

Tenant & Leaseholder

Issue 12 Summer 2018

Bird feeding & risk of vermin



Homeless trial tenancy

37th Garden Competition

+PLUS

Assisted bins

Key amnesty month

Life Hacks



South Cambridgeshire District Council



Welcome to the next edition of your twice yearly magazine.

The magazine is produced by officers under the direction of the editorial panel made up of Tenant Participation Group representatives to whom we give a big Thank You:

The Star Team for this edition of your magazine were, from left to right, in the picture below:

Edna Ingrey, Dave Hammond, Jim Watson, Helen Ballantyne, Angela Lewell, Joan Ball and Wendy Head.

Inside you will find articles covering a wide range of topics including an update on our repairs contract with Mears and our Handy Person Service. There is information about our new 'tenant approved' policy review group, staff updates within our housing service and feedback from our last magazine where we sought views about how the magazine is produced and distributed in the future.

For those budding gardeners amongst you there are entry details for this years garden competition. Last year we were very pleased to receive applications from several people who had not entered before so we hope this trend continues and have introduced a new category of best wildlife garden for the first time this year.

The Editorial Panel are very keen for this magazine to have more content produced by and about local residents so as always if you have any ideas or possible articles or pictures for inclusion in future editions we would love to hear from you.

On behalf of the Editorial Panel we hope that you enjoy reading the magazine.



Members of the Editorial Panel

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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.

E-Mail: tnews@scambs.gov.uk

Telephone: 03450 450 051

Facebook: Search 'South Cambs'

Twitter: @SouthCambs

Communal Room Reviews



As a result of the review of communal rooms undertaken by the Tenant Scrutiny Team last year, we would like to ask for your views and help with understanding the communal room usage on your scheme and what options may be available for the future.

A Project Team of staff, Councillors and Tenant Representatives has been put together to drive this project forward. The aim is to meet with everyone living on a sheltered scheme. We plan to do this by holding scheme specific open days, home visits and telephone calls. As you can imagine with 42 schemes and 40 communal rooms it is no mean feat to meet you all! Some of you may not see us for quite a while yet, however please be assured that you won't be left out and we do intend to meet with as many sheltered residents as possible.

We understand that each scheme is unique and there isn't a 'one solution fits all' conclusion, which is why we are aiming to hold an open day at every scheme to speak

to you. It's an exciting project, so far we have visited Fulbourn and Bassingbourn and it was heartening to hear how well used some of these rooms are and what a positive impact they make on residents lives.

We will contact you when we intend to hold an open day at your scheme to let you know the date and time. We'll have refreshments waiting and it will be a great opportunity for you to meet staff and put your views forward. We'd like to hear what is working for your room and what isn't and to understand how we can assist you with making the most of the room. Equally, if you don't use the room then we are keen to hear your opinions and discuss options.

Handy Person Service

We are working in partnership with Mears to offer you a 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

MEARS

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

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

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

Minor electrical work - Replacing light bulbs

All Materials must be provided by yourself, charges are £12 (including VAT) per half an hour, £24 (Including VAT) per hour. To arrange an appointment telephone 0800 085 1313.

**POWER CUT?
CALL 105**

**POWER CUT?
CALL 105**

Priority Services Register

UK Power Networks keeps the lights on across London, the South East and East of England, regardless of who you pay your bills to and you can call them on 105 if you have a power cut.

The company has a Priority Services Register to provide free additional help, support and advice during a power cut to pensioners, families with young children and people with special needs, disabilities or health conditions.

The register provides you with access to several extra help services including:

- Welcome pack with useful advice about preparing for a power cut
- 24-hour priority phone number to call for updates until power is back on
- Tailored support if needed such as home visits, hot meals, advice and keeping your friends and relatives updated
- Home visit from our staff or through our charity partnership with the British Red Cross
- In certain scenarios we may also offer a free hotel overnight and transport to the hotel

To be put on the register you can apply online at www.ukpowernetworks.co.uk (click on Help & Advice) or by phoning 0800 029 4285.

Kerry Potter, priority services manager at UK Power Networks, said: "There are many people that could benefit from being on our Priority Services Register including people living with disabilities. While power cuts are rare there's no harm in being prepared.

"When it comes to power cuts most people know to have a torch and an old-fashioned corded phone handy, and that most modern fridges and freezers can stay cold for up to 15 hours. But for those who require extra help or have concerns, being on the register is another practical way to be prepared and save unnecessary worry.

"We want to provide the best possible customer service, far beyond what's normally expected, so our team is dedicated to supporting customers with specific needs.

"While being on the register doesn't mean we can get the power back on quicker, it does mean we know about a person's situation and our dedicated team can provide support tailored to their needs."





Crystal Home Contents Insurance – Peace of mind at an affordable cost

10 Reasons to choose the Crystal Home Contents Insurance Scheme

- 1) No fuss, quick and easy to apply either through the post or over the telephone
- 2) No excess (you don't pay the first part of the claim)
- 3) Covers theft, water damage and fire
- 4) Covers damage to internal decorations
- 5) Covers accidental damage to sanitary fixtures such as toilets and washbasins
- 6) Covers damage to external glazing for which you are responsible
- 7) Covers lost or stolen keys
- 8) You don't need to have special door or window locks
- 9) All postcodes are included
- 10) Flexible regular Pay-As-You-Go payment options

Exclusions & limits apply.
A copy of the policy wording is available on request.

Ask your landlord for an application pack or to apply for cover today, call Crystal Insurance on:

0345 450 7286

Email: crystal@thistleinsurance.co.uk Visit: www.crystal-insurance.co.uk

The Crystal Insurance Scheme is a product name arranged and administered by Thistle Tenant Risks a trading style of Thistle Insurance Services Limited. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority, Lloyd's Broker. Registered in England under No. 00338645 Registered office: 68 Lombard Street London EC3V 9LJ.



Robinson Court Gamlingay re-development

SCDC owned and managed 22 bedsit flats in Gamlingay. These bedsits were in need of refurbishment, but SCDC identified that they were no longer suitable due to the housing need within Gamlingay.

Work started in May 2017 to develop the site, with the bedsits being demolished to make way for much needed new homes.



The bedsits are being replaced with 8 houses and 6 flats (both flats and houses are a mixture of one and two beds) to reflect the housing need within the Village. The site will consist of 10 affordable units and 4 private units. The affordable units will be let to those on the Home-Link register with a local connection to Gamlingay.



The work is due to complete in September 2018. The contractors we are working with to deliver these homes are Taylor French Developments. You can keep up with the development through our South Cambridgeshire Housing Facebook Group (see page 11 for more details).

Self build update

Due to recent new legislation being introduced, all councils now have a duty to hold a register of people interested in self-building within their district. They also need to provide sufficient planning permissions to meet demand as evidenced by the register.

We now hold a Register of interested self builders that is over 800 applicants strong.

We are therefore working closely with planners to bring forward self build plots on major growth sites across the district, as well as auditing our own land holdings which has identified around 100 potential small plots suitable for self-builders.

If the plots are viable, we clear them and get outline planning and sell them at market value. Market value will vary across the district but we are expecting to sell single plots at values ranging from £175,000 to £275,000.

The receipt from the sales goes into our new build housing budget to increase the number of affordable homes we can build. In general terms we aim to build around 1.5 new council homes for each plot sold.

We are pleased to report that we are in the process of selling our first plot of land for self-build and have several more sites due to go through planning and be marketed for sale over the next few months.



For more information please contact : Laurence.castle@scambs.gov.uk or see our website www.scambs.gov.uk/right-to-build

Bins

We have recently had a lot of questions regarding our bin collection service, so we thought an update would be useful for our Tenants & Leaseholders. Hopefully you have settled in to your new bin collection days, and have found use for your old paper caddy.

How to report a missed bin

Our waste collection crews work hard to ensure that all bins are collected on the correct day, if your bin hasn't been collected; there could be a number of reasons why, for example;

If the weather is extremely bad, crews may not be able to get around to every household safely on the designated day, do not panic, they will return to empty your bins.

The crew could have collected the bins on your street already, we ask that all residents ensure their bins are put out by 6am on their day of collection, please also make sure you have put out the correct colour bin, as this could be another reason why they have not been collected.

Check your bin for an advisory card, this will tell you why it has not been collected.

If your bin has been missed, you need to report it before 3.30pm the day after your scheduled collection. You can do this by filling out an online form at www.scams.gov.uk/recycling or by calling 03450 450 063.

Assisted bin collections

Assisted collections are designed for residents who, due to disability or physical impairment, are unable to place their bins at their collection point and where nobody else in the household can assist them. Collections can be made from a more convenient place on the property (e.g. by the front door).

Complete an application form for an assisted collection service www.scams.gov.uk/apply for it/bins or alternatively please call 03450 450 063, or email: env.health@scams.gov.uk to request a printed form.

Did you know we collect clinical/medical waste?

More and more people are now being referred by the Health Service to treat themselves at home. If this treatment involves the use of dressings, needles or other surgical equipment, these items must be collected separately from other waste.

If you require this service, you can apply online, www.scams.gov.uk/recycling and click the Clinical & Medical waste button or alternatively please email: refuse@scams.gov.uk, or call 03450 450 063 to request a printed form.

Parklife 2018

Parklife, our free family fun day, organised in partnership with Cambridge Sports Lake Trust, will return to Milton Country Park on Sunday 1 July between 10am and 5pm.

There will be lots of free activities taking place for you to come along and try. On the lake there will be taster sessions for kayaking, canoeing, paddle boarding and even angling.

If you prefer dry land, the action packed cycling zone will have lots to choose from including all ability bikes, balance bikes, multi person bikes, and pedal-powered Scalextric and smoothie makers. You can even bring along your own bike and have a go on the mountain bike track.

All new for this year will be a mobile caving system to explore, alongside old favourites including climbing walls, archery, bouncy castles & inflatable zorbs.

For young adventurers a visit to the Wild South Cambs Zone is not to be missed, where you can get stuck in and have a go at den building, fire lighting and pond dipping.

The entertainment area will return this year to showcase local fitness opportunities alongside home-grown musical talent. Food and drink will be available to purchase from a number of vendors, or why not bring along a picnic to enjoy in the lovely orchard.

For more information about the event visit:
<https://www.scambs.gov.uk/parklife>



Mears Update



Mears are proud to be working in partnership with South Cambridgeshire District Council and Cambridge City Council. Following the implementation of new joint heating Contract for both authorities in July 2016, part of the Mears tender commitment was in social value, this has enabled Mears to create further opportunities to recruit and employ 5 apprentices from the local area to increase the repairs and maintenance team.

All apprentices have been employed in conjunction with Cambridge Regional College with training plans to learn and develop skills, working towards recognised qualifications upon completion.

They are gaining valuable experience working from the Mears Cottenham branch on both Councils housing stock interacting with tenants and local communities. Apprentice positions include electricians / plumbers and administration.

Apprentices are pictured above along with operations manager Kenny Holmes (left).

Changes to Mears appointment times

Heating Response times:

Emergency: same day up to 8pm
 Out of hours emergencies: up to 8pm
 Routine: Up to 20 working days

Repair Response times:

Emergency: 24 hours
 Out of hours emergencies: 24 hours
 Routine: Up to 35 working days

After the change in contract with Mears back in April 2017, times for appointments have slightly changed; we wanted to send a reminder to our tenants about how long Mears have to fix any issues. For most routine, non urgent repairs, this contract allows up to 35 days, although, the average time taken is around 11 working days.

Mears are working hard to ensure that tenants receive a "first time fix". There will, however, be occasions where this may not be possible. We suggest that when reporting repairs, please try and give as much information as possible to help the operatives understand the issue.

The Housing Department is on Facebook!



The Housing Department has set up a Facebook group for 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.

Bird feeding

Feeding the wild birds in your garden is a wonderful way to help the wildlife.

Sometimes feeding birds can lead to other pests entering your garden, such as rats. We encourage our tenants feeding the birds, and would like to share these tips to make sure there are no unwanted pests eating the bird food or taking over your space.



- **Don't put out too much food** - It's better to feed the birds little and often, as if they don't finish the food, unwanted pests will! If they haven't finished all of the food you put out for them, don't top it up!
- **Move it around** - Try to avoid putting food in the same place each day, this will confuse rats, but not the birds.
- **Keep it up** - Try to keep food off the ground, use a hanging feeder or similar and hang from a tree. Keep it out of reach of those pests.
- **Keep it clean** - Rats don't mind eating mouldy food, so it's a good idea to regularly clean bird tables, feeders and any scraps of food you find lying around. Dirty tables can also make the birds sick.
- **Store the food well** - make sure all bird food is stored in sealed containers, this will reduce the risk of rats getting to it.

Homeless Trial Agency

Sherri Lee (Neighbourhood Services Team Leader) has been doing some partnership working with the Chronically Excluded Adults team (CEA). The CEA consists of a group of project workers who identify people who are long term rough sleepers or those with complex needs and have a history of no engagement with agencies that provide advice and support. They work with these individuals in an attempt to get them to engage so that they are able to sustain change.

As part of the joined up working, it was suggested that we use a SCDC property as a training flat, where together we could identify an individual who would take this opportunity to change.

In August 2017 the perfect flat was identified. The CEA team referred a young man who they felt was the ideal candidate and Sherri was introduced to Steve* who had been street homeless for a number of years.

Steve was given a temporary licence and was told that if he was able to demonstrate that he was engaging with the agencies such as inclusion and probation, giving him a permanent property could be looked at (he had a live home-link application and we had accepted a duty). His home-link application was suspended so that he was unable to bid, this was so we could monitor that he was able to sustain a tenancy before he was offered a permanent property.

When Steve signed for the property he cried, he was so grateful and said that this was going to change his life. When Steve was homeless he would often drink in order to fall asleep. Since moving into the flat, Steve no longer drinks and loves to get into his warm bed and put his head down on a comfy pillow, much better than a cardboard box and a concrete pillow.

Steve also wanted to work, but was unable to without an address. If it wasn't for this training flat, Steve would still be homeless.

Steve said:

"Well, if I hadn't had this opportunity I would be back in prison. When I was on the street, I couldn't charge my phone, so I was missing all kinds of appointments.

I wasn't able to keep my probation appointments and would soon be recalled to prison. Since I have had my own place, I have been back in contact with my parents, who I hadn't seen for a long time. They have visited me here and I was able to spend Christmas with them. It was the first Christmas for years, and it was really great fun.

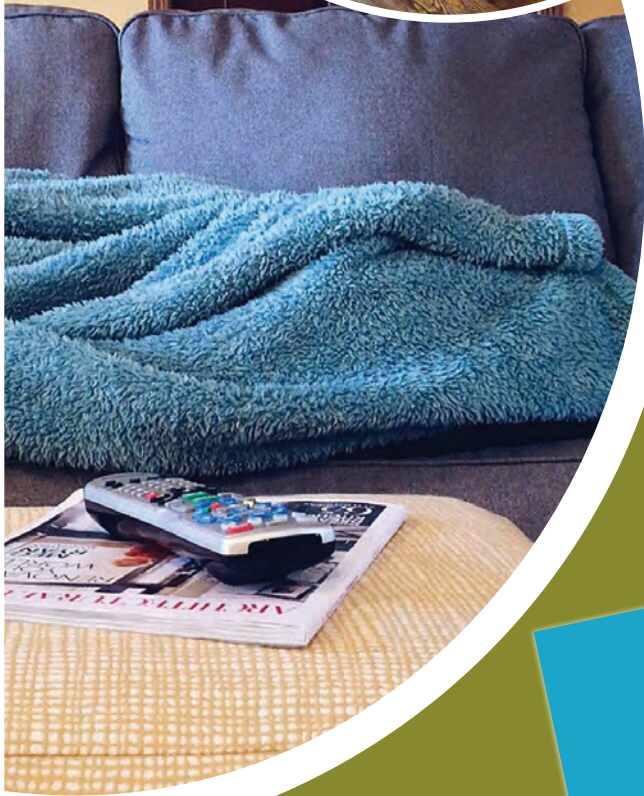
I am now doing some voluntary work with a couple of organisations and I am looking forward to gaining full time employment in the future. I am not drinking anymore and feel that I have control of my own life. I love the quiet here and feel safe. This place means everything to me and I can't thank you enough for this opportunity."

Over the last 6 months Steve has demonstrated that is able to sustain his tenancy and there have not been any issues, because of this Steve has now been given an introductory tenancy.



Marie Ludlam from the CEA said: "After several years of homelessness and its associated problems the training flat provided by South Cambridgeshire District Council has been an amazing opportunity for Steve. Steve was facing huge barriers to accessing accommodation. Being in accommodation has allowed Steve to access and maintain engagement with support services and move his life forward to the point that he is accessing a training course in preparation for employment."

*Name has been changed.



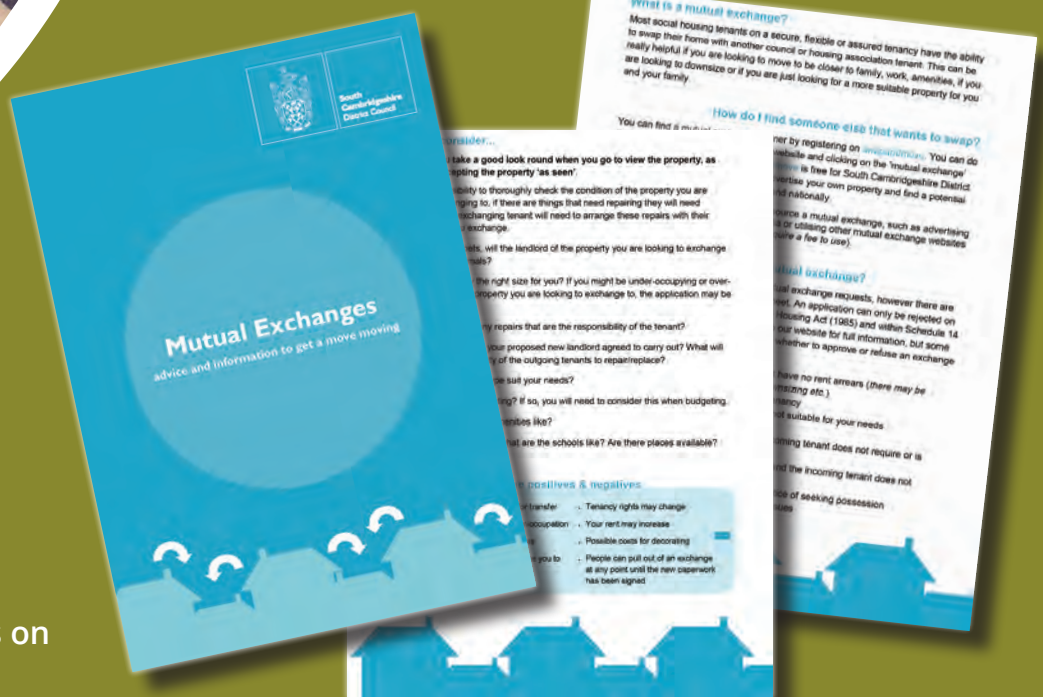
Mutual Exchanges: Important Update

Unfortunately the Home-Link SwapandMove service for social tenants looking to carry out mutual exchanges is no longer available.

This service will not be immediately replaced, however there are other options available to tenants that are looking to source a mutual exchange. These could be advertising in local shops, newspapers, social media or utilising other mutual exchange websites (please note that some of these may require a fee to use).

Guidance and advice for people considering a mutual exchange is available in our leaflet, which is available on our website and includes advice on;

- Tips for creating a good mutual exchange advert
- Health and safety considerations when arranging viewings etc.
- Things to think about when deciding upon the completion of a mutual exchange



If you would like further information on mutual exchanges, please call us on 03450 450051.

Update to the Sheltered Estate Officers

We have recently had some changes with some of our Sheltered Estate Officers, with this in mind; we wanted to give you an update on their patches. The Sheltered Estate Officers deal with those that live in our sheltered properties only.

The Sheltered Officers are on site once a week, and they have distributed these to all of their residents, if you haven't had one, or have lost yours, please contact your Sheltered Estate Officer.



Julie Hayes – Sheltered Estate Officer
Chalklands, Linton
Cox's Close, Stapleford
Chapelfield Way, Sawston
Mays Avenue, Balsham



Nicky Linsdell – Senior Estate Officer (East)
Acacia Court, Great Shelford
Lettice Martin Croft, Whittlesford
The Green Road, Sawston
Uffen Way, Sawston



Julie Webster – Senior Sheltered Estate Officer (North)
Denson Close, Waterbeach
Chapel Close, Waterbeach
Elm Court/Medcalfe Lane/
The Doles, Over
The Close/ Chequers Lane,
Papworth



Sharon McIver – Sheltered Estate Officer
Laceys Way, Duxford
Chaplins Close, Fulbourn
St Vigors Close, Fulbourn



Malissa Ginn – Sheltered Estate Officer
Orchard Close, Girton
St Vincents Close, Girton
St Audreys Close, Histon
Kay Hitch Way, Histon





Libby Bennett – Sheltered Estate Officer
Franklin Gardens, Cottenham
Homefield Close, Impington
The Dale/ Haddows Close,
Longstanton
Thistle Green, Swavesey



Kathy Rice – Sheltered Estate Officer
Avenells Way/ Grays Road,
Gamlingay
Blythe Way, Gamlingay
Lordship Close, Orwell



Michelle Benstead – Sheltered Estate Officer
Wilford Furlong/Brickhills,
Willingham
Greenleas, Histon
Coolidge Gardens, Cottenham
Stevens Close, Cottenham



Eileen Allan – Sheltered Estate Officer
John Impey Way, Melbourn
Vicarage Close, Melbourn
Elin Way, Meldreth
Stulpfield Road, Grantchester



Lesley Dyer – Senior Sheltered Estate Officer (West)
Knutsford Road,
Bassingbourn
The Limes, Bassingbourn
Allans / Great Close, Barton
Nursery Way/ Hines Lane
Comberton
Meadowcroft Way, Orwell



Dawn Miller – Sheltered Estate Officer
Clifden Close, Arrington
Meadow Way/Queen Close, Harston
Wisbeys Yard, Haslingfield
Hall Close, Bourn



Report Fraud

Committing Housing Fraud deprives honest people and families of a home, and can also cost you more money.



Do you know an individual or a family who have potentially lied to the council to gain a house they are not entitled to? If somebody you know sub-lets their Council property to a friend, family member or a total stranger they are committing tenancy fraud.

If you do know of a property that is being illegally sub-let, or you even think it might be illegally sub-let, please tell us so we can catch tenancy cheats.

Tenants who fraudulently sublet their home can cost the taxpayer up to £1.75 billion a year, whilst they make thousands of pounds in profit from the sublet of their Council property. The Audit Commission estimated in 2012 there were nearly 98,000 social homes across the UK that are subject to some form of tenancy fraud each year.

Your referral can be made 100% anonymously, or should you wish to provide contact details should we need further details from you, you can. Your referral could result in a property being recovered and potentially give a deserving family in temporary accommodation a better life whilst saving you money. Social and affordable housing should be used by individuals and families who require it, not people who tell the council false information to deprive the housing system and make a profit from their lies.

What constitutes as Tenancy Fraud?

- An individual (or possibly a family) who claims to be homeless to obtain a property when they already have residence or ownership of a house elsewhere
- Providing false information on a housing application, or failing to declare relevant information in relation to person's circumstances
- A council tenant subletting a property and/or part of a property
- Claiming to be living at a property when the person is living elsewhere (possibly sub-letting)
- Falsely claiming to have lived in a property in which the lawful tenant has died in order to take over the tenancy (wrongful assignment/succession)
- False applications for Right to Buy or Right to Acquire

Key Amnesty Month

South Cambs District Council is giving people who are knowingly committing tenancy fraud one month to do the right thing; return the keys, no questions asked.

The Key Amnesty month will be held later on this year. The Council is hoping that the Key Amnesty will give people knowingly committing tenancy fraud the chance to avoid court, a criminal record and a potential fine by returning the keys to the property without any questions being asked. We hope that by carrying out this exercise we will give families and people in genuine need of full time housing the affordable rent they desperately require. Tenants who are found guilty of illegally subletting their properties are breaking the law and can face up to two years in prison, additionally; they face the potential of an unlimited fine.

The amnesty means tenants who are carrying out illegal activity at their properties can return the keys and face no punishment. This does not just involve sub-letting, but also the 'selling' of keys, non-residence, persons who have falsely claimed succession or obtained housing by deception. Once the Key Amnesty has passed we shall actively seek out tenants who are illegally using their property and look to prosecute.

South Cambs District Council has over 2,000 households and applications waiting to be housed. A number of these are in temporary accommodation; a proportion of this figure is an unnecessary burden on the public purse and nationally costs the

tax payer millions of pounds.

Our message as a council is clear: if you are an illegal tenant, then we are giving you a month's grace to hand back your keys and give up your tenancy and no further action will be taken. However, if you are found to be illegally occupying your home, you risk a criminal conviction, unlawful profit orders and, of course, the loss of your council house."

If you are committing tenancy fraud, this is your opportunity to do the right thing and hand back the key. When you return the key, no questions will be asked.

For further information and details of how to hand back the key visit the council's website at <https://www.scambs.gov.uk/content/housing-fraud> if you believe that someone you know is committing tenancy fraud you can provide details at Tenancy.Fraud@scambs.gcsx.gov.uk or by calling our contact centre and leaving a referral on 03450 450 051.



Thank you for your feedback

In the last edition of the Tenant & Leaseholder news we asked you, our Tenants & Leaseholders, for feedback on how we distribute the magazine.

The feedback we received was unanimous and at this time, we will not be changing the way that we produce and distribute the magazine. We have listened to those that have stated this magazine is something they look forward to receiving twice yearly.

We want to thank everyone that had their say and thank you for the very useful feedback regarding this publication.

The Editorial Panel and Officers at SCDC work hard to ensure this is an informative and interesting magazine for all Tenants & Leaseholders. We really value all feedback for the magazine.

If you would like to put forward any ideas for content or would like to write something for the magazine, please email tnews@scambs.gov.uk

Digital Champions needed

We are looking for enthusiastic individuals that would be willing to help others learn new skills & help others get online.

Being online is fast becoming a necessity and we would like to help our tenants & leaseholders discover the amazing possibilities it can unearth.

Being online can save you money, reduce social isolation, and so much more.

We are looking for individuals that are willing to help others, you don't even need to be an online genius, and in fact you don't need any experience at all as we will provide you with complete training free of charge!

We are working in partnership with Digital Unite, a nationwide organisation who helps to deliver digital champion training, and help digital champions live up to their title.

We ideally would like someone who can give up an hour or two a week to help others, either individually or as a small group.



If you're interested in helping others, and think becoming a Digital Champion may be for you, please email: resident.involvement@scams.gov.uk for more information.

Tenant Approved Group



We are pleased to announce that we are launching a 'Tenant Approved Group' that will provide feedback on our draft policies, leaflets and other documents that we produce.

The group will be mainly based online, seeing documents sent by e-mail from time to time, inviting opinions and comments upon various subjects and providing these residents with an opportunity to help shape the service and positively contribute to our policies and procedures.

As the group operate via e-mail, it means that those that can't always attend other meetings because of work or other commitments still get the opportunity get involved.

We are delighted that some tenants and leaseholders have already signed up to be part of the group and would like to take this opportunity to offer the invitation to you too!

If you would like more information or would like to register your interest, please feel free to phone our Housing Policy Officer, Martyn Hilliam, on 03450 450 051 or e-mail martyn.hilliam@scams.gov.uk.

37th annual gardening competition now open for applications!

Gardening brings with it many benefits, such as exercise, enjoyment of the great outdoors, growing and nurturing something from seed and can bring great benefits to nature and local wildlife.

So what's new this year?

We are introducing a new category: • **Best Wildlife Garden**

For this category we will be looking at gardens that help to support wildlife, this could include habitats, bird feeders & certain plants that encourage bee's!

How do I enter?

Simply complete the form online at www.scambs.gov.uk/gardencompetition or cut out and post the below form to:

Resident Involvement Team (Housing)
South Cambs District Council,
South Cambridgeshire Hall,
Cambourne Business Park,
Cambourne CB23 6EA



Best Garden Competition 2018

The closing date for entries is **Friday 29 June**. The main areas the judges will look at are - **General upkeep, Use of the area available, Variety and quality of Plants/Vegetables/Flowers, Attraction to beneficial wildlife, Conservation and Overall Impression.**

Judging will take place in 9-11 July, with winners receiving their trophies, certificates and prizes at a special presentation evening at Scotsdales Garden Centre on 14th September.

Send to: Resident Involvement Team (Housing), South Cambs District Council, Cambourne Business Park, Cambourne, CB23 6EA

***Yes - I am an SCDC tenant or leaseholder and would like to enter:**

- Best kept garden overall
- Best kept small garden
- Best kept large garden
- Best kept vegetable garden
- Best new tenant's garden (April 2017 - April 2018)
- Best sheltered housing scheme communal gardens
- Best family garden
- Best Wildlife Garden
- Best community garden
- Best window box or container garden
- Best greenhouse (vegetables)
- Best greenhouse (flowers)
- Carol Johnson best wildflower garden award

***You can enter in more than one category.**

Please write your details below :

Name:

Address:.....

Telephone Number:.....

Email:.....



Competition Winners!

Congratulations to Rachel & Maya, our joint winners for the Winter colouring competition! Our Editorial Panel struggled to pick just one winner and thought all the entries were fantastic, We hope you enjoy your vouchers!



Maya Age 10



Rachel Age 8



Kaiden Age 4



Household life hacks

Lemon juice & vinegar and a scrunched up newspaper cleans windows a treat.

Microwave cleaning with 1 lemon & water - Put half a cup of water in a microwave safe bowl, half the lemon & squeeze all of the juice into the water, drop both halves into the lemon water. Heat on full power for 3 minutes and leave to stand for 5 minutes, do not open the door during this time. Take the lemon water out of the microwave and wipe with a dry towel. If there is a really stubborn spot, dip the towel in the lemon water and rub until it comes off.

When boiling eggs, add a teaspoon of baking soda to the water, the shells will come off effortlessly.

Get rid of lime scale with white vinegar – put some into a sandwich bag and put it over your taps, or your shower head making sure they are fully submerged and leave overnight. In the morning wipe with a damp cloth and all will be gone. The smell will disappear once it dries too.

A pet friendly alternative to ant powder – baby powder! It works great to keep ants away and does not harm your furry friends.

If you're going on holiday, use an empty bottle of sun cream to store your phone, money & keys etc, no one will think your valuables are in there!

- When packing for a holiday, roll up your clothes, towels etc & put socks and other small items in your shoes – you can fit more in your case!

- Put leftovers in zip lock bags, that way you can freeze them flat, it saves space in the freezer & they thaw out quicker! And to re heat leftovers in a microwave, space out a circle in the middle, it will heat up much faster.

Ingredients:

- 225g unsalted butter or Stork
- 225g muscovado sugar
- 225g black treacle.
- 225g golden syrup
- 6 tsps ground ginger (you can add more to taste)
- 2 large eggs
- 450g Self raising flour
- 300ml milk
- Heaped tsp of baking powder

Ginger & Treacle Tray Bake

Method:

Preheat oven to 160c

Grease and line a 12" x 8" baking tin.

Put butter or Stork, sugar, treacle and golden syrup into saucepan and heat gently until all combined, remove from heat and allow to cool.

Sift flour, ground ginger and baking powder into large bowl, mix to combine.

Whisk eggs and milk separately.

When butter mixture is cooled, pour over flour, then add milk and egg mixture and combine.

This will be a fairly wet mixture.

Once combined pour into lined tin and bake on middle shelf for 50 minutes or until a knife comes out clean, do not open oven for at least 45 minutes.

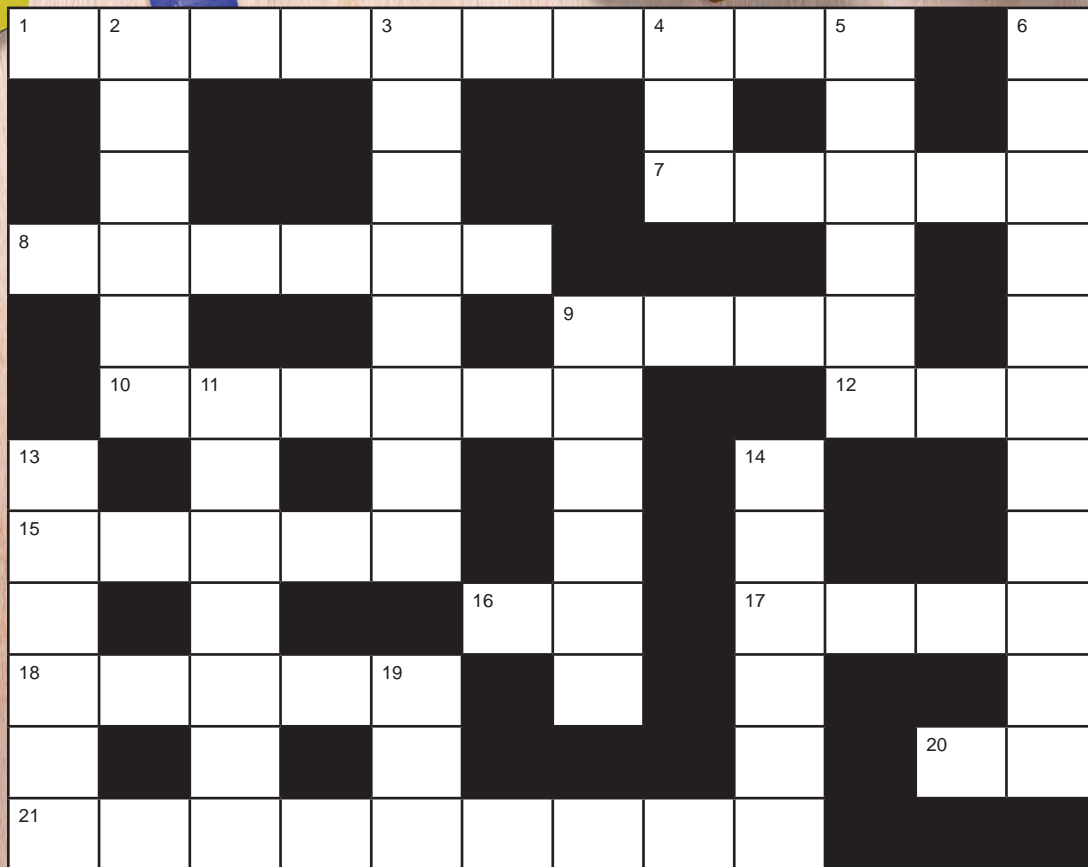
Allow to cool for a few minutes, turn out on cooling rack, and cut into squares.



And if you wish to add an extra zing, add this topping!

- 75g (3oz) icing sugar
 - 3 tablespoons stem ginger syrup from the jar
 - 3 finely chopped bulbs of stem ginger from a jar
- To make the icing, sift the icing sugar into a bowl, add the ginger syrup and mix until the icing is smooth and has a spreading consistency. Pour the icing over the cake, spread it gently to the edges with a small palette knife and sprinkle with the chopped stem ginger to decorate. Allow the icing to set before slicing the traybake into 15-20 pieces.

Puzzle Page - Crossword



Across

- 1. A device to put words onto paper
- 7. India's capital territory
- 8. A plant with three leaves, sometimes four
- 9. A portable shelter from the elements
- 10. Type of tree and popular 80s movie
- 12. Shortened term for the period later in the day
- 15. To travel in line with
- 16. An abbreviation for audio video
- 17. An occasion with entertainment
- 18. Strong thread
- 20. An abbreviation of a Latin term for a doctor of medicine
- 21. A swampy grassland, most referred to in the USA

Down

- 2. A colour, a hit for Coldplay
- 3. The state of the pitch might mean the game is called off
- 4. The slightest amount
- 5. To make a connection with someone
- 6. A mountainous country in central Europe
- 9. A dozen
- 11. To look up to someone and hold them in very high esteem
- 13. A structure associated with medieval times
- 14. A collection of geese
- 19. Part of the ingredients in a fry-up

Dates for your diary

2018 Dates

TPG Meetings

Mondays 6:30pm - 8:30pm

Denson Close, Waterbeach, CB25 9RN

4 June 2018

1 October

2 July

12 November

3 September

10 December



Sheltered Housing Forum

Thursdays 10am - 12noon

19 July 2018 -

Chalklands, Linton CB21 4JH

18 October -

Chapelfield Way, Sawston CB22 3SY

Leaseholder Forum

Thursdays 10am - 12 noon

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

14 June 2018

11 October

Cambridge & District

citizens advice

Cambridge and District Citizens Advice is a registered charity that provides free advice and support to any member of the public on problems they face in their everyday lives.

They offer help in relation to a wide range of social welfare areas. They can help you enforce employment rights, manage your money, improve your housing, and access benefit entitlements. They also promote consumer rights, such as protecting people from scams and rogue traders.

If you think you may need advice or support, please visit one of drop in locations around the district and Cambridge:



Cambridge City Council,
Mandela House, 4 Regent Street,
Cambridge CB2 1BY
Tuesday & Thursday 11am - 3pm



Meadows Community Centre,
1 St Catherine's Road,
Cambridge CB4 3XJ
Wednesday 11am - 3pm



Girton Community Centre,
St Vincent's Close,
Girton CB3 0PE
Wednesday 1pm - 4pm



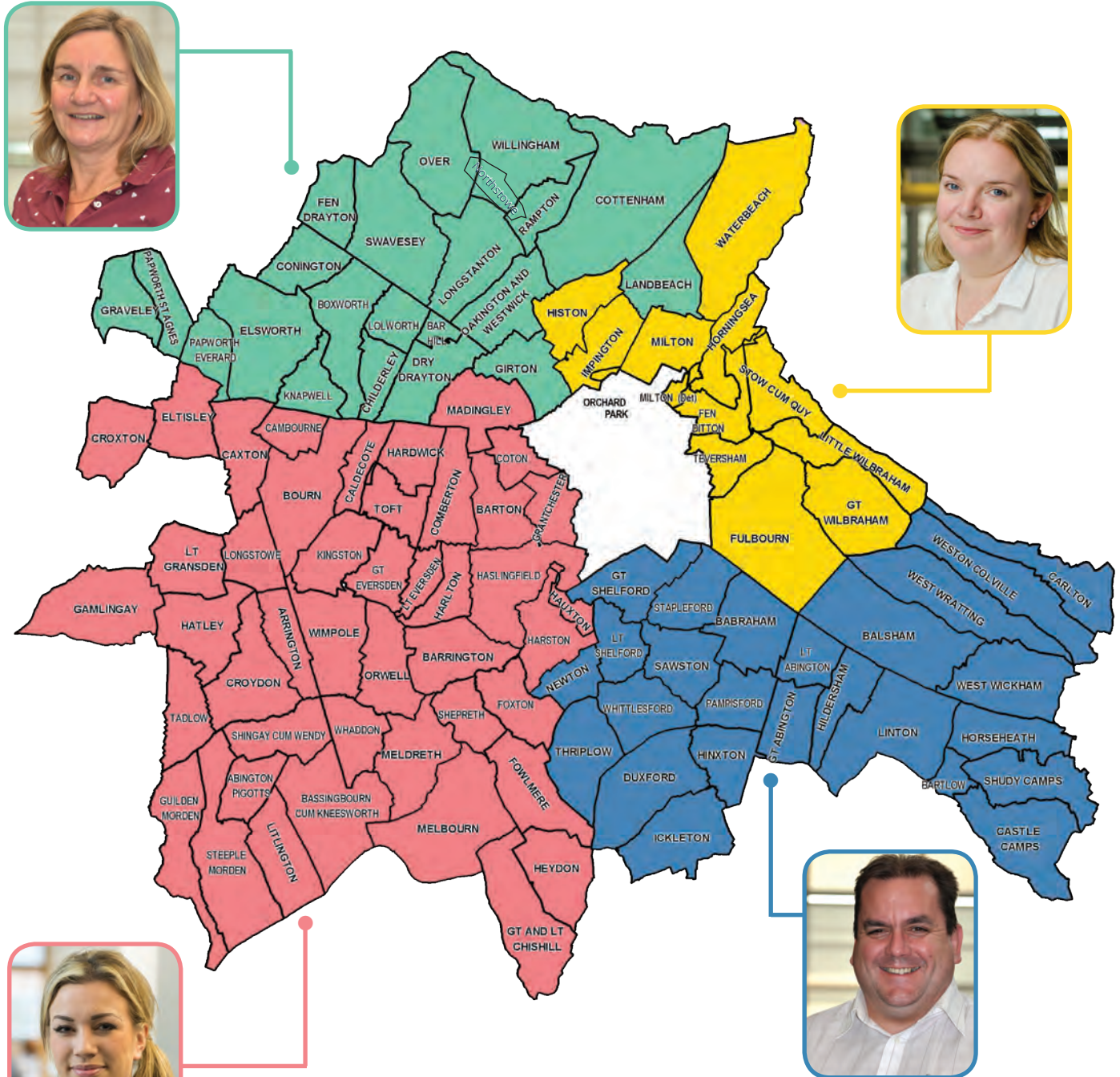
John Huntingdon Centre,
189 High Street,
Sawston CB22 3HJ
Friday 9.30am - 12.30pm



Trumpington Pavilion,
Paget Road,
Cambridge CB2 9JF
Thursday 11.30am - 2.30pm

Citizens Advice Tel: 0344 848 7979

Housing Service Areas



Service Areas Key:



Lynne Roberts



Amy Lovat



Carly Freed



Andrew Cole

Keeping yourself and other people safe

Mental Health
Cambridgeshire Independent Advocacy Service
 Tel: 01223 218500

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

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)

Learning Disabilities

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

Voiceability – Tel: 01223 555800
www.voiceability.org

Mental Capacity and Deprivation of Liberty

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

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)

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

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



www.scambsgov.uk

Twitter: @SouthCambs

Facebook: Search 'South Cambridgeshire'

Contact Resident Involvement:

resident.involvement@scambsgov.uk



Housing Facebook Group:

Search 'South Cambridgeshire Housing'

Monday – Friday (8am to 5.30pm)

Tel: 03450 450 061 | Benefits

Tel: 0300 772 9622 | 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

South Cambridgeshire District Council

South Cambridgeshire Hall

Cambourne Business Park

Cambourne

Cambridge

CB23 6EA

