

Information and advice from South Cambridgeshire District Council

News

Tenant & Leaseholder

Issue 9 Winter 2016

35th garden awards presentation evening

Handyperson
Service

Competitions
inside!

+PLUS

Housing
Facebook

Heating bill
tips

Community
grants

CUSTOMER
SERVICE
EXCELLENCE



The Government Standard



South
Cambridgeshire
District Council



Welcome to the Winter 2016/17 edition of your Tenant and Leaseholder News ...

This is the ninth edition of our twice yearly publication, the first being produced in December 2012. We feel we have come a long way since 2012 and this is largely down to the dedication and hard work of our fantastic editorial panel.

The editorial panel would like to extend their thanks to everyone who took part in the competitions and well deserved **Congratulations!** go to the winners. As you will discover later in the magazine due to the previous success of the pet photo competition we are running this again with a twist so that any pets or wildlife photographs will be considered.

As always, the editorial panel are very keen for this magazine to have more content produced by residents so if you have any ideas or possible articles including short stories, poems, local historical interest pieces or pictures for inclusion in future editions we would love to hear from you.

Inside this issue you will find information about planned improvements to our repairs service, our new handyman service and how to apply for community grants. We have also published the results of our last resident satisfaction survey and summary information from our latest annual report setting out how we have performed as a service over the past year.

We hope you find the magazine interesting and enjoy reading it and on behalf of the Editorial Panel we would like to wish you all a Happy Christmas and Best Wishes for the New Year.

Peter Moston – Resident Involvement Team Leader.



Contents

News	3
Features	10
Gardening Competition	17
Competitions	19
Puzzles	21
Recipes	22
Get Involved	23
Useful	24

About the Tenant & Leaseholder News

This magazine is produced by staff at South Cambridgeshire District Council, working with the Tenant Participation Group Editorial Panel.

To keep costs to a minimum it is designed in-house by the Council's design team and printed at very competitive rates.

If you would like to contribute to the magazine, or would simply like to put forward some ideas of what you would like to see, please get in touch with us.

Cover photographs courtesy of Pixabay

E-Mail: tnews@scambs.gov.uk

Telephone: 03450 450 051

Facebook: Search 'South Cambs'

Twitter: @SouthCambs

The Next Generation of Sheltered Housing

The Council is currently working with the Chartered Institute of Housing (CIH) on a national project looking at the role of sheltered housing today. The project involves other organisations across England and Scotland. We have been examining the services we provide, listening to examples of what work is underway elsewhere, receiving updates on government policy and learning about different models of sheltered housing in the Netherlands.

It is well documented that people are living longer and moving into sheltered housing even when they are still working. Some are even moving into sheltered housing as there is no other type of housing available.

Sheltered housing has changed over the years largely due to financial and regulatory change, however the question we ask is; what do older people want these days?

To answer this question as part of the work we are doing with the Chartered Institute of Housing (CIH) we undertook a consultative event with sheltered housing residents old and new. The event took place at the Council offices and was supported by the CIH and office staff.

It was a very positive experience for residents and staff. We looked more about what is working and what residents like about sheltered housing. We then looked at what could be better. Finally taking all this information into account we looked at what residents would like in an ideal world.

The end results were very exciting and not without the possibility of achieving in the future however there were some very clear messages coming out. In summary they were that people like sheltered housing as it



gives them an opportunity to socialise and be part of a community. However what they would like is to have a standard so that residents know what to expect when they move into sheltered housing, to have a Sheltered Estates Officer on site and to know when they are there, to have more activities organised in communal rooms so there are more opportunities to socialise and for the accommodation to be in a better decorative state for residents to move into.

Work to address these requests is well underway and we are looking forward to updating residents not only on this work but also other projects that we are involved in to re-energise sheltered housing so that it truly has a continued and valued role in supporting older people in the community.

MEARS

Handyperson Service



Following the success of our handyperson trial service we have now introduced this for **all** of our Tenants & Leaseholders.

We are in partnership with Mears to offer you the handyperson service, if you need help to carry out small jobs such as:



Minor joinery - Such as putting up curtain poles, trimming doors and fitting handrails.

Minor gardening jobs - Such as grass cutting, hedge trimming, weeding and digging over beds.



Security jobs - Such as fitting locks and bolts to garden sheds and fitting door chains.

Minor plumbing jobs - Such as unblocking sinks and connecting washing machines and dishwashers.

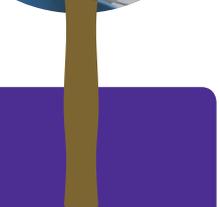


Minor electrical work - Replacing light bulbs.

DIY Support - Including moving furniture, assembling flat pack furniture, putting up shelves and small decorating jobs.

All Materials must be provided by yourself, charges are £10 per half an hour, £20 per hour.

To arrange an appointment telephone
0800 085 1313



The Housing Department Joins Facebook!

The Housing Department has set up a Facebook group for their tenants and leaseholders. We wanted to have another way to make it easier to contact you, and for you to contact us!

Search for South Cambridgeshire Housing and you should find us, you will need to be accepted into the group, so please don't worry if you can't post on there right away.

The group will be monitored during office hours, so please see our website (or the back page of this magazine) for emergency contact details.



Snow Clearance

It has been predicted that we will be getting some snow this year, with that in mind, we thought we would include this helpful snow clearance information for you.



You can clear snow and ice from pavements yourself. It's unlikely that you'll be sued or held responsible if someone is injured on a path or pavement if you've cleared it carefully.

When you clear snow and ice:

- ❄ **Do it early in the day - it's easier to move fresh, loose snow**
- ❄ **Don't use water - it might refreeze and turn to black ice**
- ❄ **Use salt if possible - it will melt the ice or snow and stop it from refreezing overnight**
- ❄ **You can use ash and sand if you don't have enough salt - it will provide grip underfoot**
- ❄ **Pay extra attention when clearing steps and steep pathways - using more salt may help**
- ❄ **Snow clearing can be hard work - don't attempt it unless you are fit and able.**

We provide grit bins on our sheltered schemes, usually next to the communal room. We fill these bins in November each year, and upon request. On a number of our sheltered schemes there are additional grit bins which have been provided by the Parish Council. The parish council have the responsibility to maintain these bins and keep them filled. To clearly identify which grit bins are the council bins we will sticker them with a South Cambs District Council logo.

If you do not live on a sheltered /supported housing scheme you will not have grit bins provided by the council housing department. If there are bins in your area they will be Parish Council, County Council/Highways. If you have any concerns about your area please contact your parish council or the county council, or speak to your housing officer who will be happy to mediate on your behalf with these bodies.

Update on Scrutiny Review



The latest resident led, scrutiny review started in June 2016 with the Sheltered Housing Communal Rooms being the chosen area to be reviewed.

In July a presentation was given on communal rooms, and a timeline was drawn up so the scrutiny team knew what tasks were needed to be completed and by when. The Scrutiny team requested various paperwork to look through, comment on and give their thoughts and ideas.

From this the Team created a set of questions to ask other Tenants & Leaseholders as well as a set to ask Staff.

As part of this review, the team are looking at the Communal Room Policy. We have read the Communal room hire policy for South Cambs and several other associated policies.

Coffee mornings were arranged for the week beginning 24th October at 6 schemes around the district, all residents received a flyer inviting them to a meeting in their area.

At these meetings, those that attended were asked the questions. Staff were, separately, asked questions at the end of these meetings.

All answers will be collated and discussed, as well as this, evidence will be used and conclusions should form from this. A draft report will then be written for the Scrutiny Team to go through and any amendments completed. The draft report will then be presented to Anita Goddard at which time the team may wish to make further amendments to the report. The final report will then be presented to the Portfolio Holder for Housing.

Written by Angela Lewell, Project Coordinator



Changes to the Repairs service

The management of the Council's repairs service is changing. As part of a contract review carried out at the third anniversary of the repairs contract, it was identified that to increase efficiency, improve value for money and potentially provide a more inclusive service to our customers, a different approach would be necessary.

The Council has operated its repair service for many years using a pricing system where individual job items were paid for. This is complicated to administer and limits the freedom of the contractor to deal with unforeseen repairs when their operatives are visiting properties.

What's changing?

- We are moving to a "Price Per Property" model. This means that we pay a single price each year for each of our properties based on historical repair information averaged out across our housing stock.
- This will allow us to reduce visits, reduce changes to work orders and allow our contractor to pick up additional works to our customers homes within defined limits.
- For routine works, customers can arrange for the work to be done at a time that suits them. This will also allow our contractors to use their limited resources more efficiently.
- The Council's repairs officers and contact centre are to be co-located at the Mears Branch in Cottenham. This will improve communications between the two organisations and allow them to work more closely together to improve the service that we offer.



Grounds Maintenance Contractors

SP Landscapes has recently been awarded a contract to carry out our grounds maintenance. We have provided them with new maps and they are working hard to make sure they are completing the areas we have asked them to.

If you think that an area has been missed from our maps please inform your Housing Officer, Estate Officer or Debbie Barrett on 03450 450 051. We can then ensure that the areas are checked and if necessary, the maps updated. We appreciate that it can be frustrating for tenants, but by reporting it correctly, we can get things resolved promptly. We are grateful for your cooperation with this.



Helpful tips for keeping your heating bills down!

Energy bills can be a struggle at this time of year and with energy prices constantly on the rise too, we hope you will find this information useful.

More useful information about heating can be found on the Council's website. Go to Housing – Repairs and Maintenance – Warm Homes.

- Turn down the thermostat by at least 1 degree but try to keep the heating to at least 16°C (60°F).
- Thermostatic radiator valves - you could turn these down to 1 or 2 for rooms that aren't used very often.
- Consider monitoring usage when the heating is on timer (say for a week or 2), and then when on constantly but at a lower temperature, you may be surprised by your findings.
- If you have Storage Heaters make sure you are on an Economy 7 or Economy 10 tariff.
- When buying new equipment for the home (such as a washing machine) try to get the highest energy efficiency rating you can. Rating of A and above is the best.
- Consider changing light bulbs to LED lights.
- Fill the kettle only with the amount of water needed for the number of cups.
- Turn off lights in rooms not being used.
- Turn off appliances, rather than leaving on standby.
- Check you are getting the best deal from your Supplier. Consider switching energy supplier and save yourself some money, try websites like U-Switch.
- Consider getting a smart meter from your Supplier, but definitely give meter readings at least once a quarter.
- Portable Fan heaters use more electricity.
- Draught-proofing doors and windows looking at the Keyhole, Letterbox, Gaps at top/bottom/around the edges.



Consider shutting doors especially when leading to colder areas of the home, using thicker curtains (doubling up with old curtains or adding a thermal lining). Just don't forget air needs to flow in and out of your home so it stays fresh, dry and healthy.

Make sure you don't block or seal any intentional ventilation such as wall vents, trickle vents, extractor fans etc. Draught excluders are cheap and easy to make (roll up an old towel / clothes and tie it at both ends).

Always check to see if the village you live in has an Oil Buying Group as you can save a penny or 2 off the price per litre.



STAR Survey

We continue with our ongoing commitment to seek the views of our tenants by carrying out a further survey in March 2016. The overall objective was to continue to gain an understanding of the levels of customer satisfaction with the council's key services as well as asking additional questions to help tailor our service to meet the needs of our tenants.

We received the highest return rate so far with 378 surveys returned (32%) Table below shows the combined satisfaction score from the three areas sampled so far:

The 2016 survey covered 25 villages situated south west of the district including Arrington, Melbourn & Orwell

Satisfaction with SCDC Housing Service	% Satisfied	% Neither	% Dissatisfied
Overall satisfaction	78	12	10
Overall quality of the home	78	12	10
Satisfaction with neighbourhood	87	7	6
Value for money – rent	79	12	9
Value or money – service charge	65	22	13
Satisfaction with repairs and maintenance	72	12	16
Listening to tenants views	58	24	18
Opportunity to get involved	54	38	8



Interesting facts when comparing results

If you compare the 2016 results with the survey carried out in 2015 all the above areas have seen an improvement on the satisfaction percentage.

If you compare the 2016 results with the survey carried out in 2014 'Overall quality of the home' and 'Satisfaction with neighbourhood' are the main areas to see improvement on the satisfaction percentage.

Update for the next survey

There are two areas of the district left, which will mean once completed we would have covered the whole district via using existing resources. This survey is due to be sent out later this financial year.



Learn My Way

We have teamed up with UK Online Centres and Tinder Foundation to bring you free online IT training. If you are a South Cambs Tenant or Leaseholder, you can join other learners to improve your digital skills!

If you want to start learning, but have no idea where to start – we will happily support your progress. We welcome tenants to contact us if they are interested and would like support to start them on their learning journey.

When you sign up and input our centre code, we can keep track of your progress and send you a certificate for every module you complete; this will also help us to help you, should you need it!

Sign up by the 1 April 2017 and start your training and you will be entered into a draw to win a £30 love 2 shop voucher!



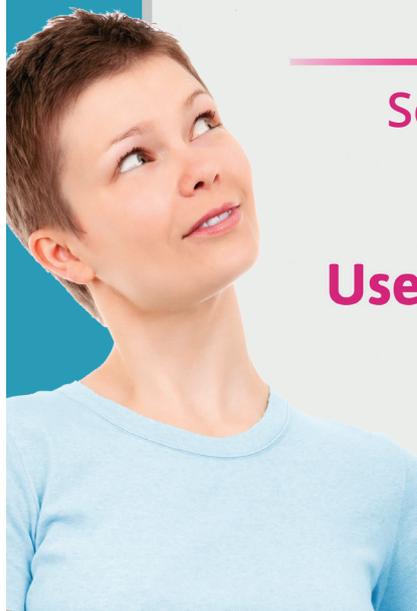
You must be a tenant or leaseholder of SCDC and aged 16 or over. For full terms and conditions, please visit www.scambs.gov.uk/content/learn-my-way



www.learnmyway.com
for easy online learning

South Cambridgeshire District Council

Use the centre code 3457526 when you create a Learn My Way account



Community Grants

Have you noticed an area in your community that could do with some work? Thought about doing it but don't have the cash? Why not apply for a Tenant Sponsored Community Grant!

We have set aside some of the Resident Involvement budget as a grant pot for you to bid for. You can bid for up to £1,000. We are looking for small projects, such as landscaping of communal areas, siting of a bench, artwork, children's activity area, communal vegetable garden. Whatever you think everyone might enjoy.

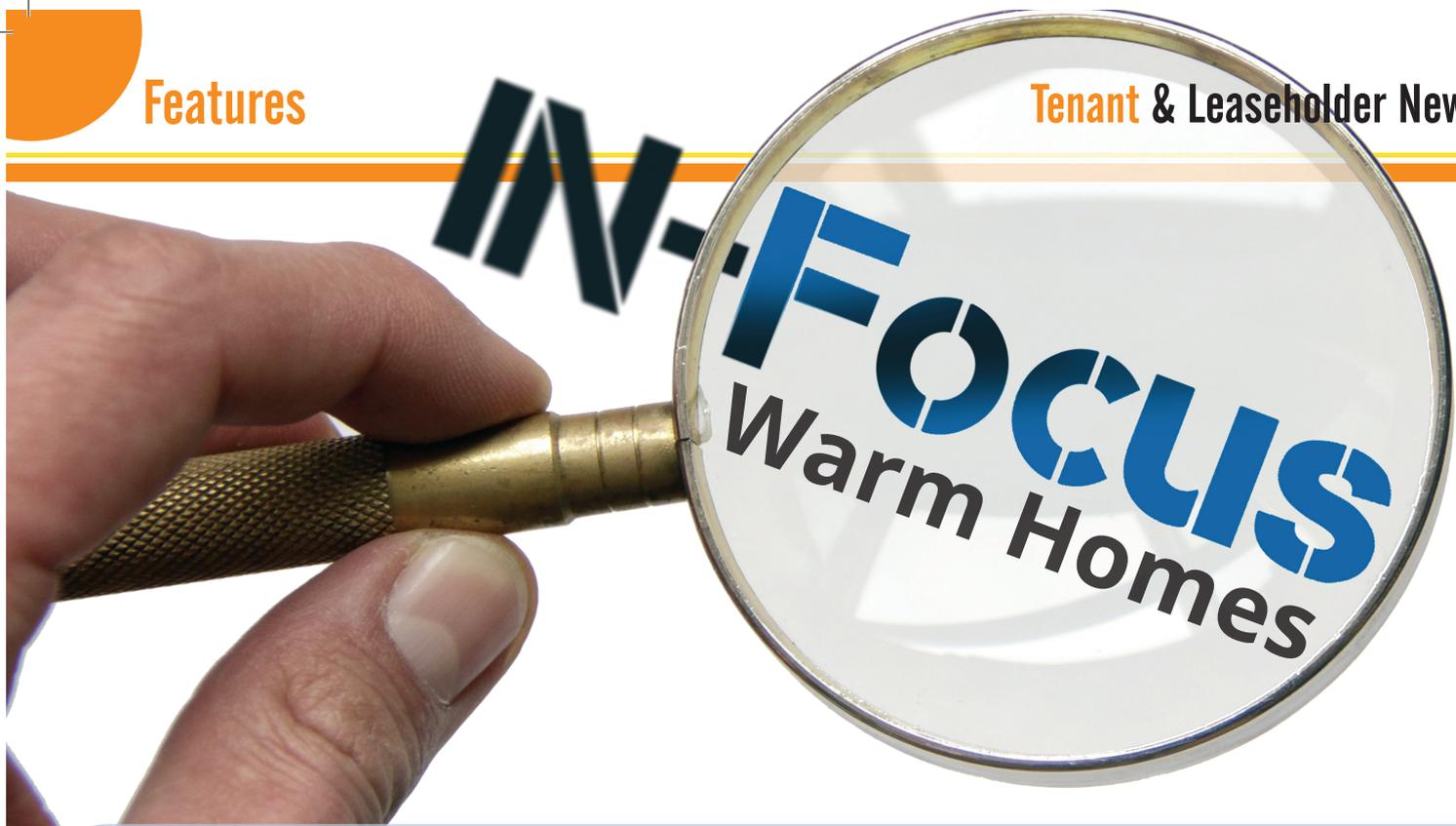
Fill in a simple form, explain what you want to do, and how much money you might need and a panel of elected tenants from your TPG will decide on your grant application. If you are worried the work might be too large – we are able to work with our contractors who have agreed to assist with one or two larger projects.

Some of the grant works recently carried out include:

- Removal and replacement of two concrete bollards with solar lighting bollards
- Renovation of the Communal room back garden at Franklin Gardens, Cottenham

If you would like to know more, please visit our website www.scams.gov.uk and go to: Housing > Council Tenants > Tenant Sponsored Community Grants OR email the Resident Involvement team Resident.Involvement@scams.gov.uk





Chris Brown Contracts Manager, Warm Homes

I have been with South Cambs DC for 18 months now and been working within social housing sector for 22 years. Initially joining Cambridge City Council on the tools as a Welder, Plumbing / heating engineer, moving through to Technical officer then Mechanical and Electrical Contract management for the last 13 years. My range of skills and experience enables me to work well as an individual and with our neighbouring and the wider housing teams to ensure we are all working together, sharing project information and assisting each other to improve efficient service delivery to our tenants. Leading a team of three Surveyors and one Contracts Administrator, we strive to effectively manage, maintain and improve the energy efficiency of our housing stock through a range of heating appliances, renewable technologies, insulation and structural repairs to non traditional houses. We are tasked with managing statutory compliance on a range of gas and electrical disciplines to all our housing stock and communal buildings. As a district council, one of our key challenges is fuel poverty and how we tackle it.

Insulation is our number 1 priority before heating a home, for both gas & non gas properties across the District, myself and the team constantly have this at the forefront of projects and day to day activities to ensure we are helping our tenants to get the best out of their home and the heat source within.



Elaine Butterworth Warm Homes Surveyor

I started working for South Cambs in 2012 as a Response Repairs Surveyor before moving into the newly formed Warm Homes Team in 2013.

I have worked in the social housing sector since 1990 in a variety of roles, all of which have been within property maintenance/improvements. I enjoy my work and the interaction with contractors and residents.

My current responsibilities include managing the energy conservation budget which enables us to improve the energy efficiency of poorly insulated properties by installing external wall insulation, cavity wall insulation and loft insulation. It is very gratifying, especially when we get positive feedback from our residents confirming the work we are carrying out has made a positive improvement to their homes.

I am also responsible for the non-traditional property budget and we are in the process of carrying out structural repairs and installing new windows and doors and external wall insulation to the remaining unimproved Airey houses.



Charlie Lowe
Warm Homes Surveyor

I have been with the Warm Homes Team for more than 2 years now, originally starting life at the Council as a Temp supporting the Housing Strategy Team, Heads of Service and Director of Housing. I have just finished a small project in Little Wilbraham where we improved the thermal efficiency of 15 bungalows, which I have really enjoyed as it has been great to be hands on with my own project, getting out of the office and seeing first hand the positive impact we can have for our tenants.

My degree in Environmental Science certainly helps with the role as I research new forms of heating, looking at how it could potentially help our tenants with their fuel bills; carrying out customer satisfaction surveys on works we have done; as well as applying for funding to help reduce the costs (or rather make the work go further). My career to date has been varied ranging from the knowledge management field of IT (researching, writing processes and programs, training and management of a Team) to Marketing, Project Support and working within Social Services for other Councils.



Eddie Spicer
Mechanical & Electrical (M&E) Surveyor

I started working for South Cambridgeshire District Council in January 2016. Previously to this I worked for Cambridge City Council for 14 years; starting as an electrician, maintaining council stock through various roles including mentoring apprentices etc. to my last role which involved being the qualified supervisor for 10 DLO electricians and managing the repairs and maintenance for Cambridge City's Temporary/Emergency Housing and Supported Living Department. Here we had to ensure the rapid turnover of in excess of 100 properties to help eliminate homelessness within the City.

My Role within SCDC encompasses the planned maintenance activities for all electrical and heating aspects of our housing stock, ensuring that all properties are electrically safe and meet the required standard for rental, arranging for modernisation and extension to electrical installations working

closely with our partner contractor SSE. We also deliver a heating upgrade program where old and inefficient heating systems are upgraded to more modern controllable heating appliances. I am currently working hard to help with fuel poverty within our properties where some people are having serious problems in affording their electricity bills, I am assisting them with advice and working closely with them and the supply companies to try and make some savings. I am constantly looking at the market and new technologies that become available which may assist with fuel poverty as a whole within our housing stock. This is all linked to the other work the department does with adding insulation etc. which all help to reduce fuel poverty across the district.



Condensation

The most common form of unwanted dampness in homes is from water in the air that forms as condensation.

The air in homes can have a high level of humidity due to the activity of the occupants (e.g. cooking, drying clothes, breathing etc.).

Condensation is chiefly a winter problem, as the external air temperature is low and external walls and windows are cold. The usual sequence of events is as follows:

- ❖ **Cold air enters the building**
- ❖ **The air is warmed for the comfort of the occupants**
- ❖ **The warm air takes up moisture. The warm, moist air comes into contact with cold surfaces, walls, windows, etc. and is cooled below its Dew Point**
- ❖ **Condensation occurs as the excess moisture is released**
- ❖ **Spores in the air will find the condensed water and settle there, causing mould to grow**

Intermittent heating and cooling of the property can aggravate the problem. Sometimes, condensation will occur within the structure of the building itself. This is known as interstitial condensation and can easily be mistaken for rising damp or penetrating damp.

You can reduce the amount of moisture in the air by keeping your home at a steady ambient temperature. We recommend that in winter, residents leave the heating on all the time. Set the thermostat at between 15° and 23° centigrade. This will keep both the atmosphere and walls warmer reducing cold surfaces and preventing mould growth.

In the short-term you should:

- 1.** Wipe off the condensed water from windows and sills every winter morning. (Wring out the cloth into a sink rather than drying out on a radiator or use paper towels and then dispose of them).
- 2.** Regular cleaning away of mould is vital. To remove mould, wipe down walls and window frames with a mould spray. Follow the manufacturer's instructions precisely which will provide longer term prevention. SCDC recommends HG Mould Spray.
- 3.** Dry clean mildewed clothes and shampoo carpets. Disturbing the mould by brushing or vacuum cleaning can increase the risk of distribution of spores and respiratory problems.
- 4.** Never dry laundry on radiators. Dry washing outdoors if possible, or put it in the bathroom with the door closed and the window open or extractor fan on.
- 5.** Using a dehumidifier can control the airborne moisture and help reduce the problem; however dehumidifiers will not solve the cause(s) of the condensation problem. The only lasting way of avoiding severe mould is to eliminate the cause of the dampness – condensation.
- 6.** Use a Hygrometer to help you stay in control of what happens to moisture in the air. This a device that measures atmospheric moisture and can help you work out when to adjust your heating or open windows to reduce the moisture and avoid condensation occurring.

If you have an issue with damp or mould in your home, please contact Tyevia Gould on damp.mould@scams.gov.uk or 03450 450 051

Your New Housing Portfolio Holder

Having been a councillor for six years and Chairman of Planning for the previous two. I was delighted to be appointed Housing Portfolio Holder in May 2016.

It is a privilege to be given responsibility for something that affects every one of us. Rich, poor or somewhere in between we all deserve a decent home to live in. The scale of growth in South Cambridgeshire and new/changing Government policy present challenges to providing enough homes with the right mix of home ownership and rental options to satisfy everyone's needs and aspirations but I am determined to support the Council's efforts to do so. I am also keen to hear your views and have accepted an invitation from the Tenant Participation Group to attend some of its meetings. The group, in representing you, provides a valuable contribution to maintaining a quality service. I hope too, that you will find the Facebook page that has just been set up a useful addition to the ways that you can communicate your views. I look forward to hearing them - by whatever means.



Lynda Harford -
Councillor & Housing
Portfolio Holder

Councillor Peter Topping

Cllr Peter Topping went along to the Tenants Participation Group (TPG) Meeting in September, which was held in Waterbeach.

He said: "The visit followed on from a chance meeting with the chair of the TPG in the foyer at Cambourne. Wendy and I were on a working group when I first became a councillor, and she remembered me and signed me up!

"Just to make sure I knew what to expect, I had a very helpful briefing from Helen Pagram and Peter Moston beforehand. I'm glad I did because I found the members of the group to be extremely well informed and very on the ball.

"I listened to reports on the scrutiny of our services provided to tenants, and Peter presented proposals for linking up with other tenant groups in the area to share ideas. Clearly Helen and Peter keep the members of the group well informed on what's going on. We had an interesting and detailed discussion about devolution proposals and the affordable housing money that would come from government if it went ahead. I took away from the discussion some vivid and well-expressed views on how much affordable housing is an issue across our district."



Peter Topping -
Leader of the Council

How your rent is spent

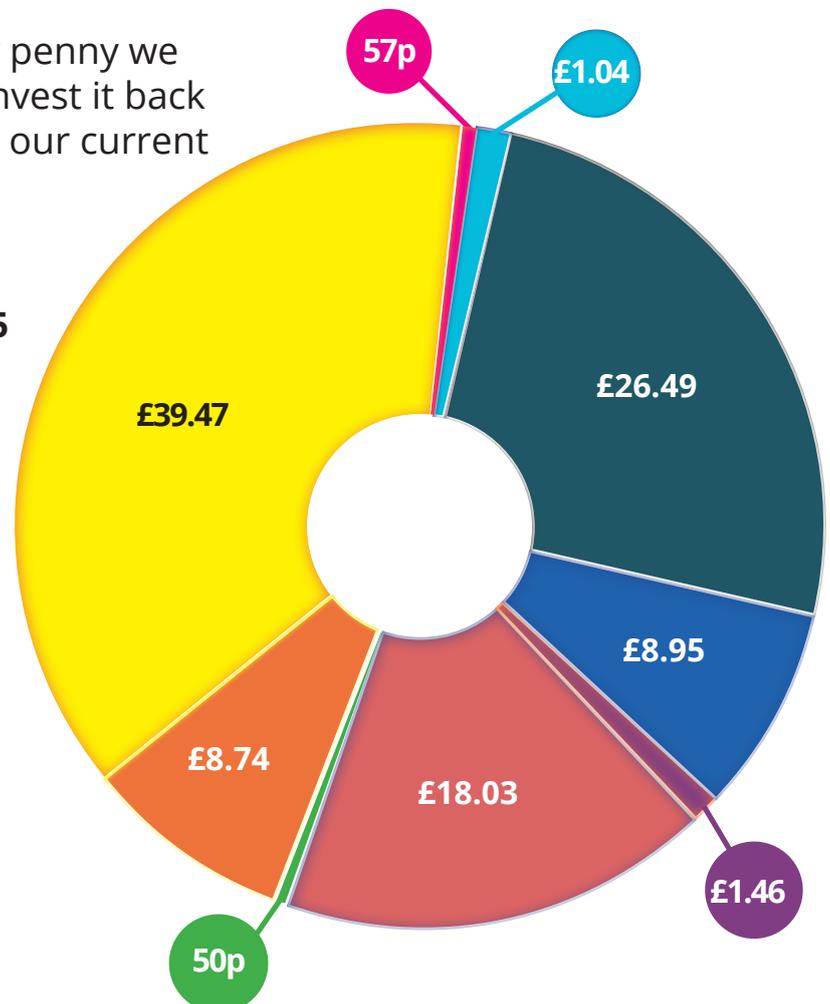


Here is an overview of how your rent has been spent during the 2015/2016 financial year. This is calculated by taking the average weekly rent that is charged for our properties and divided up into the percentage we have allocated for each area.

We continue to try and utilise every penny we get from our rental income and reinvest it back into our housing service, improving our current stock and developing new homes wherever possible along the way.

Our average weekly rent is £105.25

- Repairs & Maintenance - 37.50%
- Outdoor Maintenance - 0.54%
- Resident Involvement - 0.99%
- Loan Interest Payment - 25.17%
- General Management - 8.50%
- Supported Housing - 1.39%
- Spending deferred to future years for major capital improvements/ New Build - 17.13%
- Other (net) - 0.47%
- New Housing Provision - 8.30%



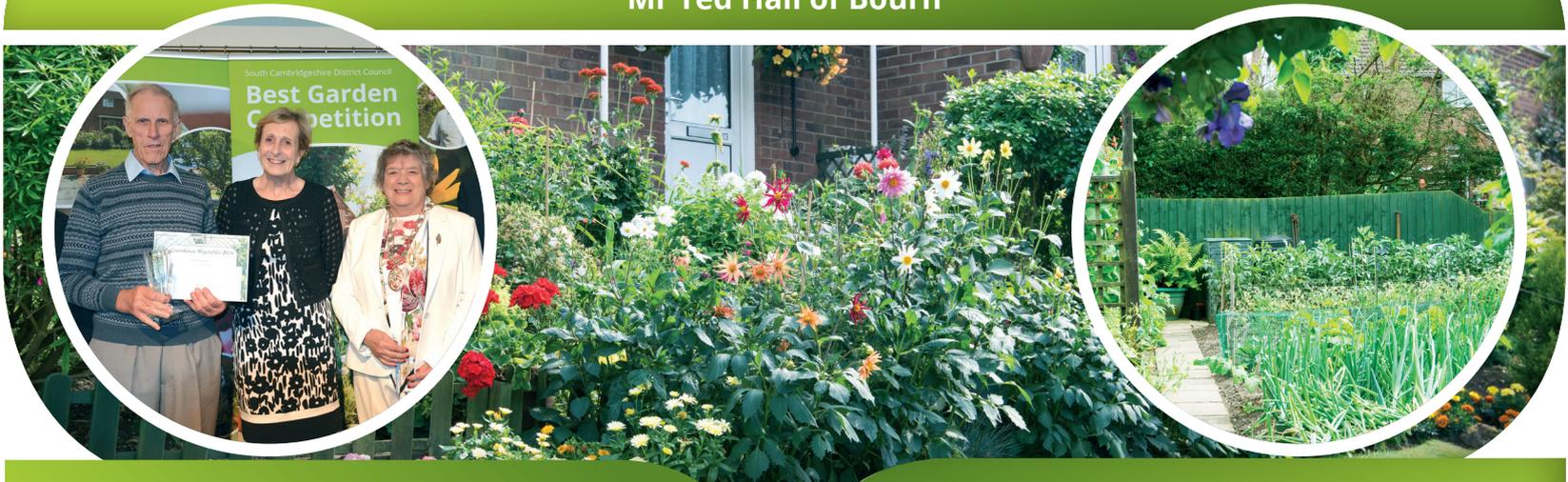
35th Annual Gardening Competition

This year we saw our 35th annual gardening competition, a huge thank you goes out to all those that entered this year. After 3 days of Judging in late July and some hard decision making, the winners and runner up's collected their awards on the 16 September at Scotsdales Garden Centre.



Best Kept Garden and Vegetable Garden

Mr Ted Hall of Bourn



Best Greenhouse Flowers

Mr Harold Gawthorp of Balsham



Best Greenhouse Vegetables

Mr Harold Gawthorp of Balsham



Best New Tenant Garden

Mr and Mrs Hamilton of Orwell



Best Sheltered Scheme & Community Garden

Franklin Gardens, Cottenham



Best Family Garden

Mr Peter Herring of Girton



Best Window Box/Container Garden

Mrs Jean Surridge of Sawston



Carol Johnson Wildflower Garden Award

Mrs Audrey Grimmer of Impington



Best Small Garden

Mrs Sheila Cracknell of Thriplow



The runners up

Best Greenhouse Vegetables
Mr Ted Hall of Bourn

Best New Tenant Garden
Pamela Nuttall Of Swavesey

Best Family Garden:
Mr & Mrs Hamilton of Orwell

Best Community Garden
Wilford Furlong, Willingham

Best Window Box/Container Garden
Mr Harold Gawthorp of Balsham

Carol Johnson Wildflower Garden Award
Mrs Jean Hall of Bourn

Best Small Garden
Mrs Sylvia Shaw of Cottenham

We would like to thank:

Scotsdales Garden Centre, David Rayner & Sam Carlton for donating the venue for our presentation, and for giving our winners and runner ups prizes. SCDC Chairman, Cllr Sue Ellington, Cllr David McCraith and Cllr Lynda Hartford for presenting the awards and our judges, Peter Moston, Helen Pagram and Katie Rea for doing the difficult job of picking the winners!

Animal photo competition!



Two 'Love to Shop' vouchers up for grabs!

1st prize £30 Voucher, 2nd prize £15 voucher

Terms and Conditions

All entrants must be a South Cambridgeshire District Council tenant or leaseholder and under 18's must have permission. All entries should be received on or before Monday 6 March and can only be accepted as an online form submission. Any other forms of entry, or those sent in after the closing date, will not be counted. Only one entry per household. Entrants are advised to visit the 'Love to Shop' website to clarify the stores in which the voucher can be used. There is no cash alternative available and the prize is non-transferrable.

By entering you are agreeing to have your picture, Name and village printed in the next edition of the Tenant & Leaseholder News. The winners will be selected by the tenant editorial panel and will be contacted soon after. Prizes kindly provided by SP Landscapes. By entering this competition applicants are indicating their agreement to these terms and conditions. For any further clarification please contact t1news@scambs.gov.uk.

Competition winner

Congratulations to Braeya Minney for her fantastic colouring of Rainbowsaurus!

Our Editorial Panel were very impressed with all the entries, but felt that yours topped them all! We hope you enjoy spending your voucher.



Children's competition

Design a t-shirt & win it!

For this competition we would like you to design a t-shirt you would wear during your summer holidays, the winning design will be printed for you, so you can actually wear it during your summer holidays!

Use the template, or an A4 sheet of paper and send to us at the address in the T's & C's below



S.P. LANDSCAPES

& TREE CONTRACTORS LTD

Terms & Conditions.

Once you have designed your t-shirt ask an adult to send it to us including your name, age, address, you can post it to us (Resident Involvement, South Cambs District Council, Cambourne Business Park, Cambourne, Cambridge, CB23 6EA) or ask an adult to take a picture and email it with your details to tnews@scams.gov.uk.

All entrants must be a South Cambridgeshire District Council tenant or leaseholder and must be 15 and under. All entries should

be received on or before Monday 6 March. Those sent in after the closing date, will not be counted. There is no cash alternative available and the prize is non-transferrable. The winner will be selected by the Editorial Panel and will be contacted soon after. Prizes kindly provided by SP Landscapes.

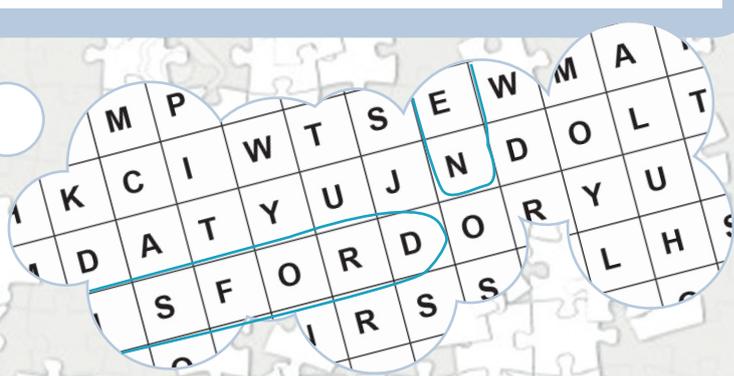
By entering this competition applicants are indicating their agreement to these terms and conditions. For any further clarification please contact: tnews@scams.gov.uk.

Puzzle page

Word search

- Babraham
- Balsham
- Bartlow
- Carlton
- Castle Camps
- Duxford
- Great Abington
- Great Shelford
- Hildersham
- Hinxton
- Horseheath
- Ickleton
- Linton
- Little Abington
- Little Shelford
- Newton
- Pampisford
- Sawston
- Shudy Camps
- Stapleford
- Thriplow
- Weston Colville
- West Wrating
- West Wickham
- Whittlesford

N	O	T	N	I	L	S	R	E	T	I	C	K	L	E	T	O	N	O	P
A	W	E	S	T	W	R	A	T	T	I	N	G	T	H	T	H	N	F	G
W	S	E	F	G	B	B	N	J	Y	X	I	R	Y	I	G	F	G	M	N
S	P	M	A	C	Y	D	U	H	S	Q	T	E	Y	L	O	N	R	D	E
W	Y	U	L	A	A	Y	H	B	V	C	B	A	P	D	L	L	E	I	W
T	L	S	U	S	L	T	T	S	S	N	B	T	G	E	H	A	A	Y	T
I	I	T	B	T	W	R	R	A	T	I	G	S	O	R	W	A	T	D	O
W	T	A	H	L	Z	M	E	W	Q	U	K	H	M	S	E	N	A	U	N
D	T	P	B	E	M	F	E	S	W	I	T	E	A	H	S	S	B	X	M
R	L	L	Y	C	A	R	L	T	O	N	E	L	H	A	T	A	I	F	L
O	E	E	B	A	L	T	I	O	W	B	O	F	A	M	O	N	N	O	R
F	A	F	Z	M	X	U	D	N	O	M	U	O	R	E	N	O	G	R	B
S	B	O	L	P	B	V	E	I	L	Y	N	R	B	E	C	O	T	D	O
E	I	R	N	S	A	W	H	U	P	L	L	D	A	O	O	N	O	R	F
L	N	D	G	U	L	H	P	O	I	L	S	R	B	A	L	A	N	N	E
T	G	U	O	M	S	W	R	A	R	U	M	J	E	E	V	N	F	H	L
T	T	P	L	U	H	T	I	L	H	S	W	R	S	R	I	B	A	I	R
I	O	R	R	O	A	T	I	N	T	G	E	R	E	D	L	B	D	N	O
H	N	R	Y	F	M	W	O	U	T	N	E	H	P	U	L	I	M	X	W
W	E	R	S	H	A	M	P	D	E	N	U	U	E	R	E	F	H	T	O
B	N	M	A	H	K	C	I	W	T	S	E	W	M	A	T	T	U	O	L
R	A	N	I	M	D	A	T	Y	U	J	N	D	O	L	T	I	R	N	T
O	P	A	M	P	I	S	F	O	R	D	O	R	Y	U	G	H	B	N	R
T	E	T	H	J	T	O	H	N	R	S	S	E	L	H	S	Y	O	M	A
L	I	T	T	L	E	S	H	E	L	F	O	R	D	O	N	N	Y	R	B



Vegetable Biryani

This easy biryani takes around an hour to make and serves 6 people, you can also add in diced chicken breast if you wish, just make sure you brown it first!

Ingredients:

- 2 tbsp. Vegetable Oil
- 1 small Cauliflower, broken into small florets
- 2 large Sweet Potatoes, cubed
- 1 large Onion, sliced
- 140g of trimmed green beans
- 500g Basmati rice
- 1 red chili, seeded and finely chopped
- 1L Vegetable Stock
- 3 tbsp. of curry paste, (we recommend Madras)
- 2 tbsp. mustard seeds
- Juice of 2 lemons
- Handful of fresh coriander leaves
- 50g packet of salted roasted cashew nuts
- Poppadam, naan or chapatti and raita to serve.



Method

- Preheat the oven to 220C/Gas mark 7.
- Pour oil into a large roasting tin or oven proof dish and put in the oven for a few minutes to heat through.
- Add all the vegetables (except the beans) and coat them in the hot oil. Season with salt and pepper.
- Return the veg to the oven for 15 minutes to brown.
- While the vegetables are roasting, stir the stock, curry paste, mustard seeds and chilli together.
- Once the vegetables have started to brown, remove from the oven and mix in the rice and green beans and add the stock mixture.
- Cover the dish tightly with tin foil and return to the oven.
- Reduce the oven temperature to around 190C/gas 5.
- Bake for around 30minutes until the rice is tender and the liquid has been adsorbed.
- Stir in the lemon juice and scatter over the coriander and cashew nuts.
- Serve with your choice of bread(s) and the raita.

Cornflake Tart

Ingredients:

- 1 sheet ready-rolled shortcrust pastry
- 115g golden syrup
- 85g cornflake cereal
- 55g butter
- 25g dark brown soft sugar
- 1 small pinch of salt
- 100g strawberry jam, slightly warmed



Method

- Pre-heat oven to 200C/Gas 6.
- Line a quiche dish with the shortcrust pastry. Trim off excess around the edges. Prick the base of the pastry case with a fork.
- Place sheet foil into the pastry case and pour in enough baking weights/dried beans to fill the base. Bake in a preheated oven for 20 minutes or until lightly golden (you may need to remove the foil and place back in the oven for 5 minutes).
- Meanwhile, in a medium-large saucepan, melt the butter, sugar, golden syrup and salt together. Once the sugar has dissolved, gently fold in the cornflakes, making sure that all the cornflakes are coated in the syrup.
- Remove pastry case from the oven, and spread the base with jam. Pour in the cornflake mixture and level off with a wet knife.
- Bake the tart for an additional 5 minutes or until set. Allow to cool slightly before serving.
- Optional: Custard for serving.

Dates for your diary

2017 Dates

TPG Meetings, Mondays 6:30pm - 8:30pm
Denson Close, Waterbeach, CB25 9RN

- | | |
|-------------------|--------------------|
| 6 February | 7 August |
| 6 March | 4 September |
| 3 April | 2 October |
| 8 May | 6 November |
| 5 June | 4 December |
| 3 July | |



Sheltered Housing Forum

Thursdays 10am - 12pm

- 19 January - Franklin Gardens, Cottenham
20 April - Cox's Close, Stapleford

Leaseholder forum

Thursdays 10am - 12pm

Council Chamber,
South Cambs Offices,
Cambourne, CB23 6EA

- Thursday - 2 February
Thursday - 18 May

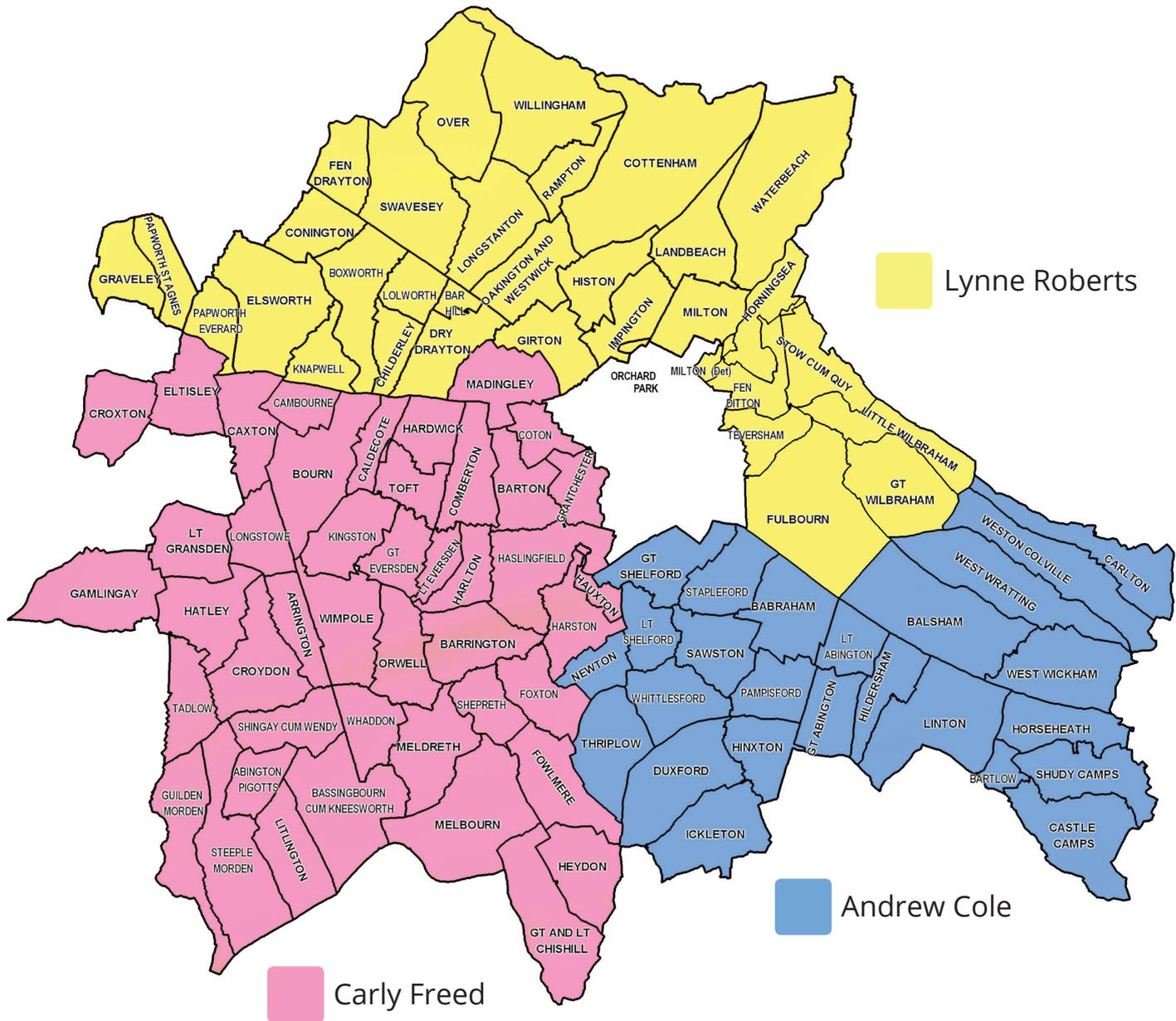


Sheltered Estate Officers

<p>Nicky Linsdell Senior Sheltered Estate Officer (East)</p>  <p>Great Shelford Acacia Court, Chaston Road, Grain Close</p> <p>Whittlesford Lettice Martin Croft, The Lawn, Butts Green</p> <p>Sawston Plantation Road, The Green Road, Uffen Way</p>	<p>Steph Mack Sheltered Estate Officer</p>  <p>Linton Chalklands</p> <p>Stapleford Cox's Close, The Chestnuts</p> <p>Sawston Chapelfield Way</p> <p>Balsham Mays Avenue</p>	<p>Jackie Peyton Sheltered Estate Officer</p>  <p>Duxford Laceys Way</p> <p>Fulbourn Chaplins Close, St Vigors</p>	<p>Julie Webster Senior Sheltered Estate Officer (North)</p>  <p>Waterbeach Denson Close, Chapel Close</p> <p>Over Elm Court</p> <p>Papworth The Close</p>	<p>Malissa Ginn Sheltered Estate Officer</p>  <p>Girton Orchard Close, St Vincents Close</p> <p>Histon St Audreys Close, Kay Hitch Way</p>	<p>Libby Bennett Sheltered Estate Officer</p>  <p>Cottenham Franklin Gardens</p> <p>Impington Homefield Close</p> <p>Longstanton The Dale</p> <p>Swavesey Thistle Green</p>
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<p>Michelle Benstead Sheltered Estate Officer</p>  <p>Willingham Brickhills, Wilford Furlong</p> <p>Histon Greanleas</p> <p>Cottenham Coolidge Gardens, Stevens Close</p>	<p>Lesley Dyer Senior Sheltered Estate Officer (West)</p>  <p>Bassingbourn Knutsford Road, The Limes</p> <p>Haslingfield Wisbeys Yard</p> <p>Harston Meadow Way, Queens Close</p>	<p>Kathy Rice Sheltered Estate Officer</p>  <p>Gamlingay Avenells Way, Grays Road, Blythe Way</p> <p>Orwell Lordship Close, Meadowcroft Way</p>	<p>Eileen Allan Sheltered Estate Officer</p>  <p>Melbourn John Impey Way, Vicarage Close</p> <p>Meldreth Elin Way</p> <p>Grantchester Cromeditch Close, Tabrum Close, Nutters Close, Stulpfield Road</p>	<p>Sharon McIver Sheltered Estate Officer</p>  <p>Arrington Clifden Close</p> <p>Comberton Nursery Way</p> <p>Barton Allens Close, Hall Close</p>
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Housing Service Areas



Housing Officers & Areas	North Area	West Area	East Area
Housing officer	Lynne Roberts	Carly Freed	Andrew Cole
Neighbourhood Support Officer	Claire Gilbey	Jim Coote	Sally Miller
Senior Estate Officer (Sheltered)	Julie Webster	Lesley Dyer	Nicky Linsdell
Estate Officer (Sheltered)	Libby Bennett Michelle Benstead Malissa Ginn	Eileen Allen Kathy Rice Sharon Mclver	Steph Mack Jackie Peyton

Citizens Advice Bureau (CAB): Your local branch

The Citizens Advice Bureau offers free, confidential, impartial and independent advice from over 3,500 locations; these include high streets, community centres, doctors' surgeries, courts and prisons.

The advice they offer helps people resolve their problems with debt, benefits, employment, housing, discrimination, and many other issues. It is available to everyone and advice may be given face-to-face or by phone. Most bureaux can arrange home visits and some also provide email advice, with a growing number also piloting the use of text, online chat and webcams.

We have added below your closest advice centre, with addresses and contact numbers.

9
RCC - St.Neots
CAB Portacabin
Tan Yard Car Park
ST.NEOTS
Cams
PE19 1AN

1
Rural Cams - Huntingdon
The Town Hall
Market Hill
HUNTINGDON
Cams
PE29 3PJ

2
Cambridge County Court
197 East Road
CAMBRIDGE
Cambridgeshire
CB1 1BA

8
Sandy Health Centre
Northcroft Health Centre
Sandy
Beds
SG19 1JQ

3
Cambridge Citizens Advice Bureau
66 Devonshire Road
CAMBRIDGE
Cambridgeshire
CB1 2BL

7
Royston Outreach
Town Hall
ROYSTON
Hertfordshire
SG8 7BZ

4
Suffolk West (Haverhill)
Citizens Advice Bureau
Haverhill House
Lower Downs Slade
HAVERHILL
Suffolk CB9 9HB

6
John Huntington Charity
Tannery Road
SAWSTON
Cambridgeshire
CB22 3UW

5
Uttlesford Citizens Advice Bureau
Barnard's Yard
Uttlesford
SAFFRON WALDEN
Essex CB11 4EB

CAB info:
Tel: 0344 848 7979.
They are at SCDC on Tuesdays, there are 3 appointments available on these days, booked through Housing Advice and are only for people with housing debt related issues.

Keeping yourself and other people safe



Disabilities

Disability Cambridgeshire – Tel: 01480 839192
www.disability-cambridgeshire.org.uk

Cambridgeshire Hearing Help - 01223 416141
www.cambridgeshirehearinghelp.org.uk

Camsight – Tel: 01223 420033
www.camsight.org.uk

Sense East –Tel: 0845 127 0066
www.sense.org.uk

Mental Health

Cambridgeshire Independent Advocacy Service

Tel: 01223 218500

Domestic Abuse Information

National Domestic Violence free phone
 24-hour helpline – Tel: 0808 2000 247
www.nationaldomesticviolencehelpline.org.uk

Women’s Aid – Tel: 01223 460947 (9.30am to 6pm)

Older People

Action on Elder Abuse –Tel: 0808 808 8141
www.elderabuse.org.uk

Age UK Cambridgeshire – Tel: 0300 666 9860
www.ageuk.org.uk

(Info Line 9.30am to 3.00pm – after these hours
 auto transfer to National Line)

Cambridgeshire Older People (COPE) – Tel: 01223 364303
www.cambridgecope50.org

Care Quality Commission (CQC) Tel: 03000 616161
 Email: enquiries@cqc.org.uk (Residential Care Homes)

Learning Disabilities

People First – Tel: 0208 874 1377
www.peoplefirstltd.com

Voiceability – Tel: 01223 555800
www.voiceability.org

Reporting Crimes to the Police

In an emergency, where an immediate police response is required, dial 999.

Where an immediate response is not required or if you are unsure as to whether the abuse constitutes a crime, honour based violence or Domestic Abuse dial 101.

Where to find Cambridgeshire County Council’s Adult Safeguarding Guidance and Procedures:

www.cambridgeshire.gov.uk/social/adultprot

Mental Capacity and Deprivation of Liberty

Website: www.cambridgeshire.gov.uk/social/mental
 Email: mca.dols@cambridgeshire.gov.uk
 Tel: 01223 715581

Safeguarding Children

Non Emergency - If there is no immediate danger or you need advice or information, you should call;

Children’s Social Care Services Tel: 0345 045 5203 (8am to 6pm - Monday to Friday)

Emergency Duty Team Tel: 01733 234724 (For all other times including weekends and Bank Holidays).

Emergency - If a child is in immediate danger or left alone, you should contact the police or call an ambulance (Call 999).

OFSTED Tel: 0300 123 1231 Email: enquiries@ofsted.gov.uk (Education)

Contact Us

Monday – Friday (8am to 5.30pm)

Tel: 03450 450 061 | Benefits
Tel: 03450 450 062 | Building Control
Tel: 03450 455 214 | Elections
Tel: 03450 450 063 | Environmental Services
Tel: 0800 731 1892 | Fraud
Tel: 03450 450 051 | Housing Services
Tel: 03450 455 218 | Payments (automated)
Tel: 03450 455 215 | Planning
Tel: 03450 450 064 | Revenues
Tel: 03450 450 500 | General Enquiries

Emergency out of hours numbers (after 5.30pm)

Dangerous Structure Enquiries (Building Control)

Tel: 01253 501 055

Environmental Health Emergency

Tel: 0845 609 5437

Homelessness Emergency Service

Tel: 0845 609 5438

Repair Numbers

Housing repairs, electric heating and hot water repairs
(Mears, 24hrs) Tel: 0800 085 1313

**For heating repairs and services
Contact Mears on 0333 2070766**

**Gas escape, smell of fumes, suspected
carbon monoxide leak
(National Grid, 24hrs)**

Tel: 0800 111 999

www.scambs.gov.uk

Twitter: @SouthCambs

Facebook: Search 'South Cambridgeshire'

South Cambridgeshire District Council
South Cambridgeshire Hall
Cambourne Business Park
Cambourne
Cambridge
CB23 6EA