coordinated by Richie Hinson, an Army veteran. His role is to work with local and national organisations to help improve local support for the ex-service community.

If you would like any further information on the project contact Richie Hinson on **01768 800350**, email **Richard.Hinson@cumbriacvs.org.uk** or follow **@ForcesLink**



A Veterans' Lunch Club is held once a month at Cumbria's Museum of Military Life. It's a great opportunity for ex-servicemen and women to meet up. Visit **www.cumbriasmuseumofmilitarylife.org**

A series of events will be held in the Carlisle area on the build up to Armistice Day. This includes a Remembrance Sunday ceremony at 11am on **Sunday 10 November** at the City Memorial in the city centre.

Old Fire Station

The Old Fire Station's packed programme includes events to suit all ages. Carlisle's exciting arts and entertainment venue now hosts a new contemporary arts gallery. They'll be hosting their first Open Art Exhibition between **Saturday 19 October and Saturday 2 November**. Other events planned at the OFS include:

- **25 October:** Mark Thomas
Comedian Mark Thomas will be combining his trademark mix of storytelling, stand-up and mischief.
- **1 November:** The Bluetones
The Brit Pop band is promising a sensational show with their incredible body of work, playing their most popular songs.
- **12 November:** Steve Mason
One of the founding members of The Beta Band, Steve has also recorded under the names of King Biscuit Time and Black Affair and has released three acclaimed solo albums under his own name.
- **1 December:** Lindisfarne
The legendary 70s folk-rock pioneers return to form with a repertoire of unforgettable songs.

For ticket information, visit **www.oldfirestation.carlisle.city**

MARK THOMAS



Fairtrade Fortnight



Fairtrade Fortnight will be held between **Monday 24 February and Sunday 8 March 2020**. Carlisle became a Fairtrade City in 2005 and since then a team of dedicated volunteers oversees the running of the campaign and the renewal of Fairtrade city status, awarded by the Fairtrade Foundation, every two years, most recently in **July 2019**.

Look out for the Fairtrade Mark on products and labels and in shops and cafés. There are now more than 4,000 high quality products available in the UK from bananas and coffee to clothing and flowers, many of which are on sale in Carlisle. Please encourage your business, workplace, school or community group to support Fairtrade. To find out more, visit **www.cowc.co.uk/carlisle-fairtrade**

Independent Living Grants

Independent Living Grants are available to support Carlisle residents in their homes. The grants are non-means tested but require a report from a qualified health professional to confirm the resident's need for the adaptation.

The grants can be used for stairlifts, level access facilities, ramps or any other works to enable people to stay safe in their homes. The grant covers work up to £7,500, minus a fee.

The grant is available for adults and children but does not cover general house maintenance. Since the introduction of the grant in **November 2018** we have helped an additional 45 households who would not previously have qualified for the traditional Disabled Facility Grants. For further information contact us at **01228 817320**.

Clean Air Day

As part of this year's Clean Air Day we reaffirmed our commitment to making the city a healthier place to live. We are actively working to improve the health of residents across the district and our support for Clean Air Day showed our commitment to making our district a better place to live. We encouraged Carlisle primary schools to support this year's Clean Air Day by taking part in a Clean Air Superhero competition.

More than 100 school children entered with winning entries from Inglewood Infant School and Crosby-on-Eden CE Primary School. Some of the superhero powers were: Car Zapa protects people by making cars electric; Floral Girl produces plants to make the air cleaner and Hole Head has holes in his head to help filter the air.

To find out more about Clean Air Day, visit **www.cleanairday.org.uk**



Free Walking Events



Explore and discover Carlisle with our programme of guided walks. Our Walking for Health programme is held at 10.30am and 1pm on:

- **Wednesday 30 October** - Miltonrigg Wood, Brampton.
- **Wednesday 13 November** - Bitts Park, Carlisle.
- **Wednesday 27 November** - Carlisle Cemetery, Carlisle.
- **Wednesday 11 December** - Christmas Special Event.

Other walking programmes are also available including Tuesday Trundles. To find out more call **01228 817243** or email **parks@carlisle.gov.uk**

Help at Hand

Are you a home-owner? Do you have a chronic health condition or disability or on a low-income? Our Home Improvement Agency, Homelife Carlisle, can arrange for your gas boiler or fire to be serviced or repaired by a Gas Safe registered engineer.

Homelife Carlisle also has Discretionary Safe & Warm, Energy Efficiency and Dementia Friendly housing grants that can be used for improvements or safety work that make you more safe, warm and healthier in your own home.

Support is also available for local landlords to make their properties more energy efficient. New laws came into place in April last year. These aimed to encourage landlords to improve their properties' energy rating. From April 2020 properties that do not meet the standards will not be able to continue letting the property. Grants are available to eligible tenants for energy efficiency measures through our local ECO Help to Heat scheme and also towards heating including first-time gas central heating, mains gas connections, or LPG, oil or air-source heat pumps for rural properties through the Warm Homes Fund.

To apply for any of the grants please contact Homelife Carlisle on **01228 817111** or visit www.carlisle.gov.uk/homelife

**homelife
carlisle**
improving homes
improving lives

Keep Safe and Warm this Winter

Support during a Power Cut

We've teamed up with the region's power network operator, Electricity North West to help identify customers who would benefit from extra help during a power cut. If you sign up to Electricity North West's Priority Services Register, you will be offered extra support to keep you safe and comfortable until power is restored. If you, or someone you know, would benefit from being on the Priority Services Register, you can sign up free of charge at www.enwl.co.uk/priority (select Homelife Carlisle in the 'How did you hear about us' section) or phone **105**. In the event of a power cut you can report it and receive updates by calling the free national phone number **105**.



**POWER CUT?
CALL 105**



Plan for Winter

Information on how to be winter ready will soon be available at www.cumbria.gov.uk/winter. Visit the website for advice on flooding, winter driving and how to be prepared for emergencies.

Action with Communities in Cumbria aims to inspire people to be kind to one another and look out for their neighbours both every day and in an emergency. In November they will be encouraging people to think about random acts of kindness and will be celebrating a Kind Cumbria Day on **Wednesday 13 November**. Get involved @kind_cumbria and www.facebook.com/kindcumbria



The Flood Hub has been designed to be a one stop shop for flood information and resources to support householders, businesses and communities across the North West in becoming more flood resilient. They have pulled together lots of guidance and signpost a variety of other useful sources of information. Find out more at www.thefloodhub.co.uk



Carlisle Flood Risk Management Scheme

Investing £25m to make Carlisle one of the best protected cities from flooding in the UK

Phase 3 2020-2021 Phase 2 2020-2021 Phase 1 2019-2020

For more information please visit www.thefloodhub.co.uk

Get a warmer home and lower your fuel bills

Discounted or free heating and insulation is available for owners or private tenants who do not have gas central heating. We can fund oil, LPG, air-source heat pumps systems or help you with mains gas connection.

Contact us to get a warmer and energy efficient home.

01228 817111

homelife@carlisle.gov.uk

www.carlisle.gov.uk/homelife

**homelife
carlisle**
improving homes
improving lives



Sign up to My Account

Our free My Account service is available to residents and businesses. It allows you to manage your Carlisle City Council online accounts at any time to suit you.

Once registered you can access My Account on your phone, tablet or PC to:

- Manage Council Tax or Business Rates accounts
- Check your balance and payment history
- Pay your bill
- Update your personal details
- Set up a Direct Debit
- Sign up for paperless billing
- Order a new bin or report a problem and much more



Visit www.carlisle.gov.uk to sign up



FREE after 3pm



Park for **FREE** after 3pm, seven days a week, in Castle, Caldew Riverside and Viaduct car parks

Carlisle City Council, supporting your high street

www.carlisle.gov.uk/freeafterthree

