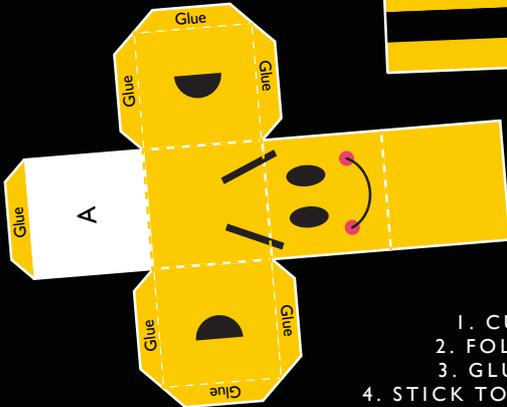
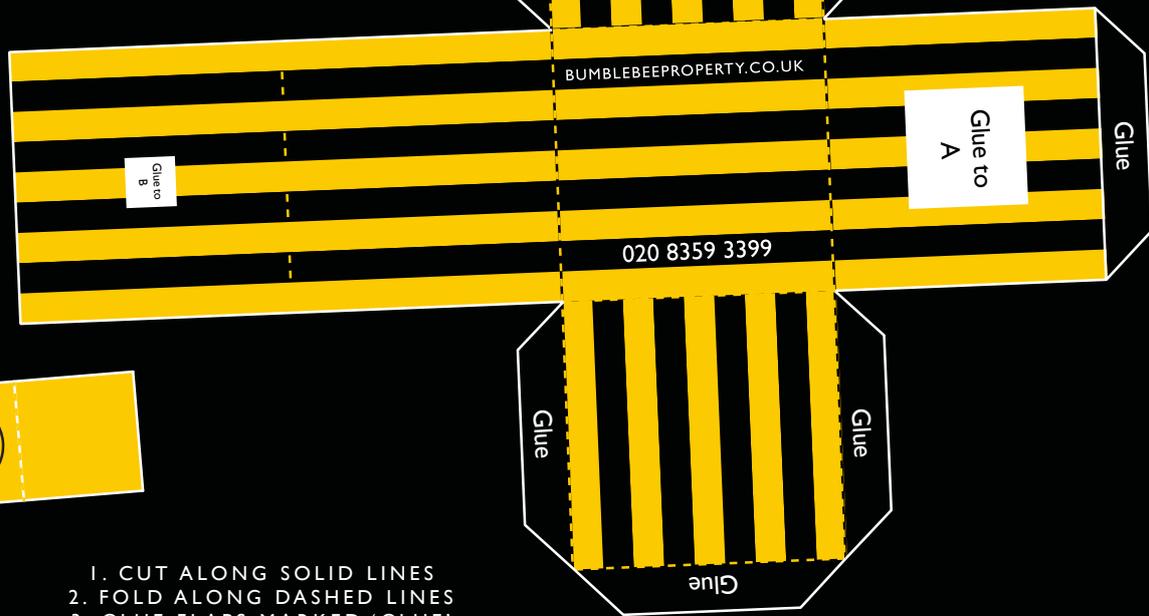
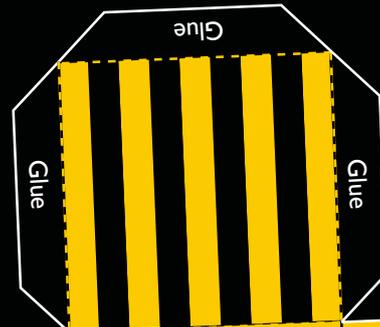
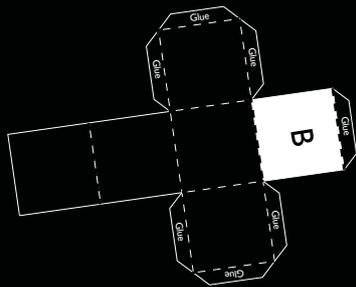


barnetfirst

Bringing you news and community information – turn over for your usual council magazine



1. CUT ALONG SOLID LINES
2. FOLD ALONG DASHED LINES
3. GLUE FLAPS MARKED 'GLUE'
4. STICK TOGETHER TO CREATE YOUR BEE!

MAKE YOUR OWN BUMBLEBEE!

BUMBLEBEE

CREATING A BUZZ IN THE PROPERTY MARKET

Bumblebee is an online estate agent providing quality bespoke property services to landlords and tenants throughout Barnet and the surrounding areas.

Bumblebee was set up by The Barnet Group to offer customers a trustworthy, transparent and accountable service, ensuring we find the right solutions to customers' property needs.

Any surplus revenue we make we will invest in delivering core services to the local community.



LET BY



LEASED



LET BY



MANAGED BY



LET BY

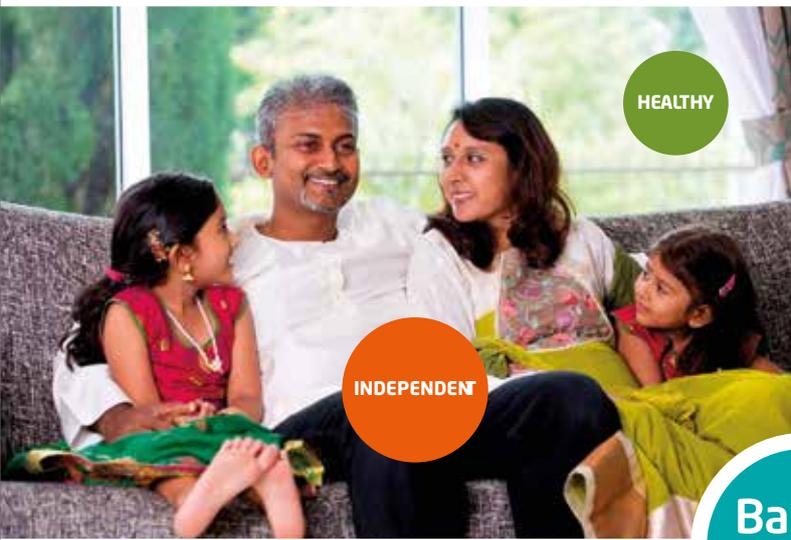
BUMBLEBEEPROPERTY.CO.UK

020 8359 3399

barnetfirst

The council magazine bringing you news and community information

Issue 77 March 2019



Barnet 2024



Making Barnet a better place to live and work
pages 8-13

Leader's column

I hope you are all well. It was so nice to see a bit of sunshine recently with those record winter temperatures – especially after the long, dark evenings.

I'll start with the main business at hand. There will be a 2.99 per cent increase to General Council Tax this year (page 8). This was approved at Budget Council recently and will mean an extra £36 per year for a Band D property.

This is not a decision we have taken lightly, following consecutive freezes on General Council Tax for the last nine years. While we have successfully managed to find £155 million of savings since 2010, we still have to find a further £75 million between now and 2024. Nearly £20 million of savings need to be made in 2019-20 alone. The public sector as a whole has less money to spend.

As we face these pressures, we have set out our five-year Corporate Plan for how we will deliver against our priorities. The plan, named Barnet 2024, has been adopted by Full Council and outlines how we will make sure that the borough remains a great place to live and work. We have now published Barnet 2024 for residents to read (page 9).

We already have an exciting year mapped out ahead of us. We will see the arrival of two new leisure centres at Barnet Copthall and New Barnet this year. These centres will have state-of-the-art facilities, including three swimming pools, a five-court sports hall, and a modern gym.

There has been a lot of talk recently in the media about providing children and young people with things to do. We're therefore very pleased that Barnet's new Youth Zone (page 23) will open its doors in June. The Youth Zone, named by young people as 'Unitas', will be a purpose-built facility for the borough's young people aged 8 – 19, and up to 25 for those with disabilities.

The Youth Zone will be located at Montrose Playing Fields in Burnt Oak, near to Grahame Park and Colindale, and has seen the council contribute £4.2 million towards the cost of construction. Alongside the redevelopment and regeneration of the playing fields, it will provide a safe environment where young people can come and enjoy themselves.

With springtime now finally here, it's a great time to go out and dust off some of those winter cobwebs by getting fit and active. Whether you want to learn how to swim at one of our leisure centres, or take part in a gymnastic open day (page 15), there is something for everyone. It is also the perfect time to go out and explore our great collection of parks and open spaces. There is nothing better than a leisurely walk or a run to help you feel more energised.

On a final note, I'm pleased to report that the bin collections service (page 16) has significantly improved to the level and standard that our residents expect and deserve. I would like to thank our residents for their patience and understanding during this period of transition.

I look forward to catching up with you all once again in the summer.



Richard Cornelius



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When you have finished reading our magazine, please recycle.

Contact us

Barnet First is a magazine filled with local news and community information for the borough of Barnet.

Alternative formats of Barnet First are available only upon request. If you would like a copy of Barnet First in large print or on tape, please email: barnet.first@barnet.gov.uk

Barnet First is produced by the London Borough of Barnet's Corporate Communications Team. To contact the editorial team about advertising, or placing inserts and contributions email: barnet.first@barnet.gov.uk



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You can see back issues of Barnet First magazine at: www.barnet.gov.uk/news-hub

Funding for fire safety



We've set aside more funding for fire safety improvements across the borough.

The council will increase its total investment in council homes from £30 million to £51.9 million, including provision of new sprinklers, fire doors and fire detection systems. The investment includes a £5 million grant from the government.

Chairman of the Housing Committee, Councillor Gabriel Rozenberg, said: "We are spending millions to strengthen fire safety across the borough.

"We will not take risks with the lives of our residents. We are expanding our programme of works to give residents that extra peace of mind when it comes to the safety of their own homes.

"Residents can rest assured that we will do everything we can to keep them safe in their homes."

CLlr Gabriel Rozenberg



The News Hub now live!

Keep up to date with all the latest news, consultations and community events online via The News Hub.

Visit: www.barnet.gov.uk/news-hub



Tip top tech to target rogue landlords

Barnet Council, in partnership with Re, is developing state-of-the-art, sector-leading technology to combat rogue landlords after a successful £93,000 funding bid to the Ministry of Housing, Communities & Local Government.

The money will be put into new digital systems to help landlords stay on top of their responsibilities, while improving the lives of renters across the borough.

The new technology will include an app to help landlords comply with their licence conditions.



On your marks, get set, parkrun!

Join the international parkrun movement as the latest 5k timed run is launched in Hendon's Sunny Hill Park on Saturday 30 March.

The new weekly parkrun will become one of many that take place across the country from 9am every Saturday. There's already one in Oak Hill Park, East Barnet, as well as a 2km junior parkrun for four to 14-year-olds every Sunday from 9am in Friern Park, Friern Barnet.

It's free to take part and everyone is welcome to join in, whether running or walking around the course. Newbies to parkrun are asked to register their attendance in advance at: parkrun.org.uk/register



Protecting the character of the borough

Our planning enforcement team was the most active in the country last year, taking action in hundreds of cases as part of their work to protect the character of the borough.

The team issued 216 formal enforcement notices in the 12 months to September 2018 for cases where planning rules had been flouted - more than any other local authority other the period.

The team's important work helps deter illegal or inappropriate development in Barnet. While many cases can be resolved informally, officers have a range of powers at their disposal - from encouraging an owner to submit applications, to prosecution and even demolishing illegal buildings if the owner refuses to act.

In 2017/18 the team investigated more than 1,900 cases and initiated 53 prosecutions for unlawful development. Last year, the team's extensive work was recognised when it was awarded Local Authority Planning Team of the Year 2018.



For more information on the team visit www.barnet.gov.uk/planning-enforcement or tel: 020 8359 3000.

Live Unlimited celebrates first anniversary

It's a year since the launch of Live Unlimited, a new charity inspiring Barnet's looked after children and care leavers to thrive.

During that time the charity has helped dozens of looked after children and care leavers to explore their interests and passions through a small grants scheme called the Imagination Trust.

Some examples include buying equipment for an aspiring barber, paying athletics club fees for a talented athlete, and purchasing an IT kit for a wannabe coder.

Watch this space for news about the driving lessons scheme! For further information or to donate visit:

www.liveunlimited.org.uk



Children's Services improvement

Ofsted has published its findings following December's monitoring visit, highlighting the positive progress being made.

Inspectors published details of their fifth monitoring visit since Barnet's Children's Services were judged to be inadequate in July 2017.

During December's visit, Ofsted focussed on the progress made in help and protection services, including the effectiveness of the council's Multi-Agency Safeguarding Hub (MASH) in responding to concerns about children, and identified a number of improvements.

Inspectors found that social work practice considered during the visit had been further "consolidated and improved" since the previous visit carried out to assess 'front door' services. They went on to say there was strong practice in the MASH, with decisions being made that were timely and well informed to ensure children were appropriately safeguarded.

Since the judgement in 2017, we have made it our number-one priority to make the improvements needed and address any remaining challenges. This work has been guided by a detailed action plan structured around seven themes to make sure we make all the necessary improvements as quickly as possible.

At the time of Barnet First going to press Ofsted had carried out a further monitoring visit to assess the progress being made. These findings will be available later this month.

“ There are lots of reasons to foster.
For me, it was about helping young people
like Maya feel part of a family. ”



DO YOU HAVE #MORE2GIVE ?

Join our fostering community today and see how you can change a child's life.
020 8359 6274 | www.barnet.gov.uk/fostering



Discover Barnet's great family day out

Explore the fascinating story of the first 100 years of the RAF. Debate the future, test your flying skills, be amazed by stories of bravery, love and loss. Catch up with friends in our café and restaurant. Families will love our themed outdoor play area. We're open daily from 10.00am. Entry is free.

rafmuseum.org 020 8205 2266

The Royal Air Force Museum London,
Grahame Park Way, Colindale, NW9 5LL



Registered charity no. 244708

Your Council Tax bill: investing for the future

We are working to close the £75 million budget gap by 2024 and are looking at how best to deliver our core services over the next five years.

Your annual Council Tax bill will be delivered to you soon explaining how your contribution supports the delivery of local services across Barnet.

This year, we are increasing general Council Tax by 2.99 per cent. This will mean an extra £36 per year for a Band D property. This is not a decision we have taken lightly.

There have been consecutive general Council Tax freezes for the past nine years, and since 2010 the council has made savings of more than £155 million – while maintaining high levels of resident satisfaction and protecting frontline services as much as possible.

However, the council must close its budget gap over the next five years. Nearly £20 million of savings need to be made in 2019/20. It means that we might need to stop doing some things or do them in a more efficient way.

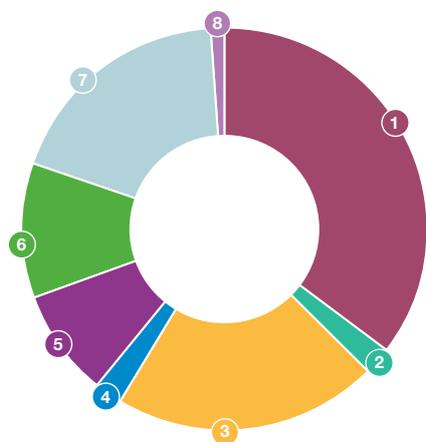
How we will spend your Council Tax over the next year

The pie charts below show where our money comes from, and how we will spend your Council Tax during 2019/20. Turn to page 12 to find out some of the things we have achieved in the past year to make Barnet a great place to live and work.

For more information on Council Tax visit: www.barnet.gov.uk/council-tax

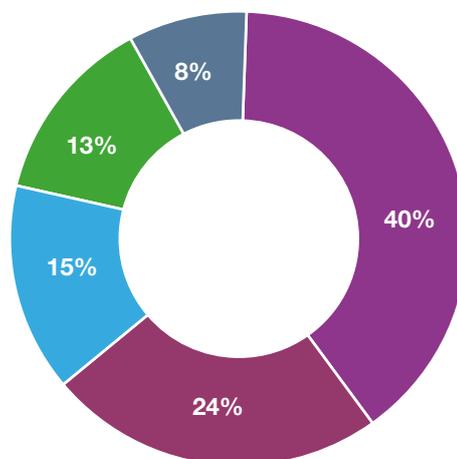
Our net budget for the coming year is £312.917 million. This is the core budget over which we have control. Some council services also generate an income from fees, charges or specific grants, in total £133.511 million, bringing core expenditure on services up to £446.428 million.

How our money is spent for core services



Service Area	£m
1 Adults & Health	111.117
2 Electoral services, legal and fraud	7.399
3 Children's & Family Services	66.117
4 Housing & Development	6.792
5 Commercial, Management and Back Office	27.127
6 Environment	34.222
7 Corporate Expenses (capital financing, levies, inflation, contingency)	58.790
8 Planning & Regulation	1.353
Total	312.917

Where our money comes from



Where our money comes from	Income £m	%
Council Tax	178.296	40%
Fees & Charges (excluding HRA)	106.795	24%
Business Rates	68.600	15%
Government grants	57.577	13%
Other contributions	35.160	8%
Total Income	446.428	100%

Barnet 2024

PRIORITIES

OUR PRIORITIES FOR THE NEXT FIVE YEARS



Barnet is a borough that we should all be proud of. We have excellent schools, vibrant town centres, vast green spaces and diverse communities.

As we look to the future we want to build on these strengths and make sure Barnet remains a great place to live and work. The Corporate Plan, Barnet 2024, sets out how we intend to continue that journey over the next five years.

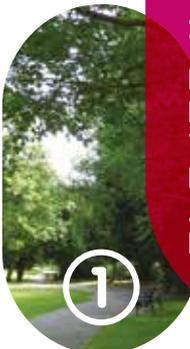
As a council, we want to create successful places, achieve great outcomes, deliver quality services and develop resilient communities. However, like all councils, we're in a difficult financial climate, with increasing demand on our services, less money to spend, and uncertainty about our future funding. This means that we've

had to make some tough decisions around where we prioritise and spend our limited resources.

We wanted to ensure that we have a plan that reflects local priorities. Last year, we asked for your views on our draft Corporate Plan. Thank you to everyone who took part. Your feedback was incorporated, and a final plan was approved by Full Council on 5 March. Barnet 2024 will set the strategic direction of the council, including outcomes for the borough, the priorities we will focus our limited resources on, and how we will approach delivery.

OUTCOMES

OUR FOCUS IS ON THREE MAIN OUTCOMES:



OUTCOME
A PLEASANT WELL MAINTAINED BOROUGH THAT WE PROTECT AND INVEST IN

1



OUTCOME
OUR RESIDENTS LIVE HAPPY, HEALTHY, INDEPENDENT LIVES WITH THE MOST VULNERABLE PROTECTED

2



OUTCOME
SAFE AND STRONG COMMUNITIES WHERE PEOPLE GET ALONG WELL

3

PRIORITIES

A set of priorities that we will be focussing on sit underneath each outcome. Details of how we will approach delivery can be found in the full Corporate Plan. This doesn't aim to capture all that the council does, rather it provides a framework to guide us.

OUTCOME

A PLEASANT WELL MAINTAINED BOROUGH THAT WE PROTECT AND INVEST IN

Getting Barnet clean through efficient street cleaning services, minimising and recycling waste, and weekly bin collections

Keeping the borough moving, including improvements to roads and pavements

Getting the best out of our parks and improving air quality by looking after and investing in our greenspaces

Ensuring decent quality housing that buyers and renters can afford, prioritising Barnet residents

Investing in community facilities to support a growing population, such as schools and leisure centres

Responsible delivery of our major regeneration schemes to create better places to live and work, while protecting and enhancing the borough

OUTCOME

OUR RESIDENTS LIVE HAPPY, HEALTHY, INDEPENDENT LIVES WITH THE MOST VULNERABLE PROTECTED

Improving services for children and young people and ensuring the needs of children are considered in everything we do

Integrating health and social care and providing support for those with mental health problems and complex needs

Supporting our residents who are older, vulnerable or who have disabilities, to remain independent and have a good quality of life

Helping people into work and better paid employment

Encouraging residents to lead active and healthy lifestyles and maintain their mental wellbeing

Ensuring we have good schools and enough school places so all children have access to a great education

OUTCOME

SAFE AND STRONG COMMUNITIES WHERE PEOPLE GET ALONG WELL

Keeping Barnet safe

Tackling anti-social behaviour and environmental crime

Celebrating our diverse and strong communities and taking a zero-tolerance approach to hate crime

Ensuring we are a family-friendly borough

Focusing on the strengths of the community and what they can do to help themselves and each other

Supporting local businesses to thrive

OUR APPROACH

WE HAVE SET OUT BELOW HOW WE INTEND TO DELIVER BOTH OUR STATUTORY DUTIES AND AMBITIONS FOR BARNET WITHIN OUR FINANCIAL CONSTRAINTS. WE WANT TO ENSURE THAT TAXPAYERS' MONEY GOES AS FAR AS IT CAN.

MAXIMISING OPPORTUNITY

- Taking a commercial approach to generating income, and looking for new opportunities to generate revenue from our estate
- Making use of evolving technology and innovation to help us achieve better outcomes and become more efficient
- Capitalising on opportunities from responsible growth and development to boost the local economy

A FAIR DEAL

- Delivering services that matter most by making decisions to prioritise our limited resources
- Providing value for money for the taxpayer and ensuring we are transparent in how we operate
- Standing up for Barnet and ensuring it gets its fair share of resources, including policing and general funding

SHARED RESPONSIBILITY

- Working with residents and the community to share responsibility to ensure Barnet thrives
- Focussing on prevention and early help so residents can live independently for as long as possible
- Collaborating locally to achieve the best outcomes for Barnet

EFFICIENT AND EFFECTIVE COUNCIL

- Managing our finances and contracts robustly
- Providing residents with the assistance they need at the first point of contact and greater access to online services and support
- Treating residents equally, with understanding and respect, with all having access to quality services



HEADLINE FINDINGS FROM THE CONSULTATION:

- The majority of residents who responded to the questionnaire agreed with all the outcomes that we are proposing to focus on for the next five years, with nine out of 10 respondents (90 per cent) agreeing with each of our proposed outcomes.
- There was a similar level of agreement for the priorities set out under each outcome, with 80-90 per cent of respondents agreeing with each of the priorities.
- The one exception to this was 'Delivering on our major regeneration schemes', where six out of 10 agreed.
- When residents were asked to comment further, the main feedback was that they wanted more detail on how the priorities would be delivered and funded. This has resulted in more detail around the strategic approach to delivery being included.
- Further comments on the outcomes, priorities and approach were varied. The most common themes were around street cleansing, tackling enviro-crime and anti-social behaviour, improving air quality and investing in sustainable transport methods.
- Comments on our approach related to outsourcing of services, robust management of contract and service delivery arrangements and a commitment to remaining transparent in our work. There was also a clear theme around how we balance our Council Tax rates with being able to deliver services.

To find out more about Barnet 2024 and download the full Corporate Plan, please visit: www.barnet.gov.uk/Barnet2024

WORKING TOGETHER FOR BARNET

We are committed to keeping the borough a great place to live and work. This means continuing to provide good-value local services. Here are some of our achievements in delivering for Barnet during 2018/19.

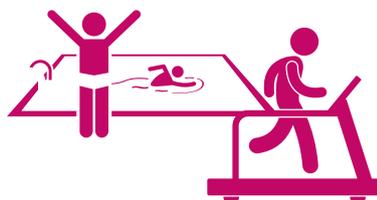
Outcome:

A pleasant, well-maintained borough that we protect and invest in.
Since April 2018, we have:



Built 425 new homes, including **162 social rent, affordable and shared ownership**

Continued construction works for **two new leisure centres** in Copthall and New Barnet, opening summer 2019



Filled in **2,918 potholes**, and resurfaced and improved **47 roads** and **23 pavements**

Outcome:

Our residents live happy, healthy, independent lives with the most vulnerable protected.

Since April 2018, we have:



Introduced Council Tax relief for care leavers **up to the age of 25**

Supported **7,000+ adults** through social care services

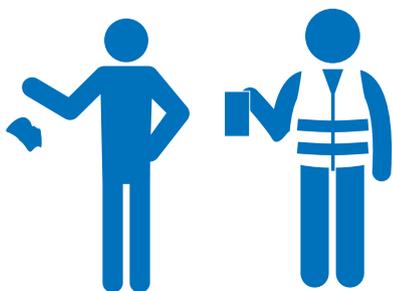


Our secondary schools ranked **second in England**, after the Isles of Scilly, for the new Progress 8 scores, and fifth for Attainment 8

Outcome:

Safe and strong communities where people get along well.

Since April 2018, we have:



Removed **1,853 fly tips**, and issued **1,200+ fixed penalty notices**



Launched our first **Public Spaces Protection Order**, controlling street drinking in Burnt Oak



Recruited **250 volunteer** Hate Crime Reporting Champions, working in partnership with the police



What's On this spring



Big Fun Walk 2019

5 May



The Big Fun Walk is a beautiful 8.5-mile charity walk from East Finchley to Westminster through London's most famous parks. Last year, over 1,375 people (and some dogs) walked in support of the North London Hospice, in celebration of someone special, or simply to take in the beautiful scenery and breathtaking views of the city. The event raised over £140,000 for the Hospice.

The Big Fun Walk route passes some of London's most famous landmarks and through its most beautiful parks. Every participant receives a medal, sandwich lunch and drawstring bag.

Adults £12.50, 5-16s £7.50, Under 5s Free

You can book your place online at www.bigfunwalk.co.uk or by calling **020 8446 2288**.



Stephens House & Gardens event

Eggtastic - Egg Hunt & Egg Decorating



14 April, 2.30-5pm, Finchley N3 3QE

We are running an egtastic drop-in session and excellent Egg Hunt, so let your little explorers follow the clues on a quest for eggs and then they can have lots of fun decorating their own! Start your hunt any time between 2.30pm and 4.30pm. Polystyrene egg and decorating materials provided

£4 per child per hunt and egg.

Limited availability, booking essential:

<https://www.tickettailor.com/events/stephenshouseandgardens/215849>



RAF Museum event

Animal Easter Trail

8-21 April, 11am – 3pm, Colindale, NW9 5LL

£3 per child

The Easter Bunny has lots of his animal friends in the museum, come and find them and find out why they might be hiding underneath our aircraft. You will receive a delicious chocolate prize when you find all the animals. The Easter Bunny has also hidden some lucky eggs. Find one to win a fantastic RAF Museum experience.

For more details call the museum's 24-hour information line on **020 8358 4964** or visit www.rafmuseum.org.uk/whatson



Library events

Barnet Libraries' Year of Learning



The Library Service is running a whole year of exciting events for all ages, with opportunities to get involved in a wealth of different activities from arts and crafts, live music to children's theatre performances to inspiring talks from top name authors.

There is something for everyone so come along, get involved and learn something new in our libraries in 2019.

For more information read page 20 and visit: www.barnet.gov.uk/year-learning-2019





Leisure centre activities

Swimathon sponsored swim

Barnet Copthall Leisure Centre & Finchley Lido Leisure Centre, 30 – 31 March

A challenge for everyone. Enter Swimathon 2019 and join Cancer Research UK and Marie Curie to raise as much money as possible for two causes close to the nation's hearts. For more information visit:

www.swimathon.org

Easter Holiday Activities

8 April – 22 April

Better Leisure Centres are offering a range of fun activities over the Easter break including swimming crash courses, gymnastics camps and multi-sport camps. Book online www.betterlessons.org.uk or contact the leisure centre for prices and more information.

Family Fun Open Day

Hendon Leisure Centre, 14 April, 12noon-2pm

Come along and try something new and fun at our FREE gymnastics open day. There will be activities for the whole family to enjoy from using specialist equipment to learning new skills with our experienced coaches! For more information visit:

www.better.org.uk/hendon

Make a Splash

Children under 8 years swim for free and young people aged 8-15 years swim for £1.

Available Monday - Friday at Barnet Copthall, Finchley Lido and Church Farm Leisure Centres. Register for a FAB Card to redeem your free or discounted swim at: www.better.org.uk/fab-hub

Barnet Health Walks

Enjoy a stroll around some of our beautiful parks and open spaces by taking part in one (or more) of the weekly organised health walks. Suitable for adults aged 18+, for all abilities. **£2.80 per walk, first walk is free with a FAB Card.** For more information visit: www.barnet.gov.uk/onthemove

artsdepot shows

North Finchley, London N12 0GA

To book a visit: www.artsdepot.co.uk

MINE

21 – 23 March, 7.30pm (+2pm on Sat)

The computer construction game Minecraft collides with theatre as a group of gamers/performers aged 10 – 46 tell stories of mothers and sons.

Tickets from £12

Puccini's La Boheme

30 March, 7.30pm

One of the most moving operas ever written, relocated to the vibrant streets of Soho and performed in English by Olivier Award-winning OperaUpClose. **Tickets from £12**

Elmer the Patchwork Elephant Show

6 – 10 April, various times

A fun-filled show featuring everyone's favourite multi-coloured elephant and his jungle pals.

For ages 2+. **Tickets from £9**

Mark Steel:

Every Little Thing's Gonna Be Alright

25 May, 8pm

Stand-up comedy from the Radio 4 regular.

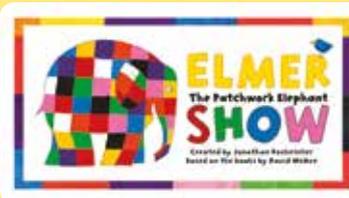
Tickets from £12

The Very Hungry Caterpillar Show

30 May – 2 June, various times

A marvellous menagerie of 75 puppets bring four of Eric Carle's much-loved tales to life. For ages 2+

Tickets from £9



Bin there, done that: Collections now back on track

We would like to thank all our residents for their patience during the implementation of the biggest reorganisation the service has faced in 15 years.

We collect more than 350,000 bins each week across the borough and we are now back to a business-as-usual service.

The new rounds will save the council money and make them more efficient, helping us protect vital local services across the borough, and retain weekly recycling and refuse bin collections.

The changes also mean that all three bins can be emptied on the same weekday and there is no more need for green garden waste bins to be emptied on a separate day.

A change of this scale always takes some time to embed.

Our collection crews have been working round the clock in all weathers to get the service back on track.

We apologise to our residents for any inconvenience caused as we introduced these changes. The good news is we have now turned a corner and the new rounds are working well.



Help us to help you:

Please ensure your bin is out for collection by 6am, on the boundary of the highway (i.e. public pavement outside your property), and not behind any gates, hedges or walls.

Do you live on a narrow road?

Please be careful about how you park, and leave enough space for our collection vehicles to turn into the road and go up it on your collection day. If we are unable to access your road due to inconsiderate parking, we may not be able to collect your bins until your next scheduled collection day.

Remember, the Highway Code says do not park opposite or within 10 metres (32 feet) of a junction, except in an authorised parking space.

Has your bin been missed?

The majority of collections are now taking place on their scheduled days, however collections may take place up until 10pm on your collection day. If your bin has been missed, please leave it at the boundary of your property.

To report a missed bin collection visit:

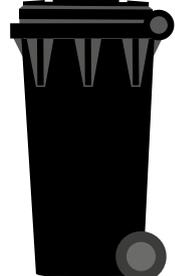
www.barnet.gov.uk/recycling-and-waste/bin-collections/report-missed-bin-collection



Are you recycling everything you can recycle?

The contents of blue bins – once separated – are sent across the UK and abroad to be repurposed so that they can be used again. The contents of Barnet’s green bins are sent to be used as compost in agriculture.

Did you know that 70 per cent of household waste can be recycled?

	<p>The following items CAN BE RECYCLED in your BLUE RECYCLING BIN:</p> <ul style="list-style-type: none"> ✓ Cardboard ✓ Plastic bottles ✓ Plastic tubs, pots and tray ✓ Food tins and drinks cans ✓ Mixed paper ✓ Cartons (e.g. fruit juice, milk cartons, Tetra Pak) ✓ Glass bottles and jars
	<p>However, these items SHOULD NOT be placed in your BLUE BIN:</p> <ul style="list-style-type: none"> ✗ Nappies ✗ Food waste ✗ Clothes and textiles ✗ Wood ✗ Electrical items ✗ Polystyrene ✗ Clinical waste (e.g. needles, syringes and other sharp items) ✗ Black bags and other plastic items (e.g. bubble wrap, cling film, plastic wrapping, plastic bags)
	<p>The following items CAN BE RECYCLED in your GREEN GARDEN WASTE BIN:</p> <ul style="list-style-type: none"> ✓ Grass cuttings ✓ Hedge trimmings and tree prunings ✓ Small branches up to 20cm in diameter (8 inches) and under 60cm (24 inches) in length ✓ Flowers ✓ Leaves ✓ Weeds
	<p>However, these items SHOULD NOT be placed in your GREEN BIN:</p> <ul style="list-style-type: none"> ✗ Food waste ✗ Nappies ✗ Black bags or plastic bags - garden waste should go in the bin loose. ✗ Pet waste (e.g. animal faeces, pet bedding) ✗ Soil ✗ Paper and cardboard ✗ Cooking oil ✗ Large branches ✗ Large meat carcasses
	<p>Only materials which CANNOT BE RECYCLED should be placed in your BLACK REFUSE BIN. These items include:</p> <ul style="list-style-type: none"> ■ Non-recyclable waste ■ Nappies ■ Crisp packets ■ Pet waste (e.g. animal faeces, pet bedding) ■ Plastic film / wrapping ■ Polystyrene

For more information about recycling in Barnet, visit barnet.gov.uk/recycling

Feel FAB this spring

Over 20,000 residents in the borough have registered for their FREE Fit & Active Barnet (FAB) Card giving them access to a range of benefits including free swimming for under 8s*, 8 – 15 year olds swim for £1*, discounts on feel-good activities such as Health Walks, and much more!

There is an abundance of sport and physical activity opportunities available across the borough to suit everyone and all abilities. Find an activity that is perfect for you by using the activity finder on the FAB Hub at www.better.org.uk/fab-hub

Earlier this month marked International Women's Day. Here in Barnet there are many activities for women and girls to enjoy including water workouts, dance classes, Zumba and weekly 5km timed runs at one of the borough's parkrun events. Exclusive female-only swimming and gym sessions are also available across Barnet Better Leisure Centres, offering a welcoming space for women and girls to keep active.

Fiona Lewis (pictured left) said: "FAB has worked out really, really well for me because I was looking for something that I could dip into. I especially wanted to try some ballet and some dance, and I didn't know where to find that sort of thing in this area.

"I came along, found it – no commitment. You can just get involved. It's been fantastic healthwise. I retired last year, and this is a great benefit, having worked full-time, to be able to take advantage of all these classes that are going on. I'm in fact going to move onto full Better membership now."

Judith Berliner (pictured right) said: "I joined the dance class through FAB because I have back problems with my balance and coordination and I really have to work at it, and I love it. It's doing my brain good and my body good."

Visit the FAB Hub to register for your free FAB Card and find the perfect activity to help achieve a fitter and healthier you!

*Available across Barnet Better Leisure Centres, Mon – Fri.

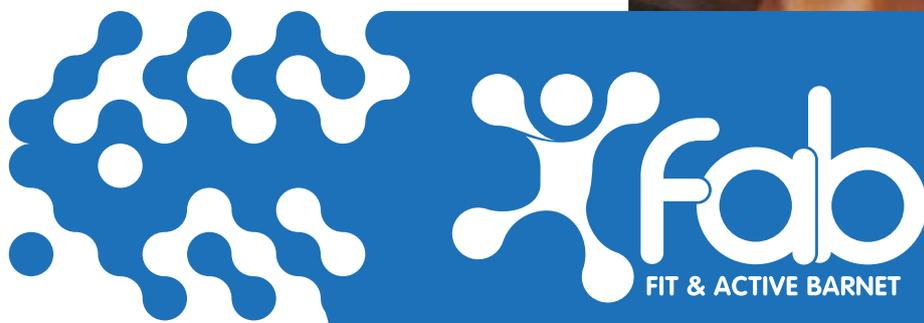
Your free FAB Card



Register for your FREE FAB Card today at www.better.org.uk/fab-card



Fiona Lewis and Judith Berliner



@BarnetCouncil
#feelfab



BARNET
LONDON BOROUGH



Are you looking after someone else's child?

Private fostering is a caring arrangement that is made for the care of a child under the age of 16 years (under 18, if disabled) by someone who is not a parent, legal guardian or close relative*, with the intention that it will last beyond 28 days.

My child is living with someone else.

If your child is privately fostered, you must:

- notify us six weeks before the arrangement commences or immediately if your child is already living with the carers
- ensure that the arrangement is safe
- agree on financial arrangements with the carers
- keep in regular contact with the carers to make sure that your child is safe
- if your child's carers change address, or if you change carers, you must notify Children's Services immediately.

Am I still able to make decisions about my child?

You have parental responsibility for your child and should be involved in all important decisions about your child. If you have any concerns regarding your child's private fostering arrangement, you should discuss this with the carer and contact Children's Services.

Do you know someone being privately fostered?

To help us keep children safe and support families, all parents and private foster carers must notify us. If not then children may miss out on essential welfare checks and other support services.

Who is responsible?

The legislation governing private fostering is the 'Children (Private Arrangements for Fostering) Regulations 2005' and came into force following the death of Victoria Climbié in 2000. Victoria was privately fostered by her great aunt.

I am caring for someone else's child.

If you are planning to privately foster a child, you must:

- arrange with the parent about how the child should be cared for and uphold this agreement
- inform us at least six weeks before the child comes to live with you
- work with social workers to make sure that the child's needs are fully assessed
- allow all the necessary checks to be done to ensure the child is safeguarded

Once the notification has been made, Children's Services has a duty to undertake an assessment of the suitability of the care arrangements and a range of checks on everyone in the household over 16.

Social workers will:

- inform carers of their responsibilities
- make regular six-weekly visits
- ensure the child's needs are being met
- provide support and guidance to carers

If you know of a child being privately fostered please don't ignore it, contact us today:

MASH Team

Tel: 020 8359 4066

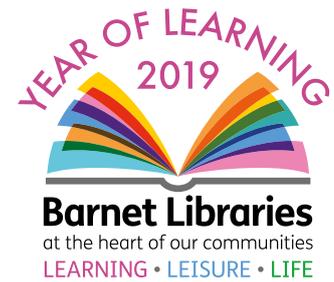
Web: www.barnet.gov.uk/private-fostering

Email: mash@barnet.gov.uk

(*Close family relative is a 'grandparent, brother, sister, uncle or aunt' and includes half-siblings and step-parents; it does not include great-aunts or uncles, great grandparents or cousins.)



Barnet Libraries' Year of Learning is an exciting programme of events and learning opportunities for everyone in the borough to enjoy. This month celebrates Science: Fact and Fiction. So far, we have held sessions on using micro:bits, science experiments and robotics.



Want to get involved?

Here are some of the highlights coming up in April and May:



Next month, the Year of Learning focus is on 'Go Green'.

This features events focussing on creative recycling and caring for the environment. There are lots of children's activities taking place during the Easter holidays, including musical instrument making with recyclable materials at 'Rock 'n' Recycle' for children of all ages as well as a series of 'Recycle and Rhyme' events for the under-fives.



In May, for Health and Wellbeing month, we have a series of interactive talks on oral health for families of children under five, workshops on colouring, mindfulness and personal development. We have a 'Big Baby Get Together' where new parents can make friends, find out about library services and events for under fives. At 'Read and Relax' you can escape the everyday in a quiet softly lit space and read magazines, books and poetry.

MUSICAL
EXPLORE THE
WORLD
READ
READ
READ

Over the coming months we have Music month in June, Explore the World in July and Read, read, read in August.

All events are listed in our Year of Learning programme available in your local library now and look out for more information in our summer edition of Barnet First magazine.

Coming soon...

Barnet Libraries are launching a new library catalogue and website.

The new catalogue will be easy to use and you will be able to reserve items at the touch of a button and join online much faster. You will receive emails to let you know when your items are due or overdue and inform you that your reserve is ready to collect. You can also find book recommendations from other customers and rate and review books yourself. Later in the year you will be able to pay online and book and pay for rooms or events.

To find out more visit: www.barnet.gov.uk/libraries



@barnetlibraries
#LearningLeisureLife
www.barnet.gov.uk/libraries



Across Greater London you can get specialist, personalised help from health advisers over the phone, throughout your 28-day quit journey.

They are waiting to hear from you. Call 0300 1234 1044.

Visit www.stopsmokinglondon.com to find out what support is available to help you quit, in Barnet.

STOP
SMOKING

LONDON

AMAZING THINGS HAPPEN
WHEN YOU QUIT SMOKING

NHS

WHOA! Just ran my first 10k



We'll help find the best way for you.



Building an extension or converting your loft or garage?

You will need the work checked and approved for compliance with the building regulations.

LABC Barnet ensures work is safe, up to standards, is energy efficient and helps protect you against rogue builders.

Our building control experts can help bring in your project on time and within budget.



Re



building.control@barnet.gov.uk



020 8359 4500

BARNET
LONDON BOROUGH

A warm welcome at Ansell Court



In January, Barnet Homes was officially handed the keys to a flagship extra care provision in Mill Hill. Built on the site of old sheltered housing accommodation, Moreton Close, the new development is now called Ansell Court.



Ansell Court will provide extra care provision in 53 self-contained one and two-bedroom apartments, which will enable adults with additional care and support needs to live independently. The service will also be able to support people who have dementia to maintain their life skills for longer.

The new extra care development has been named after a fallen Mill Hill soldier and Military Medal for Bravery recipient who served in World War One.

William Ansell, who was born in Hendon and grew up in Mill Hill, joined the army in 1905. On 19 May, 1918 aged just 29 and near the end of the war, he was killed in action. The brave young man was buried in Etaples, France.

Fittingly, William Ansell's memory will live on in Ansell Court through its residents who will be able to live independent lives for longer.

The colour-themed corridors and self-contained flats in Ansell Court are spacious and filled with light. On the ground floor, there is also an inviting communal lounge, a community area with facilities for a coffee shop and a hairdresser's salon. This will provide hugely beneficial opportunities for interaction between the residents and the community.

The scheme is registered with the Care Quality Commission.

Ansell Court is recruiting for caring, dynamic and highly motivated people to join the team. Interested? Visit The Barnet Group website for more information and to apply online: thebarnetgroup.org/careers



Unitas Youth Zone

LOCATION:

**Montrose Playing Field
in Burnt Oak, near to
Grahame Park and Colindale**

DESCRIPTION:

Unitas is a purpose-built facility for the borough's young people. Unitas will offer somewhere safe to go, someone to socialise with, and an extensive range of inspiring activities seven days a week. Facilities will include: four-court sports hall, rooftop 3G football pitch, gym, climbing wall, music room with recording suite, performing arts room, cookery, art, a media suite, wellbeing room, enterprise and employability opportunities and much more.

OPENING DATE:

**Unitas Youth Zone will open
in late June 2019.**

SIGN UP NOW

With the Youth Zone opening in just a few months, you can sign up for membership now. Membership is open to 8-19 year olds, and for those up to 25 with disabilities. A year-long membership (which will start once the Youth Zone opens) costs just £5 and gives access to a huge range of facilities and activities.

To apply, visit

www.unitasyouthzone.org.uk now!

Follow the Youth Zone at:

-  @unitasYZ
-  unitasyouthzone
-  unitasyouthzone
-  unitasyouthzone



LOCAL YOUNG PEOPLE GIVE THEIR THOUGHTS ON THE YOUTH ZONE

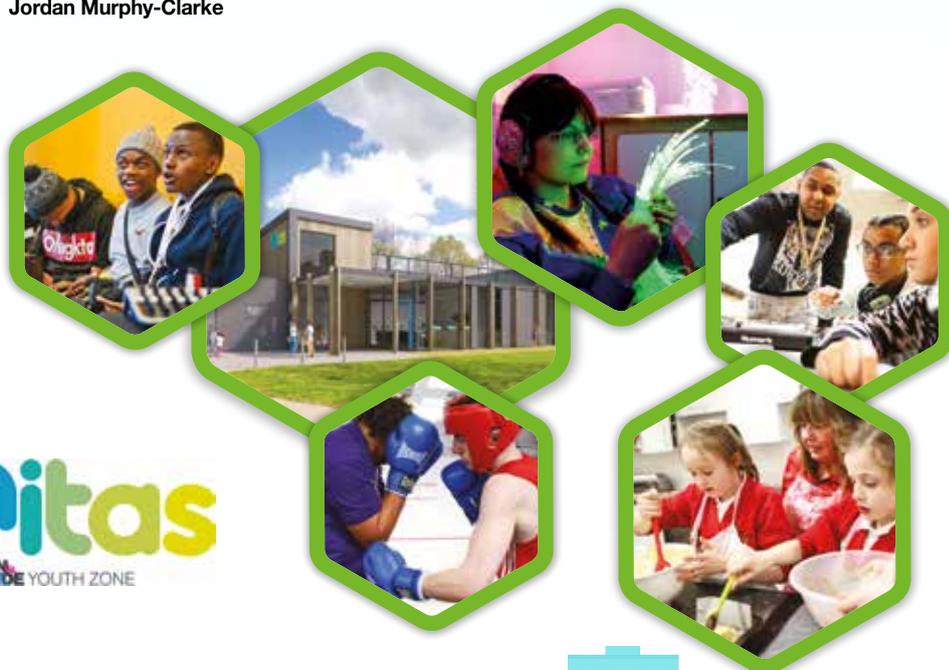
"I'm really excited about the Youth Zone. I can't wait until it's built, I think it will make a huge impact on the young people and it will make a big difference to the community." **Hannah McKeating**

"I think it's going to be great. Young people these days don't have much to do or anywhere to go so I think Unitas will fit into the community so well."

Zuzana Fernandes

"I think it will bring a sense of comfort to young people. They don't have a place they can go, where they can feel safe, hang out with friends and meet new people. It will bring that to the area and the whole community."

Jordan Murphy-Clarke



Work starts for new station Brent Cross West

- due to open May 2022
- up to 8 trains per peak hour
- link to Kings Cross St Pancras in under 15 minutes



Barnet Council has launched its competition to appoint a contractor this autumn to complete the detailed design, construction and handover of the new station ready for opening in May 2022.

Feasibility studies have begun to look at provision of level access to allow independent travel and future integration of the West London Orbital. The Government recently confirmed it will provide grant funding to help us deliver the new Brent Cross West Thameslink station and other vital supporting infrastructure.

BRENT CROSS THAMESLINK UPDATE

- Four platforms serving fast and slow lanes
- Modular station will be built off site
- Includes passenger concourse, lifts, stairs and escalators up to a pedestrian bridge
- Work has begun on site to relocate the existing sidings and construction of the new driver accommodation
- Preparation for the new waste transfer station site is underway with demolition works due soon

Brent Cross West station is the key to delivering a vibrant new town centre for north-west London, south of the A406.

This neighbourhood for living, working and leisure will deliver 7,500 new homes and significant work space with huge benefits to local businesses and existing communities.

The new station, to be built between existing Hendon and Cricklewood stations, will see two million journeys in the first year. Connectivity is enhanced with direct connections to Luton and Gatwick airports, Crossrail, Eurostar and for the first time, residents – pedestrians and cyclists – will have 24hr access across the railway line.

Outline planning consent is already in place and the detailed station planning application will be submitted for consultation.

**View the plans at Whitefield School:
5-9pm on 3 April and Clayton Crown Hotel:
10am-4pm on 4 April**

**For more on Brent Cross Thameslink go to:
www.barnet.gov.uk/brentcrossthamelink**



Need help with housing costs?

You should claim Universal Credit for help with rent, unless:

- You live in supported exempt accommodation
- You have been placed in temporary accommodation by Barnet Homes
 - You have reached State Pension Credit age
- You are part of a couple where one of you has reached State Pension Credit age (until May 2019)
- You get the Severe Disability Premium as part of an existing claim, or you have received the Severe Disability Premium within the last month

If you fall into one of these groups, you can still claim Housing Benefit* otherwise you will need to make a claim for Universal Credit for help with your housing costs.

*Applying for Housing Benefit when you are not entitled may lead to a delay in receiving benefits, you may go into arrears and you may lose entitlement to Universal Credit you could have otherwise received.

Free help and advice is available from:

Welfare Reform Task Force

Tel: 0208 359 2442

Email: welfarereformtaskforce@barnet.gov.uk



Chilli Tuk Tuk's takeaway triumph

Husband and wife team Deepak and Amisha Lall - owners of Barnet-based Chilli Tuk Tuk - have good reason to be proud as their Indian takeaway business scooped Best Takeaway/Delivery UK at the British Curry Awards 2018, and Best Takeaway UK at the Asian Restaurant Owner Network Awards in January 2019.

Why did you decide to start this business?

Over a not-so-great Indian takeaway one evening we got talking about the gap in the market for some seriously tasty and real Indian food. We are avid foodies and Deepak had a good network of people and some experience in the Indian food industry. We felt the market needed delicious food, consistency in taste and quick delivery times. We were working hard in our own jobs, often bringing work home, and over the weekends and we thought, why not bring our strengths together and start a venture.

What is the hardest part of your job?

Many aspects of running a business can be the 'hardest part' but we look at it as challenges. Our margins are tight, making a profit in this industry with commissions and taxes and rising costs is so difficult.

We plan for the worst and hope for the best. Often though, we face situations that we just have to take on the chin. Delivery drivers notifying us at the last minute that they can't make it can really mess up our operation. We still do our very best; Amisha was even jumping in the car to deliver food to our customers three days before she gave birth to our baby girl.

What has been your proudest moment?

Without a doubt, the British Curry Awards where we were crowned Best Takeaway/Delivery UK. We had previously been finalists at the British Takeaway Awards and the Asian Curry Awards.

We only realised the scale of the British Curry Awards when we got to the awards ceremony at the Battersea Evolution Center. They are massive with well-known celebrities and politicians in attendance.

To be crowned winners of what was said to be the toughest category was such an immense feeling of pride and recognition.

We're also now being mentored by Sarah Willingham from Dragon's Den which is phenomenal for us!

How has the council supported or helped your business?

Barnet Council has listened to us. They recognised our achievements during our journey especially our participation in the Healthier Catering Commitment initiative run by the council and supported by the Mayor of London.

The Environmental Health Officers that have visited us have been great, helping us amend our processes to ensure we were safeguarding our customers and always being available for questions and guidance via email to even brief phone conversations.

What advice would you give to anyone starting out in business?

If you have a dream, pursue it, BUT... do your homework! Understand if there is a demand for what you set out to do.

We always said that the first six months would tell us if it was worth pursuing with Chilli Tuk Tuk. Our repeat client rate, our customer reviews and feedback gave us the belief to carry on.



Deepak and Amisha Lall



Find out more at
www.chilli-tuktuk.co.uk or call
 0203 602 3450. Open Monday – Sunday
 5pm to 10.45pm; closed on Tuesdays.



Your views are helping us improve our services and develop our plans. We have recently launched the following consultations and we would like your feedback.

Barnet Children and Young People Plan 2019 – 2023

(Consultation closes 7 April 2019)

We want to hear your views on our new Children and Young People’s Plan.

Barnet has a large and growing number of children, young people and families and we want to make sure the borough is an excellent place to live for children and their families.

Working together with the children and young people and our partners (voluntary community sector, police, education and health services) we have developed a new Children and Young People’s Plan 2019-2023.

It is a four-year plan that establishes the vision, key priorities and outcomes for children and young people in Barnet, providing a framework for partnership activity in the borough. It enables us to help children and young people to reach their full potential and enjoy their rights within our community.

The plan is supported by our work with the global children’s charity, UNICEF UK, to embed children’s rights across the borough, which means their voices are heard and their priorities influence the decisions which affect their lives.

Let us know your thoughts on our draft plan by visiting engage.barnet.gov.uk.

For any further information, or to request a paper questionnaire or another format, please telephone **020 8359 7465**.



Renaming Silkstream Park and Montrose Playing Fields

(Consultation closes 7 April 2019)

We are making improvements to Silkstream Park in Burnt Oak and Montrose Playing Fields in Colindale and we want your views on renaming them.

We have already asked residents what facilities and improvements they would like to see in the two parks. When complete residents will be able to enjoy:

- two new play areas
- a new skatepark
- a multi-use games area
- outdoor gym equipment
- a new cafe and toilets
- a new biodiversity area with more planting

As well as these extra facilities, we are planting 300 new trees, adding more litter bins and benches, and installing new energy efficient LED lighting.

As part of these improvements we are also joining the two parks together with new improved crossing points and joined cycle paths.

We now want your views on renaming the parks. Should the names stay the same? Or should the parks have a whole new start and have a new name? The new name we are proposing is Silkstream Valley Park as Silkstream river runs through both parks.

To give your views please take part in our quick poll by visiting engage.barnet.gov.uk

An artist impression of Silkstream Park and Montrose Playing Fields new wet meadow



For a full list of our current consultations and more information on the consultations featured on this page, please visit our website engage.barnet.gov.uk

Volunteering opportunities in Barnet

Get involved in your local community

Resources for Autism - Reach out Volunteer

You will be able to use your transferable skills to support within the home environment, using your imagination around play, music and other social skills to engage those with autism. This opportunity enables you to give a family some much-needed support and strategies for their child, young person or adult around play, going out, musical games, taking turns and developing social and interaction skills.



Age UK Barnet - Volunteer Lifeguard

We are looking for a qualified lifeguard to support a weekly (term-time) Aqua aerobic session. The session is for our clients (over 55s) and runs Tuesday 3.30 - 4.30pm. If you are recently qualified, looking to put your skills to use, or you are a seasoned lifeguard, this is a fun, friendly session where you will be enabling older people to exercise and keep fit in a fun way.



Barnet Borough Scouts - Assistant Beaver Leader (15th Finchley Scout Group)

We need someone who is willing to develop young people through experiencing everyday adventure, assist with delivering a varied and interesting programme and ensure activities are run in a safe way and within the rules.

No specific skills/qualifications are required as full training and support are given. Experience of working with children/young people may be useful but is not essential.

ValueYou - Volunteer Champion



Would you like to help a charity that supports volunteers like you? ValueYou is looking for local Volunteer Champions to help run our volunteer recognition scheme in Barnet. ValueYou

provides volunteers who have done 100 hours of voluntary activity with a discount card that can be used in independent businesses.

This is a varied role which involves getting in touch with local charities who can promote the scheme to volunteers and contacting small business owners who may offer a discount. We're particularly looking for people who already volunteer and are a member of the ValueYou discount scheme for this position.

If you love talking to people and are passionate about volunteering then we'd love to hear from you.



You can apply for these opportunities, and many more, by registering on the website: www.volunteeringbarnet.org.uk click "opportunity search" and enter the role title or organisation name.

If you have any questions about these opportunities, or how to apply, email enquiry@volunteeringbarnet.org.uk or call: 0300 365 9960.

Community focus

The power of experience



We're focussing on the great community work that Inclusion Barnet provides for disabled people in the borough.

Inclusion Barnet is run by and for disabled people; they know people's experience of overcoming the disabling barriers in society develops skills, knowledge and resourcefulness. Their board of trustees, members and most of their staff have experience of disability, a mental health issue or long-term conditions, and they use this personal experience to develop and deliver user-led services across Barnet and beyond.

Last autumn, they launched Touchpoint, an innovative Big Lottery-funded 'listening and linking' service for disabled people who are struggling to get their support needs met from short-term services, by providing longer-term support and befriending. From April, advice will also be provided as part of the Touchpoint offer. Touchpoint works to make sure people are connected to the right services when needed, and have plans for the longer-term.

deliver more peer support and co-production through the trust-wide Enablement Partnership. Inclusion Barnet also believes in using their experience to contribute to the wider life in Barnet and they manage two Partnership Libraries at East Barnet and at South Friern.

Recently, they were awarded the contract to deliver support to Barnet's vast and wide voluntary, community and faith sector in Barnet.

This support will include a variety of training, web resources, a regular informative newsletter, networking, one-to-one surgeries, representation and partnership development. This work will be delivered with partner organisations Volunteering Barnet and the Young Barnet Foundation.

Inclusion Barnet is proud to deliver a variety of other services in Barnet. This includes hosting Barnet Voice for Mental Health by running support groups and activities for people with experience of mental health issues, as well as working with Barnet, Enfield and Haringey Mental Health Trust to



Inclusion Barnet volunteer training in peer support

To find out more about Inclusion Barnet services, access support or become a member, visit www.inclusionbarnet.org.uk, email info@inclusionbarnet.org.uk or call 020 3475 1314. Services and membership are free.

Contact your councillors

Brunswick Park



cllr.k.levine@barnet.gov.uk
cllr.l.rutter@barnet.gov.uk
cllr.r.weeden-sanz@barnet.gov.uk

Burnt Oak



cllr.s.conway@barnet.gov.uk
cllr.a.naqvi@barnet.gov.uk
cllr.c.omacauley@barnet.gov.uk

Childs Hill



cllr.a.clarke@barnet.gov.uk
cllr.s.ryde@barnet.gov.uk
cllr.p.zinkin@barnet.gov.uk

Colindale



cllr.n.narenthira@barnet.gov.uk
cllr.g.sargeant@barnet.gov.uk
cllr.z.zubairi@barnet.gov.uk

Coppetts



cllr.p.coakleywebb@barnet.gov.uk
cllr.r.patel@barnet.gov.uk
cllr.b.rawlings@barnet.gov.uk

East Barnet



cllr.f.byers@barnet.gov.uk
cllr.j.cooper@barnet.gov.uk
cllr.l.williams@barnet.gov.uk

East Finchley



cllr.c.farrier@barnet.gov.uk
cllr.a.mitra@barnet.gov.uk
cllr.a.moore@barnet.gov.uk

Edgware



cllr.l.freedman@barnet.gov.uk
cllr.b.gordon@barnet.gov.uk
cllr.s.wardle@barnet.gov.uk

Finchley Church End



cllr.e.greenspan@barnet.gov.uk
cllr.j.grocock@barnet.gov.uk
cllr.d.thomas@barnet.gov.uk

Garden Suburb



cllr.r.grover@barnet.gov.uk
cllr.j.marshall@barnet.gov.uk
cllr.g.rozenberg@barnet.gov.uk

Golders Green



cllr.d.cohen@barnet.gov.uk
cllr.m.cohen@barnet.gov.uk
cllr.r.thompson@barnet.gov.uk

Hale



cllr.l.gurung@barnet.gov.uk
cllr.l.jajeh@barnet.gov.uk
cllr.e.simberg@barnet.gov.uk

Hendon



cllr.a.finn@barnet.gov.uk
cllr.n.fluss@barnet.gov.uk
cllr.m.shooter@barnet.gov.uk

High Barnet



cllr.d.longstaff@barnet.gov.uk
cllr.w.prentice@barnet.gov.uk
cllr.j.teare@barnet.gov.uk

Mill Hill



cllr.g.bokaei@barnet.gov.uk
cllr.v.duschinsky@barnet.gov.uk
cllr.j.hart@barnet.gov.uk

Oakleigh



cllr.s.rajput@barnet.gov.uk
cllr.t.smith@barnet.gov.uk
cllr.s.sowerby@barnet.gov.uk

Totteridge



cllr.r.cornelius@barnet.gov.uk
cllr.a.cornelius@barnet.gov.uk
cllr.c.stock@barnet.gov.uk

Underhill



cllr.j.brayne@barnet.gov.uk
cllr.p.edwards@barnet.gov.uk
cllr.t.roberts@barnet.gov.uk

*Independent

West Finchley



cllr.r.houston@barnet.gov.uk
cllr.k.mcguirk@barnet.gov.uk
cllr.d.rich@barnet.gov.uk

West Hendon



cllr.s.don@barnet.gov.uk
cllr.a.prager@barnet.gov.uk
cllr.h.richman@barnet.gov.uk

Woodhouse



cllr.g.cooke@barnet.gov.uk
cllr.a.hutton@barnet.gov.uk
cllr.a.schneiderman@barnet.gov.uk

Full Council meetings

Tuesday 21 May 2019, 7pm

Hendon Town Hall, The Burroughs, NW4 4BG

Residents forums

To find out details of upcoming Resident Forums, please visit: barnet.moderngov.co.uk/mgListCommittees

For more information and for venue details, please visit: barnet.moderngov.co.uk

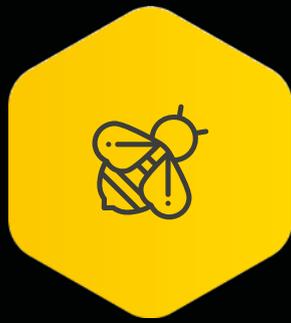
For details of surgeries, email: first.contact@barnet.gov.uk

Or write to us: **Members' Room, Hendon Town Hall, The Burroughs, Hendon, NW4 4BG**

OUR LEVELS OF SERVICE

We offer tailored levels of service to suit every landlord, property and budget. Our lettings, management and leased services are our core services, but we can be flexible to suit your exact needs. Why not get in touch with us today to see what we can do for you?

Levels of service	Lettings service	Management service	Leased service
	9% including VAT	12% including VAT	0%
Market rents	Yes	Yes	
Professional tenant(s)	Yes	Yes	Yes
Market appraisal	Yes	Yes	Yes
Marketing	Yes	Yes	Yes
Advice on property compliance	Yes	Yes	Yes
Finding a suitable tenant(s)	Yes	Yes	Yes
Negotiations on your property	Yes	Yes	Yes
Full reference check	Yes	Yes	Yes
Right to rent check	Yes	Yes	Yes
Arrange tenancy agreement	Yes	Yes	Yes
Rent Guarantee Insurance with legal advice	Yes	Yes	Yes
Collection of preliminary rent and deposit	Yes	Yes	Yes
Set up landlord and tenant login via website and app	Yes	Yes	Yes
Register deposit	Yes	Yes	Yes
Collection of rent and payment to landlord	Yes	Yes	Yes
Deduction of any HMRC amounts	Yes	Yes	Yes
Independent inventory report and check-in compiled and arranged	Yes	Yes	Yes
Inspections arranged on a six monthly basis and findings reported to landlord		Yes	Yes
Arrange maintenance and repairs and arrange payment of invoices from rental or as agreed with landlord		Yes	Yes
Keys held during the tenancy		Yes	Yes
Serve appropriate legal notices		Yes	Yes
Deal with disputes during check-out and deposit return		Yes	Yes
Advise all relevant utility providers of changes		Yes	Yes
Dedicated Bumblebee team member during the tenancy		Yes	Yes
Independent check out and dilapidations report compiled		Yes	Yes
Renewal fee		Yes	
We guarantee the rental amount			Yes
Pay for void periods (subject to T&Cs)			Yes
Three year agreements			Yes
Start paying from the day the lease is signed (subject to T&Cs)			Yes



BUMBLEBEE

CREATING A BUZZ IN THE PROPERTY MARKET

0% COMMISSION
ON OUR
GUARANTEED
RENT SERVICE

FREE
INDEPENDENT
INVENTORY
CHECK

NO FEES
FOR TENANTS

FREE FULL
REFERENCING
CHECKS

LET YOUR PROPERTY WITH BUMBLEBEE

STAFF WITH OVER 50 YEARS EXPERIENCE
BESPOKE LETTING SERVICES
FREE MARKET APPRAISALS
FREE INVENTORIES
LOW VOID TIMES

BUMBLEBEEPROPERTY.CO.UK

020 8359 3399

OUR TENANTS SAY

“The staff were very polite, efficient and quick to respond. Good all-round”

“I found the team very easy and straightforward to deal with”

“The team were very helpful and always kept updated”

“A very good service, the team were quick to respond, and I felt comfortable throughout”

OUR LANDLORDS SAY

“The team were very helpful and dealt with any problems I had quickly and easily”

“The service was very good and Bhavesh was exceptional”

“Everything was good and I'm really pleased with the whole service”

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LONDON BOROUGH