

NEWS AND UPDATES FROM ACROSS THE BOROUGH

ONE

Welwyn Hatfield



IT'S PANTO SEASON AT CAMPUS WEST!

INSIDE: FESTIVE ACTIVITIES | XMAS BIN COLLECTIONS |
NEW COMMUNITY LOTTERY LAUNCHED | 2023/24 COUNCILLORS



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**WELWYN
HATFIELD**



Welcome from the Leader and Deputy Leader

Welcome to the first ONE Magazine of a new era, where Welwyn Hatfield Borough Council has its first joint administration.

We're excited to work for a brighter future for everyone in our community. We've started strongly, which we hope you will agree as you read about our work across the borough in this magazine.

Our summer events were amazing, with over 400 free activities for This Girl Can and Big Summer 2023. For our green-fingered residents, we welcomed back the Anglia in Bloom judges, celebrated Love Parks Week, and achieved Green Flag status at Oak Hill Lawn Cemetery and Crematorium. Climate Change is a top priority for us, and it's heartening to see over 11,000 free trees will be claimed later this year by our communities as part of the Your Future, Our Tree campaign.

Our communities are at the heart of what we do, so we're pleased to have launched our own Community Lottery, with at least 60% of each ticket supporting good causes locally.

Our winter events look equally exciting, with details on pages 8-9. Not to mention, tickets are still available for our Christmas Panto, Robin Hood, which will be extra special as we celebrate our 50th Anniversary at Campus West.

We also know that winter can be a worrying time as the cost of living continues to impact us all. We have detailed support available on page 3.

We wish you a wonderful autumn and festive season ahead. Thank you for being part of our community and let's make 2024 a great year together.

Paul Zukowskyj,
Leader of the Council

Lynn Chesterman OBE,
Deputy Leader of the Council

COUNCIL UPDATES FROM AROUND THE BOROUGH



1 The borough blossomed in July for the **Anglia in Bloom** judges. The judges visited various local locations, including the Anniversary Gardens and the historic Danesbury Fernery. Awards will be based on criteria such as plant choice, environmental responsibility and community participation.



2 **BIG Summer** returned in July-August, with over 8,000 children and young people enjoying over 300 mostly free activities across the borough including dance workshops, Special Education Needs Tech Camps, paddle boarding and graffiti workshops.



3 In July, **Hatfield Community Fair** saw over 500 visitors enjoy live music and activities for all the family. Thirty stalls run by local community organisations, partners and agencies gave advice and information on a range of services available to local residents and visitors.



4 The **communal bin stores have been improved** for residents in the blocks at Briars Lane and Briars Wood, Hatfield in response to complaints of repeated fly-tipping and litter in the area.



5 In June, we recognised the amazing contribution that volunteers make to their local community at a garden party at Mill Green Museum, hosted by the Mayor, Cllr Pankit Shah. The party marked the end of **Volunteers' Week 2023** which this year had the theme of 'Celebrate and Inspire'.



6 The Leader of the Council, Cllr Paul Zukowskyj and the Deputy Leader, Cllr Lynn Chesterman OBE, visited **Oak Hill Lawn Cemetery and Crematorium** in July and had a tour of the new facilities. **The new chapel and crematorium opened in September** and are designed to accommodate small and large remembrance services.

Struggling with the cost of living or need energy advice?

Looking for a job but don't know where to start?

Help is at hand at our **FREE** drop-in sessions on the last Thursday of the month from 1:00pm to 3:00pm in The Hub, White Lion House, Hatfield AL10 0JL.

You can get help with:

- Energy advice
- Volunteering opportunities
- CV support
- Interview preparation
- Training

The drop-ins are run by Welwyn Hatfield Community and Voluntary Services and Morgan Sindall Property Services.

For more information contact:

Fiona Plumridge at SRbox@morgansindall.com / 07890 895260
or Carrie Hudson at volunteercentre@whcvs.org.uk / 01707 274861



Open Access Community Spaces

Local community spaces are available providing open access to people to socialise and participate in activities if they want to. Different types of support is available at the community spaces, with some offering food and drink. As part of the community spaces scheme, some spaces are classified as 'warm spaces', where residents can go to get some reprieve from weather extremes.

- The community spaces directories can be found at www.welhat.gov.uk/warm and hertfordshire.gov.uk/CommunitySpaces
- Community Space Grants of up to £2000 available to organisation: Details of how to apply for grants through Hertfordshire Community Foundation can be found on their website hertscf.org.uk
- Please visit the WHBC community spaces directory at www.welhat.gov.uk/warm

Cost of Living Support

Help is available if you need cost of living support. Please get in touch with **HertsHelp** on 0300 123 4044. For more information about the range of support on offer to help deal with the rising cost of living, go to www.hertfordshire.gov.uk/costofliving



International Fraud Awareness Week

Welwyn Hatfield Borough Council is a member of the Hertfordshire Shared Anti-Fraud Service; a partnership of councils across Hertfordshire who work together to prevent, and investigate fraud in local government.

November 12–18 2023 is International Fraud Awareness Week and we're shining a light on fraud that could cost Hertfordshire taxpayers more than £5m each year if we don't work together to prevent it. Every penny that is defrauded from local councils reduces the money available to provide vital frontline services in the community and help those who need it most. Fraudsters are quite literally stealing from the public purse.

Fraud against the council can include:

- Subletting a council property
- Falsely claiming a single person discount
- Falsely claiming Council Tax Support or Housing Benefit
- False grant applications
- Misusing someone else's Blue Badge

If you suspect that someone is committing any fraud against the council you can report fraud to us anonymously by visiting our webpage www.hertfordshire.gov.uk/services/business/consumer-advice/safs.aspx or by calling our fraud hotline on 0300 123 4033

Hatfield Town Centre update



One Town Centre

Hatfield One Town Centre was officially opened by the Mayor in September.

The development consists of three blocks (Fourways House, Newton House and Corner House) providing 71 new homes, including 38 affordable housing units which will be let by the council as social housing. There are commercial units on the ground floors. The landscaped spaces between the three buildings will form a new public space, which connects to the wider look and feel for Hatfield's public spaces, including the improvements to White Lion Square.



One Town Centre has been constructed by Lovell Homes in partnership with Welwyn Hatfield Borough Council with funding from Homes England. It's a key part of the council's regeneration programme for Hatfield which, along with the other major development projects at Link Drive, High View and Minster House, will provide much needed housing and facilities for people in the town and across the borough.

Below: Link Drive development



Link Drive

The new residential development on the site of a former car park will provide 80 new homes plus improved connectivity to the town centre through the creation of a new footpath with improved

landscaping and green spaces. Work on the superstructure (the frame of the building) began in January 2023 with the scheme due to be completed in autumn 2024.

Hatfield Rise

Residential and commercial tenants are continuing to move into High View, the £45 million regeneration programme to transform the heart of South Hatfield with brand new shops and homes, including affordable homes and properties for sale. When complete, High View will deliver 146 new homes (37 affordable) ranging from one-bedroom contemporary apartments to three-bedroom houses. The development also includes 18 retail units, a new green space at the heart of the development and improved connections to the popular Hive community centre. Hatfield Rise in High View has been shortlisted for the 'Best First Time Buyer Apartment' category at the *London Evening Standard* 2023 New Homes Awards.



Keep checking one.welhat.gov.uk/major-projects for updates on all major projects

New crematorium opens at Oak Hill Lawn Cemetery

Oak Hill CREMATORIUM

The new crematorium at Oak Hill Lawn Cemetery in Hatfield opened in September.

The crematorium, the first in the borough, has been built to meet the need for improved cremation services to address increased waiting times and distances required to travel to existing local crematoriums. The new development provides a larger chapel for both burial and cremation funeral services, as well as combining the facilities needed for both cremations and burials. The chapel also

serves as a space for remembrance services throughout the year. New landscaping and a number of new gardens have been introduced on site with a large range of memorial options to be offered.

The bereavement services team are located in the new complex with a new reception making access to staff easier as well as improving the facilities for visitors.

Further information on Oak Hill Cemetery and Crematorium can be found on our website oakhill.welhat.gov.uk or by calling **01707 357000**.

Hertfordshire County Council: Welwyn Garden City update

New walking, cycling and wheeling facilities

This Autumn marks the opening of Hertfordshire County Council's new walking, cycling and wheeling facilities in Welwyn Garden City town centre and Digswell Park Road.

In the town centre, work to improve accessibility for people walking, wheeling and cycling around Howardsgate is now nearly completed. The new facilities will provide easy, step-free access to the green area in the middle of the town centre. Hertfordshire County Council is also delivering a town centre wide 20mph speed limit and providing space for cycling on Fretherne Road to connect people on bikes from the east of town, over Hunters Bridge, through Stonehills and onto the wider network in the town and to the south.

Digswell Park Road has recently undergone crossing improvements as part of Hertfordshire County Council's Safer Routes to School programme. New and

improved crossing points at Hertford Road and Bessemer Road have enhanced access to the scenic Digswell Park Road and provided safer walking, cycling and wheeling connections between residential areas, schools and local amenities.

The projects are funded by Active Travel England and are part of Hertfordshire County Council's commitment to sustainable travel, improving the health and wellbeing of communities and making towns cleaner, less congested and better places to live, work and visit.

Information about the project can be found on the Hertfordshire County Council website: www.hertfordshire.gov.uk/activetravelfund



Digswell Park Road

Climate Action in Welwyn Hatfield Borough Council

WHBC declared a climate emergency in 2019 and set a target of being net zero as an organisation by 2030.

A climate change strategy was established, and a climate action plan has been developed to ensure we meet that target and monitor progress along the way.

We have a Climate Change Members Group for Councillors and a dedicated Climate Change Officer as well as several staff working across all service areas delivering projects to reduce emissions, improve biodiversity and increase climate resilience.

Councillor Paul Zukowskyj, Leader of Welwyn Hatfield Borough Council, and the Portfolio Holder for Climate Change, says: "The Climate Emergency is a challenge for us all, so I urge everyone to join us in our mission to lead by example to reduce emissions, support green businesses, and create a sustainable future for our borough and our planet."



Solar Together

Last year, the **Hertfordshire Solar Together Scheme** enabled **140 residents** in Welwyn Hatfield to purchase solar panels at a reduced cost using bulk buying purchasing power. This years' scheme has just launched. To register, please visit www.solartogether.co.uk/welwyn-hatfield

Contact Solar Together:

✉ hertfordshire@solartogether.co.uk
☎ 0800 014 8851 (Mon-Fri, 8am-5pm)

Also running this Autumn is the **Home Upgrade Grant Scheme**, which funds home energy efficiency improvements for properties not connected to mains gas; look out for the launch of this in the coming months.

Biodiversity

During the 2023 round of the **Your Tree, Our Future** campaign, hundreds of residents signed up to receive over **10,000** whips (2-year-old trees) to be planted on their private land.

Last year, the council also planted a further **2,300** whips around the borough on public land.



Electric Vehicle Charge Points

Phase 1 saw **32 charge points** installed around the borough on council-owned land.

Phase 2 is in progress and has seen the council secure funding to provide up to an additional **192 off-street charge points** by the end of the financial year.

We are working with Hertfordshire County Council to secure further funding for additional on-street EV charge points.

Commercial Buildings

We were **awarded £2.3 million in Phase 1** of the **Public Sector Decarbonisation Scheme (PSDS)**, to help decarbonise **Campus West, Campus East, and the Hatfield Swim Centre.**

Following the completion of work under this scheme, we are now collating energy data for these buildings. Early indications **predict a reduction in carbon emissions of approximately 70-80%**. We will update our Climate Change website when we have more information.

Domestic Buildings

As part of the **Social Housing Decarbonisation Fund**, we have been awarded nearly **£2.8 million** to retrofit some of our lowest performing housing stock to **improve energy efficiency**, which will not only reduce emissions, but will also **reduce ongoing energy bills** for residents.

Waste

During the first quarter of this financial year, we achieved a **52% recycling rate, exceeding our 50% target**. A more challenging target will be set soon, so watch this space!

Better Housing Better Health



Better Housing Better Health

is a charity working locally to improve resident's domestic warmth and wellbeing. It offers a **free helpline** with a single point of contact for **services, advice, and financial support** to help improve the energy efficiency of your property.

Improving the energy efficiency of your home will save energy, save money, reduce emissions and improve your wellbeing.

Contact Better Housing Better Health:

✉ bhbh@nef.org.uk
☎ 0800 014 8851 (Mon-Fri, 9am-5pm)
🌐 www.bhbh.org.uk

Emissions Reduction

We are in the process of calculating 2022/23 emissions, however, last year we saw a **44% reduction in the council's emissions** since the baseline year of 2019/20.



More information on Climate Change in WHBC can be found at one.welhat.gov.uk/environment

Two people at home for 16 hours



3 Pints
(1.7 litres)

Drying clothes indoors



9 Pints
(5.1 litres)

Cooking and boiling a kettle



6 Pints
(3.4 litres)

A bath or shower



2 Pints
(1.1 litres)

Washing dishes



2 Pints
(1.1 litres)

Using a paraffin or bottled-gas heater



3 Pints
(1.7 litres)

Tackling condensation, damp and mould

Most homes get some condensation, particularly in the autumn and winter months, but if it becomes persistent it can lead to damp and mould.

Condensation is the most common cause of damp and forms when warm, moist air comes into contact with a cold surface like a window.

Normal, everyday activities like cooking or having a shower add extra moisture to the air inside our homes.

If your home is cold, you are also more likely to have issues with condensation. For advice around energy bills see the cost-of-living support page on our website.

Left untreated, condensation can lead to mould growth on walls, ceilings and even furniture.

There's information on our website www.welhat.gov.uk on what can cause condensation and ways to help prevent it.

As a landlord we are committed to ensuring that we resolve damp and mould issues where they occur.

If you are worried about damp and mould in your council property, contact us on **0800 111 4484** or email housingmaintenance@welhat.gov.uk

We can also offer advice if you live in private rented accommodation and feel your landlord is not supporting you with any concerns around damp and mould. Contact our **Private Sector Housing team** on **01707 357 672** or email psh@welhat.gov.uk

Changes to Christmas Holiday bin collections

Usual Collection Day	Christmas Holiday Collection
Monday 25th December	Wednesday 27th December
Tuesday 26th December	Thursday 28th December
Wednesday 27th December	Friday 29th December
Thursday 28th December	Tuesday 2nd January
Friday 29th December	Wednesday 3rd January
Monday 1st January	Thursday 4th January
Tuesday 2nd January	Friday 5th January
Wednesday 3rd January	Saturday 6th January
Thursday 4th January	Monday 8th January
Friday 5th January	Tuesday 9th January
Monday 8th January	Wednesday 10th January
Tuesday 9th January	Thursday 11th January
Wednesday 10th January	Friday 12th January
Thursday 11th January	Saturday 13th January
Friday 12th January	Monday 15th January
Monday 15th January	Tuesday 16th January
Tuesday 16th January	Wednesday 17th January
Wednesday 17th January	Thursday 18th January
Thursday 18th January	Friday 19th January
Friday 19th January	Saturday 20th January



You can check your bin collection day or report a missed bin on our website: www.welhat.gov.uk/waste

Celebrating the Heart of CHRISTMAS

BIG SWITCH-ON IN HATFIELD!

Saturday 25 November from 12noon to 6pm

In Hatfield town centre the big Christmas lights switch-on will be on Saturday 25 November so make sure that the date is in your diary.

There will be performances on the big stage before lighting up what is sure to be a packed town centre at 6pm.

From 2pm, the big stage in White Lion Square will host other talented local acts offering something for everyone, and an area in Market Square will be set aside for music and dance from community groups

representing the town's diversity. Elsewhere in Market Square, Santa and his elves will be welcoming little ones into their grotto.

Alongside this, from midday there will be roaming street entertainers keeping up the festive fun for children and adults alike, stalls with Christmas-themed activities, plus craft workshops and face painting. Another big draw will no doubt be the giant snow globe creating the perfect setting for a festive photo to share with friends and family.



CHRISTMAS FARMERS' MARKET

The following weekend, on Saturday 2 December, there will be a Christmas-themed Farmers' market in White Lion Square, selling tasty fresh and local produce, along with Christmas-themed treats such as hot roast chestnuts!

Along the way look out for best shop window and other Christmassy competitions!

CHRISTMAS CHALLENGE

Can you do all your Christmas shopping in Welwyn Hatfield shops this year? If you have decided to support local businesses this year and get all your shopping from Welwyn Hatfield traders, we'd love to hear from you. Get in touch via Facebook, Instagram or Twitter – just search Welwyn Hatfield.





DISCOVER THE MAGIC OF CHRISTMAS IN WGC

Saturday 18 November from 12noon to 6pm

Fantastical festive fun for all ages starts with a special Christmas event in Welwyn Garden City, organised by the Wonderful Welwyn Garden City BID and sponsored by the council, on Saturday 18 November, from 12noon to 6pm. There will be so much to enjoy, including music

performances, street entertainment, a fun fair and much, much more.

For more information visit wonderfulwgc.co.uk or follow the BID on social media for updates on all the great things that are planned – [@wonderfulwgc](https://twitter.com/wonderfulwgc)

THE WONDERFUL WELWYN GARDEN CITY CHRISTMAS LIGHTS TRAIL

18 November 2023 – 1 January 2024

The Wonderful Welwyn Garden City Christmas Lights Trail is back!

The fantastic light installations funded and brought to you by the businesses of Welwyn Garden City through the BID will be part of a trail which the whole family can enjoy. The light trail will consist of large Christmas themed installations that will be located throughout Welwyn Garden City town centre. These will include the famous WGC Christmas Bear, the Magical Bauble, and more.

Download the **FREE LoyalFree App** to be able to access the trail, scan and check in at each destination, and vote for your favourite installation. You can **WIN** some amazing prizes!





WELWYN HATFIELD

Working better, together

We will publish details of all Welwyn Hatfield borough councillors here once a year. You may wish to keep these pages for reference. This information is also available online at www.welhat.gov.uk/members

The Council

In Welwyn Hatfield there are 48 Councillors representing the interests of people in 16 wards.

The Cabinet

The Cabinet is an executive group responsible for the overall business of the council. The Cabinet includes the Leader of the Council and six other members appointed by the council. It makes key decisions and plans, strategies, and budget proposals, implementing these once agreed at Full Council. The Overview and Scrutiny Committee reviews and monitors the actions of the Cabinet.

The Mayor

The Mayor is the first citizen of the borough and a vital link between the community and the council. This year, the Mayor is **Councillor Pankit Shah**.

Brookmans Park & Little Heath



Jonathan Boulton
07790 007886
Council Offices
The Campus
Welwyn Garden City
AL8 6AE



Stephen Boulton
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Council Offices
The Campus
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Rebecca Lass
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The Campus
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Haldens



Astrid Scott
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Alastair Hellyer
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Lucy Musk
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Hatfield South West



Helena Goldwater
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Timothy Rowse
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Hatfield
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Craig Stanbury
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Maynard House
The Common
Hatfield
AL10 0NF

Hatfield Villages



James Broach
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Hatfield
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Rose Grewal
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Panshanger



Darrel Panter
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Stan Tunstall
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31 Chilton Green
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Herts
AL7 2LS

Peartree



Duncan Jones
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Simon Goldwater
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Sherrards



Frank Marsh
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Maynard House
The Common
Hatfield
AL10 0NF

Handside



Gemma Moore
07985 327434
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AL8 6AE

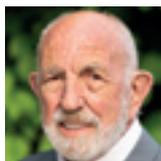


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Hatfield Central



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Mayor
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AL8 6AE



Cathy Watson
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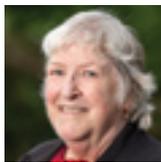


James Lake
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Howlands



Cabinet
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Steve McNamara
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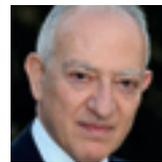


Jill Weston
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Northaw and Cuffley



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Welham Green & Hatfield South



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Leader
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Welwyn West



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Paul Smith
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One Welwyn Hatfield Community Awards 2024

Nominate your local heroes and superstars!

Do you know someone who is making a difference in your community? Someone who goes above and beyond to help others, or someone who inspires you with their passion and dedication? If so, we want to hear from you!

We are launching our new **One Welwyn Hatfield Community Awards** to celebrate the best in our borough and recognise the amazing people who make it a great place to live, work and visit. These awards will acknowledge and thank the people in our communities who go above and beyond, whether they're the quiet heroes or the stars of their local neighbourhood.

We have several categories for you to nominate in, such as **Local Business of the Year, Health & Wellbeing Champion, Climate Champion, Inspirational**

Young Person, and more. You can find the full list of categories and the nomination form at www.one.welhat.gov.uk

The deadline for nominations is **Friday 21 December**, so don't delay and nominate your local heroes and superstars today! The winners will be announced at a special ceremony in February 2024.

We look forward to hearing your stories and celebrating the One Welwyn Hatfield spirit with you!



New Mayor's Charities

Our new Mayor, Councillor Pankit Shah, has chosen two local charities to support during his term of office.

The Mayor's Charities for the year are **Hatfield Food Bank** and **New Zion Christian Fellowship Foodbank** in Welwyn Garden City.

Hatfield Food Bank is part of the Trussell Trust network of food banks, providing emergency food and support to people in crisis in the Hatfield area. The food bank relies on donations from the public and volunteers to operate. Last year, it provided over 7,000 meals to people in need.

Dominic Long, Manager of the Hatfield Food Bank said: "We are so grateful that the Mayor has chosen Hatfield Foodbank as one of his charities for the year. His support of us is an affirmation of all we do to help local people in crisis."

New Zion Christian Fellowship is an independent church located in Welwyn Garden City.

Caroline, who works at the New Zion Christian Fellowship Foodbank, said: "We are delighted to be selected as one of the Mayor's chosen charities this year. [The] Foodbank is very busy, and we are seeing increasing numbers of families and individuals accessing help due to the cost of living and rising food and fuel prices. We appreciate the support and generosity of those supporting [the] Foodbank."

The Mayor will be organising various activities throughout the year to raise money for his chosen charities. He also welcomes donations to support his charitable appeal.

To find out more about the Mayor's Charities, please visit www.welhat.gov.uk/mayor or contact the Mayor's Office at mayors.office@welhat.gov.uk



Understanding Homelessness

Homelessness is a complex and challenging issue that takes many forms. Not all homeless people are rough sleepers, or at fault. They could be a family who have had to leave their privately rented property as their landlord has passed away and the property is up for sale. It could be someone who has lost their accommodation due to illness and loss of income.

Welwyn Hatfield Borough Council is responsible for assisting people who are homeless or threatened with homelessness, providing advice and other help to enable people and families to remain in their existing homes, and finding alternative accommodation. When that is not possible, we are also responsible for providing temporary accommodation for people who are homeless, subject to eligibility criteria. We

work with landlords, housing associations and other partners to find suitable and affordable housing solutions for local people. The demand for housing is high and the supply is limited, which unfortunately means that some people have to wait for a long time to be housed or move out of the borough. Increasing rental amounts in the local area are also making it difficult to secure accommodation, as it becomes harder for people to afford to rent privately.

We are committed to tackling homelessness and supporting people to achieve independent and sustainable living. If you or someone you know is facing homelessness, please contact the council's Housing Options Team for advice and assistance. Telephone **01707 357 613**, email housingoptions@welhat.gov.uk or visit www.welhat.gov.uk/homelessness

1973



Campus West is 50 this year!

2023

Join in the celebrations to mark this amazing milestone.

Campus West is Welwyn Garden City's premier independent cinema, arts and entertainment venue. Since its opening on 8 December 1973 by actress Dame Flora Robson, Campus West has gone through many changes and challenges, from hosting dinner dances and a nightclub to becoming a modern venue with a cinema, a roller-skating rink, a soft play area and a café-bar.

Campus West offers world-class entertainment with a local feel, showing the latest movies and live events on the big screen. It also has something special for all the family, whether that's jumping around in soft play or having fun at the roller rink.

To mark its 50th anniversary, Campus West has planned some exciting themed events throughout the year, including:

- Monday Night Classics – featuring 1973 films such as *Enter the Dragon* and *Serpico*
- Roll on Friday Skate Disco – 50 years of Hip Hop!
- Anniversary Exhibition

The celebrations will culminate on 8 December with a special performance of Robin Hood, the 50th anniversary panto. Book your tickets now and join us for this extra special show!

We also want to hear from you! Share your Campus West memories on Facebook or email

happy50.campuswest@welhat.gov.uk
The best photos and stories will be displayed at Campus West in December.

For more information head to www.campuswest.co.uk



One Welwyn Hatfield Lottery launched

The community lottery, which launched last month, supports local good causes to raise funds and gives you the chance to win £25,000!

Tickets for the online lottery cost just £1 with each ticket having a 1-in-50 chance to win. The draws take place every Saturday night when a six-digit winning combination is picked. Prizes are given to players with tickets that match the first or last 2 to 6 numbers from the winning combination. Match all six and you win the jackpot!

60% from each ticket sold goes to local charities, community organisations and other not-for-profit groups with the remainder being put towards prizes, operating costs and VAT.

Tickets for the community lottery can also be purchased on the website one.welhat.gov.uk/communitylottery and the next draw will be on Saturday 14 October. Play the lottery and support Welwyn Hatfield!

University on-campus student accommodation accredited by PAL scheme



In August, the on-campus student accommodation at the University of Hertfordshire were officially accredited by the PAL scheme, giving a seal of approval for all current and prospective students.

The PAL scheme – Partnership Accreditation for Landlords – is run by Welwyn Hatfield Borough Council in partnership with the university, and recognises landlords, and agents who meet their legal obligations and go above and beyond for their tenants in maintaining standards in quality accommodation.

It has been hugely successful in raising the standard of private rental accommodation across the borough.

Tenants can expect that the property

they rent will meet a set of standards and if a problem arises, there is a reliable means of having it resolved. In the case of the University Halls of Residence, where there is an existing internal process for issues raised about the accommodation, it gives another layer of reassurance to students, with this external scrutiny.

For more information about the PAL scheme, please go to www.pal-online.org.uk

Record fine issued for housing breach

In August, we successfully fined a local business and individual a record amount totalling half a million pounds for breaches of an HMO (House in Multiple Occupation) licence in Hatfield.

The Final Civil Penalty Notice was served for a Licensed House in Multiple Occupancy, with the caveat that a maximum number of six occupants would be allowed to live at the property at any one time. The police discovered the dwelling had seventeen occupants. They contacted the council's Private Sector Housing Team and other partner agencies to pursue enforcement

action on the manager and business, which were jointly held responsible for the breaches identified by the Private Sector Housing Team.

The defendants did not appeal the Final Civil Penalty Notice. The council has now issued invoices to the individual and business, for £275,000 each. They cannot be named for legal reasons.

If you are a tenant living in an HMO with five or more occupants and want to know if the property has a licence, please go to www.welhat.gov.uk and search HMO Public Register.

If you have any concerns at all about your tenancy, please email psh@welhat.gov.uk

Affordable Housing

Minster House – the future of independent living

Construction of Minster House, the council's new £20m contemporary apartment complex for social housing tenants, was completed in September.

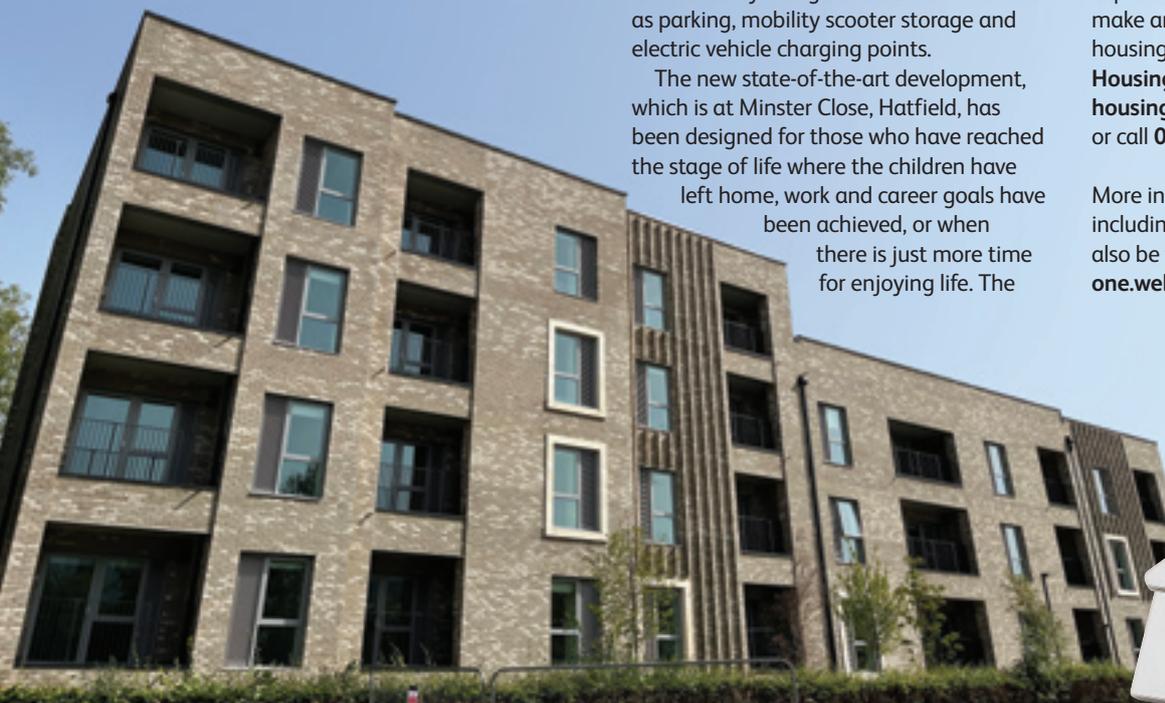
The 91 one and two-bedroom apartments represent the future for independent living. They have been designed to standards that will enhance the health and well-being of residents, maximise living space and make the most of natural light. The complex includes a large outdoor space, library, hairdresser and an arts and crafts room. There is also a community lounge and sun room as well as parking, mobility scooter storage and electric vehicle charging points.

The new state-of-the-art development, which is at Minster Close, Hatfield, has been designed for those who have reached the stage of life where the children have left home, work and career goals have been achieved, or when there is just more time for enjoying life. The

design of the complex incorporates the latest green technologies which means that Minster House doesn't just offer a spacious modern home, it offers a lifestyle, through innovative design features and the latest energy efficient technologies for its residents.

Construction on Minster House began in December 2020 and the project is part of the council's ambitious plans to provide more high-quality apartments to support independent living for residents that are 60 and over. If anyone would like to express an interest in an apartment or make an application to the council's housing needs register, then contact the **Housing Allocations Team** on email housingallocationsteam@welhat.gov.uk, or call **01707 357090**.

More information about Minster House, including a virtual tour of the complex, can also be found on one.welhat.gov.uk/minster-house



Residents move into the new Commons housing development

Residents have moved into two-bedroom houses that have been built on the site of former garages at The Commons, Welwyn Garden City.

The four homes have been fitted with the latest energy saving technologies. There is landscaping in front and to the rear of the new houses with existing green space and trees being retained and improved.

Residents have recently also been given the keys to six three-bedroom houses in Ludwick Way, Welwyn Garden City.



For family fun, just add water!

Swimming pools are the perfect place to spend time together and have fun as a family.

Did you know that swimming is a great way to stay active and healthy. It offers low-impact exercise that is suitable for all ages and fitness levels. It is also an excellent way to improve cardiovascular health, muscle strength and endurance.

As well as benefitting your physical health, swimming can also help improve mental health. Many people of all ages find it a relaxing and meditative activity to unwind and clear their minds. Spending time being active, without the distraction of technology, can also help to reduce stress, anxiety and depression.

Your local Better swimming pool in Hatfield offers activities for everyone:

- swimming lessons for all ages, it is never too late to learn this vital skill

- younger children can enjoy the pool toys and splashing in the shallow end
- older children and teens can take on more challenging activities like swimming laps and diving
- Grandparents can relax and watch their grandchildren play, or even join in the fun themselves
- there is also a spa with sauna and steam room for those wanting to take it easy after a busy day.

So put down your phones and tablets and head to your local pool to spend some quality family time, making memories and getting healthy!

Discover a **Swim For All** session at better.org.uk/hatfield-swim

Healthy Hub Pop-ups coming to a venue near you!

Healthy hub
Welwyn Hatfield

The Healthy Hub, your one-stop shop for everything from health and wellbeing advice to sports clubs and fitness classes, will once again be on the road this winter, so come along and chat to one of the team for advice and support on a range of issues.

For example, did you know that you can go for your over-40 NHS Health Check more than once? (They are offered every five years over the age of 40).

The Healthy Hub Pop-Up Clinic will be at a number of different venues across Welwyn Hatfield; simply call or email the team to find out when and where or visit the website. You can also find a huge range of support, courses and information on other organisations that can help, on the Healthy Hub website – one.welhat.gov.uk/healthy-hub

Please call **01707 357242** to speak to one of the team or you can email on healthyhub@welhat.gov.uk where you can also sign up for the monthly Wel Hat Healthy Hub Newsletter.



www.healthyhub.welhat.gov.uk



HatTech – at the heart of business enterprise in Hatfield

HatTech, the council's state-of-the-art business centre off Beaconsfield Road in Hatfield, is a space in which small businesses can comfortably operate while having access to great facilities and services.

This enables licencees to concentrate on the day to day running of their business in a relaxed but focussed environment.

Due to the business centre's continued success, four more offices are being added to keep up with demand.

If you would like to enquire about leasing an office at HatTech, or would just like to know more, please contact the team on **01707 336969** or **info@businesscentres.org.uk**

You can also follow them on **Facebook**, **Twitter** and **Instagram**

HatTech
Business Centre



Meet a licencee – **FreshStance**

FreshStance, a local company providing IT, telecoms, and cyber security solutions to businesses, is one of the licencees growing its base in HatTech.

Prior to moving to HatTech the company was located in other serviced offices, but rate rises and quality issues caused them to look at alternatives.

"With HatTech we have a competitive and steady cost, a bright and fresh office and control of our own air conditioning and lights. We're very happy with the move and the stability has allowed me to focus on growing the company," says MD Steve Fox.

The company, started in 2015, provides a single point of contact for IT support, projects, connectivity, telecoms, and cyber security services to businesses ranging from start-ups to very well established with 150 plus employees. The company works with medical practices, finance companies and charities but most other industries too. And while their customers are generally in London and the home counties, they are also international in locations like Gibraltar, Dubai and Australia.

"It's a pleasure seeing our team progress, learn and grow in this environment" says Steve, with many of FreshStance's employees who started as apprentices now occupying senior roles. HatTech provides a central base for training and project work. The full time reception in HatTech makes receiving and shipping goods easy so we can focus on our core business".

"The environment is just right for building long term relationships with our customers, providing a simple, trusted, and reliable team to help them use IT, Telecoms, and communication and to grow their business."

"We aim to deliver value rather than cost customers money. We want to provide a service that makes customers smile and good enough for them recommend us to others, which is exactly what we feel that HatTech does for us."

FreshStance IT

ONE

www.welhat.gov.ukcontact-whc@welhat.gov.uk**01707 357000**

Other useful numbers

Citizens Advice (Hatfield)
03444 111 444

Domestic Violence/Abuse Line
08 088 088 088

Electricity Loss of Supply
0800 7838 838

Energy Efficiency Advice Centre
0800 512 012
(free advice on energy efficiency & grants)

Floodline (Environment Agency)
0345 988 1188

Gas Emergencies
0800 111 999

Hertfordshire Police
101
(all areas for non-emergencies)

NSPCC: Childline
0800 1111
HelpLine
0808 800 5000

NHS non-emergency
111
(24-hour healthcare advice)

Pest Control – Dial-a-Pest
03444 828 334

RSPCA
0300 1234 999
(24-hour service for reporting mistreated, injured or distressed animals)

Samaritans
116 123

Women's Refuge and Advice
01707 373743

Thames Water
0800 980 8800
(sewerage problems, blocked main drains)

Water Emergencies (Affinity)
0345 357 2407

Leakspotters (Affinity)
0800 376 5325

 www.facebook.com/welwynhatfield

 @WelHatCouncil

Which council does what?

Getting in touch with the right people, the first time, makes life that bit easier. To help, here are some of the things that we, the borough council, can deal with, and what **Hertfordshire County Council** takes care of.

Welwyn Hatfield Borough Council

- Waste and recycling collections
- Fly-tipping, litter and graffiti
- Allotments, woodlands and green spaces
- Anti-social behaviour
- Council car parks
- CCTV
- Council tax
- Council housing
- Homelessness
- Cemetery services
- Benefits
- Hackney carriages
- Public health and protection (air and noise pollution, food inspections, health and safety at work, licensing)
- Town centre events
- Planning

**WELWYN
HATFIELD**www.welhat.gov.uk

Hertfordshire County Council

- Highways and transportation – including street lights, traffic lights, potholes, gritting and road repairs
- Household Waste Recycling Centres (tip/dump)
- Adult and children's social care
- School admissions, free school meals and transport
- Children's centres
- Fostering and adoption
- Disability support services
- Disabled parking (blue badges)
- Libraries
- Trading Standards
- Fire and rescue

www.hertfordshire.gov.uk

Sadly, some of our colleagues are experiencing an increase in abusive phone calls and interactions with members of the public. We understand you may be worried or frustrated when you speak with us, but please be respectful to our staff and contractors.

Our customer first standards set out our commitment to you, and how you can help us in return: www.welhat.gov.uk/our-commitments/customers



THE WATERMILL MILL GREEN

There's lots of events and activities to enjoy at The Watermill this winter.

OCTOBER

Sun 15 Oct: **Black History** event to tie in with our Windrush community exhibition

October half term activities:

- Mon 23: Apple printing
- Tue 24: Bread making
- Wed 25: Clay hedgehogs
- Thur 26: Leaf puppets
- Fri 27: Mini broomsticks
- Sun 29: **Spooky Sunday** (Family Halloween event)

DECEMBER

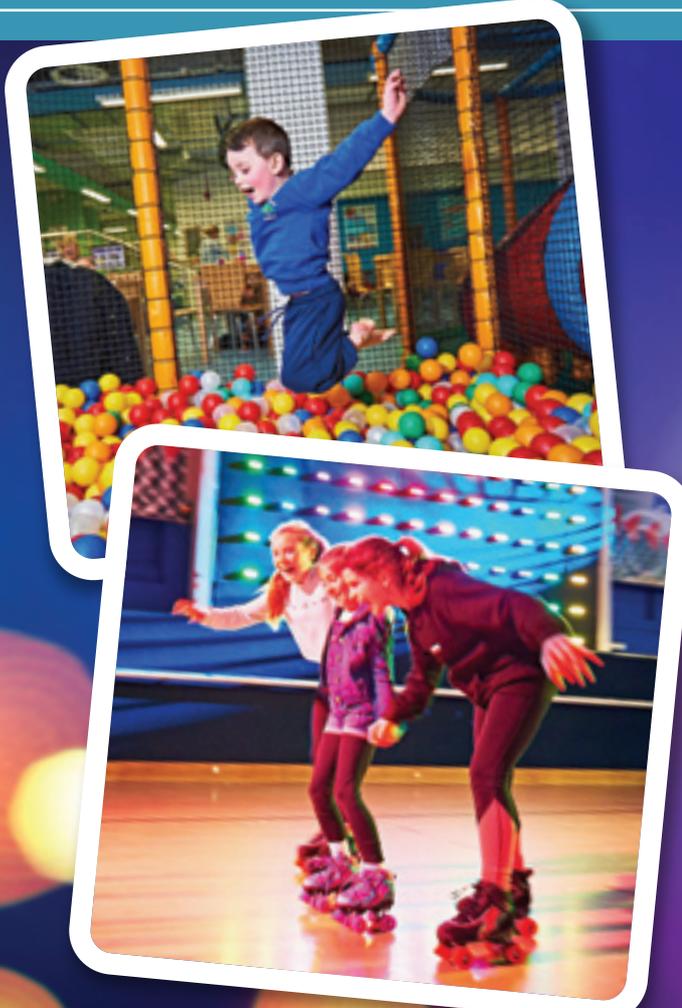
Christmas Crafts at the Mill:

- Sat 2: Natural straw decorations
- Sat 9: Recycled book Christmas tree
- Sat 16: Willow woven stars
- Sat 23: Christmas biscuit baking

1 Dec – 4 Jan: **A Christmas Carol** – An immersive escape-puzzle adventure for all escape-room fans out there.

...and of course you can visit our original watermill and museum exhibitions. For further details on events, opening times and prices, please visit our website:

www.millgreenmuseum.co.uk



IT'S PARTY TIME!

Christmas time is party season, and Campus West is the no.1 place to go for fun and affordable children's parties.

Soft Play City provides a colourful wonderland of play for babies and children up to 8 years. At Roller City parties you can have the whole skate rink to yourselves. And the Bouncy Castles at Campus West provide bouncy festive fun for all age groups!

Book online at: www.campuswest.co.uk

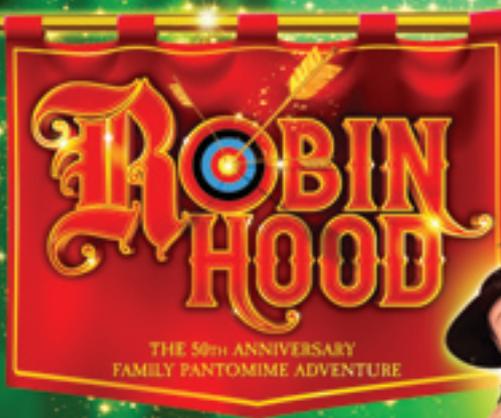
Campus West

WELWYN GARDEN CITY



Campus West

WELWYN GARDEN CITY



Don't miss Robin Hood as he makes his merry way to the 2023 Campus West Panto, along with his adult-only alternative!

This year's panto will be Robin Hood, with its infamous Blue Panto counterpart, Robin: Keep On Riding! Both shows promise all the belly laughs and thrills of previous years, with an extra sprinkle of magic to mark the venue's 50-year anniversary. Book your tickets today! Visit our website at the address below.



LIVE ON SCREEN

See a spectacular stage show broadcast live from award-winning companies in the West End and around the world. Enjoy the best of theatre at the price of a cinema ticket. The camera's intimate view gets you up close and personal with the stage sets and stunning costumes, plus you're treated to exclusive interviews with the cast and creatives.



ROH: DON QUIXOTE
7 & 12 November



ROH: THE NUTCRACKER
17 December



ROH: RUSALKA
24 & 28 January



Discover Humphrey's Café Lounge

With great feedback from the locals, it's Campus West's friendly staff, the comfortable seating and importantly, the fact you can take a drink into the cinema with you that makes the place so special! Their 100% fresh air ventilation system and card-only payments give customers the confidence of a comfortable and safe experience.

Humphrey's Café-Lounge provides a spacious area where families can refuel. Perfect for a pre-film coffee or bite to eat, and a bar to nicely round off your cinema night with a glass of wine, beer, or cheeky G&T!



Other unmissable entertainment this season!



THE BEST IN COMEDY

Saturday 4th November [SOLD OUT]

LIVE ON STAGE! The Best in Comedy show debuts at Campus West with five of the best acts around...Rachel Parris, Marcus Brigstocke, Nick Helm, Harriet Kemsley & Bilal Zafar! Look out for more live events coming soon.

'SEND' CINEMA SCREENINGS Special Educational Needs and Disability (Autism-friendly)

Various dates and times – visit our website at the address below for details.

ROLLER CITY AND SOFT PLAY CITY BIRTHDAY PARTIES

Awesome parties tailored to you with exclusive use of Campus West facilities. Treat your little ones to a birthday party they'll never forget!

THE
CINEMA

Friendly Independent Proud

Welwyn Garden City's independent 3-screen cinema is just a short walk from the town centre, opposite the green facing John Lewis. The Cinema at Campus West screens new films on the day of national release – keeping you up to date with all the latest movies. Alongside blockbusters and family releases, it offers a range from arthouse, biopic, and documentary films, to shows broadcast live from the theatre.

An impressive Live On Screen programme screens top West End and international shows at affordable prices, in the comfort of your local cinema. The popular Zebra discount scheme gives members an extra 15% discount off of cinema ticket and snacks.



Visit our website www.campuswest.co.uk for information and to buy tickets